

TRANSIT *future*

▶ **service plan**

Terrace

2021

City of Terrace
Regional District of
Kitimat-Stikine



Territorial Acknowledgement

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

Here in Terrace we are on the lands of the Tsimshian First Nations, including the Kitsumkalum First Nation and Kitselas First Nation. We thank them for allowing us to live, work, and play on their lands.

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Service Priorities 2022-2026

01 Transit Vision

The Transit Future Service Plan upholds the community guiding principles contained in the [Terrace Official Community Plan](#) and works to strengthen the link between transportation and other community goals such as addressing climate change, affordability, resiliency, developing complete communities, and the efficient use of resources.



Transportation and Land Use to reduce emissions and traffic noise



Coordinated approach to make transit the preferred choice



Transit-supportive land use policies



Development of transit to integrate with active modes



Providing an essential service to the community

02 Shaping Your Transit Future

The role of the Transit Future Service Plan is to:

Build on existing planning and add service and infrastructure priorities for the community

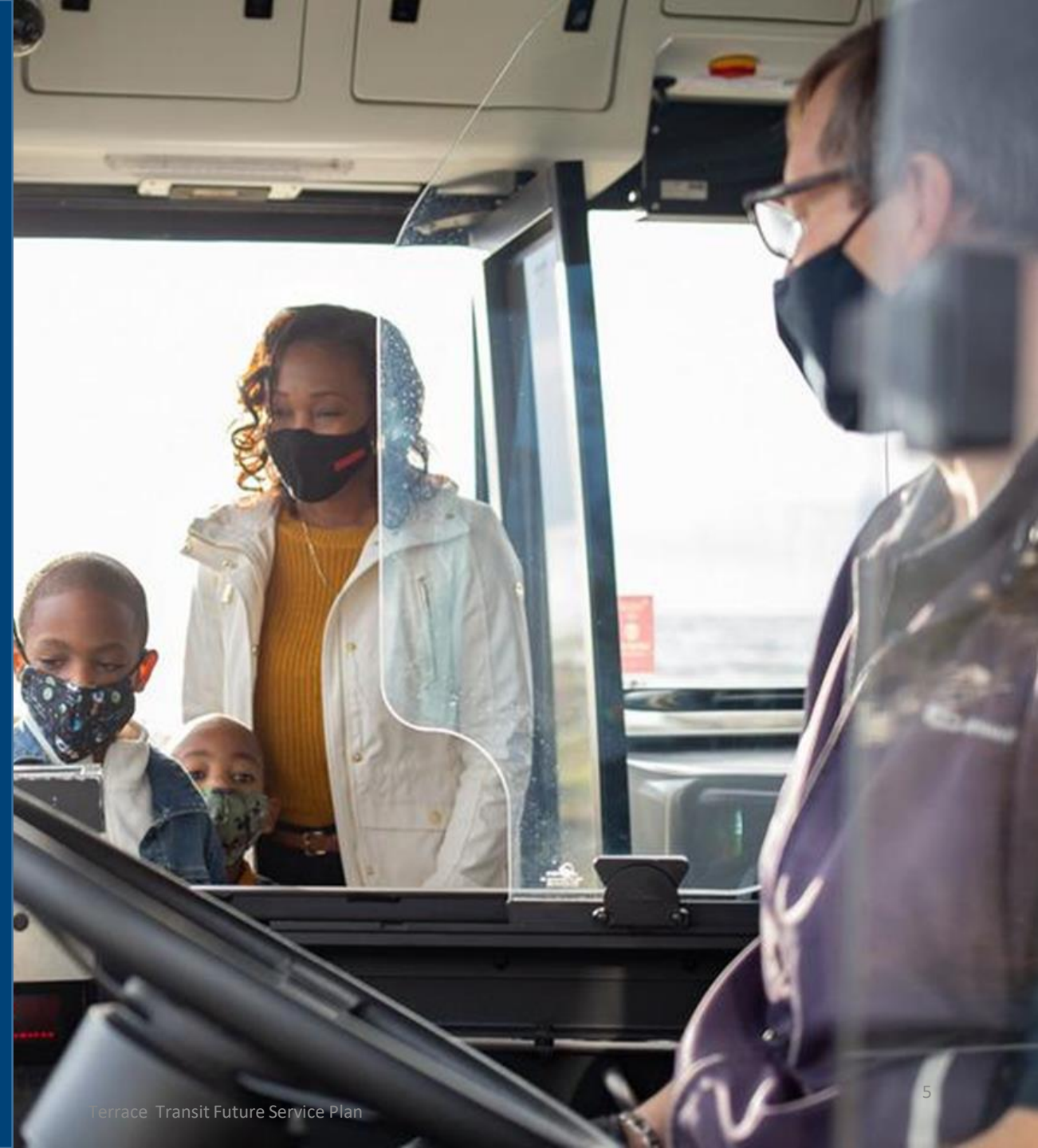
Review what has changed for the community

Inform both the planning and operational activities

Drive a range of objectives and actions that will deliver a fit for purpose network across the community

Guide decision making to procure and deliver the desired network

Engage with the community



03 BC Transit Future Initiatives

Over the next five years the City of Terrace and BC Transit will continue to evolve the transit system by introducing new programs and technologies to improve the customer experience and reduce the impact to the environment.

