



Transit Future Plan

KAMLOOPS | May 2012



Table of Contents

02 Executive Summary

Visions and Goals
Mode Share and Ridership Targets
The Transit Future Plan Network
Implementation Strategy
Moving Forward

08 Introduction

Why Do We Need a Transit Future Plan?
What Is a Transit Future Plan?
Plan Area
Provincial Transit Plan
Linkage to Other BC Transit Plans
Linkage to Local Plans

12 Participation

Municipal Participation
Community Participation

16 Setting the Scene

Community Composition
Planning Context
Movement
Conventional Transit System
Custom Transit
School Busing

32 Visions and Goals

Vision Statement
Project Goals
Ridership and Modeshare Targets

40 The Network

Service Layers
Benefits of the Transit Future Plan Network

44 Resources

Service Hours and Vehicles
Transit Infrastructure Requirements

48 Implementation Strategy

Network Priorities
Ongoing Improvement Initiatives

62 Moving Forward

Funding the Plan
Alternate Local Funding Options
Implementing the Plan
Keys to Success



Executive Summary

Transit has tremendous potential to contribute to stronger, more sustainable communities. The need to realize this potential in Kamloops is increasingly important because of factors such as climate change, population growth, an aging demographic and mobility issues for individuals who do not have access to a private automobile, and increasing traffic congestion. With the population increasing from 85,678 (2011 Census) today to approximately 120,000 by 2036, the number of automobile trips will increase in an already constrained road network. Transit-oriented development supported by a strong transit network and transportation demand management measures will reduce the rate at which congestion grows.

Meeting the demands of the forecasted population and traffic growth in Kamloops requires a shift in focus from moving vehicles to moving people. In the past, government at all levels has attempted to build its way out of traffic congestion by expanding the road network, but this has resulted in only temporary success. Major investments in expanding the road network to accommodate the private automobile do not align with local, regional and provincial planning aspirations. Without a significant increase in the use of transit and other sustainable transportation modes (e.g. walking and cycling), an increase in daily automobile trips will result in increased congestion on key local and regional transportation corridors. Congestion has negative environmental, social and economic impacts on the community and contributes to higher transportation costs. To help build a sustainable future in the region, this plan has been designed to achieve a transit mode share target of 5.6 per cent by 2036, which means an increase from 3.3 million rides today to over 7 million rides in 2036.

The Transit Future Plan envisions Kamloops' transit network 25 years from now and describes what services, infrastructure and investments are needed to get there. In order to achieve the 5.6 percent mode share target, the plan is designed to create a stronger link between transit plans and local land use and transportation plans. It also supports the Provincial Transit Plan and key initiatives of BC Transit's Strategic Plan.

The Transit Future Plan includes a review of the existing transit services, local land use plans, travel data and travel demand forecasts. Consultation efforts included detailed discussions with the City of Kamloops, stakeholders, the Transit Future bus tour, a project web site and an online survey. In total, BC Transit engaged more than 3,300 people in Kamloops.

The background research and community engagement resulted in the creation of a unified vision for transit and the development of a transit network designed to meet the needs of Kamloops for years to come.



Vision and Goals

Vision

“The Kamloops Transit System provides convenient transportation throughout the community, contributing to the environmental, economic and social sustainability of Kamloops”

Goals

The transit system:

1. contributes to a more environmentally sustainable Kamloops
2. is integrated with other transportation modes
3. is efficient
4. is an attractive alternative to the private vehicle
5. is safe
6. is accessible

Mode Share and Ridership Target

The Transit Future Plan is designed to chart the course for transit investments that will help the community’s future ridership goals to be attained. The Sustainable Kamloops Plan, adopted by Kamloops City Council in 2010, sets a target to increase transit ridership by 50 per cent (from 2008 levels) by 2020. A 25-year ridership target of **7,125,000 riders by 2036** has been set for the Transit Future Plan, assuming continued growth beyond the Sustainable Kamloops Plan 2020 target.

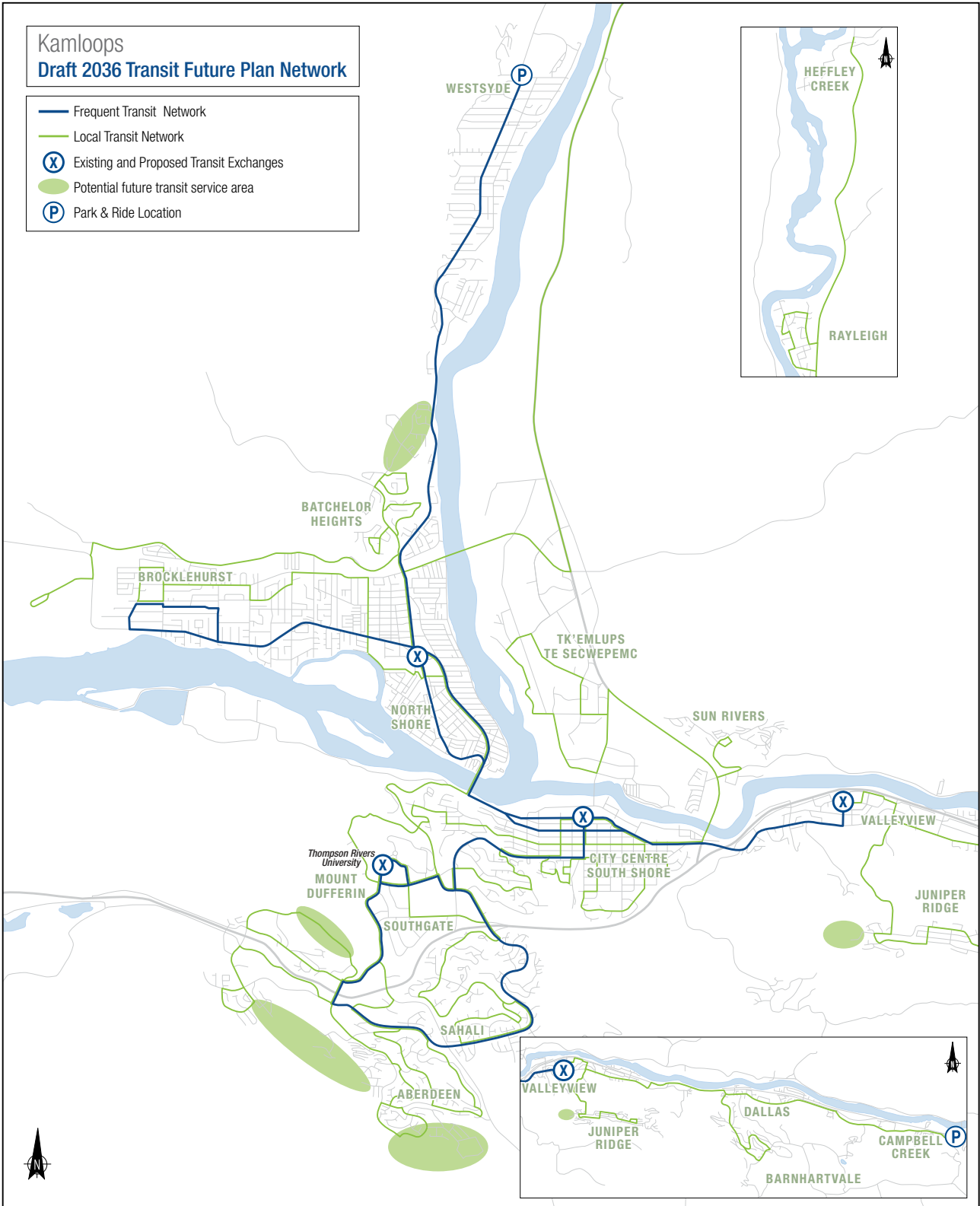
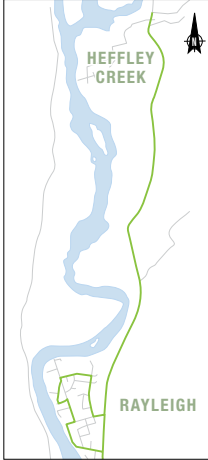
The existing transit mode share for Kamloops is estimated at 3.8 per cent, assuming 3.4 trips per person per day. If future population and ridership targets are realized, Kamloops would have a **transit mode share of 5.6 per cent by 2036**, exceeding the Provincial Transit Plan target of 5 per cent.

Targets are a critical component of the Transit Future Plan and Sustainable Kamloops Plan, as they are an effective way to measure progress towards achieving the goals of the plans. Achieving the target is dependent on a number of factors such as transit system growth and transit-supportive land use.



**Kamloops
Draft 2036 Transit Future Plan Network**

- Frequent Transit Network
- Local Transit Network
- X Existing and Proposed Transit Exchanges
- Potential future transit service area
- P Park & Ride Location



The Transit Future Plan Network

The Transit Future Plan network is comprised of three layers of transit service. Together, the different layers of service create a comprehensive transit network to best meet the existing and future needs of the region.

Frequent Transit Network (FTN)

FTN service provides medium- to high-density mixed land use corridors with a convenient, reliable and frequent (15 minutes or better between 7:00 a.m. and 10:00 p.m.) transit service seven days a week. The goal of the FTN is to allow customers to use transit spontaneously without having to consult a schedule. The FTN will carry a large share of the transit system's total ridership and for this reason justifies capital investments such as transit priority measures, right-of-way improvements, a high level of transit stop amenities and corridor branding.

Local Transit Network (LTN)

The LTN is designed to connect neighbourhoods to local destinations and to the FTN. LTN services allow customers to plan a trip to work, school or the local shopping centre by transit. Frequency and vehicle type are selected based on demand. In some cases, smaller transit vehicles can be utilized to better match customer demand and operating conditions to local roads.

Targeted Services

Targeted Services are a collection of transit services that include handyDART and express transit services.



Implementation Strategy

Establishing the Transit Future Plan network requires prioritizing transit investments into an implementation strategy to transform today's network into the future network.

Network Priorities

Short Term:

- Introduce summer service reductions
- Introduce service level improvements for Route 1 – Tranquille, Route 2 – Parkcrest and Route 9 – Gleneagles
- Implement service improvements for Route 10 – North Shore/TRU Express, Route 14 – Batchelor and Route 16 – Juniper Ridge
- Implement new Sun Rivers and Tk'émłúps te Secwepemc Indian Band service
- Complete the new operations and maintenance facility
- Improve transit operations at Aberdeen Mall
- Work with Thompson Rivers University (TRU) on their campus plan specifically in regards to transit circulation

Medium Term:

- Establish TRU to Valleyview FTN and southwest loop FTN
- Increase frequency on Westsyde FTN line
- Combine Route 10 – North Shore/TRU Express and Route 5 – Pineview
- Establish airport/Ord Road local transit route
- Plan and build upgraded bus stops and pedestrian facilities at the corner of Summit Drive and Columbia Street West
- Design and build an exchange in Valleyview
- Investigate potential Park & Ride facilities in Westsyde and Campbell Creek

Long Term:

- Increase service levels on the FTN
- Implement new transit services or transit service extensions in potential future transit service areas (as growth requires)
- Investigate transit circulation in Downtown Kamloops

Ongoing Initiatives

- Address current operational needs
- Make transit more accessible
- Match vehicle type to local demand
- Improve customer information
- Improve transit facilities
- Implement transit priority measures

Moving Forward

Funding the Plan

Full implementation of the Transit Future Plan will require a significant capital and operating investment in the transit system over the next 25 years. As a result, the way in which transit is, and will be funded needs to be reviewed.

The ambitions of this plan and the Provincial Transit Plan will require BC Transit and its partners to continue their endeavors to achieve stable and predictable revenue sources beyond the existing funding mechanisms. BC Transit and its funding partners will need to work together to achieve stable and predictable funding sources beyond the existing funding mechanisms.

Achieving Success

BC Transit has begun to take steps to guide the Transit Future Plan from vision to reality. A key step is the need for ongoing dialogue with local partners and the Province on transportation policy, funding and the linkage between land use and transit planning.

Moving forward, BC Transit will use this plan to communicate the vision and direction for transit in Kamloops and to encourage integration into local plans and projects.

The Transit Future Plan is designed to accommodate the ridership necessary to achieve the Provincial Transit Plan and municipal mode share targets. However, municipal, regional and provincial planning agencies are pivotal in the creation of demand through strategic transit-oriented development, transit-friendly land use practices, transportation demand management and the provision of transit priority measures. These agencies also ensure the necessary active transportation infrastructure is in place to facilitate the shift in mode share to more sustainable modes.



Introduction

Why do we need a Transit Future Plan?

Transit has tremendous potential to contribute to stronger, more sustainable communities. The City of Kamloops has recognized this potential through the creation of their Sustainable Kamloops Plan which outlines a desire to reduce automobile usage through the uptake of more sustainable modes of transportation, such as public transit.

An estimated population of 120,000 by 2036 is expected to increase the number of daily trips (by all modes) from 275,000 to over 400,000. Meeting the demands of the forecasted population and traffic growth in Kamloops will require a shift in focus from moving vehicles to moving people. In the past, government at all levels has attempted to build its way out of traffic congestion by expanding the road network, but this has resulted in only temporary relief. Major investments in expanding the road network to accommodate the private automobile do not align with local or provincial planning aspirations.

The Sustainable Kamloops Plan sets a target of increasing transit ridership by 50 per cent (compared to 2008 levels) by 2020. If ridership continued to grow at this rate beyond 2020, the Kamloops Transit System would carry 7,125,000 passengers a year by 2036. This would equate to an increase in transit mode share from approximately 3.8 per cent today to 5.6 per cent by 2036, exceeding the Provincial Transit Plan mode share target of 5 per cent by 2030. The Transit Future Plan outlines a transit network that would support a transit mode share of 5.6 per cent.



What is a Transit Future Plan

A Transit Future Plan envisions what a region's transit network will look like 25 years from now and describes what services, infrastructure and investments are needed to get there. Although it is BC Transit's role to guide the plan from vision to reality, the intended outcomes of the plan cannot be achieved by a single agency in British Columbia but rather through strategic and financial partnerships between local and regional governments, the Province of British Columbia and BC Transit.

The Transit Future Plan intends to promote and influence land use in Kamloops that will facilitate an increase in the use of public transit and other sustainable modes of transportation. The plan is designed to accommodate the ridership necessary to achieve the community's mode share target. However, municipal, regional and provincial planning agencies are pivotal in the creation of demand through strategic transit-oriented development, transit-friendly land use practices, transportation demand management practices and the provision of right-of-way for transit priority measures.

