











APPENDIX C - VRTS SERVICE REVIEW ONLINE SURVEY SUMMARY

(Completion rate: 59.72%)






Q1. How much do you support these Rapid Transit Network (RTN) Service Design Standards?

Response	Chart	Percentage	Count
I fully support		58%	260
I mostly support		27%	121
I'm neutral		10%	45
I don't support		4%	17
I am against		2%	7
Total Responses			450

Q2. How much do you support these Frequent Transit Network (FTN) Service Design Standards?

Response	Chart	Percentage	Count
I fully support		58%	260
I mostly support		29%	131
I'm neutral		10%	43
I don't support		2%	11
I am against		0%	2
Total Responses			447

Q3. How much do you support these Local Transit Network (LTN) Service Design Standards?

Response	Chart	Percentage	Count
I fully support		44%	193
I mostly support		31%	136
I'm neutral		17%	74
I don't support		6%	28
I am against		3%	12
Total Responses			443

Q4. What changes would you make to the proposed Network Service Level Standards?

The 226 response(s) to this question can be found in the appendix.



Q5. What are your Short-Term Service Change Priorities (1 -2 years)?

	# 1 Priority	# 2 Priority	# 3 Priority	# 4 Priority	# 5 Priority	# 6 Priority	# 7 Priority	# 8 Priority	# 9 Priority	# 10 Priority	Total Responses
Implement 50x limited stop service between Langford Exchange and Downtown Victoria	51 (34%)	30 (20%)	18 (12%)	17 (11%)	15 (10%)	5 (3%)	8 (5%)	1 (1%)	1 (1%)	2 (1%)	148
Reroute the Saanich Peninsula services (70x, 72 & 75) onto Douglas between Hillside and Uptown to improve travel times using bus lanes	31 (22%)	25 (18%)	23 (17%)	21 (15%)	18 (13%)	3 (2%)	5 (4%)	3 (2%)	6 (4%)	3 (2%)	138
Establish express service from UVic to Dockyard via Downtown to increase frequency on high demand corridors	11 (10%)	17 (15%)	22 (20%)	21 (19%)	22 (20%)	8 (7%)	3 (3%)	3 (3%)	1 (1%)	4 (4%)	112
Increase frequency on identified rapid transit corridor routes 15x, 16x, 50x and 70x.	41 (23%)	45 (25%)	38 (21%)	24 (13%)	16 (9%)	6 (3%)	4 (2%)	3 (2%)	0 (0%)	1 (1%)	178
Ensure 15 minute service weekdays on routes 4, 14, 26, 27, 28, 30 and 31	60 (34%)	48 (27%)	24 (13%)	20 (11%)	15 (8%)	2 (1%)	3 (2%)	5 (3%)	2 (1%)	0 (0%)	179
Reroute route 14 from Bay St Bridge to Johnson St Bridge to improve travel time and serve new residential area	4 (6%)	6 (8%)	12 (17%)	10 (14%)	13 (18%)	7 (10%)	4 (6%)	6 (8%)	5 (7%)	4 (6%)	71
Increase frequency on routes 4 and 26 during peak hours to reduce passenger pass-ups	25 (16%)	47 (30%)	26 (17%)	25 (16%)	20 (13%)	4 (3%)	1 (1%)	1 (1%)	4 (3%)	4 (3%)	157
Review route 6 Royal Oak routing to improve schedule and frequency	12 (14%)	7 (8%)	19 (23%)	11 (13%)	19 (23%)	7 (8%)	2 (2%)	3 (4%)	3 (4%)	1 (1%)	84
Adjust service on identified local routes to match Service Design Standards	10 (9%)	18 (16%)	22 (20%)	32 (29%)	19 (17%)	2 (2%)	4 (4%)	2 (2%)	3 (3%)	0 (0%)	112
Increase service to Camosun Interurban Campus on routes 8 and 21	18 (18%)	8 (8%)	14 (14%)	19 (19%)	18 (18%)	5 (5%)	5 (5%)	6 (6%)	4 (4%)	2 (2%)	99
Initiate and implement Westshore Service Review to improve Local Transit Network	23 (22%)	18 (17%)	18 (17%)	13 (13%)	16 (16%)	1 (1%)	2 (2%)	3 (3%)	4 (4%)	5 (5%)	103
Initiate and implement James Bay Service Review to improve Local Transit Network	1 (2%)	4 (7%)	10 (18%)	12 (21%)	14 (25%)	0 (0%)	2 (4%)	6 (11%)	3 (5%)	5 (9%)	57
Introduce service to Westhills and Bear Mountain	8 (10%)	7 (8%)	14 (17%)	17 (20%)	19 (23%)	3 (4%)	3 (4%)	3 (4%)	3 (4%)	7 (8%)	84
Introduce service to Dean Park	1 (2%)	2 (4%)	8 (16%)	7 (14%)	9 (18%)	1 (2%)	3 (6%)	2 (4%)	7 (14%)	9 (18%)	49

Q6. What are your Medium-Term Service Change Priorities (3 -5 years)?