BC Transit's Strategic Plan provides the blue print for how we will facilitate the transformation and pursue our common vision of the future to create responsive and reliable services, improving integration with other mobility providers, introducing electronic fares, building more transit supportive infrastructure and transitioning to greener fleets.

For more information, please visit:

<https://www.bctransit.com/transforming-your-journey>

Low Carbon Fleet Program

<https://www.bctransit.com/low-carbon-fleet-program>

Digital On Demand

Electronic Fare Strategy

NextRide

BC Transit Development Referral Program

<https://www.bctransit.com/development-referral-program>

BC Transit Future Initiatives

Low Carbon Fleet Program

The first deployment of electric buses will happen in the Victoria Regional Transit System in 2022.

BC Hydro will help determine the readiness of the electricity infrastructure to support electric fleets across the province.

BC Transit will work with the Ministry of Transportation and Infrastructure to refine the anticipated funding requirements, for buses and new operation and maintenance facilities.

Electronic Fare Strategy

Smart ticketing providing new ways to pay. BC Transit is working to not only improve rider convenience but also enable mobility partnerships and create new data collection opportunities. Systems will also accommodate a mix of fare products, including cash fares. The system will also be able to operate in areas with low-cell phone coverage/service.

Digital On Demand

Digital On Demand transit uses technology to dynamically dispatch a bus, van or fleet of vehicles dictated by riders. BC Transit is currently completing a feasibility to determine how and where digital on demand transit may be delivered in communities across BC. The feasibility study findings are expected to be shared in early 2022.

NextRide

Door to door journey planning. Provides bus location information to customers via transit apps, enhances operations control and route information for the operator. We are now in the planning to determine how the NextRide program will be implemented into 19 additional Regional Transit Systems across BC and we will provide a further update when details are confirmed.

Development Referral Program

Local governments or developers can send any referrals and supporting information to BC Transit to review and provide comments to the local government or developer about how the proposal may effect current of future transit service and infrastructure and how the application or plan could be changed to better support current or future transit service and infrastructure.

04 Transit Today

Transit Ridership in Terrace is growing

Prior to the COVID-19 pandemic, Terrace ridership grew from 185,000 riders in 2011/2012 to 197,000 riders in 2019/2020. The system is delivered through BC Transit's innovative cost sharing model and in coordination with the City of Terrace. Final decisions on fares, routes, and service levels are made by the City of Terrace.