A Transit Future Plan aims to:

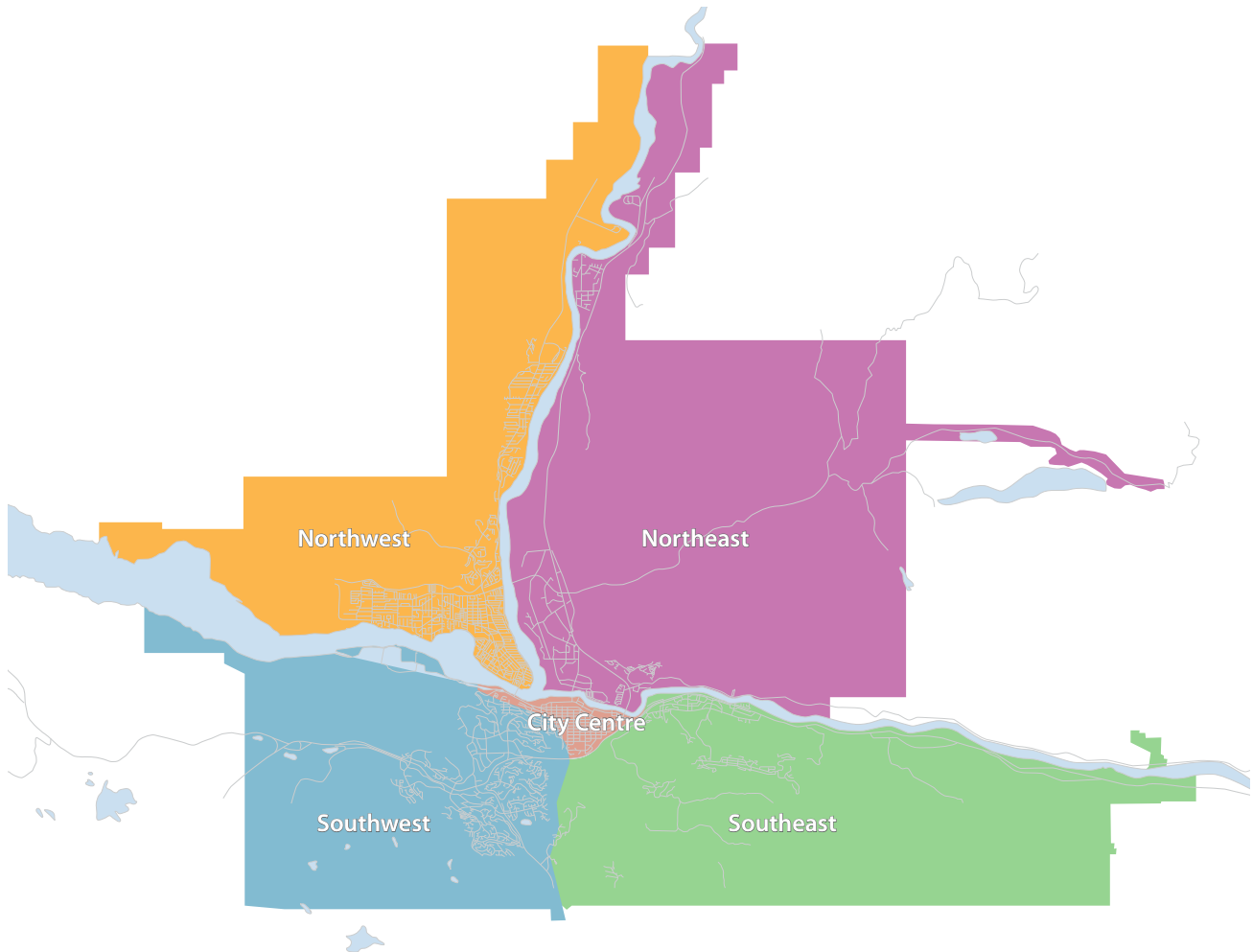
- Focus public investment in transportation (the movement of people and goods)
- Influence and support land use that lends itself to service by public transit and active modes of transportation (e.g., walking and cycling)
- Create communities and neighbourhoods where people can live, work and play without complete reliance on the automobile
- Ensure the road network is available for the efficient transportation of people and goods
- Reduce energy consumption and the production of greenhouse gas emissions primarily through the reduction in use of single-occupancy vehicles
- Provide access to community services such as health care and other goods and services
- Make transit more competitive with private automobile travel



Plan Area

The plan has primarily been created for the City of Kamloops. However, the plan also considers the transit needs of the Tk'emlúps te Secwepemc Indian Band land to the northeast of the City Centre.

The City of Kamloops covers 311 square kilometers and had a population of 85,678 people at the time of the 2011 census, a 6.6 per cent increase from 2006. The City of Kamloops sits within the Thompson Nicola Regional District, which had a population of 132,352 at the time of the 2011 census and covers a total area of 45,279 square kilometers.



Provincial Transit Plan

The Transit Future Plan is also designed to achieve the goals of the Provincial Transit Plan. The Provincial Transit Plan is British Columbia's \$14 billion strategy for expanding fast, reliable and green transit. The plan emphasizes that, from a transportation perspective, the best means of reducing greenhouse gas emissions is to focus on dramatically increasing transit ridership (and thereby reducing single-occupancy vehicles), link transit to active modes of travel (walking and cycling), and have land use decisions, largely made by local government, focus on transit-oriented development or at least on transit friendly development. The Provincial Transit Plan sets a target of 5 per cent transit mode share in regional centres by 2030. The Transit Future Plan sets the framework for accomplishing these substantial goals in Kamloops.

Linkage to Other BC Transit Plans

The Transit Future Plan will support key initiatives in BC Transit's Strategic Plan, an overarching framework for BC Transit. Specifically, this plan contributes to the following Strategic Plan priorities:

- Increase integration with other types of sustainable travel
- Influence land use and development patterns
- Identify and establish priority corridors for transit
- Enhance existing partnerships and develop new ones
- Increase our environmental, social and economic accountability

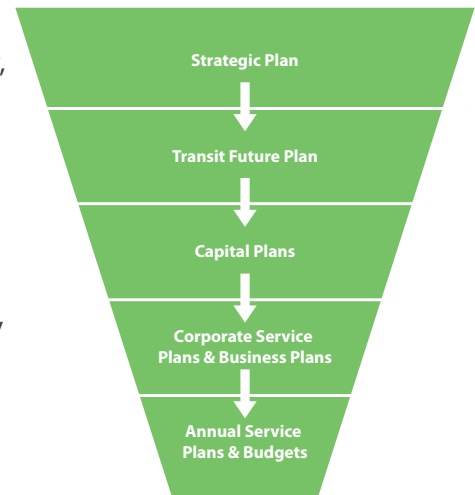
The outputs of the Transit Future Plan will help build BC Transit's capital plans, corporate service plans, business plans, three-year service plans, annual service plans and budgeting processes.

The Transit Future Plan will help to work towards the creation of longer-term funding agreements between the province, BC Transit and local governments.

Linkage to Local Plans

In addition to the Provincial Transit Plan and BC Transit's Strategic Plan, the Transit Future Plan was directly influenced by and sought to coordinate with local planning efforts including, but not limited to:

- the City of Kamloops' Official Community Plan (KamPlan)
- the Sustainable Kamloops Plan
- the TravelSmart project, promoting the integration of land use and transportation system planning
- the Bicycle and Pedestrian Master Plans
- neighbourhood plans and area development plans



Participation

Municipal Participation

Frequent and direct participation with municipal staff was paramount to the creation of this plan. The City of Kamloops and BC Transit are the primary funding partners responsible for delivering the Kamloops Transit System and have as such played an integral role in the creation of the Transit Future Plan.

A Transit Future Plan Working Group was established to help guide the creation of the plan. This group included BC Transit staff, City of Kamloops staff (transportation and planning representatives) and the local operating company.

In addition to working with City of Kamloops staff, BC Transit provided updates to, and sought feedback from, Kamloops City Council throughout the process. In December of 2011 the City of Kamloops Council endorsed the Kamloops Transit Future Plan as the guiding document for transit investment in Kamloops.



Community Participation

Development of the Transit Future Plan included significant community engagement to raise awareness of the plan and to ensure the creation of a plan that could meet the diverse needs of the community. Through various innovative means, BC Transit and the City of Kamloops gathered input from the community which has been used to shape the final Transit Future Plan.

The formal community participation process included the following efforts:

1. Mobile public consultation using the “Transit Future Bus” (over 2,800 people on board)
2. A Transit Future Plan website and survey (over 500 survey respondents)
3. A Stakeholder Advisory Group (representative committee consisting of 30 members)

By engaging with a wide cross section of the community through a number of community engagement techniques, some reoccurring themes emerged, including:

- Increased frequency across the network and support for the concept of a Frequent Transit Network
- Improved evening service span and frequency
- Improved Sunday service span and frequency
- Improved connections between transit services, in particular at major transit transfer points
- Improved customer transit facilities, including clearly presented customer information and weather protection
- Support for the introduction of transit service to Sun Rivers and Tk’emlúps te Secwepemc Indian Band land



1. Transit Future Bus

BC Transit converted an out-of-service bus to a mobile open-house facility, complete with information on the existing Kamloops Transit System and proposed Transit Future Plan improvements. The Transit Future Bus was used twice during the Kamloops Transit Future Plan process.

The first visit in March, 2011 welcomed over 1,400 people on board to share thoughts about the existing transit system. The bus's second visit in September and October, 2011 again drew over 1,400 people on board to provide comment on the draft Transit Future Plan's vision, goals, transit network and implementation priorities. Attendees were able to provide feedback on Post-it notes, via online or paper surveys or directly to BC Transit and City of Kamloops staff on board the Transit Future Bus.

Feedback collected revealed general support for improvements to the transit system and for the Transit Future Plan network. The following were the strongest themes to emerge from the Transit Future Bus events:

- Improved evening and Sunday service (more frequency and longer hours)
- More frequent service overall
- Longer hours of operation
- Improved customer information
- Improved connections between transit services, in particular at major transfer points
- New bus service to Sun Rivers and Tk'emlúps te Secwepemc Indian Band
- Increased weather protection at bus stops
- Support for the Transit Future Plan network



2. Transit Future Plan Website and Survey

The Kamloops Transit Future Plan website provided information on the progress of the Transit Future Plan and guided users to online surveys and other ways to provide feedback.

Two online surveys were conducted as a part of the Transit Future Plan process with a total of over 500 respondents. Some key outcomes from the surveys were:

- The three aspects of the existing transit system with the lowest levels of respondent satisfaction were frequency, convenience of connections and bus stop amenities
- Belief that the Transit Future Plan's vision and goals would guide the plan in the right direction
- The top five implementation priorities were implementing the Frequent Transit Network, improving evening service, implementing service into new areas (Sun Rivers), improving weekend service and improving peak hour frequency
- Over 92 per cent of survey respondents thought the proposed Transit Future Plan network was either very convenient, convenient or somewhat convenient

3. Stakeholder Advisory Group

A Stakeholder Advisory Group (SAG) was established to help shape the Transit Future Plan. The SAG was composed of about 30 members from institutions, community and business groups, residential associations, council committee chairs and select members of the public identified to have a vested interest in the Kamloops Transit System.

Three meetings were held over the course of the project on the following subjects:

1. The existing transit system and future aspirations for transit in Kamloops
2. The draft Transit Future Plan network and identification of implementation priorities
3. The draft mode-share target, 25-year service hour and vehicle projections, and implementation plan

The SAG played a pivotal role in shaping the Transit Future Plan and in particular had significant influence over the creation of the plan's vision, goals and implementation strategy.



Setting the Scene

To produce the Transit Future Plan, BC Transit analyzed both existing and future trends in demographics, transportation and land use. The following section contains the highlights of this analysis to illustrate how the final Transit Future Plan for Kamloops was created.

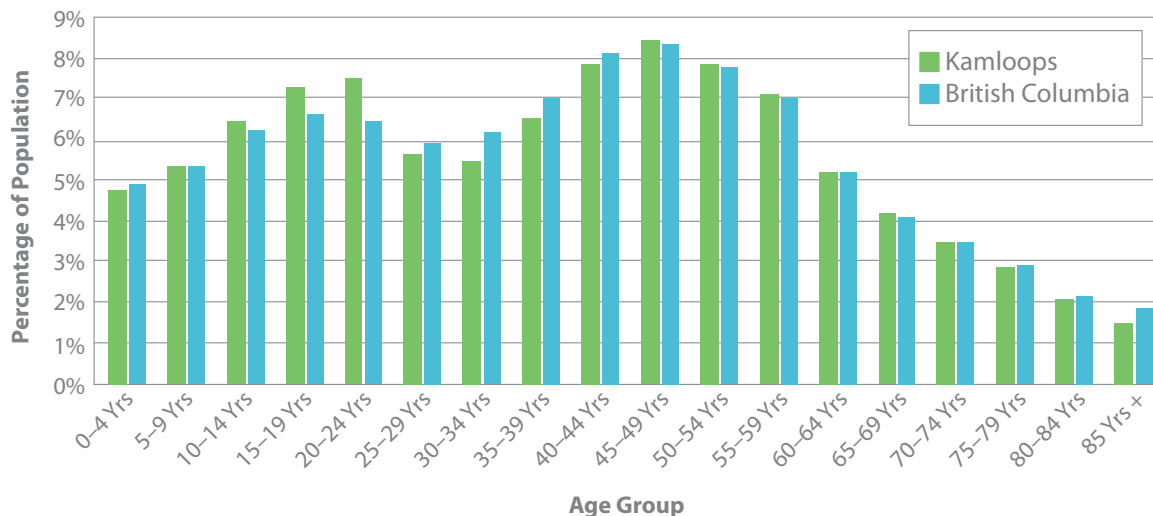
Community Composition

Population and Age

Kamloops had a population of 85,678 at the time of the 2011 Census. KamPlan, Kamloops’ Official Community Plan, projects that the city will grow to a population of 120,000 by 2036. The map on page 18 shows where in the city the population growth is forecasted.

The age profile outlined in the 2006 census shows that the Kamloops population has higher proportions of young people, under the age of 25, than the rest of British Columbia. As the peak (40-44, 45-49 and 50-54 age groups) of the demographic profile continues to age, the proportion of seniors in the community will increase.

2006 Census Age



Employment

There are a variety of employment industries in Kamloops. Traditionally, agriculture, forestry/wood production and mining were the primary industries in the area but these have changed over time and the health and education industries have gained importance. Below is a list of the existing top five employers in Kamloops.

2010 Major Employers in Kamloops

Major Employers	Number of Staff
Royal Inland Hospital	3,000
School District 73	2,000
Thompson Rivers University	1,725
Highland Valley Mine	1,134
City of Kamloops	630

**Source: Venture Kamloops, February 2010*

Thompson Rivers University (TRU)

Thompson Rivers University (TRU), located in southwest Kamloops, has a student population of over 13,000 and is a major attractor for transit trips. The U-Pass was introduced at TRU (then University College of the Cariboo) in January 2004, entitling students to unlimited use of the Kamloops Transit System for a heavily discounted semester rate. A new transit exchange was opened on the campus in the fall of 2003 and is a focal point for the transit system in the southwest. The existing exchange is not located in the most active location on campus and as a result there is more passenger activity at the bus stops on Dalhousie Drive.

The first year after U-Pass implementation, 2004, saw a 21 per cent increase in transit ridership (18 per cent increase in revenue) for the entire transit system and an increase in transit travel to the University of 81 per cent. By the end of the second year of U-Pass implementation student ridership had increased 92 per cent. The 9 Gleneagles route saw the largest increase in ridership as a result of the introduction of the U-Pass.

Topography

Kamloops is bisected by the Thompson River system, and the creation of a viable transportation network is constrained by the topographic challenges of this valley location. Despite these constraints, residents of Kamloops enjoy a high level of mobility and short travel times to destinations throughout the city. However, the topography in Kamloops creates some challenges for transit planning and options such as:

- Steep roads are more difficult for buses to operate on
- “Loop” road designs that follow ridgelines create pockets of development that are difficult to service by transit (e.g., Batchelor)
- Steep hills shorten the distance customers are willing to walk to transit stops
- Steep hills present accessibility challenges for those with physical limitations

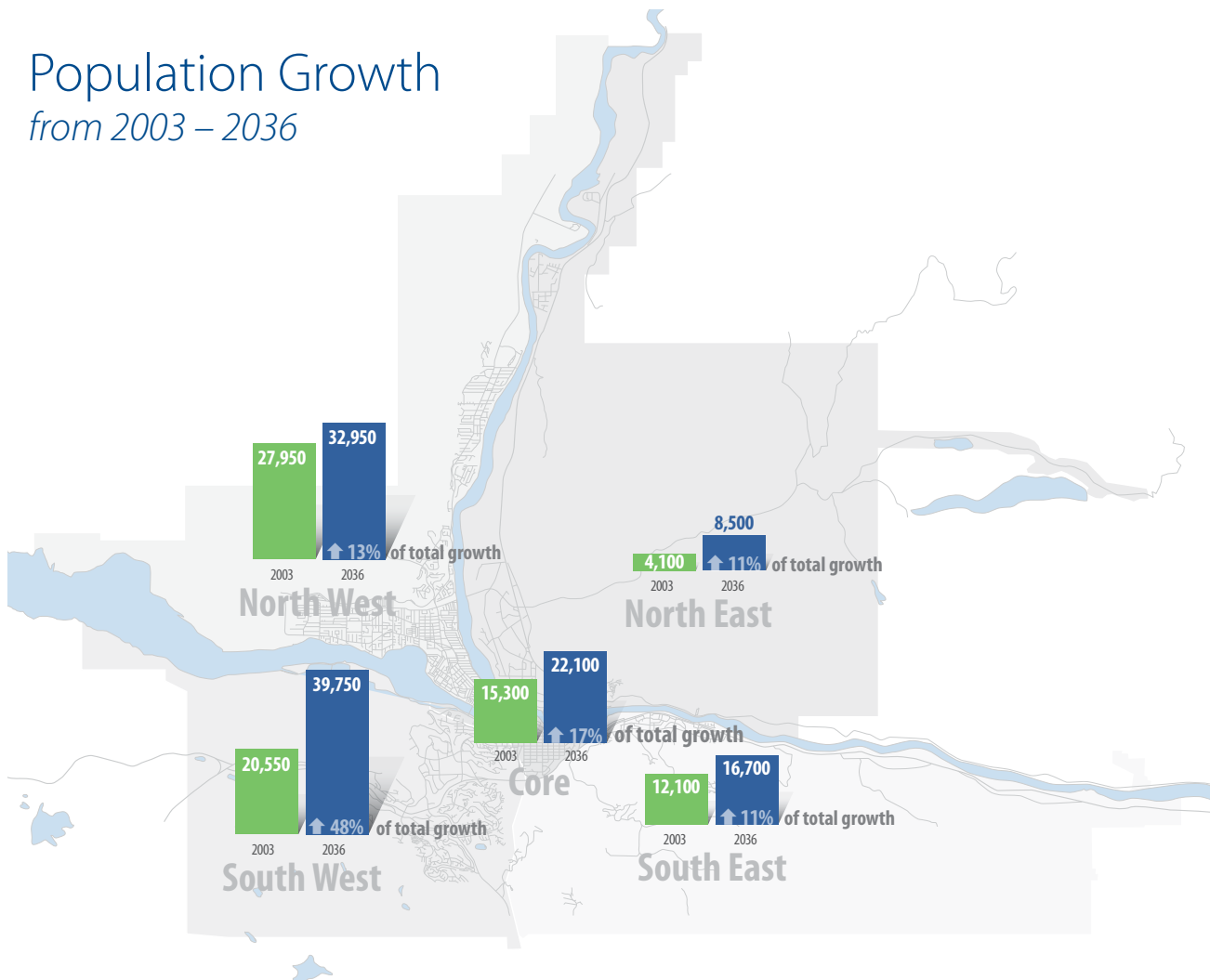
Planning Context

Official Community Plan - KamPlan

The Kamloops Official Community Plan is known as KamPlan. The plan was adopted in 2004 and components of the plan are due to be reviewed in 2012.