	# 1 Priority	# 2 Priority	# 3 Priority	# 4 Priority	# 5 Priority	# 6 Priority	# 7 Priority	# 8 Priority	# 9 Priority	#10 Priority	Total Responses
Implement changes to service to improve connections at the Uptown Transit Exchange	36 (26%)	23 (17%)	18 (13%)	21 (15%)	16 (12%)	5 (4%)	9 (6%)	4 (3%)	2 (1%)	5 (4%)	139
Introduce weekend service on routes 15x, 16x and 50x to meet Service Design Standards	17 (17%)	37 (36%)	14 (14%)	9 (9%)	10 (10%)	5 (5%)	2 (2%)	2 (2%)	2 (2%)	4 (4%)	102
Increase summer service on routes 15x, 16x and 50x to meet Service Design Standards	5 (6%)	17 (22%)	16 (20%)	21 (27%)	12 (15%)	2 (3%)	2 (3%)	1 (1%)	2 (3%)	1 (1%)	79
Introduce or extend evening service on routes 15x, 16x and 50x to meet Service Design Standards	27 (23%)	19 (16%)	29 (25%)	10 (9%)	21 (18%)	0 (0%)	0 (0%)	6 (5%)	2 (2%)	3 (3%)	117
Increase weekend service on routes 4, 14, 26, 27, 28, 30 and 31 to meet Service Design Standards	53 (37%)	32 (22%)	26 (18%)	18 (12%)	8 (6%)	2 (1%)	0 (0%)	2 (1%)	3 (2%)	0 (0%)	144
Implement a new Tillicum to UVic crosstown route via Gorge-Hillside	9 (10%)	23 (24%)	19 (20%)	20 (21%)	7 (7%)	4 (4%)	3 (3%)	1 (1%)	6 (6%)	2 (2%)	94
Continue to add service as required to meet demand	70 (35%)	40 (20%)	34 (17%)	24 (12%)	25 (12%)	1 (0%)	2 (1%)	1 (0%)	2 (1%)	1 (0%)	200
Implement a new Dockyard to UVic crosstown route via Admirals and McKenzie	11 (13%)	12 (14%)	14 (17%)	19 (23%)	16 (19%)	2 (2%)	3 (4%)	1 (1%)	4 (5%)	2 (2%)	84
Review route 7 for consideration as part of Frequent Transit Network status	6 (15%)	3 (7%)	7 (17%)	6 (15%)	12 (29%)	2 (5%)	1 (2%)	2 (5%)	1 (2%)	1 (2%)	41
Monitor and adjust service on local routes to align with the Service Design Standards	14 (11%)	22 (17%)	24 (19%)	26 (20%)	23 (18%)	4 (3%)	4 (3%)	5 (4%)	1 (1%)	5 (4%)	128
Initiate and implement Esquimalt Service Review to improve Local Transit Network	9 (17%)	8 (15%)	4 (8%)	6 (12%)	14 (27%)	3 (6%)	4 (8%)	1 (2%)	2 (4%)	1 (2%)	52
Initiate and implement Interurban Service Review to improve Local Transit Network	9 (15%)	4 (6%)	14 (23%)	14 (23%)	7 (11%)	2 (3%)	2 (3%)	4 (6%)	3 (5%)	3 (5%)	62
Initiate and implement Cedar Hill Service Review to improve Local Transit Network	1 (2%)	5 (12%)	5 (12%)	9 (22%)	9 (22%)	3 (8%)	1 (2%)	4 (10%)	1 (2%)	2 (5%)	40
Initiate and implement Tillicum Service Review to improve Local Transit Network	3 (7%)	6 (14%)	7 (16%)	4 (9%)	7 (16%)	8 (19%)	4 (9%)	1 (2%)	1 (2%)	2 (5%)	43
Initiate and implement Jubilee Service Review to improve Local Transit Network	7 (12%)	7 (12%)	10 (18%)	11 (20%)	10 (18%)	2 (4%)	4 (7%)	1 (2%)	3 (5%)	1 (2%)	56

Do you think some of the medium-term service change priorities should be moved to short term?





Response	Chart	Percentage	Count
Yes		38%	98
No		62%	161
Total Responses			259

The 89 response(s) to this question can be found in the appendix.




Q7. What did we miss?

The 144 response(s) to this question can be found in the appendix.





Q8. How much do you support the Rapid Transit Network (RTN) Infrastructure Design Standards?