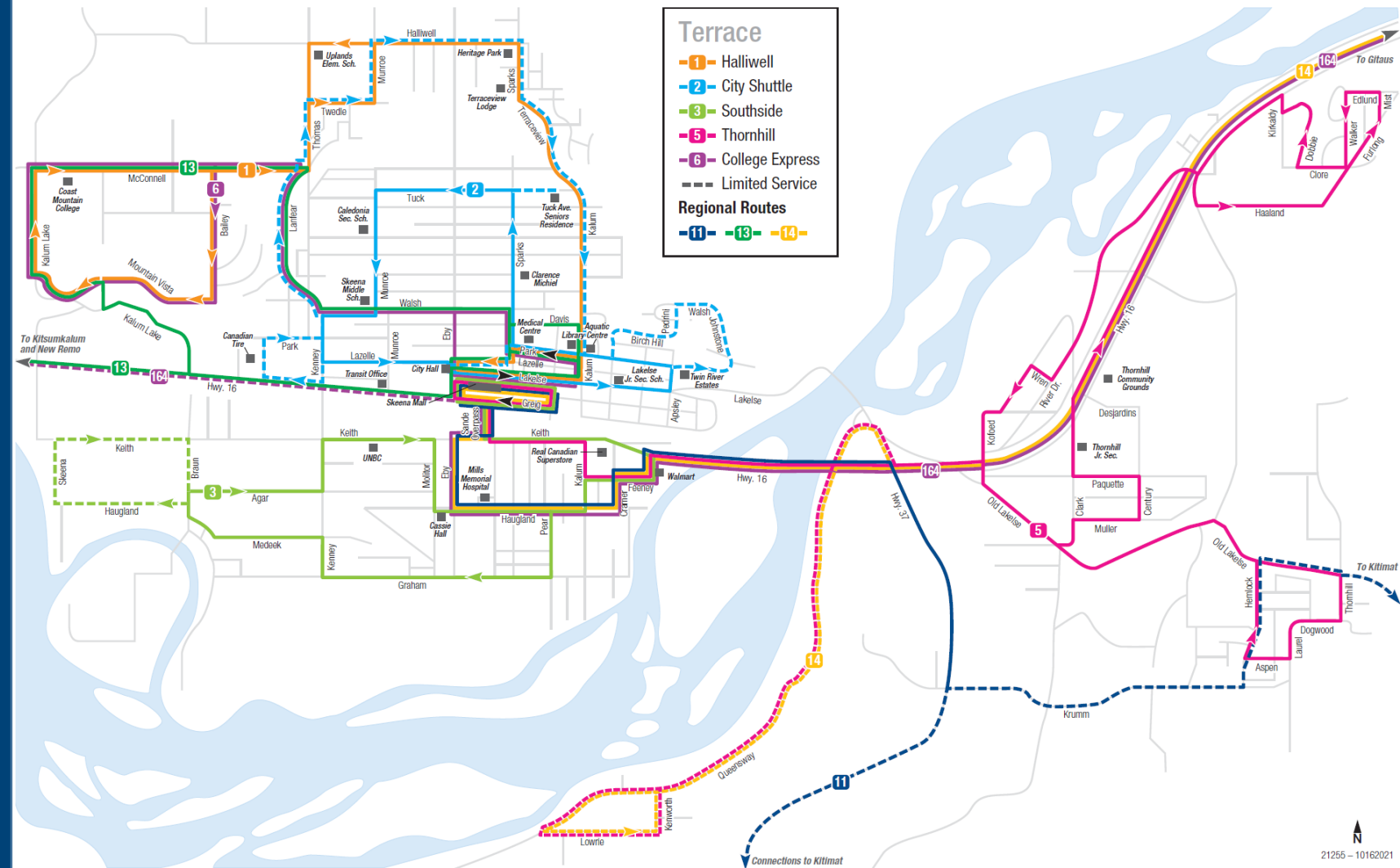
04 Transit Today

This plan focuses on the local transit routes providing service within Terrace and to Thornhill. Interregional routes providing connections to other communities like Kitimat or the Hazelton's are not part of this plan.

Transit service is provided in Terrace six days per week on the 1 Halliwell, 2 City Shuttle, 3 Southside, and 5 Thornhill, and five days a week on the 4 College Express.

Service Span is roughly 7:00 a.m. to 11:00 p.m. on weekdays and 10:00 a.m. to 7:00 p.m. on Saturdays.

Service Frequency varies greatly, with frequency of up to 20 minutes during peak times and 240 minutes in the evening.



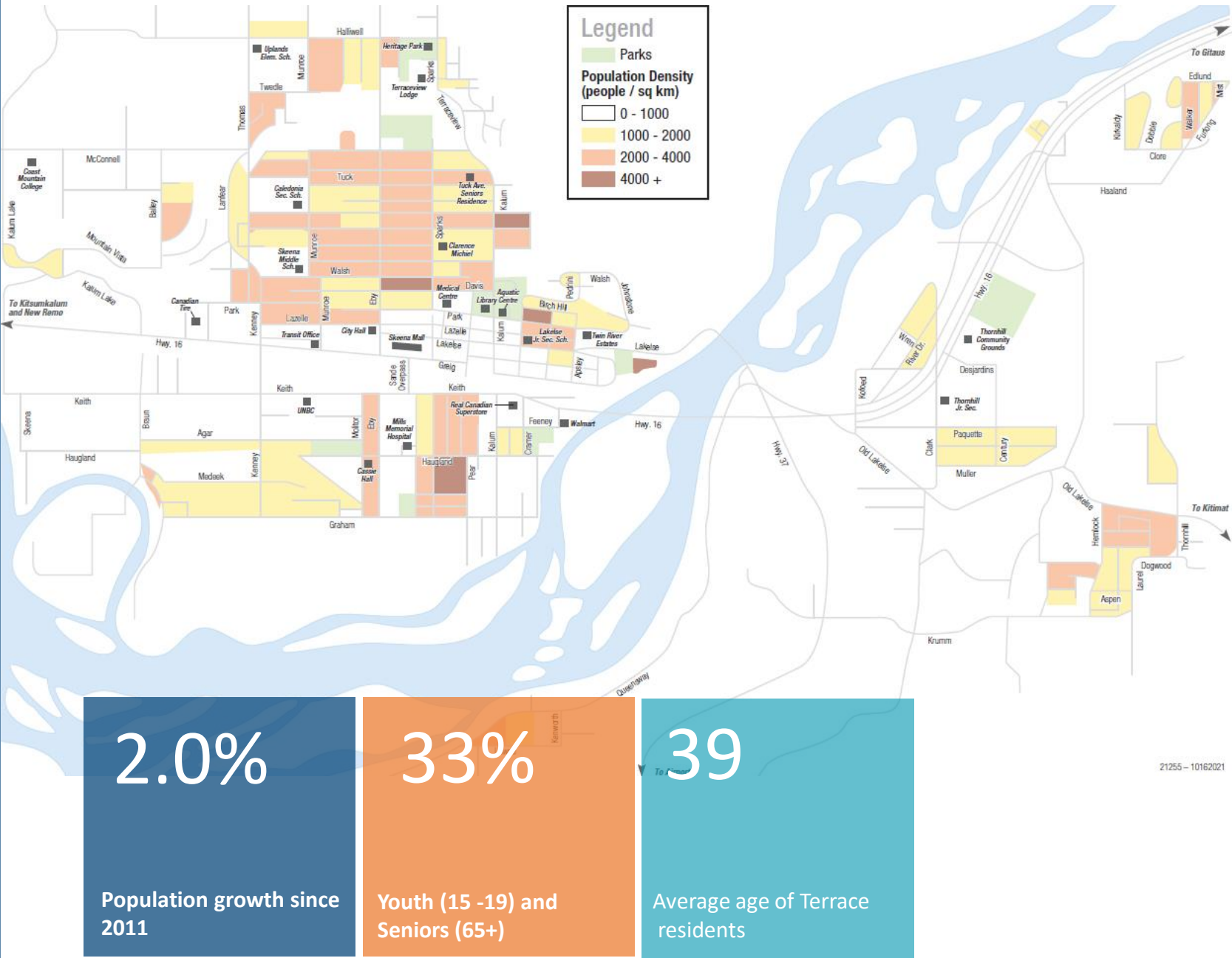
05 Transit Need

Who uses transit and where are they?