The growth management approach described by KamPlan emphasizes infill and the intensification of land use in order to make more efficient use of existing infrastructure and reduce environmental and financial costs of growth. KamPlan encourages higher-density land use activities to be clustered in nodes where services and amenities are provided and along major transit routes. Land use density is planned to be highest in and adjacent to the city centre and in the Tranquille area on the North Shore. The City will aim to promote compact community planning techniques such as urban villages, pedestrian pockets, mixed-use development and well-defined neighbourhood centres in specific locations outlined in KamPlan.

Population Growth from 2003 – 2036



Almost half of the growth is expected to occur in the southwest sector of the city. However, there is an existing proposal for an copper and gold mine to be placed along the southern city boundary line, less than a kilometer away from the growth boundary where significant development is planned in future years. The development of the mine may impact the demand for residential development in this area, which would in turn impact the City's development area plans. Any significant shifts in the planned distribution of growth will be reflected in subsequent KamPlan and Transit Future Plan updates.

KamPlan also outlines some specific transportation objectives relevant to transit. These include the following:

- The City will pursue the development of a transit system based on three major transfer stations: the city centre, Tranquille and Thompson Rivers University
- The City will continue to ensure that walkways and pedestrian linkages are provided in all new developments
- The road network in new plans and subdivisions should, where feasible, enable properties to be within 300 metres' walking distance of a transit stop
- The City will consider utilizing alternative street standards in new development areas and traffic calming measures may be implemented in existing development areas

Sustainable Kamloops Plan

The Sustainable Kamloops Plan, adopted in 2011, was designed to strike a balance between social responsibility, economic vitality and environmental integrity. The Sustainable Kamloops Plan outlines the following transportation goals and targets:

Transportation Goals

- Reduce automobile usage in Kamloops, particularly single-occupant vehicles, by increasing the use of alternate modes of travel and integrating land use and transportation planning; and
- Balance the need for ease of automobile movement on the road network with other considerations relating to environmental, economic and social sustainability

Transportation Targets

- Increase to 30 per cent the number of people using other modes of travel to employment (including carpooling, transit, walking, cycling and other modes) by 2020
- Increase transit ridership by 50 per cent (compared to base year of 2008) by 2020
- Reduce vehicle ownership to 0.6 vehicles per capita by 2020
- Increase spending on active transportation facilities and programs directed to modes of travel other than single-occupant vehicles (primarily cycling and walking) by 50 per cent

The plan also outlines specific ways in which the City of Kamloops plans to improve the sustainability of its community:

- Re-evaluate the need for major proposed road corridors (for example, the 6th Avenue extension and Singh Street Bridge) from all sustainability perspectives and the desired increase in use of alternative modes
- Maximize the use of existing transportation corridors as multi-modal facilities
- Review transit service availability to major facilities and employment centres (including timing of service related to commuter demand)
- Improve accessibility and ease of mobility for all modes of travel during winter conditions
- Link elements of alternative transportation modes
- Review parking availability, costs and requirements in the city centre to achieve balance between parking for patrons and encouragement of alternate mode use by employees
- Evaluate special levies on gas purchased in Kamloops as an additional source of revenue for alternate transportation facilities

TravelSmart Plan

The City's transportation planning efforts over the last decade have been guided by the TravelSmart transportation plan, prepared in 1999. TravelSmart is an integrated land use and transportation strategy for a future Kamloops population of 120,000 people.

The plan highlights several transportation demand management actions which were determined to have the greatest potential application in Kamloops. These include:

- Transit enhancements (more service, additional/extended routes, smaller buses, bicycle racks on buses, fare changes)
- Bicycle routes, bicycle racks and end-of-trip facilities (e.g., showers and lockers)
- Public education and awareness
- Employer-based reductions in single-occupancy vehicle trips (e.g., ridesharing, transit subsidies)
- A city-wide ridematching program
- Alternative work arrangements (e.g. telecommuting, staggering of start and finish times)

Bicycle and Pedestrian Master Plans

The Kamloops Bicycle Master Plan was updated and adopted by council in 2010 and the Kamloops Pedestrian Master Plan is in the process of being updated with adoptions expected in 2012. These two plans are designed to guide investment in pedestrian and cycling infrastructure and support a multi-modal network of alternative transportation. Both plans are integrated with the transit network and the Pedestrian Master Plan gives priority to pedestrian updates around transit routes.



Movement

Kamloops is a transportation hub for the region due to its connections to Highway 5 and 97C, and the Trans-Canada and Yellowhead Highways. Kamloops North railway station is served three times per week by Via Rail’s The Canadian.

Kamloops is home to Kamloops Airport (Fulton Field), a small international airport that has recently completed an expansion. It is served by Air Canada, WestJet and Central Mountain Air.

Where Are People Going?

In 2007 the City of Kamloops undertook a household travel survey. This resource is a valuable instrument in determining the city’s travel patterns. The chart below shows that the most popular travel movements within Kamloops is to and from destinations with the Southwest Sector followed by trips to and from the Northwest Sector

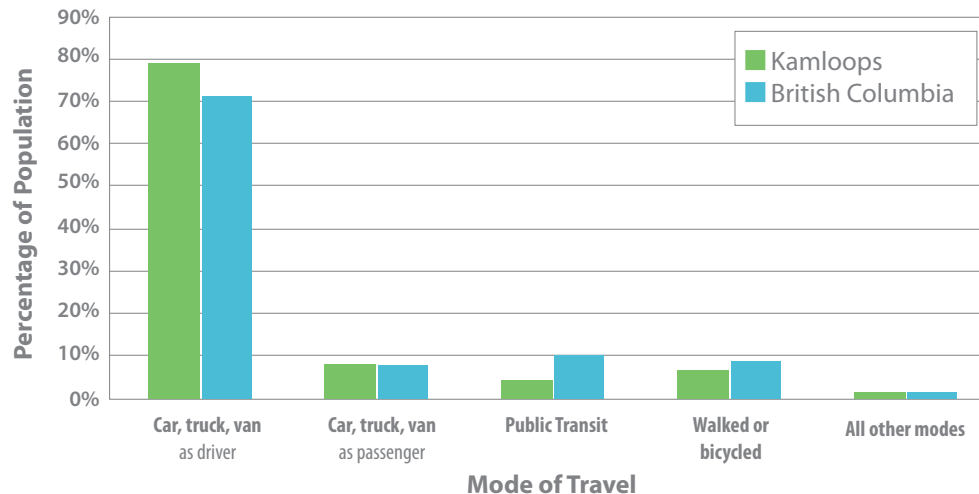
Trip Destination	Trip Origin						Total
	Downtown/ South Tranquile	Northeast Sector	Northwest Sector	Southeast Sector	Southwest Sector	Out of Region	
Downtown/South Tranquile	2,763	245	762	547	2,473	0	6,790
Northeast Sector	315	165	244	119	792	33	1,669
Northwest Sector	2,897	811	6,307	487	2,402	105	13,009
Southeast Sector	1,640	161	474	1,682	1,705	227	5,888
Southwest Sector	3,848	683	1,371	1,114	10,543	136	17,696
Out of Region	0	0	0	33	0	0	33
Total Trips	11,600	2,094	9,417	4,098	18,190	502	45,901



Mode Share and Travel Patterns

At present the private vehicle is the dominant way to get around in Kamloops, accounting for about 86 per cent of all travel in Kamloops. It is estimated that on a typical weekday Kamloops residents make an average of 3.4 trips per person. Based on this number, during the 2010/11 fiscal year, transit accounted for roughly 3.8 per cent of all weekday travel. The 2006 Census Journey to Work data showed that 4.3 per cent of Kamloops City residents travelled to work by transit.

2006 Census – Journey to Work Mode Share



Conventional Transit System

Kamloops Conventional Transit System quick facts:

Rides per year	Annual Service Hours	Number vehicles	Cost recovery	Rides per hour	Cost per ride
3.5 million	100,000	46	32.11%	34.7	\$3.09

Service Description

The Kamloops Transit System officially began operation in 1976. Today, buses provide service on 15 routes throughout the city and service over 550 bus stops. Buses operate on weekdays from about 6:30 a.m. to 11:00 p.m. The existing transit system has relatively low levels of service (60 minutes), or no service in some areas, during evening and weekend periods. The Kamloops Transit System covers most developed areas within the city limits and provides transit connections to major destinations such as Downtown, TRU and shopping destinations.

In general, the existing transit routes are focused on the Kamloops Downtown area and operate on what is referred to as a pulse timetable system, a system designed to have bus routes meet at one central location to facilitate convenient transfers across the city. Pulse timetables are most common in smaller transit systems where the lower frequency of service does not allow for convenient non-timed transfers. As a result of the pulse system, many of Kamloops' major transit corridors have a large number of buses per hour but offer a relatively poor

level of service, as all the major bus routes are traveling along the same corridor at the same time. The pulse system also increases the space requirements of transit infrastructure as it has to accommodate all bus routes arriving, laying over and departing at the same time.

The existing Kamloops Transit System has no transit priority measures, with the exception of the traffic signal for buses exiting the Lansdowne Village Exchange.

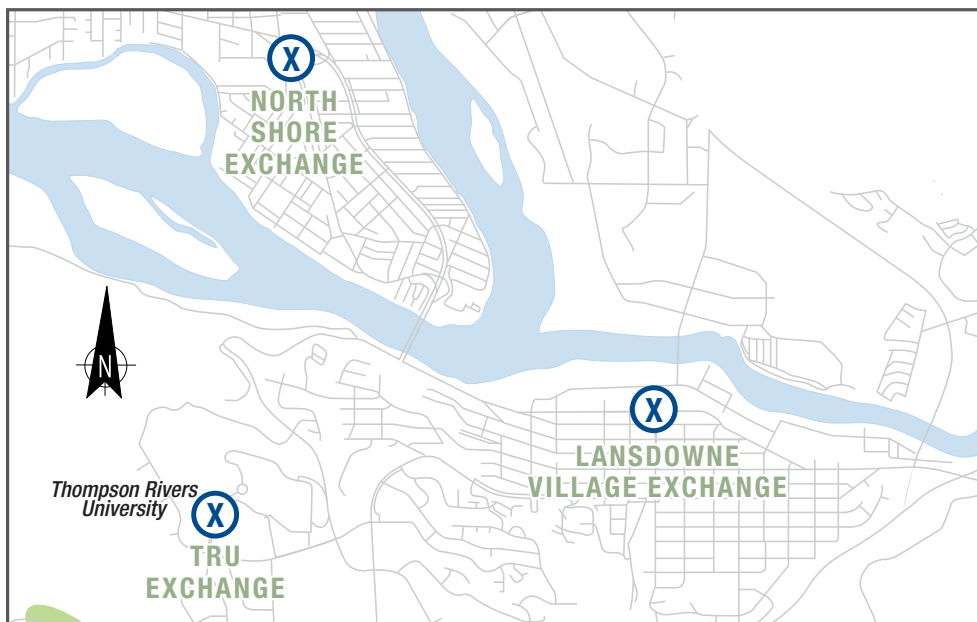
Funding for the Kamloops Transit System is cost shared between the City of Kamloops and BC Transit. Decisions on fares, routes and service levels are made by City Council based on information and planning provided by BC Transit. Transit service is operated by FirstCanada ULC.

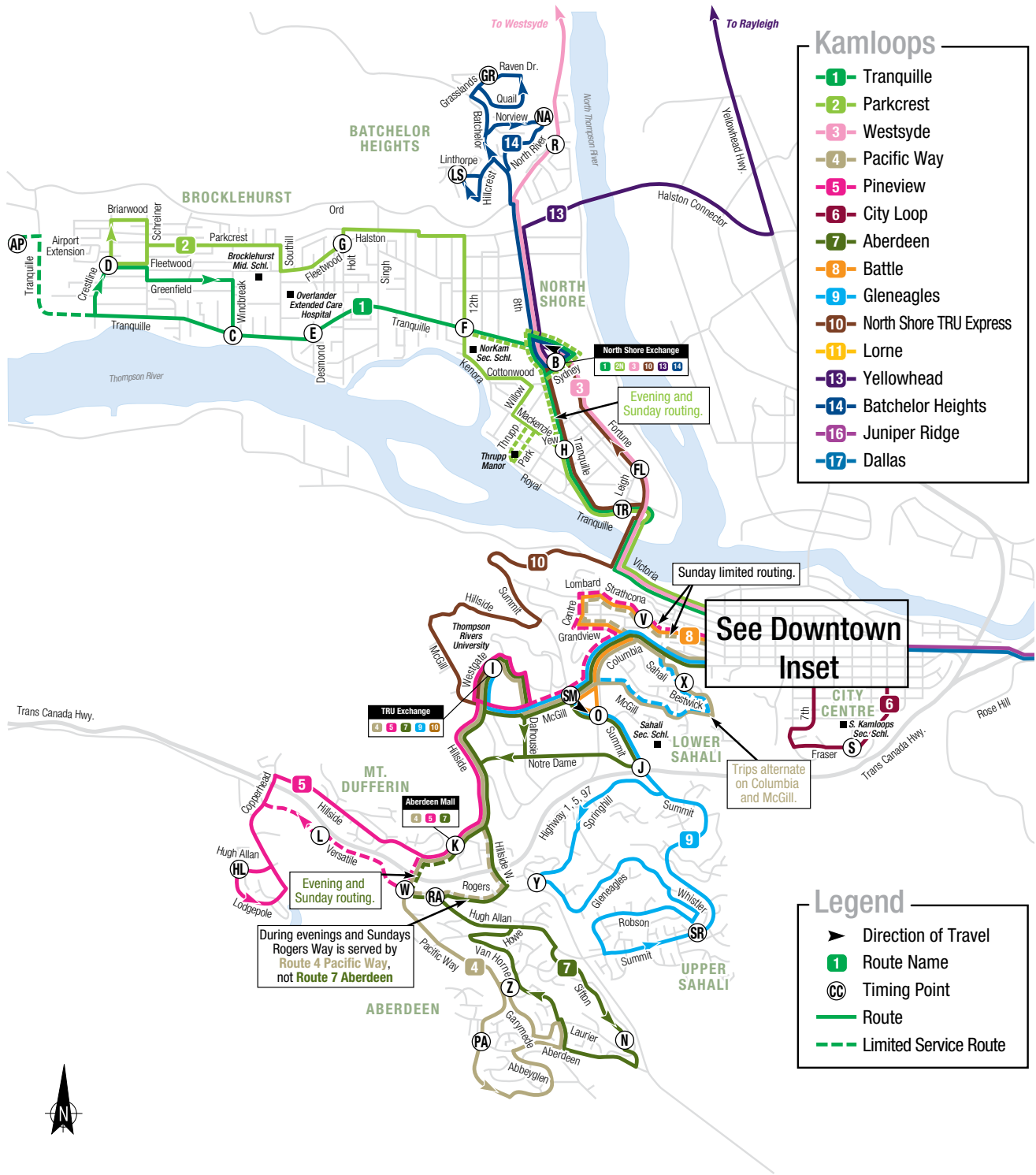
Transit Exchanges

Kamloops has three major transit exchanges. Lansdowne Village Exchange is the main transfer point for the city. All bus routes in Kamloops, with the exception of routes 10, 13 and 14, use this exchange as their start and end point. The exchange has nine bus bays and room for an additional four buses to park and lay over. There are four shelters, with benches, but only one shelter is enclosed for winter conditions. The exchange is located to the east of the main Downtown area, on the edge of the Downtown core.