Response	Chart	Percentage	Count
I fully support		67%	200
I mostly support		21%	64
I'm neutral		9%	26
I don't support		2%	7
I am against		1%	3
Total Responses			300

Q9. How much do you support these Frequent Transit Network (FTN) Infrastructure Design Standards?

Response	Chart	Percentage	Count
I fully support		67%	200
I mostly support		23%	70
I'm neutral		8%	25
I don't support		1%	3
I am against		0%	0
Total Responses			298

Q10. How much do you support these Local Transit Network (LTN) Infrastructure Design Standards?

Response	Chart	Percentage	Count
I fully support		56%	166
I mostly support		29%	87
I'm neutral		12%	36
I don't support		3%	8
I am against		0%	1
Total Responses			298

Q11. What would you like to see?

The 130 response(s) to this question can be found in the appendix.



Q12. What are your Short-Term Infrastructure Implementation Priorities (1 -2 years)?

	# 1 Priority	# 2 Priority	# 3 Priority	Total Responses
Implement Transit Priority Measures on the Douglas, McKenzie and Island Hwy corridors	126 (68%)	30 (16%)	29 (16%)	185
Expand the UVic Transit Exchange to meet expanded service demands	44 (44%)	32 (32%)	25 (25%)	101
Expand Downtown Transit Terminal capacity to meet expanded service demands	29 (20%)	76 (52%)	42 (29%)	147
Develop service branding standards for Rapid, Frequent and Local networks to improve ease of use	14 (17%)	33 (41%)	34 (42%)	81
Realign bus bay assignments at Royal Oak and UVic exchanges for improved network connections	15 (21%)	22 (31%)	34 (48%)	71
Continue investment in improving bus shelters and stop accessibility	35 (25%)	50 (36%)	53 (38%)	138

Q13. What are your Medium-Term Infrastructure Implementation Priorities (3 -5 years)?

	# 1 Priority	# 2 Priority	# 3 Priority	Total Responses
Develop Rapid Transit Network (RTN) by increasing Park & Ride capacity on the Westshore	66 (58%)	22 (19%)	26 (23%)	114
Develop RTN by increasing Park & Ride capacity on the Saanich Peninsula	14 (30%)	19 (40%)	14 (30%)	47
Develop RTN by establishing an Exchange at the Uptown Mall	20 (19%)	54 (52%)	30 (29%)	104
Develop RTN by establish Rapid Transit Stations	33 (35%)	32 (34%)	28 (30%)	93
Develop RTN by implement Transit Priority Measures on Hwy 1 and Hwy 17	55 (44%)	30 (24%)	40 (32%)	125
Invest in Transit Priority Measures on Yates, Pandora, Johnson, Fort, Quadra and Esquimalt corridors	37 (36%)	37 (36%)	29 (28%)	103
Invest in Transit Priority Measures on Shelbourne, Craigflower and Goldstream corridors	20 (24%)	32 (39%)	31 (37%)	83
Establish new transit exchange in the Jubilee area	8 (23%)	10 (29%)	17 (49%)	35

Do you think some of the medium-term service change priorities should be moved to short term?

Response	Chart	Percentage	Count
Yes		36%	83
No		64%	148
Total Responses			231

The 72 response(s) to this question can be found in the appendix.

Q 14. Are there other infrastructure needs we should be looking at?

The 74 response(s) to this question can be found in the appendix.

Tell us a little about yourself.....

Response	Chart	Percentage	Count
5 days per week		45%	133
3 - 4 days per week		19%	55
1 -2 days per week		10%	29
A few times per month		12%	37
Infrequently		11%	34
Never		3%	8
Total Responses			296
Response	Chart	Percentage	Count
17 and under		2%	7
18 to 29 years		32%	96
30 to 49 years		35%	105
50 to 64 years		24%	71
65 +		5%	16
Prefer not to answer		0%	1
Total Responses			296

Any other comments...?

The 129 response(s) to this question can be found in the appendix.

Appendix

Q4. What changes would you make to the proposed Network Service Level Standards? |