Population density in Terrace is highest in the downtown area and Southside areas with pockets of population density in the Thornhill area. This also corresponds with the highest density of businesses and where the majority transit routes provide service .

Terrace Demographics: (Census 2016)

- 13,663 people live in Terrace
- 2.0% growth between 2011 & 2016
- Average age of 39 younger than BC Average of 42.3
- 14.4% of population are over the age of 65
- 18.6% of population under the age of 14



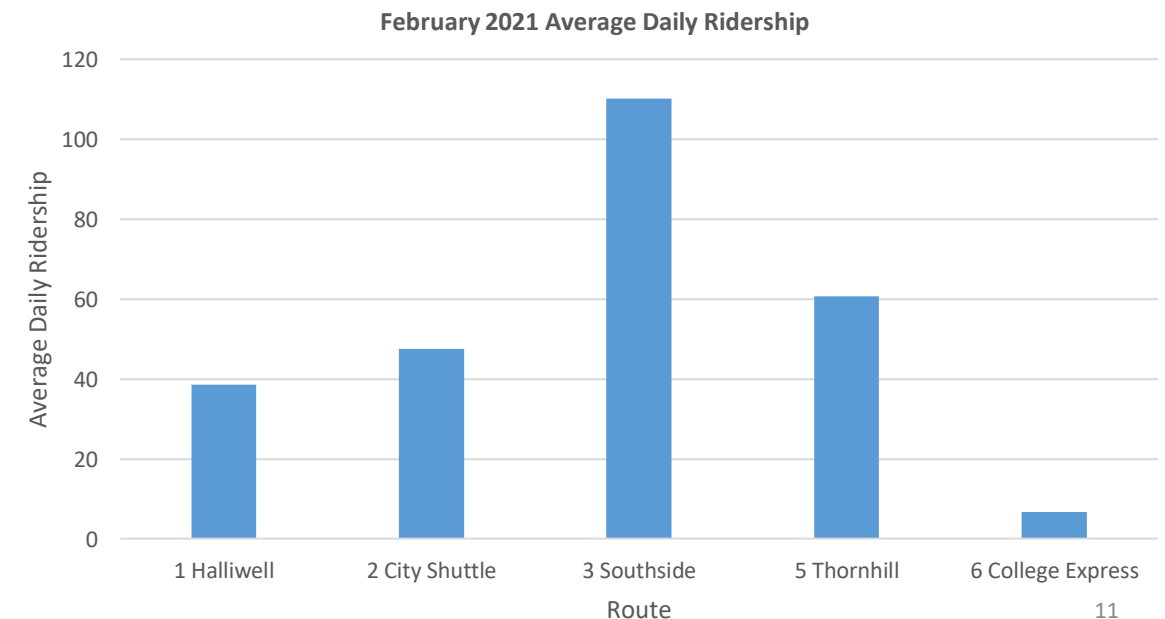
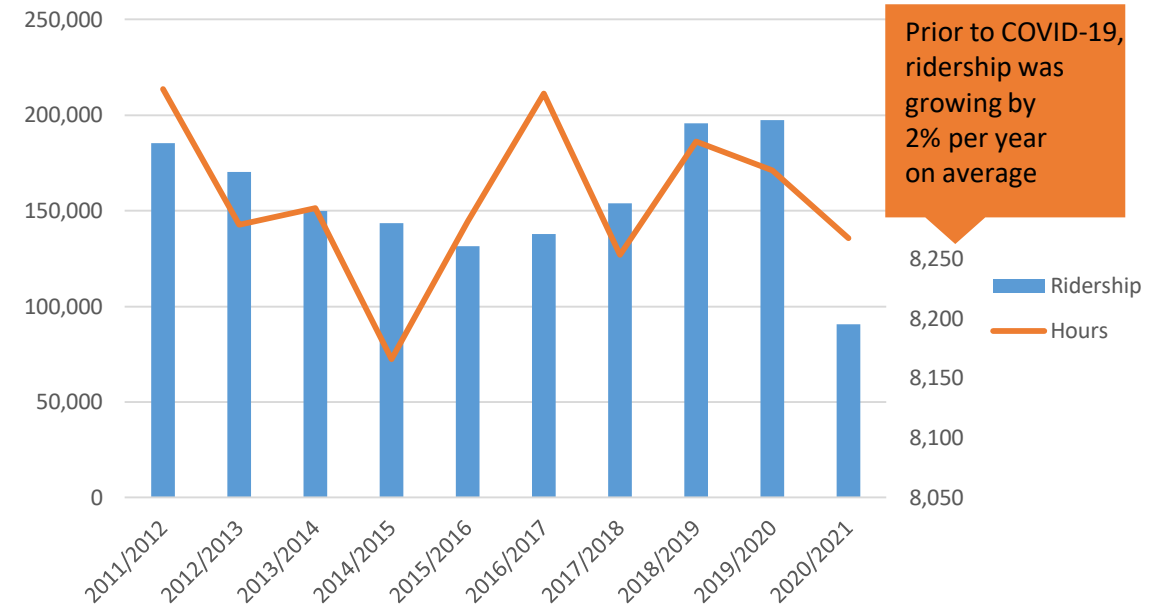
06 System Performance

Ridership was keeping pace with population growth at 2 per cent on average prior to the COVID-19 pandemic.