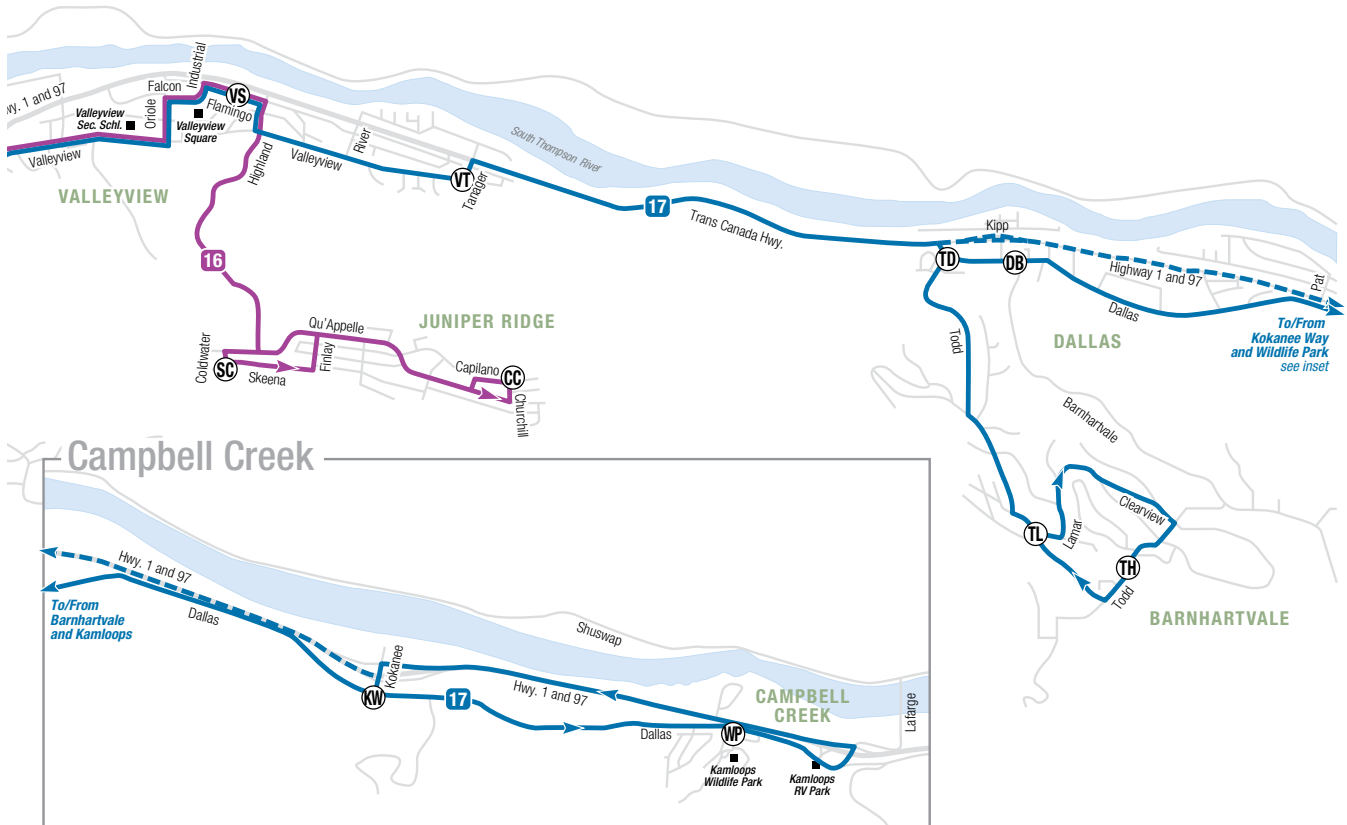
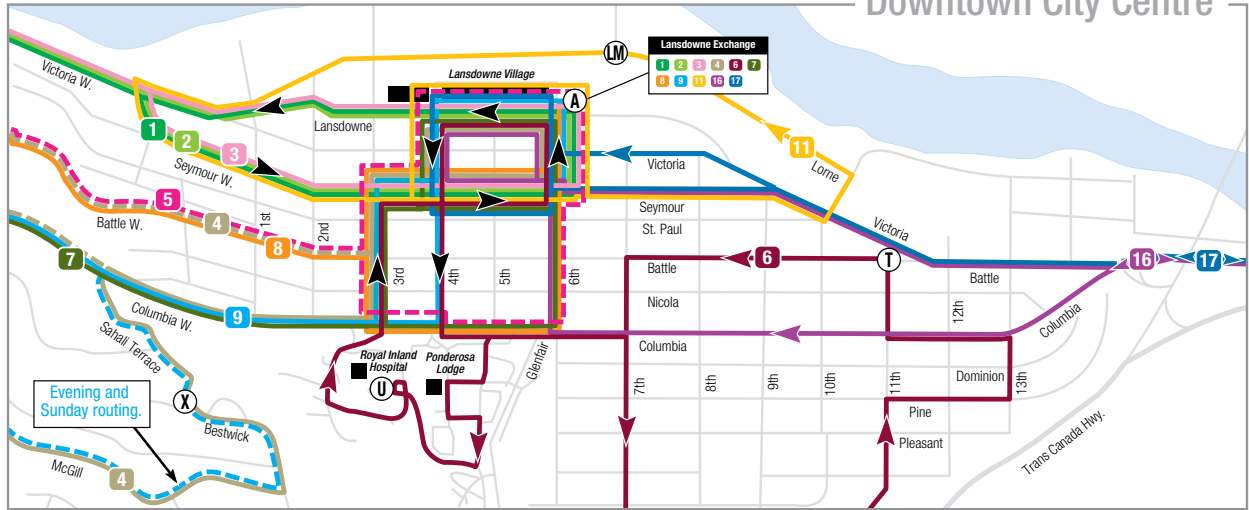
The new North Shore Exchange opened in the summer of 2010 and is served by routes 1, 3, 10, 13 and 14. Routes 10, 13 and 14 use this exchange as a terminus location. It has six assigned bus bays. There are four enclosed shelters at the North Shore Exchange.

The Thompson Rivers University Exchange is used by five bus routes: routes 4, 5, 7, 9 and 10. It has eight bus bays with eight enclosed shelters. The exchange is located on the west side of campus across from the Trades and Technology Centre, away from most of the pedestrian activity on campus. The most popular location for students to catch the bus is at the bus stops on Dalhousie Drive at College Drive.





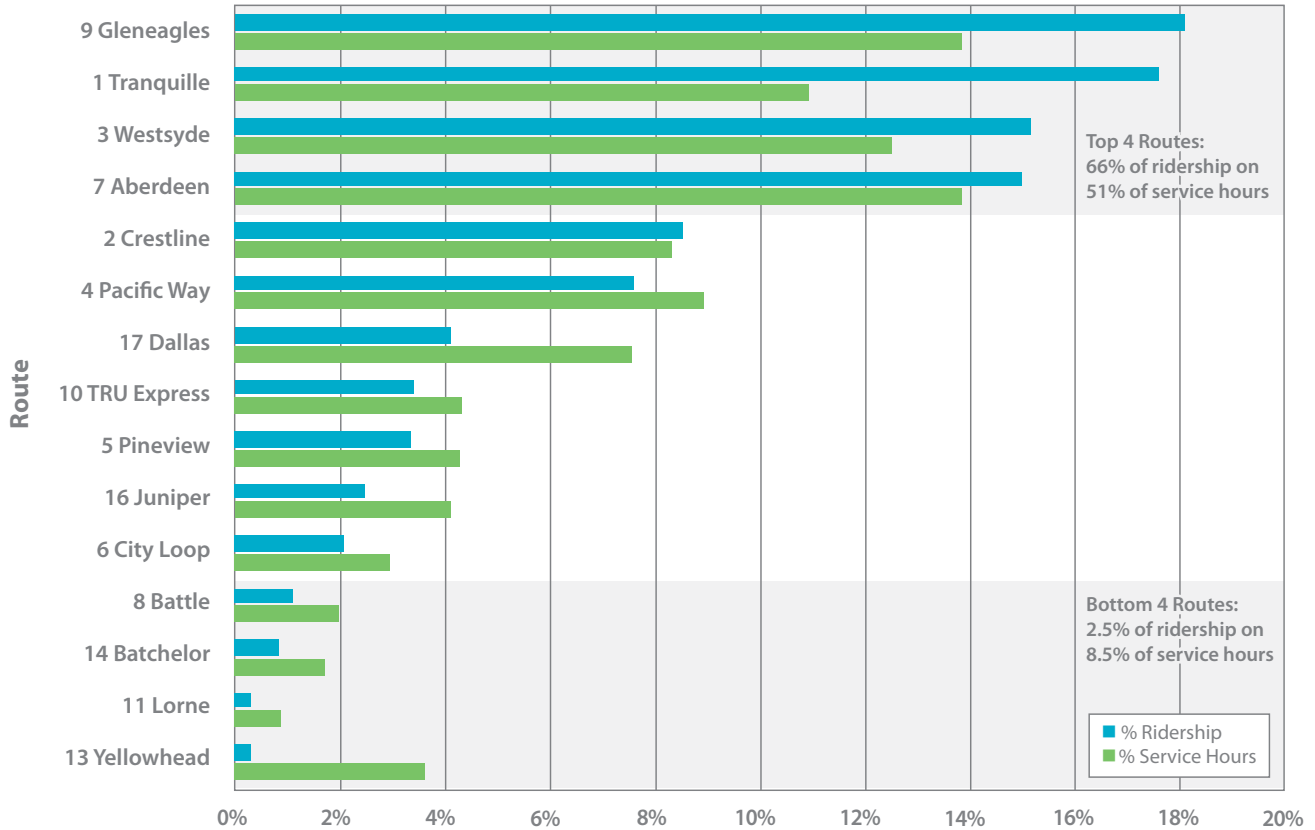
Downtown City Centre



Transit Usage

The Kamloops Transit System carried 3.5 million riders in fiscal 2010/11. Transit use varies throughout Kamloops, with the top five routes carrying 66 per cent of the total system ridership and comprising 58 per cent of the total service hours.

System ridership has grown almost 36 per cent over the last ten years. This is likely a result of the introduction of the U-Pass program to Thompson Rivers University in 2004 and investments in transit service improvements over this period.



Conventional Transit Operational Issues

The following are some of the operational issues facing the Kamloops Transit System:

- **Aberdeen Mall bus stops** – The existing bus stops located in the Aberdeen Mall parking lot are used by routes 4, 5 and 7. These routes enter and exit the mall off Hillside Drive. Given the volume of traffic on Hillside Drive and within the Aberdeen Mall parking lot, particularly around Christmas, it can take well over five minutes for buses to serve this transit stop. The outbound transit service experiences the greatest travel delays and potential safety issues as it must make a left turn across traffic at two uncontrolled intersections.
- **Wheelchair and stroller capacity** – On many of the busy bus routes in the city there is often more demand for wheelchair and stroller positions than capacity. In particular, route 1 often has wheelchair and stroller capacity issues.
- **Late or early buses** – Many of the bus routes in Kamloops are long and carry heavy loads of passengers (e.g. routes 4, 7 and 9), which makes it difficult for them to stay on schedule. As a result, either the trip runs late or the driver chooses to leave stops early in order to complete the trip on time.
- **Missed connections** – Twelve of the transit routes converge at and depart from the Lansdowne Transit Exchange at a similar time to facilitate cross-town transfers. Customer feedback identified missed transit connections as an issue.



Custom Transit

Kamloops Custom Transit System quick facts:

Rides per year	Annual Service Hours	Number vehicles	Cost recovery	Rides per hour	Cost per ride
106,000 <i>(15,500 are taxi supplement rides)</i>	25,000	16	9.1%	3.6	\$20.06

Service Description

Custom transit provides service for people who are unable to use the conventional system unassisted. handyDART is a door-to-door custom transit service for registered customers who are unable to use the conventional transit system unassisted either some or all of the time.

Potential customers must register for handyDART. To determine eligibility, handyDART considers medical conditions as well as limitations in mobility, agility, sensory or cognitive skills. In addition to these, people aged 70 and older are automatically eligible for handyDART under the existing eligibility criteria.

handyDART offers eligible customers three service options in Kamloops:

1. **handyDART** – a door-to-door shared-ride service carrying multiple customers on the same trip at the same time
2. **Taxi Saver Program** – provides a 50 per cent subsidy on taxi fares by providing coupons to registered customers who book their own trips with a taxi company
3. **Taxi Supplement Program** – allows handyDART operators to dispatch some ambulatory trips to taxis when handyDART vehicles are not available

The custom transit fleet comprises of 6 lift-equipped minibuses that provide 25,142 hours of service per year. The handyDART system operates seven days a week with the following service span:

	Monday – Friday	Saturday	Sunday
Hours of operation	7:00 a.m. – 8:00 p.m.	8:00 a.m. – 8:00 p.m.	8:00 a.m. – 5:00 p.m.

handyDART trips may be booked by subscription (a standing appointment) or reservation (one-time bookings). Due to peak demand for handyDART service, subscription trips are most common during the morning and afternoon peak periods.

handyDART Usage

The Kamloops Custom Transit System provided 106,000 rides with over 25,000 service hours in the 2010/11 year. Compared to the conventional transit operating costs of \$3.09 per ride, custom transit's cost per ride is over six times as expensive at \$20.06 per ride, reflecting the higher cost of providing door-to-door service. The cost per ride is aligned with the average cost per ride for other major transit systems in British Columbia.

The following chart presents the March 2011 handyDART reporting statistics as an example and shows the ridership breakdown for that particular month.

Ambulatory rides (registered handyDART passengers not using a wheelchair or scooter)	7,381
Wheelchair rides (registered handyDART passengers using wheelchairs or scooters)	1,347
Attendants (persons whose assistance is required by a handyDART passenger. Attendants ride free.)	304
Companions (persons who accompany a handyDART passenger and pay a regular fee)	170
Unmet trips (trips requested for regular service hours that are not provided because vehicles(s) booked to capacity)	3
No shows (trips where the scheduled rider fails to appear on time at pick-up)	75
Late cancellations (trip cancelled by registrant within two hours of scheduled pick-up)	20
Taxi Supplement rides (rides dispatched by operator to taxi companies to supplement regular custom service)	487
New registrants	39
Deleted registrants	1
Active registrants (registered users who have scheduled a ride in the past 18 months)	2,761



handyDART Operations

The existing handyDART ridership is composed of approximately 50 per cent subscription trips (repeat bookings) and 50 per cent reserved trips (one-time bookings). The handyDART system is experiencing increased demand for a number of reasons, such as:

- Clients living a long distance from their desired destinations
- Increasing demand for transportation to dialysis appointments, including evening dialysis appointment times
- New seniors homes being built
- A large number of vehicles being fully booked by subscription trips on weekdays between 8:00– 10:00 a.m. and 2:00–4:30 p.m. to transport clients to regular day programs

The local transit operator has indicated that they often have to use their reserve hours to meet the existing handyDART client demand. Specifically, they see a need to improve the following:

- Later service until 10:00 p.m. for evening dialysis appointments
- More weekend service
- Increased vehicle wheelchair capacity
- Additional hours and vehicles as handyDART service expands to Tk'emlúps te Secwepemc Indian Band land
- An upgraded dispatch system

Health Connections

Health Connections provide service to regional health centres for non-emergency medical appointments. Health Connections trips into Kamloops exist from Logan Lake, Merritt, Chase, Revelstoke, Sicamous, Salmon Arm and Sorrento.

Passengers must phone 24 hours in advance to arrange their trip. Although trips for medical appointments have priority, anyone is eligible to use the service as long as space is available.

Health Connections are jointly funded by the Interior Health Authority, BC Transit and the City of Kamloops.

School Busing

“School Specials”

The conventional transit system transports most school students living within the city limits. Due to high passenger demand for school travel and other travel at peak times, a number of additional trips, referred to as “school specials”, have been added to prevent passengers from being left behind.

- There are eight route numbers (70 through 77) used to identify the trips added for school travel
- Approximately nine peak vehicles are required to deliver the 17 trips in the morning and 15 trips in the afternoon
- The school specials are in general very well used with around 16,000 trips per school month (March, 2011) which equates to approximately 150 rides per service hour
- School specials account for six per cent of total monthly conventional ridership and two per cent of total monthly conventional revenue

Despite the high rides per service hour, these school trips are expensive to operate due to high peak vehicle requirement and relatively low revenue.