Investment in additional service has translated to increased ridership over the last five years.

Data for the Terrace Transit System is collected through manual driver counts. Moving forward in the short term improved technology on the Terrace system will allow for more robust data collection.

The route 3 Southside and route 5 Thornhill are the best performing routes in 2021 with ridership on the route 6 College Express impacted by Covid -19.



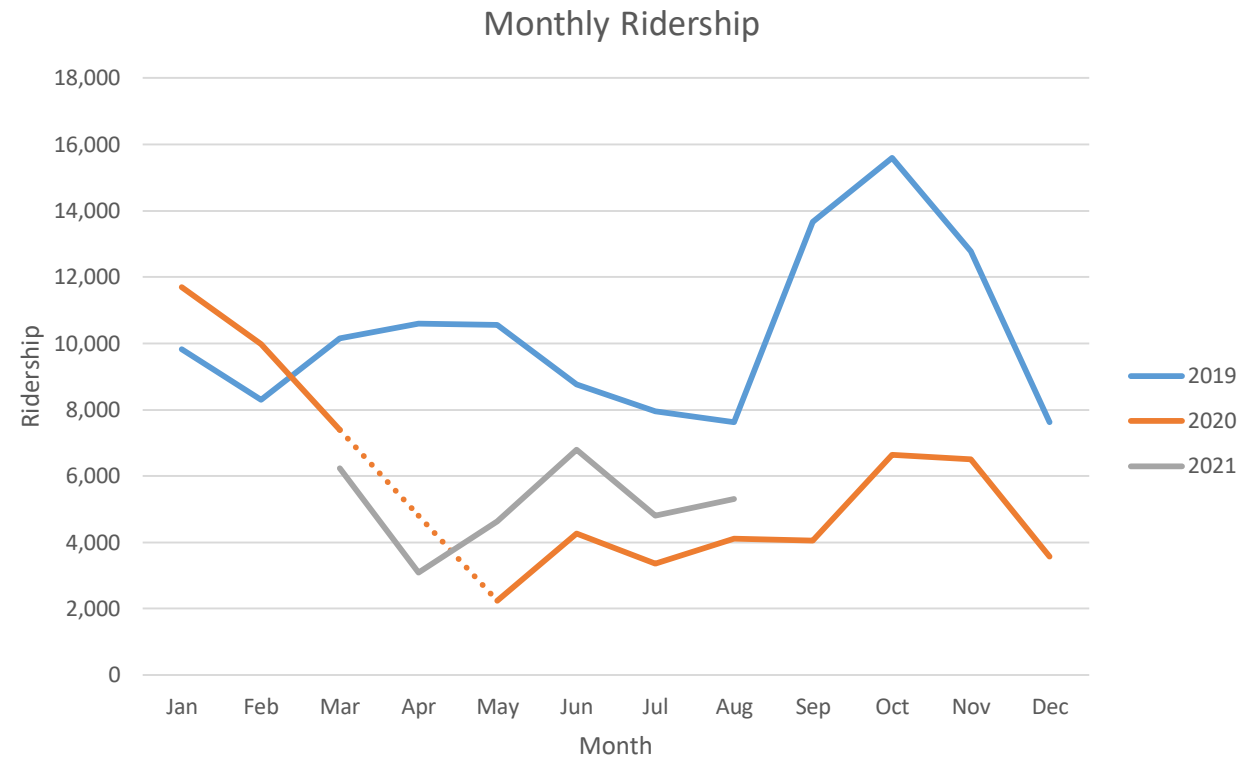
06 System Performance

COVID-19 Impacts

As expected, given the British Columbia's Public Health Officer's advice to limit non-essential travel, transit ridership in Terrace was impacted. As with other transit systems across BC, ridership dropped significantly during March 2020, decreasing by 79% (comparing May 2020 to May 2019). Since then, ridership has slowly recovered, and as of August 2021 has recovered to 69% of August 2019 ridership.