School District 73

School District 73 provides transportation for students to facilitate attendance at the school in their catchment area. Those eligible for school busing must live beyond the walking limits from their area public school. For primary students this distance is over four kilometres, and for intermediate and secondary students the distance is over 4.8 kilometres, or 3.2 kilometres to a school bus stop. The provision of a bus route is considered if ten or more students reside beyond walk limits and road conditions are sufficient for safe operation of a school bus. The policy states that student transportation in urban areas is coordinated with available public transit services.

The transportation department of School District 73 provides busing to and from schools in the communities of Barriere, Chase, Clearwater, Kamloops, Savona, Westwold and Vavenby. The School District has a fleet of 76 school buses, operating an average of 9,100 kilometers and transporting over 3,900 students per day. The school buses are housed at the School District 73 bus garage at 710 McGill Rd.



Vision and Goals

Vision Statement

“The Kamloops Transit System provides convenient transportation throughout the community, contributing to the environmental, economic and social sustainability of Kamloops”

The vision statement reflects an ambition to provide a transit system that reduces the community's impact on the environment, adds to the economic vitality of the community and assists in the creation of a community where social needs can be accommodated with ease.

To assist in the achievement of this vision, six project goals have been created. In order to work towards a vision that encompasses more than simply carrying transit passengers, the supporting goals must look beyond the provision of high quality transit service. The vision and goals for the Transit Future Plan are aligned with the Kamloops Community Vision as outlined in KamPlan.

Project Goals

The transit system:

1. contributes to a more environmentally sustainable Kamloops
2. is integrated with other transportation modes
3. is efficient
4. is an attractive alternative to the private vehicle
5. is safe
6. is accessible



Project Goals

1. The transit system contributes to a more environmentally sustainable Kamloops

How do we do that?

Support the Sustainable Kamloops Plan targets of:

- reducing vehicle ownership to 0.6 vehicles per capita by 2020
- reducing transportation-related greenhouse gas emissions to 2.4 tonnes per capita by 2020
- reducing the consumption of fossil fuels for transportation by 25 per cent by 2020
- increasing transit ridership by 50 per cent by 2020

- Create convenient transit connections to areas of employment, education, shopping and other services to reduce the need to own a vehicle to meet daily needs
- Consider, during the decision-making process, vehicle technologies that will reduce transit's environmental impact on the region to create more liveable communities and to help achieve provincial and municipal greenhouse gas reduction targets
- Increase the number of passenger rides per vehicle trip

Support a sustainable urban form

- Encourage and support more walkable and community-focused compact land use patterns that reduce land consumption and greenhouse gas production
- Support major centres, neighbourhood centres and other key areas designated for growth by creating a Frequent Transit Network that connects them
- Outline a long-term transit network that will enable the City of Kamloops to focus medium- and higher-density mixed-use development adjacent to transit
- Consider transit at all stages of the land development process, from area structure plans through to subdivision applications

2. The transit system is integrated with other transportation modes

How do we do that?

Maximize use of existing transportation corridors as multi-modal facilities

- Consider the implementation of transit priority measures while balancing the traffic flow requirements of general-purpose traffic
- Consider implementing high-occupancy vehicle lanes
- Integrate the transit network with regional and local cycling and pedestrian networks

Integrate the transit network with pedestrian and cycling routes and amenities

- Encourage and create high-quality pedestrian and cycling links to transit stops and exchanges
- Focus pedestrian and bicycle connection improvements along major transit corridors, particularly in areas of low connectivity due to existing neighbourhood or street design
- Provide for bicycle lock-up or storage facilities at transit exchanges

Connect outlying areas with limited or low levels of transit service to the transit network

- Investigate Park & Ride opportunities at the peripheries of the transit network



3. The transit system is efficient

How do we do that?

<p>Provide value to customers and the community as a whole</p>	<ul style="list-style-type: none"> • Prioritize new service proposals according to a number of service performance indicators (e.g., rides per service hour, cost per passenger trip, cost recovery etc.) • Aim for an average of 35 rides per hour in the Kamloops Transit System • Focus the majority of transit investment on corridors with transit-supportive land use • Ensure the Kamloops Transit System maintains a high cost-recovery ratio, compared to other transit systems in British Columbia, to ensure value for money for Kamloops taxpayers
<p>Make the transit system financially sustainable</p>	<ul style="list-style-type: none"> • Investigate and develop new, stable funding sources that reduce dependence on local property taxes • Investigate new fare product options to provide more stable and predictable revenue sources • Improve fare options for passengers and encourage the use of prepaid fares targeted at key transit markets such as students, commuters and seniors
<p>Match transit service to demand</p>	<ul style="list-style-type: none"> • Tailor transit service levels, delivery method and vehicle types to specific markets and to the level of demand • Reduce transit service duplication along corridors



4. The transit system is an attractive alternative to the private vehicle

How do we do that?

<p>Make transit fast and direct</p>	<ul style="list-style-type: none"> • Make transit trips as direct as possible by reducing the number of deviations in transit routes • Ensure bus stops are spaced at appropriate distances to balance customer accessibility and efficient operations • Identify opportunities for transit priority measures, such as queue-jumper and high-occupancy vehicle lanes, where transit speeds are negatively impacted by general-purpose traffic speeds
<p>Make transit convenient and reliable</p>	<ul style="list-style-type: none"> • Increase frequency on Frequent Transit Network corridors to a level where passengers are able to use transit without consulting a timetable • Increase transit service span (hours of operation) • Monitor schedule adherence
<p>Make transit easy to use</p>	<ul style="list-style-type: none"> • Create simple route structures and schedules • Have consistent headways (interval time between buses) whenever possible • Have customer information readily available in a format that is accessible to the customer
<p>Make transit comfortable</p>	<ul style="list-style-type: none"> • Provide adequate weather protection at transit exchanges and bus stops • Ensure the inside of the bus is kept at a comfortable temperature throughout the year • Ensure buses and transit facilities are clean
<p>Improve the image of transit</p>	<ul style="list-style-type: none"> • Actively work to change the perception of transit through education and the delivery of a quality transit service • Lead by example – agencies with a vested interest in sustainable community outcomes should lead by example through the implementation of transportation demand management (TDM) measures

5. The transit system is safe

How do we do that?

<p>Create a safe and secure environment at transit facilities</p>	<ul style="list-style-type: none"> • Create well-lit passenger transit facilities • Where possible, locate passenger transit facilities in areas of high activity (passive surveillance) • Investigate additional security measures as required
<p>Create a safe and secure environment on transit vehicles</p>	<ul style="list-style-type: none"> • Continue training transit operators to handle unsafe situations that may arise onboard the bus or at passenger transit facilities • Clearly outline passenger behaviour expectations on board • Provide priority seating on board transit vehicles
<p>Create safe and secure pedestrian and cycling connections to transit facilities</p>	<ul style="list-style-type: none"> • Where feasible, ensure that pedestrian and cycling linkages to transit facilities are well lit and utilize CPTED (Crime Prevention Through Environmental Design) principles



6. The transit system is accessible

How do we do that?

<p>Create a transit system that is physically accessible to everyone</p>	<ul style="list-style-type: none"> • Continue to maintain a bus fleet that is 100 per cent wheelchair accessible • Build transit infrastructure that is universally accessible • Investigate the application of visual and audible stop announcements • Give priority to snow clearing along transit routes, transit stops and adjacent sidewalks
<p>Create fare structures that consider affordability for existing and future customers</p>	<ul style="list-style-type: none"> • Consider the affordability of fares to the majority of the region's population when making fare-level decisions
<p>Improve custom transit system</p>	<ul style="list-style-type: none"> • Refine eligibility criteria to better match applicants' needs to the most appropriate transit service • Increase integration with conventional transit • Investigate new service types to ease demand for custom transit (e.g., a "seniors' bus" or demand responsive service) • Increase availability of handyDART to reduce the lead time for booking trips
<p>Enhance access to passenger training and education</p>	<ul style="list-style-type: none"> • Provide training programs for potential transit customers to enable them to access the conventional transit system (e.g., ambassador programs for seniors)



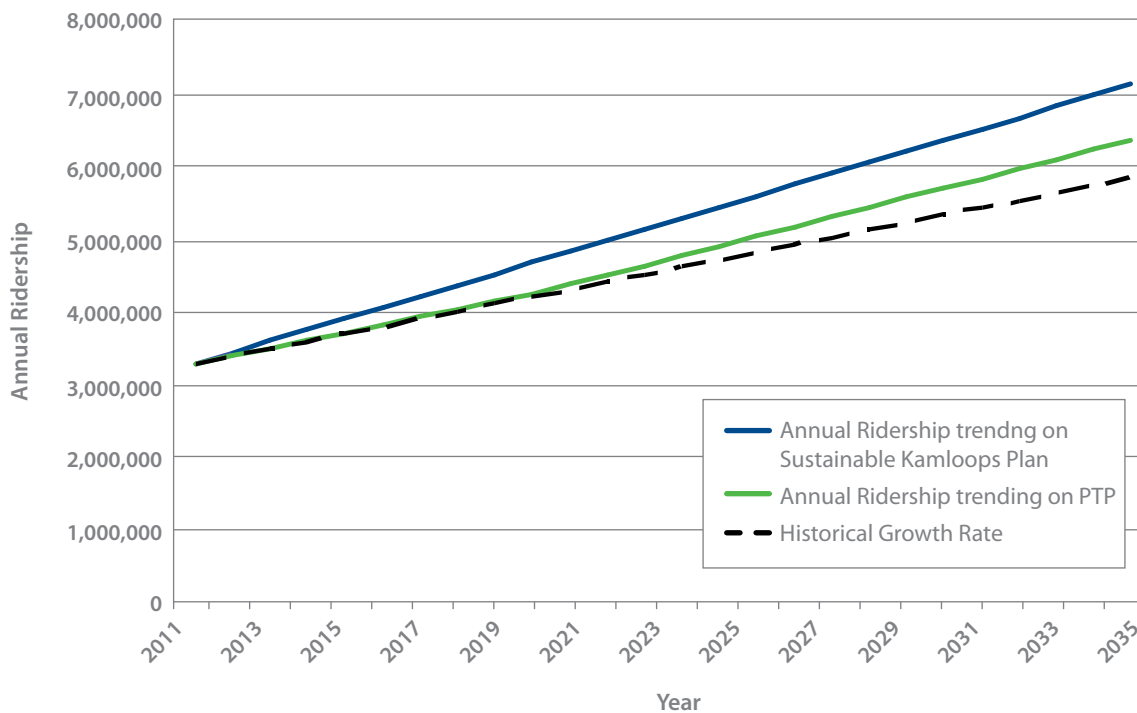
Ridership and Modeshare Targets

The Transit Future Plan is designed to chart the course for transit investments that will help the community’s future ridership goals to be attained. The Sustainable Kamloops Plan, adopted by Kamloops City Council in 2010, set a target to increase transit ridership by 50 per cent (from 2008 levels) by 2020. A 25-year ridership target of 7,125,000 riders by 2036 has been set for the Transit Future Plan, assuming continued growth beyond the Sustainable Kamloops Plan 2020 target.

The existing transit mode share for Kamloops is estimated at 3.8 per cent, assuming 3.4 trips per person per day. If future population and ridership targets are realized, Kamloops would have a transit mode share of 5.6 per cent by 2036, exceeding the Provincial Transit Plan target of five per cent.

Targets are a critical component of the Transit Future Plan and Sustainable Kamloops Plan, as they are an effective way to measure progress towards achieving the goals of the plans. Achieving the target is dependent on a number of factors such as transit system growth and transit-supportive land use.

Sustainable Kamloops Plan Targets vs. Provincial Transit Plan Targets



The Network

To achieve the vision and goals of the Transit Future Plan and the 5.6 per cent transit mode share target, the Transit Future Plan network must meet the future transportation needs of Kamloops. The transit network must be aligned with KamPlan, the Sustainable Kamloops Plan, transportation plans and other municipal plans in order to be successful.

The Transit Future Plan network includes three distinct layers of transit service to better match transit service to demand. The network is designed to be more competitive with automobile travel by improving the directness and reliability of the transit system. The Transit Future Plan network is less focused on the Downtown area than today's network, with an increased emphasis on connections to local destinations and major transit hubs. The Transit Future Plan may require more customers to transfer from one route to another to complete their journey, with the trade-off that trips will be more frequent and overall travel will be more direct.

Service Layers

The Transit Future Plan network is comprised of three layers of transit service. Together, the different layers of service create a comprehensive transit network to best meet the existing and future needs of the city. The service layers are designed to efficiently move people around the city, facilitated by transit priority measures.

Frequent Transit Network (FTN)

Frequent transit network (FTN) service provides medium- to high-density mixed land use corridors with a convenient, reliable and frequent (15 minutes or better between 7:00 a.m. and 10:00 p.m.) transit service seven days a week. The goal of the FTN is to allow customers to spontaneously travel without having to consult a transit schedule. The FTN will carry the majority of the transit system's total ridership, and for this reason it justifies capital investments such as a high level of transit stop amenities, corridor branding, right-of-way improvements and transit priority measures.

Local Transit Network (LTN)

The local transit network (LTN) is designed to connect neighbourhoods to local destinations and to the FTN. LTN services allow customers to plan a trip to work, school or the local shopping centre by transit. Frequency and vehicle types are selected based on demand. In some cases, smaller transit vehicles can be utilized to better match customer demand and operating conditions on local roads.



Targeted Services

Targeted services are a collection of transit services that do not fit into the FTN and LTN definitions and are more focused on the specific needs of a particular customer market. For example, targeted services may include:

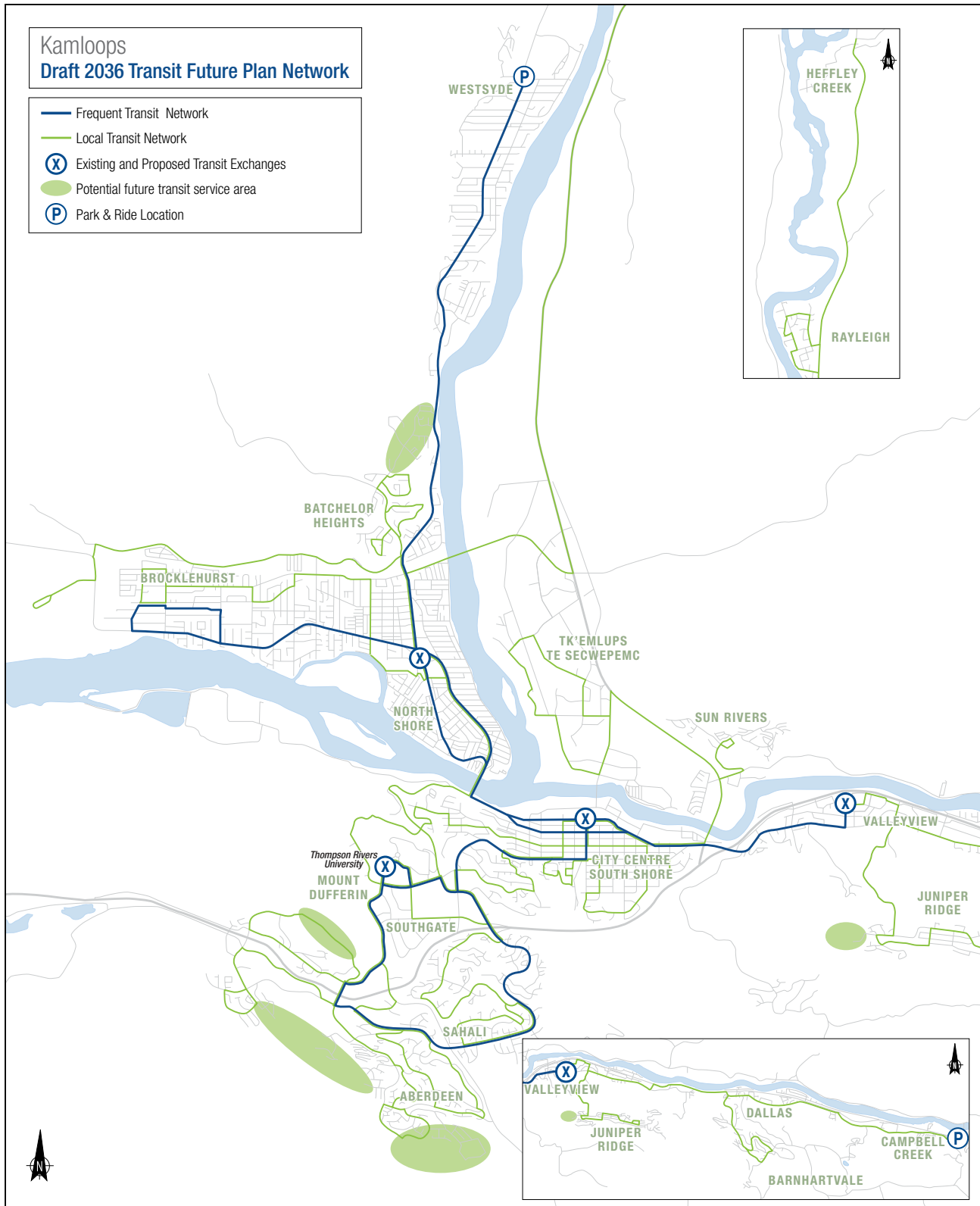
- handyDART services that provide door-to-door services for customers unable to use the conventional service
- Express service that provides a direct limited-stop route between destinations



Transit Future Plan – service layer characteristics

	FTN	LTN	Targeted
Land use	High to medium density along corridors	Medium to low density	Varies depending on service
Vehicle type	Standard or high capacity bus or street car/tram	Standard or small bus	Standard or small transit vehicles, vans, taxis, commuter rail vehicles
Service frequency	15 minutes or better between 7:00 a.m. – 10:00 p.m., 7 days a week	Frequency based on demand	Varies depending on service
Service span	5:00 a.m. – 1:00 a.m., 7 days per week, extended based on demand	6:00 a.m. – midnight, 5 days per week, extended based on demand	Varies depending on service
Stop interval	Frequent stops along a corridor, 500m apart or less	250m – 500m	Varies depending on service
Facilities and amenities	<p>Branded local stops</p> <ul style="list-style-type: none"> • quality customer amenities at stops <p>Select major stops with enhanced amenities</p> <ul style="list-style-type: none"> • level door boarding • off-board fare payment • real time customer information • bike storage 	<p>Local stops</p> <ul style="list-style-type: none"> • quality customer amenities at stops • enhanced amenities around major stops 	Varies depending on service
Signal priority	Transit is given signal priority over other traffic at key intersections along the corridor	Transit is given signal priority at key delay points only	Only if part of FTN
Lane priority	Transit only lanes or bus pockets at key areas of congestion, High Occupancy Vehicle lanes, peak hours bus lanes	No lanes	Only if part of FTN

Transit Future Plan Network



Benefits of the Transit Future Plan Network

- Increased frequency on the FTN will allow people to use the transit system spontaneously without the use of a timetable
- Improved transit service outside of peak times will allow customers an increased opportunity to conveniently use transit midday and on evenings and weekends
- Fewer transit route variations and improved customer information will make the transit system easier to use
- New Park & Ride facilities will provide customers with more choice in accessing transit from rural areas
- Focusing LTN service on local destinations and local transit hubs will create a more efficient transit network by reducing the amount of service duplication on the major transit corridors to Downtown
- Utilizing different transit vehicles with varying capacities to better match demand can reduce costs and greenhouse gas emissions
- Transit priority measures and shorter transit routes will improve on-time performance
- FTN corridors will provide the capacity to move high volumes of people by transit, thereby reducing the number of single-occupancy vehicles on the road
- The use of new, greener transit vehicle technologies will further reduce environmental impacts
- FTN corridors can help shape and support land uses that lend themselves to an increase in the use of transit and active modes of transportation (e.g. increased densities and mixed-use developments)
- Consolidation of transit routes on FTN corridors will reduce the duplication of multiple transit routes operating below capacity on the same corridor
- Integration of the transit network with active modes of transportation will increase the catchment of transit services and provide opportunities to further reduce the amount of single-occupancy vehicles on the road
- Expanded handyDART service hours will provide custom riders with greater flexibility and mobility
- Expanded handyDART availability during peak travel times will decrease the number of unmet trips
- Improved access to the conventional transit system through accessible vehicles and bus stops will allow some riders to transition from handyDART to conventional transit

Resources

To meet the Transit Future Plan and Sustainable Kamloops Plan transit ridership targets, investments in transit operating and capital resources are required. This section of the plan outlines at a high level the estimated 25-year service hour and vehicle requirements and benchmarks them with those of other communities of a similar size.

Service Hours and Vehicles

Future Service Hours

The 2036 forecasted transit system service hours were calculated by costing each transit corridor by service layer: Frequent Transit Network (FTN), Local Transit Network (LTN) and Targeted Service.

Service hours for each route were then calculated by estimating the cycle time. The cycle time is the length of time it takes for a transit vehicle to complete one round trip, including the recovery time. Cycle times were calculated by measuring the length of the route in kilometers and estimating the average travel speed (km/average trip speed). The total number of service hours for each route was then calculated by multiplying the frequency of trips throughout the day by the cycle time.

Travel speeds used to estimate future service hours were roughly based on existing transit travel speeds. Variations in travel speed have a significant impact on the number of service hours and fleet required to provide service. The estimated hours assume that transit travel speeds will remain relatively constant over the life of the plan and that reductions in general traffic speeds will be offset by the introduction of transit priority measures.

The Transit Future Plan projects that service hours for conventional and custom transit will roughly double over the next 25 years, from 125,000 in fiscal 2010/11 to 248,000 by 2036.

Service Hours – conventional and custom transit

	Conventional transit system	Custom transit system	Total
2010/11	100,000	25,000	125,000
Projected 2036	204,000	44,000	248,000

Future Fleet Requirements

The Transit Future Plan also estimates fleet requirements for the conventional and custom transit systems over the next 25 years. The Kamloops fleet is estimated to increase from the existing 62 conventional and custom vehicles to 110 by 2036.

The forecasted fleet requirements were calculated for each future transit route by determining the number of vehicles required to operate the service during peak hours. The formula used was peak service headway divided by cycle time. Vehicle spare ratios were also considered in calculating the vehicle totals.

Estimated future fleet requirements –
conventional and custom transit

	Conventional transit system	Custom transit system	Total
2010/11	46	16	62
Projected 2036	80	30	110

Benchmarking

The Kamloops Transit System was compared to other communities with similar-sized transit systems and populations. Comparisons were done for both the existing and future service hour and fleet projections. The benchmarking exercise shows that the future service hour and fleet requirements outlined for Kamloops are ambitious but are comparable to other successful transit systems. Although the Kamloops Transit System performs well amongst its peers, it will need to perform even better to meet the Transit Future Plan targets.

The number of vehicles required to deliver a set number of service hours varies by community depending on the efficiency of the transit system, the amount of peak service and how a particular system manages its fleet.

Conventional transit – Kamloops 2010/11 vs. CUTA 2009 service level comparisons

	Service area population	Vehicle revenue hours	Number of transit vehicles	Revenue passengers	Hours per capita	Rides per capita	Rides per hour
Kamloops 2010/11	76,000	99,913	46	3,470,000	1.31	45.66	34.7
Lethbridge, AB	85,492	109,832	38	2,215,062	1.28	25.91	20.17
Red Deer, AB	89,891	139,606	50	3,741,927	1.55	41.63	26.80
St Albert, AB	59,086	81,480	58	1,254,146	1.38	21.23	15.39
Peterborough, ON	80,000	100,000	49	3,024,400	1.25	37.81	30.24

Conventional transit – Transit Future Plan 2036 projections vs. CUTA 2009 service level comparisons

	Service area population	Vehicle revenue hours	Number of transit vehicles	Revenue passengers	Hours per capita	Rides per capita	Rides per hour
Kamloops 2036	120,000	204,000	80	7,125,000	1.70	59.38	34.93
Kelowna, BC	123,000	173,899	64	4,344,185	1.41	35.32	24.98
St John, NL	122,389	117,397	60	2,609,381	0.96	21.32	22.23
Barrie, ON	126,000	142,678	40	2,497,761	1.13	19.82	17.51
Guelph, ON	120,000	246,019	54	6,708,176	2.05	55.9	27.27

Transit Infrastructure Requirements

Implementing the Transit Future Plan network requires investments in transit infrastructure such as transit exchanges, Park & Rides, transit stops, a transit operations and maintenance facility and transit priority measures.

Exchanges

Four transit exchanges are required to deliver the Transit Future Plan network. Three of the required exchanges, TRU, Lansdowne Village Exchange and North Shore, already exist, as outlined on page 20. Over the life of the Transit Future Plan, the suitability of the TRU and Lansdowne Village Exchanges will be reviewed in terms of location, operations and amenities.

The plan recommends an additional transit exchange in Valleyview to support the implementation of the plan's network in the Valleyview, Juniper Ridge, Barnhartvale and Dallas areas. A potential site for the Valleyview Exchange is outlined on page 42. It will require room for three buses, customer amenities and driver amenities.

At a minimum, transit exchanges should provide weather protection, seating, transit route and schedule information, lighting and bicycle parking.

Park & Rides

Park & Rides can increase the catchment of the transit network by providing an opportunity for those living beyond the transit service area to connect into the transit network. There are some clear opportunities to establish Park & Rides at the periphery of the transit system, as show on page 42. In order to minimize costs, opportunities for shared-use parking lots should be explored prior to investing in purpose-built Park & Ride facilities.

Transit Stops

Improved passenger amenities at transit stops can have a positive impact on attracting new users. The Transit Future Plan process revealed a strong desire from the community for improved transit stop amenities across the entire system. In particular, improved weather protection, additional seating and customer information were highlighted as highly valued amenities and should be provided across the transit system.

As well as improved customer amenities, focus should be given to ensuring that bus stop infrastructure is accessible by those using mobility aids.

Transit Operations and Maintenance Facility

The Kamloops Transit System has one operations and maintenance facility located on Ord Road in the northwest of the city. This facility is near operational capacity and a new transit operations and maintenance facility is due for completion in June 2012. The new transit facility will include an administration and maintenance building, service bays, a diesel fueling station, a wash bay, a storage area and parking. It will provide double the existing capacity for bus parking, increasing the number of conventional bus spaces from 40 to 85 and the number of custom vehicle spaces from 15 to 30.

The infrastructure investment being made to develop the new facility will accommodate the Transit Future Plan network vehicle requirements. Funding for the new facility is being provided by the Government of Canada, the Province of British Columbia and the City of Kamloops.

Transit Priority Measures

“Transit priority measures” is a term used to refer to a variety of strategies designed to give transit vehicles and their passengers priority over general vehicle traffic. Transit priority elements can be:

- Regulatory (such as the successful “Yield to the Bus” regulation)
- Operational (such as retiming traffic signals, recognizing the large number of passengers on transit vehicles compared to private vehicles)
- Physical (such as exclusive transit ways, queue-jumper lanes and signal priority for transit vehicles)

As congestion increases, it will be necessary to give transit priority over general traffic to attract greater numbers of passengers and to maintain efficiency. Transit priority investments also improve reliability by reducing the effects that daily changes in congestion levels have on transit travel times. Savings in transit travel times reduce the number of hours and vehicles required to operate service.

If transit travel speeds decline from 2011 levels, the 25-year service hour and vehicle requirements will be higher than outlined in this document. For this reason, transit priority measures should be focused on FTN corridors, around transit exchanges and in areas of high congestion.



Implementation Strategy

This implementation strategy outlines how transit investments will be staged and prioritized over the life of the plan by identifying short-, medium- and long-term network priorities and ongoing improvement initiatives.

The Implementation Strategy is designed to maintain the productivity of the transit system while at the same time gradually increasing the availability of transit service during the day and during evenings and weekends. Maintaining, or improving, the productivity of the transit system is critical to the affordability of the Transit Future Plan. A decline in productivity by only five rides an hour (e.g., from 35 to 30) would mean that an additional 50,000 service hours would be required to meet the plan's mode share target. Productivity is maintained by ensuring that the majority of transit resources are focused on areas and times that will yield the most transit passengers per service hour invested.

Network Priorities

The network priorities section of the plan identifies the key steps that will lead to the creation of the Transit Future Plan network. The section outlines short-, medium- and long-term changes, with more detailed resource information provided for the short-term initiatives. As the plan is implemented and updated over time, more details will be provided on medium- and long-term initiatives.

The service changes and infrastructure projects identified in this section vary significantly in terms of timelines, complexity, costs and process, meaning initiatives will not necessarily be completed in a strictly chronological order. The projects are not scheduled on a year-by-year basis as the implementation of the Transit Future Plan is dependent on a number of factors that may change annually such as:

- The availability of funding from local government, the provincial government and the federal government
- Community growth factors (e.g., community development, shifts in demographic factors)
- Phasing of major projects (e.g., new transit exchanges)
- Operational and capacity demands of the system
- Opportunities for value-added partnerships that may arise (e.g., road improvement projects by local government)

Short-Term Network Priorities

Service

The service changes outlined in this section are designed to reflect the wishes of the community as expressed during community consultation. In particular, the changes in this section address the desire to improve Sunday and evening transit service on the city's busiest transit corridors. All service changes in this section have relatively short implementation time lines, create minimal disruptions to existing customers, improve service frequency on major transit corridors and improve the flexibility of transit scheduling and operations.

Each transit improvement will require a more detailed service plan that will finalize route structure, service levels, scheduling, customer information and associated costs. All service expansions will be subject to City of Kamloops Council approval.

The following service change packages provide incremental service hour and vehicle estimates. BC Transit's general guidelines are that an additional vehicle is required for every 2,500 hours of service. The additional vehicle requirements are calculated for each individual service improvement package, but it should be noted that the number of additional vehicles required is reduced when multiple service packages are implemented simultaneously.

Summer Service Reductions

Demand for transit in Kamloops is lower during the summer months compared to the rest of the year due to school holidays, reduced TRU enrollment and vacations. BC Transit and City of Kamloops staff have been reviewing options for a reduction of transit service from May to August, saving service hours that could be used to offset the costs of implementing the short-term service packages.

BC Transit, the City of Kamloops, the operator and other stakeholders in the community, such as TRU, should work towards a summer service reduction schedule.



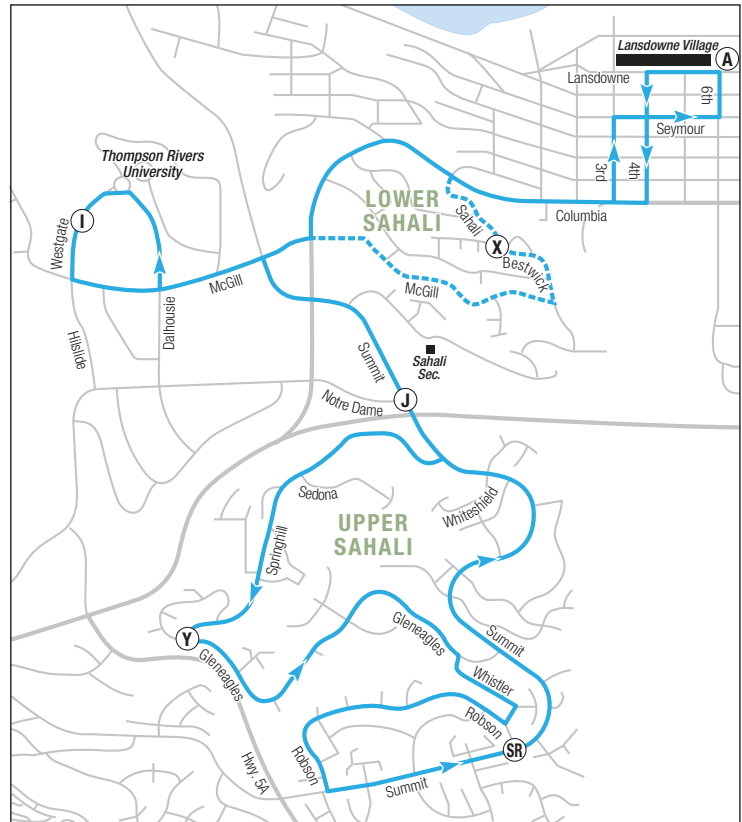
Route 9 Service Level Improvements

Route 9 – Gleneagles is the best-used transit route in the Kamloops Transit System. The existing route provides service every 15 minutes for most of the weekday (with the exception of some 30 minute gaps), relatively poor evening service levels (60 minute service) and relatively poor Sunday service levels (60 minute service). During evenings and on Sundays the Route 9 travels via Lower Sahali instead of Columbia Street West.

This improvement package is designed to improve service frequency, evening service and Sunday service, not only in the Gleneagles area but also along the future FTN between TRU and Downtown.