Key Takeaways

- Ridership increased relatively quickly after the initial decrease, indicating that customers continued to rely on transit as an essential service.
- Apart from the initial drop in ridership, annual patterns in ridership remain with an increase in ridership in the fall



79% ↓

Ridership low point

31% ↓

Ridership in August 2021 compared to 2019 levels

3% ↑

Average rate of ridership recovery

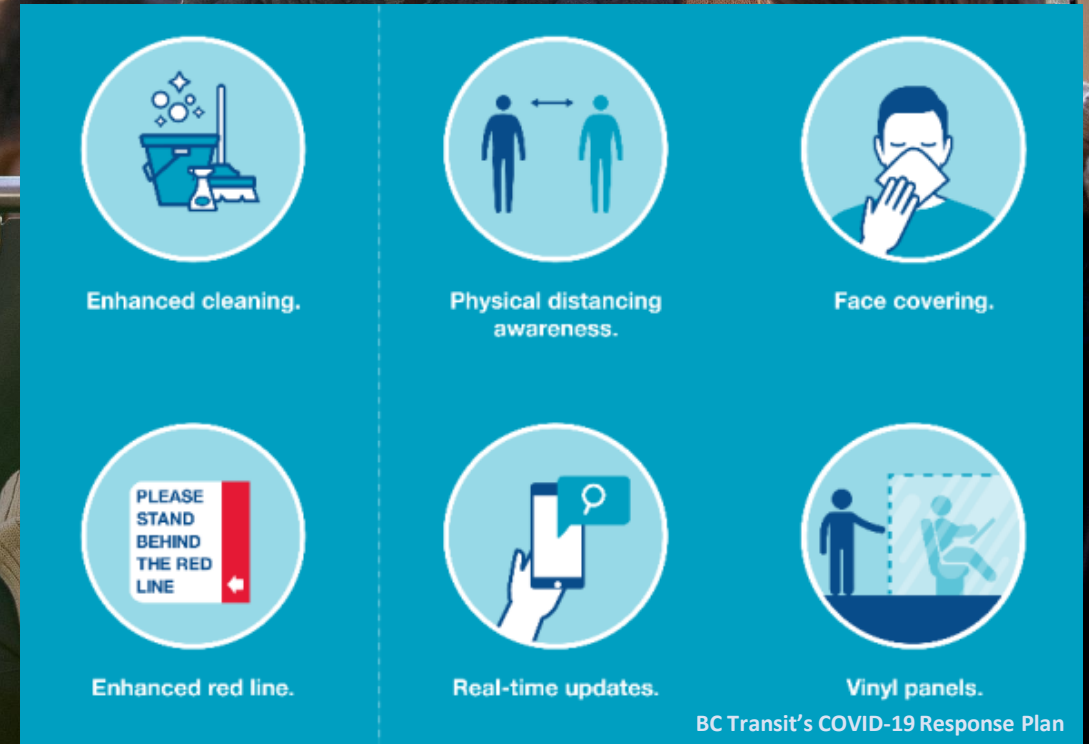
07 COVID-19 Response Plan

BC Transit's top priority is the safety of our passengers and operators.

Following the guidance of the Provincial Health Office and WorkSafeBC, and drawing on the best practices of the transit industry worldwide, BC Transit has implemented measures on our buses to respond to COVID-19, and have put a plan together to align with BC's Restart Plan. The key measures are summarized in Figure 1, but the full strategy and details can be found at <https://bctransit.com/COVID19>.

To support ridership return, the Province of British Columbia has provided restart funding to the Local Government sponsors to ensure the continued effective delivery of transit across your transit system.

The **Free Transit for Children 12 and Under Program** was introduced in September 2021 and will be instrumental in boosting ridership and rebuilding confidence in our post pandemic recovery. This program also aligns with BC Transit's commitment to delivering initiatives to drive new and effective measures to improve the transit experience. The program will help grow young ridership, create life-long transit users and further reduce congestion on our roads.



08 Engagement

How we engaged with the Terrace community

As part of BC Transit's commitment to public engagement, outreach was carried out to identify draft service and infrastructure priorities through workshops, and conversations with key stakeholders.

Public engagement was launched online from February 12, 2021 to March 31, 2021. Marketing to the community was facilitated through a variety of tools including: a project website, newspaper ads in the Terrace Standard Newspaper, radio advertisements internal bus ads, social media.