Once a bus route operates at a 15 minute headway, the ability to make spontaneous (non-timed) transfers is increased. Once this improvement package is implemented, the Route 9 can therefore be taken off the pulse timetable system between the hours of 7:00 a.m. and 7:00 p.m. Monday to Friday. This change will result in reduced service duplication between TRU and Downtown, as the Route 9 will no longer have to travel at the same time as Route 4 and Route 7 between these destinations.

The service plan for this change will need to address how evening and Sunday service in Lower Sahali will be provided.

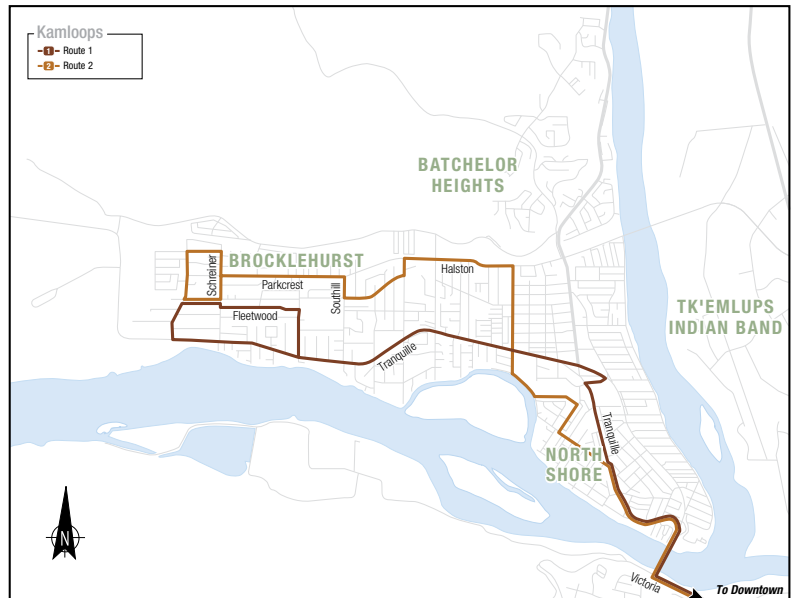


Service Change	Estimated increase in fleet	Estimated increase in annual service hours
<ul style="list-style-type: none"> • Monday to Friday: <ul style="list-style-type: none"> • start Route 9 at 6:00 a.m. • establish 15 minute service between 7:00 a.m. – 7:00 p.m. • establish 30 minute service between 7:00 p.m. – 11:00 p.m. • Saturday service levels unchanged • Sundays <ul style="list-style-type: none"> • 30 minute service during the day • 60 minute evening service until 9:00 p.m. 	2	3,500

Route 1 and 2 Service Level Improvements

Route 1 – Tranquille is the second best-used transit route in the Kamloops Transit System and is earmarked as an FTN corridor in the Transit Future Plan network. The Route 1 operates along Tranquille Rd, which is rapidly evolving into a strong transit corridor due to increasing residential and commercial densities. The existing Route 1 schedule provides 15 minute peak time service, 30 minute service during the day, 30 minute Saturday service and 60 minute Sunday service.

During the evening Route 1 is combined with Route 2 – Parkcrest to create a shared route. This shared evening route provides 60 minute service and often creates confusion amongst transit users due to stop patterns differing from daytime operations.



This service change is focused on creating 15 minute service on Route 1 between 7:00 a.m. and 7:00 p.m. Monday to Friday, 30 minute Sunday service on Route 1 and improved evening service on both routes Monday to Sunday. This improvement package will improve service frequency, evening service and Sunday service not only in the Tranquille and Parkcrest areas, but also between the North Shore Exchange and Downtown.

Once a bus route operates at a 15 minute service frequency, the ability to make non-timed transfers is increased. Therefore, once this improvement package is implemented, the Route 1 can be taken off the pulse timetable system between the hours of 7:00 a.m. and 7:00 p.m. Monday to Friday.

Service Change	Estimated increase in fleet	Estimated increase in annual service hours
<ul style="list-style-type: none"> Monday to Friday <ul style="list-style-type: none"> start Route 1 at 6:00 a.m. establish 15 minute service between 7:00 a.m.–7:00 p.m. on Route 1 establish 30 minute service between 7:00 p.m.-11:00 p.m. on Route 1 On Sundays, 30 minute service during the day and 60 minute during the evening until 9:00 p.m. Monday to Sunday, eliminate the combined evening Route 1/2 and create stand alone Route 1 and Route 2 evening service 	3	6,500

Route 10, 14 and 16 Service Improvements

Across the Kamloops Transit System there are a number of transit routes that have scheduling gaps or a complete absence of evening service. This package is designed to correct the scheduling and service deficiencies that were identified repeatedly throughout the community engagement process.

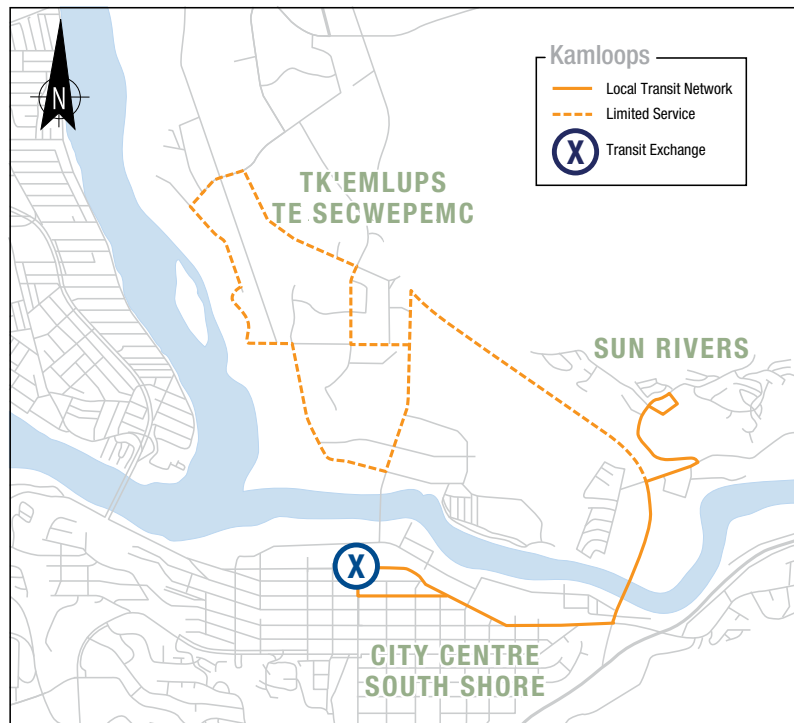
Service Change	Estimated increase in fleet	Estimated increase in annual service hours
<ul style="list-style-type: none"> Route 16 – Juniper Ridge <ul style="list-style-type: none"> Add hourly evening service until 9:30 p.m. Monday to Saturday Route 14 – Batchelor <ul style="list-style-type: none"> Fill 80 minute gap in the existing Monday to Friday timetable with an additional trip Route 10 – TRU Express <ul style="list-style-type: none"> Add evening service until 7:00 p.m. Monday to Friday Make connection between Route 10 and Route 5 clear in the timetable 	1	1,500

Implement New Sun Rivers and Tk'emlúps te Secwepemc Indian Band (TIB) Service

The existing Kamloops Transit System does not provide transit service to the Tk'emlúps Indian Band (TIB) land area. In recent years a resort community called Sun Rivers has been built on TIB land, and the new community has expressed a strong desire for transit connections to Downtown and to the rest of the Kamloops Transit System. In addition to this there is demand for custom transit service.

The implementation of TIB service would require a funding and partnership agreement between the TIB, the City of Kamloops and BC Transit. Preliminary discussions between all parties indicate that an agreement could be reached, should BC Transit have the required hours to implement the new service.

A new transit service to Sun Rivers and TIB land would likely be implemented on a trial basis and monitored for effectiveness. Transit service levels in the future would be increased as demand warrants. The service hour and fleet requirements of this new service will be developed with the TIB.



Infrastructure

Complete the New Operations and Maintenance Facility

An expanded transit operations and maintenance facility is required to deliver the Transit Future Plan future service levels. A new operations and maintenance facility is due for completion in June 2012 and will include an administration and maintenance building, service bays, a diesel fueling station, a wash bay, a storage area and parking. The new transit facility will provide double the capacity for bus parking, allowing for the projected Transit Future Plan bus fleet.

Improve Transit Operations to Aberdeen Mall

The existing Route 4 – Pacific Way, Route 5 – Pineview and Route 7 – Aberdeen (which account for over 25 per cent of the Kamloops Transit System's total service hours) all travel via the Aberdeen Mall transit stops located in the parking area to the northwest of the mall. Although these transit stops provide mall staff and patrons with front door access to the mall, this location has a number of operational and safety issues that need to be addressed such as:

- Difficult left-hand-turn movements in and out of the mall parking area from Hillside Drive that can cause significant delays to transit routes and create opportunities for traffic collisions, given the volume of traffic along Hillside Drive
- Congestion within the mall parking lot, particularly around the holidays, which can cause significant delays to transit routes
- The diversion into the parking lot can add a significant amount of travel time for those passengers traveling to Thompson Rivers University (TRU) or Downtown

Infrastructure and operational changes should be studied with the goal of improving travel times, service directness, reliability and safety while providing a pleasant pedestrian environment. This study should be led by the City of Kamloops in consultation with BC Transit, the local transit operating company, Aberdeen Mall and the community.

Work with TRU on their Campus Plan

The existing TRU transit exchange is located on the west side of campus, across from the Trades and Technology Centre. All bus routes that serve TRU operate a loop around Westgate Road and Dalhousie Drive. Most passengers board and alight at the bus stops on Dalhousie Drive as it is more centrally located than the transit exchange.

TRU is in the process of updating its Campus Plan. BC Transit and the City of Kamloops will work with TRU to ensure that its Campus Plan gives consideration to how transit circulation and operations can be improved on campus in the future.



Medium-Term Network Priorities

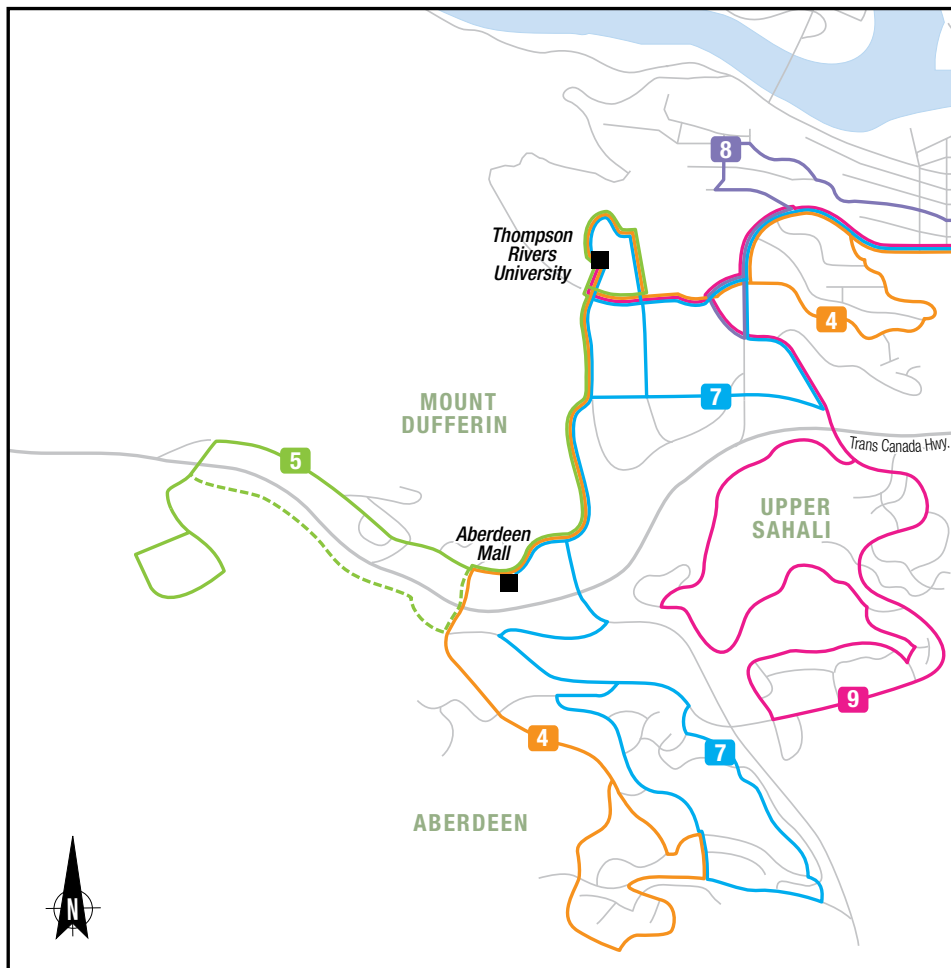
Service

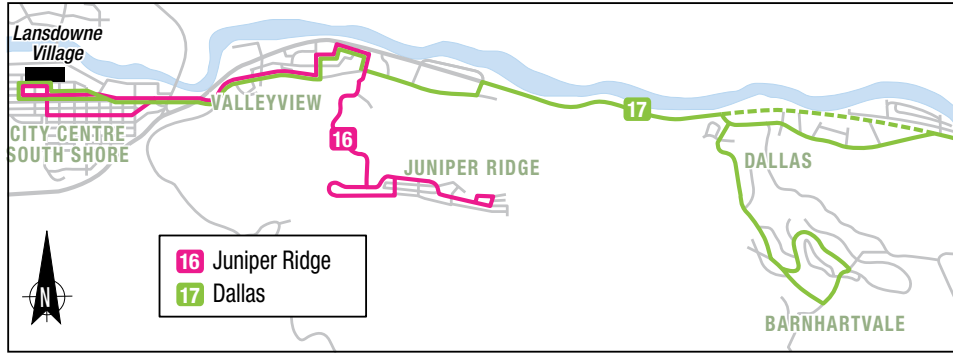
Establish TRU to Valleyview FTN and Southwest Loop FTN

Two new FTN lines are planned for the southwest, city centre and southeast areas of Kamloops. The introduction of these FTN lines will make transit trips more direct, reduce service duplication on major transit corridors, reduce route deviations, improve reliability and create a transit system that is easier to understand. This implementation stage encompasses the most significant transit network changes associated with the Transit Future Plan.

Relatively significant operational and capital expenditures (e.g. construction of an exchange at Valleyview, detailed on page 42) are required for full implementation of this package. The planned increase in transit service levels in the southwest is designed to cater to the projected population growth (48 per cent of total city growth). If community growth projections change the planned service levels will be reviewed.

Implementation of these changes will likely be phased in over time. A two-phase implementation should be considered to minimize any adverse effect on existing transit users.