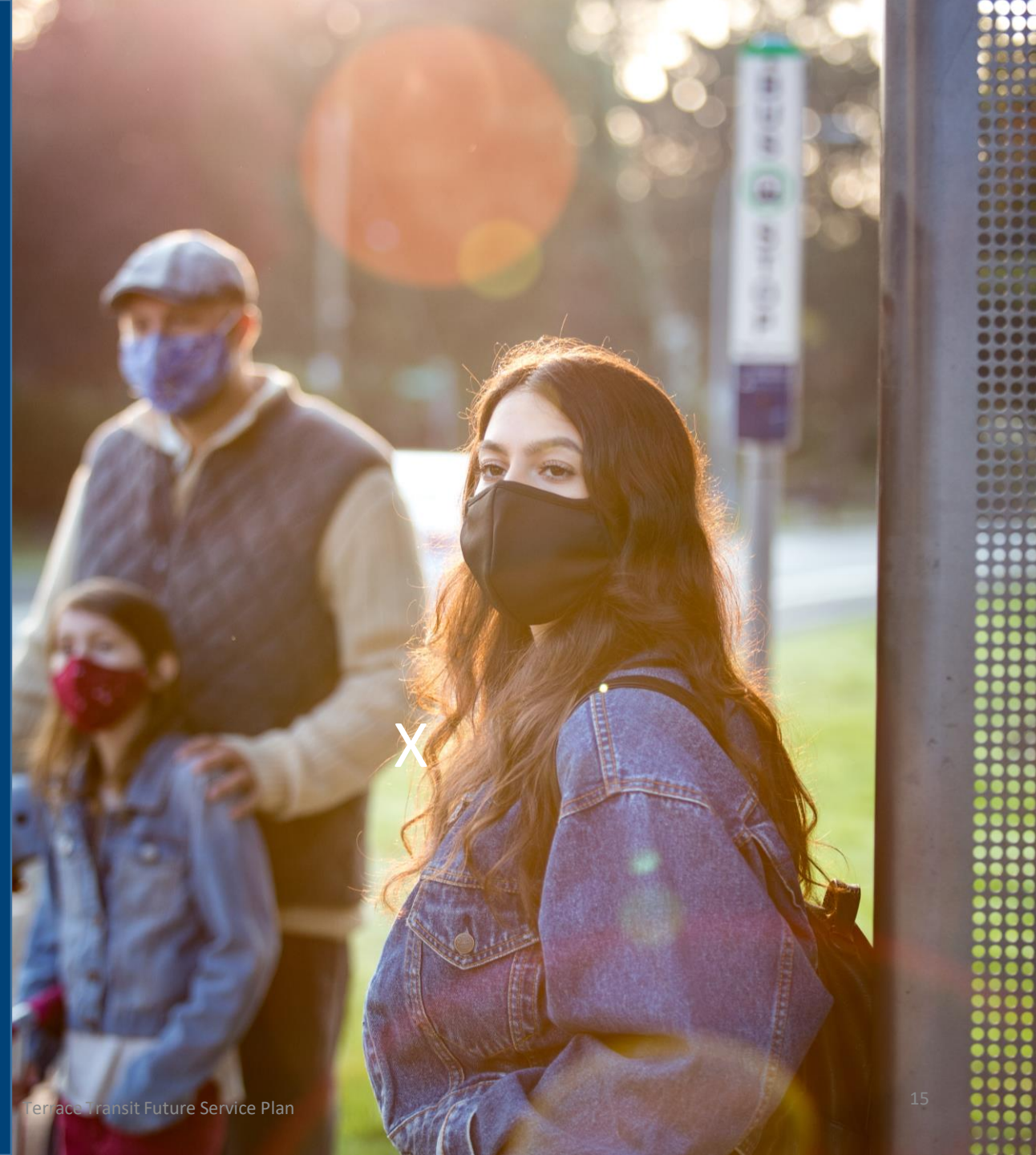
20 key stakeholders
represented the community

48 online survey
completed



09 What we heard

- The 3 Southside and 5 Thornhill are consistently identified as needing additional service
- Later evening service is needed over earlier morning service
- More evening and weekend service
- Limited frequency is a barrier to use
- Safety and accessibility at bus stops are a concern
- The majority of participants are satisfied or very satisfied with the transit system (62%)



10 Service Priorities 2022-2026

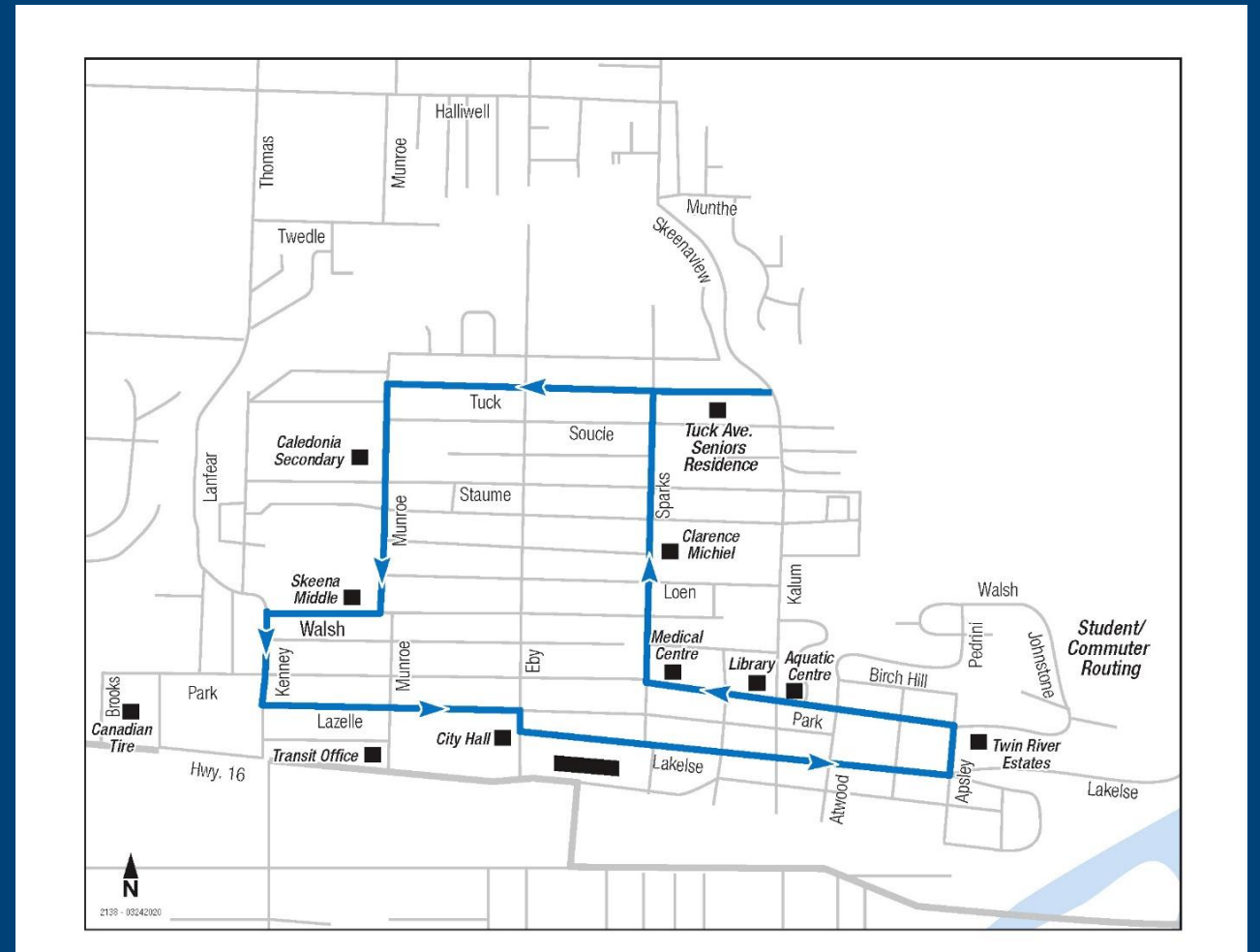
Priority	Description	Expansion Resources
Modify 2 City Shuttle	Adding service along Tuck Avenue to increase frequency of service to seniors housing. Separating the limited service into a new route to make it easier to understand for users.	Reallocation: <7 Hours
Introduce Sunday Service	Introduce Sunday service on routes 1 College/Halliwel, 2 City Shuttle, 3 Southside, and 5 Thornhill	Expansion: 1,075 Hours
Improve Weekday Morning Service	Add additional trips in the early morning on weekdays.	Expansion: 1,175 Hours
Improve Weekday Evening Service	Add additional trips later in the evening on weekdays.	Expansion: 2,425 Hours & 1 Bus

Modifying the 2 City Shuttle

- Easily implemented service change
- Addition of service along Tuck Avenue to increase frequency of service to seniors residence.
- Splitting the current limited-service routing into its own route to make it easier for people to understand the system.

7

Annual service hours



Introduce Sunday Service

- Introduce Sunday service on local Terrace and Thornhill routes.
- Initial service level based on current Saturday-level service.
- Does not include statutory holidays.
- *May require additional bus to maintain spare ratio.

Route	Additional Annual Hours	Additional Buses
1 College/Halliwell	275	0
2 City Shuttle	225	0
3 Southside	275	0
5 Thornhill	300	0
Total	1,075	0*

Improve Weekday Morning Service

- Add new trips earlier into the morning.
- Commencing service at 6:00 a.m.
- Early morning frequency to be approximately every 60 minutes.
- *May require additional bus to maintain good spare ratio.

Route	Additional Annual Hours	Additional Buses
1 College/Halliwell	325	0
2 City Shuttle	225	0
3 Southside	300	0
5 Thornhill	325	0
Total	1,175	0*

Improve Weekday Evening Service

- Add additional trips to extend the service span later into the evening.
- Extending service to approximately 11:00 p.m.
- Evening service frequency will be approximately 60 minutes.
- *Will require an additional bus based on total increase in hours.

Route	Additional Annual Hours	Additional Buses
1 College/Halliwell	825	0
2 City Shuttle	525	0
3 Southside	150	0
5 Thornhill	925	0
Total	2,425	0*

11 Infrastructure Priorities 2022-2026

Priority

Description

Invest in bus stop infrastructure

- Improving accessibility, safety and providing additional amenities.
- Seek investment in shelters through the [BC Shelter program](#)
 - Seek investment through Terrace capital planning.
 - Minor Betterments funding



12 Beyond 2026 Service Priorities

Priority	Description	Estimated Resources
Improve Saturday Evening Service	Add additional trips later in the evening on Saturdays.	Expansion: 2,575 Hours & 1 Bus
Improve Saturday Morning Service	Add additional trips in the early morning on Saturdays.	Expansion: 850 Hours

13 Moving Forward

Monitoring + Implementation

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

Service improvements will be integrated into the Three Year Transit Improvement Process (TIP), which is updated on an annual basis. Infrastructure improvements will be incorporated into BC Transit's Capital Plan. Prior to implementation of service changes, BC Transit planning staff will work with Terrace staff to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be conducted.



14 Acknowledgments

Thank you,

The development of this Transit Future Service Plan provides the planning overview for the development of the Terrace transit system.

This plan was made possible by participation from provincial and local governments, key stakeholders and the public. BC Transit would like to thank staff from:

- City of Terrace
- Regional District of Kitimat-Stikine
- Pacific Western Transportation
- Coast Mountain College
- Skeena Diversity Society
- Terrace & District Community Services Society
- Chamber of Commerce