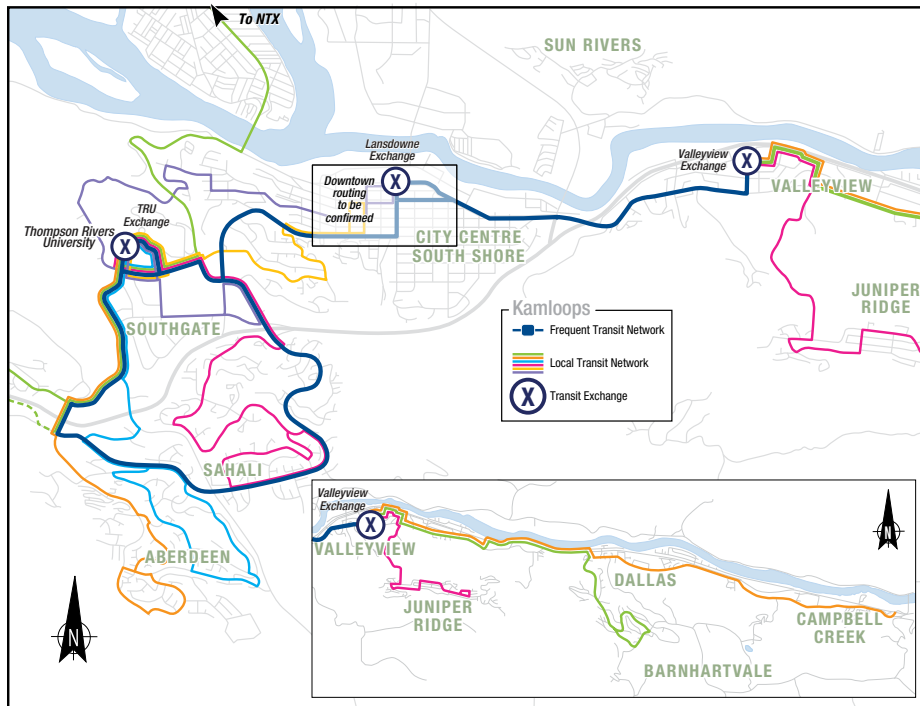
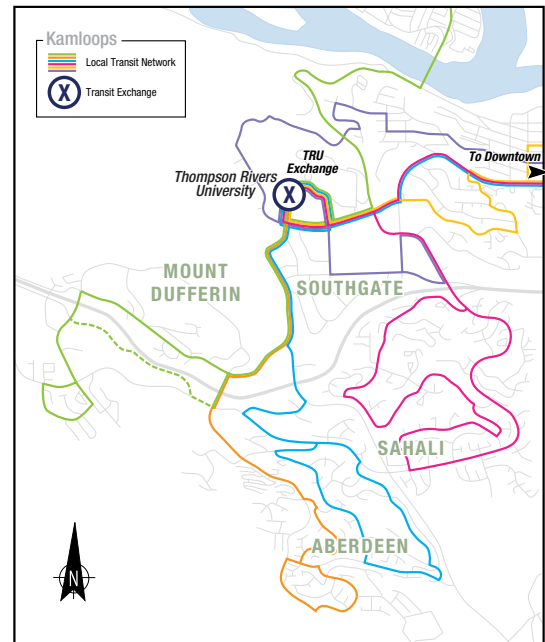


Phase 1

- Establish LTN routes in the southwest, including Battle and Lower Sahali, to match the Transit Future Plan network
- Terminate Route 4 – Pacific Way at TRU

Phase 2

- Implement the TRU to Valleyview FTN route
- Terminate the Juniper Ridge, Barnhartvale and Dallas routes at Valleyview
- Terminate all LTN service at either TRU or Valleyview, in conjunction with an increase of FTN and LTN frequencies and service spans
- Introduce the southwest loop FTN route
- Implement peak period express service from Aberdeen and Upper Sahali to provide fast and direct transit connections to Downtown



Increase Frequency on Westsyde FTN

Route 3 – Westsyde is the third best-used transit route in the Kamloops Transit System and is identified as an FTN corridor in the Transit Future Plan. The existing Route 3 has a peak hour headway of 15 minutes, a midday headway of 30 minutes and relatively poor evening service levels (60 minutes) and Sunday service levels (60 mins).

This improvement package is designed to improve service frequencies, evening service and Sunday service not only in Westsyde but also between the North Shore Exchange, Fortune Drive and Downtown.

Once a bus route operates at a 15 minute headway, the ability to make non-timed transfers is increased. Therefore, once this improvement package is implemented, the Route 3 can be taken off the pulse timetable system between the hours of 7:00 a.m. and 7:00 p.m. Monday to Friday.

This package's service improvements are as follows:

- Monday to Friday
- Start at 6:00 a.m.
- Establish 15 minute service between 7:00 a.m. – 7:00 p.m.
- Establish 30 minute service between 7:00 p.m. – 11:00 p.m.
- Match Sunday service levels (30 minute service during the day and 60 minute evening service until 9:00 p.m.) to existing Saturday levels (with the exception of a 9:00 p.m. finish)
- Offset Route 3 with Route 1 through the North Shore Exchange to improve headway and increase operational flexibility between the North Shore and Downtown.

Combine Route 5 and Route 10

During a 2010 re-schedule of the Route 10 – North Shore/TRU Express, it was interlined with the Route 5 – Pineview, meaning that passengers could travel beyond TRU to Aberdeen Mall directly from the North Shore Transit Exchange. The connection between the Route 10 and the Route 5 has begun to establish the Route 10 as more than just a dedicated TRU connection, but rather a valuable transit connection for anyone in the northwest wanting to travel to the southwest.

This package's service improvements are as follows:

- Formally create a single transit route from Pineview to the North Shore Exchange
- Match the Route 10 service span to Route 5's, to create evening and weekend service on the TRU to North Shore section of the route.

Establish Airport/Ord Road Local Transit Route

The introduction of a new transit route from the airport to the North Shore Transit Exchange via Ord Road will improve transit connections to the airport and provide service for existing and future residential development along Ord Road. This route will start with a limited level of service which can be expanded as demand warrants.



Infrastructure

Design and Build Upgraded Bus Stop and Pedestrian Facilities at the Corner of Summit Drive and Columbia Street West

The Transit Future Plan network will ultimately see most of the transit services that operate in the southwest of the city terminate at TRU. This will mean that customers will have to make a connection to another bus service to travel Downtown.

The intersection of Summit Drive and Columbia Street West will be a natural transfer point between the TRU–Valleyview FTN, the southwest loop FTN and LTN services coming down from Summit Drive. The provision of safe and comfortable bus stop and pedestrian facilities at this location is critical to ensure passenger comfort and convenience.



Design and Build an Exchange in Valleyview

A new transit exchange in Valleyview will provide a terminus location and transfer point for the TRU–Valleyview FTN corridor and the LTN routes from Juniper Ridge, Barnhartvale and Dallas.

There is a parcel of land, shown to the right in red, at the corner of Falcon Road and Oriole Road that is owned by the City of Kamloops and that may be a suitable location for the Valleyview Transit Exchange. Further planning and concept development is required to confirm the site, determine transit circulation and identify customer amenities.



Investigate Potential Park & Ride Facilities in Westsyde and Campbell Creek

Park & Rides can increase the catchment area of the transit network by providing an opportunity for those living beyond the transit service area to connect into the transit network. There are two clear opportunities to establish Park & Rides:

1. **Westsyde** – There are a number of residential areas to the north of the Westsyde FTN terminus. There are no plans to provide scheduled transit service north of Harrington Road meaning access to the transit network beyond this location would be best achieved through the provision of a Park & Ride.
2. **Campbell Creek** – There are a number of residential areas to the east of the Wildlife Park that are not served by the transit network. As there are no plans to provide scheduled transit service east of this terminus, access to the transit network beyond this location would be best achieved through the provision of a Park & Ride.

Opportunities for shared-use parking lots should be explored prior to investing in purpose-built Park & Ride facilities. Costs can be saved by utilizing City-owned lots, or by establishing shared parking agreements with private property owners who have excess parking capacity or peak parking times different from those of potential Park & Ride customers. Other Park & Ride facilities may be investigated as required. Park & Rides should have a comfortable level of passenger amenities and include bicycle parking.

Long-Term Network Priorities

Service

Increase Service Levels on the FTN

The ultimate FTN service level standard is every 15 minutes from 7:00 a.m. – 10:00 p.m, seven days a week. Service levels need to be increased over time towards these standards as demand and developments warrant. Investments in FTN service levels are recommended in the following stages:

1. Monday to Friday 7:00 a.m. – 7:00 p.m.
2. Monday to Friday 7:00 p.m. – 10:00 p.m.
3. Saturday 7:00 a.m. – 7:00 p.m.
4. Sunday 7:00 a.m. – 7:00 p.m.
5. Saturday 7:00 p.m. – 10:00 p.m.
6. Sunday 7:00 p.m. – 10:00 p.m.

Implement New Transit Services or Transit Service Extensions in Potential Future Transit Service Areas (as growth requires)

The Transit Future Plan network map on page 42 outlines in shaded green the areas in Kamloops that are expected to accommodate future growth. The extension of existing routes or implementation of new routes into these areas will be assessed as growth occurs. All new developments should consider transit operations during their design phase.

Infrastructure

Investigate Transit Circulation in Downtown Kamloops

Full implementation of the Transit Future Plan network will result in significantly fewer transit routes terminating Downtown. Increased frequency across the transit network will also mean that buses no longer need to arrive and depart Downtown at the same time, thereby reducing the requirement for a large-scale dedicated transit exchange there.

The reduction in transit operational space required Downtown presents an opportunity to investigate new ways of circulating and operating transit there. For example, the implementation of on-street transit operations, closer to the heart of Downtown is one option that could be investigated. On-street transit operations do not require a purpose built transit exchange and can offer up benefits such as increased passive surveillance and improved transit network coverage in the Downtown. All future options would require a detailed analysis conducted by the City of Kamloops and BC Transit, in consultation with local stakeholders.



Ongoing Improvement Initiatives

The following initiatives are aspects of the Transit Future Plan that require continuous effort throughout the life of the plan. For this reason, they do not fit within the Network Priorities section of this Implementation Strategy.

Address current operational needs

There are often immediate service demands and operational services that need addressing. This plan recognizes that operational service issues need to be addressed ahead of other transit improvements to ensure the satisfaction of existing customers. Examples of some operational service requirements are:

- Re-routing or re-scheduling to maintain reliability (e.g., Route 7 – Aberdeen changes)
- Increasing service levels when demand warrants (address pass-ups)
- Increasing service span (hours of operation) or service days when demand warrants
- Restructuring routes for construction, operational or customer demand reasons (e.g., Route 3 – Westsyde local circulation)
- Improving the efficiency of “school specials” (e.g., scheduling them with the rest of the system)

Implementing service or scheduling changes that address current service needs should integrate with larger service changes on the planning horizon where possible. Therefore, immediate requirements to address existing service needs may alter the scope and timeline of other planned service changes in the system.

Make transit more accessible

The Kamloops Transit System strives to be accessible to all. With the mobility requirements of an aging population there will be an increasing need for more accessible transit solutions. Accessibility should be improved over time by:

- Making investments in additional handyDART vehicles and service hours, required in the short term to address not only expanded dialysis clinic hours at Royal Inland Hospital but also increased demand at all times of the day and week
- Investigating the handyDART eligibility criteria to ensure handyDART service is available to those who are unable to use the conventional transit system unassisted
- Upgrading existing bus stops
- Improving fleet access for mobility aids and strollers. In particular, the existing Route 1 – Tranquille often has more demand for accessible spaces than supply

Match vehicle type to local demand

Establishing the FTN will result in the need for new or changed LTN routes. Some of these LTN routes may present opportunities to utilize smaller vehicle types that can increase efficiencies and reduce capital costs.

An example of a smaller vehicle type is the Vicinity, a 27.5 foot vehicle BC Transit is trialing. The Vicinity is a low-floor bus with a ramp at the front door and kneeling capabilities. It seats 23 passengers with room for 16 standees and is compact and narrow, making it suitable for use on residential streets. Opportunities to use smaller vehicle types, where demand does not require a conventional-sized vehicle, should be pursued to reduce transit operating costs and greenhouse gas emissions.

Some candidate locations in Kamloops would be Dallas, Barnhartvale, Batchelor Heights, Ord Rd, Rayleigh and the city centre.

Improve customer information

The improvement of customer information helps to assist existing customers to navigate the transit system and makes it easier for new customers to access the transit system for the first time. The community and stakeholder engagement process revealed strong demand and support for the following customer information improvements:

- Implement Google Transit
- Route and timetable information at bus stops
- Complete transit system maps at transit exchanges
- Real-time notifications of delayed or “no show” transit services
- Clocks at transit exchanges
- Improved printed and online information

Improve transit facilities

Continued improvement and maintenance of transit facilities and on-street customer amenities are important for the continued operation and future growth of the transit system. Some improvements that were identified during community and stakeholder engagement were:

- The provision of weather protection at transit stops and exchanges
- The provision of seating at transit stops and exchanges
- The timely removal of snow from transit routes, sidewalks and bus stops

Implement transit priority measures

To ensure the continued success of transit corridors with high ridership, investments in transit priority measures (e.g., transit lanes, queue-jumper lanes and signal priority for transit vehicles, etc.) may be required.

Endeavours to investigate and implement transit priority measures will be done jointly between the City of Kamloops and BC Transit. Transit priority investigations will take into consideration the timing of local road projects, municipal priorities, passenger demand on each corridor, major congestion points, average transit speeds and resulting traffic impacts.

Particular attention should be given to the investigation and implementation of transit priority measures on FTN corridors.

Moving Forward

Funding the Plan

Given the increase in transit investment expected over the coming decades, the way in which transit is and will be funded needs to be examined.

Today, the Kamloops Transit System is funded through a combination of provincial funding, local property taxes, passenger fares and advertising revenue.

In terms of provincial funding, BC Transit has a three year rolling budget that is confirmed on an annual basis, making it difficult to plan for future growth. Local-share funding is also confirmed annually and is heavily dependent on property tax. A limitation on future funding is the ability to continuously raise taxes to help fund the cost of transit projects and operations.

One of the priorities of BC Transit's Strategic Plan is to "develop stable and predictable revenue sources." The proposed actions for this area are:

Develop stable revenue sources

- Work to identify and implement new revenue sources
- Assess various approaches to developing stable, secure provincial investment in transit
- Assess various approaches to developing stable, secure local investment in transit

Increase predictability of revenue sources

- Examine and implement improvements for conveying transit system budget information to local governments, such as the provision of multi-year budgets aligned to municipal calendar years
- Continue to confirm the BC Bus Pass program pricing (an annual pass program for lower income seniors and people with disabilities)

Implement new partnerships and revenue opportunities

- Seek to revise legislation, policies and procedures to encourage profitable commercial use of BC Transit's assets and resources for reinvestment to future transit service objectives
- Explore opportunities to offset costs by leveraging BC Transit's expertise and scope with other organizations (e.g., BC Transit's fleet procurement expertise, bulk fuel contracts, etc.)
- Continue to support local governments in efforts to offset costs by identifying and creating local transit funding partnerships with other agencies

Alternate Local Funding Options

BC Transit has heard from local government that continuously increasing property taxes to help fund the local share of transit operations in general, and of major capital investments in particular, is a challenge. Reducing the local share funded through property taxes might be achievable through alternate funding sources. BC Transit is interested in further developing concepts for alternative funding methods with local partners and the provincial government. Below are a number of concepts that are worth further consideration. These options may require legislative change and/or provincial government approval:

Local Fuel Tax

A tax on fuel could be collected at the pump at all gas stations in the City of Kamloops to help fund transit in the area. A transit tax is levied on fuel in Greater Victoria and Vancouver to help fund transit services in these regions.

Community Pass

The local share of transit system costs could be distributed amongst each household, which would receive an annual “community” transit pass in return.

Parking Tax

A parking tax could be introduced, acting also as an incentive to decrease parking demand and making transit a more attractive option.

Vehicle Levy

An annual vehicle levy could be collected when vehicle insurance is renewed.

Implementing the Plan

The previous Implementation Strategy section directs short-term investment in the Kamloops Transit System, and will inform BC Transit’s three-year service planning process, called the Transit Improvement Process (TIP). The TIP seeks to provide a closer link to municipal and regional budgeting processes to ensure that funding availability is better aligned with local needs and provincial funding. The TIP is performance based and allocates a percentage of annual service hours to groups of transit systems across the province. The groupings are created from performance criteria and thresholds, as described below:

- **Boardings per service kilometer** – Measures productivity. Longer regional service or systems that have spread out urban form will not perform as well compared to more compact urban communities
- **Boardings per service hour** – Measures service effectiveness
- **Cost per passenger trip** – Measures how expensive a service is to operate relative to the volume of people using the service
- **Cost recovery** – Measures the cost of providing service versus the rate of return through fares
- **Passengers per capita** – Measures overall service level relative to other transit systems

The Kamloops Transit System performs relatively well compared to other BC Transit systems when the above indicators are used.

Keys to Success

BC Transit will work with the City of Kamloops and other local partners to begin to take steps to guide the Transit Future Plan from vision to reality. These efforts will only be successful if done in partnership, with continuous dialog between these partners to ensure strong links between:

- Land use planning and transit planning
- Provincial and regional transportation and transit planning
- Transportation policy and funding availability

How will BC Transit use this plan?

- As a tool to communicate the vision for transit to partners, stakeholders and the public
- To help identify where and in what order key transit investments will occur
- To strategically move projects through the capital planning process
- To inform the three-year service planning process
- To work with partners on integrating transit plans and investments with other major infrastructure plans and projects
- To respond to planning and development referrals

What actions does BC Transit need from local and regional partners to succeed?

- Integrate the Transit Future Plan into City of Kamloops planning and transportation documents
- Integrate and consider the Transit Future Plan when developing local corridor plans and road infrastructure projects, e.g., incorporate transit signal priority measures into an intersection upgrade project
- Integrate and consider the Transit Future Plan network when developing active transportation infrastructure plans and projects. For example, a pedestrian and cycling infrastructure project on a transit corridor could improve access to transit by improving sidewalks
- Implement transportation demand management strategies that encourage shifting automobile trips to transit such as implementing high-occupancy vehicle lanes, transit priority measures, restructuring parking fees and reducing parking availability or requirements in areas well-served by transit
- Support and encourage medium- to high-density mixed land uses along the FTN and near transit exchanges



BC Transit would like to thank all those who were involved in the creation of this plan





520 Gorge Road East Victoria BC V8W 2P3
www.bctransit.com