#	Response
1.	Buses that go to UVic need to run more frequently and avoid pass-ups! Not ignoring "rural" routes like the #12 that's always full and passing up STUDENTS
2.	More buses, more often. Not just at peak times. It's later in the day after the evening rush that I often find myself waiting a very long time for a bus (15-20 mins on the 27/28 route is too long)!
3.	Increase frequency for the last group...waiting up to 120 minutes is not acceptable to me.
4.	Something other than buses for the rapid transit routes - something that gets outside of the existing traffic gridlocks.
5.	Nothing, it seems reasonable that the most used routes have less waiting time than the suburban and rural routes. The way I see it, if you choose to live in a rural area, you cannot expect the same level of service as the more populated areas.
6.	This question is confusing because Service Design Standards is too similar to Network Service Level Standards. If you are going to ask about Network Service Level Standards then clearly label the corresponding tables with that term, e.g. I can only assume the intent of the question refers to Min Service Frequency and Service Span, but I'm guessing. A survey should be self-explanatory, not a puzzle. Survey design 101: consistent terminology and third party user testing before release.
7.	Increase service during peak hours - reduce the service in non-peak hours. Express Rapid Transit Buses will only accept prepaid transit ride passes to produce maximum time efficiency. Speed and Time are essential!
8.	Local transit should run more often.
9.	Increase frequency of local transit network routes.
10.	My big issue is with the 75 - you finally seemed to have fixed the 26 with a bus every 20 min, the 26 buses are still packed to the rafters and could use more frequent buses during the school year but it's better this year than previous years. The 75 problems are due to the tourists, you get on a bus in May, June and September and it's packed to the door - you have students, workers and tourists, the bus needs to stop going to Butchart Gardens after 3pm during those months. You can put on a shuttle to shuttle these people to Royal Oak and they can get on a 30/31 to go downtown. The people who live here deserve a reasonably comfortable ride on a bus. The bus can't drive by because there is no longer an overflow bus and some of us need to be on the bus because they have appointments and/or commitments after work
11.	You have done a better job with the 26 Dockyard bus this year than in earlier years but it's still packed full. The 75 needs help. May, June, September with the school kids and the workers, the tourists are in the way. The 75 should not stop at Butchart Gardens after 3pm during May, June & September, you can use a shuttle to bring people to Royal Oak, so they can catch a downtown bus. I get on the bus and it's packed to the door because of the tourists. I deserve a reasonably comfortable ride from Keating to my stop.
12.	If I am understanding correctly, I think 120 isn't frequent enough for LTN. Many of these routes (such as the 32/35 in my area) are feeders to local schools such as Royal Oak and Claremont. I would suggest 20min min with 30 off peak.
13.	All services should operate until 11 pm, every day
14.	Transit only supports government workers .I cant take the bus to my job that starts at 630 am in the westshore
15.	20 minute service on the 7 makes it really unattractive for commuting.
16.	Add a bus from Belmont Park to the navy base please! Traffic is horrendous. Also, there should be a late bus from downtown to Langford on weekends
17.	change leadership

18.	Run major bus routes later to - especially rapid transit routes - to accommodate people working late, partying, so on
19.	encourage having buses from suburbs to hubs and then hubs to downtown instead of suburbs to downtown. ie. sooke to western comm and then west comm to downtown - not all the way from sooke to downtown. this avoids duplication of buses on urban roads.
20.	Work more on the rapid transit idea. Pat Bay and Hwy 1 are past the road rage stage. Build a rapid transit system now from downtown to the airport and BCFerries and out to the Westshore before more buildings/houses are built and there is no room or you are building over top of everyone. We have a trail called the Galloping goose why can a system not be built along this route and still have bikes, joggers, and walkers accessing the trail underneath the system? I'm sure you could build a rapid transit track above and still have people utilize the trail below and make it so the people are still in a park like setting not a concrete setting ie leave the trees make it blend in like it always belonged but regardless if you don't get on the rapid idea now it is going to cost way more money to the tax payers in the future cause sooner or later we are going to need it. Have you been on pat bay hwy lately it is absolutely ridiculous time to either make it a freeway and get rid of all the lights or build a transit system that will actually work and be easy and user friendly.
21.	Due to early and later hours of work I would suggest busing start at 5am and continue thru to 1am if not later
22.	The Express bus from UVic to Swarts bay to run more frequently
23.	An express bus from langford
24.	increase the minimum frequency in minutes.
25.	Less buses on now peak hours, outside 6 am - 9 a.m and 3:30 pm - 6:30 pm
26.	Rural areas should be serviced more often than every 2 hours. I think it should change to Weekend service and the Sunday schedule only be used for holidays. Many people use transit on sundays and then get stuck in town because there are no buses to get them home.
27.	Better bus options up island. More frequent and maybe use converted grey hounds so there is a washroom on board as it is a long journey.
28.	This is Victoria. People work around the clock. People live in suburbs and work in town. If buses stop running at 6pm, how do employees get to work if their shift starts or ends later than the proposed service hours (6PM)?
29.	A LRT placed down douglas st all the way to westshore. Then expand to UVIC
30.	24 hour service
31.	During peak times, it should be every 5-10 minutes. Since traffic is heavy at this time, 10-15 minutes can take 30-45 minutes. I can say this, because I've been there.
32.	More frequent direct trips between Westshore and Uvic. More trips later and earlier as well.
33.	More exclusive right of way for transit vehicles
34.	Cut service in limited use areas and focus on high density routes. Low ridership routes drain resources and should be eliminated. Transit cannot serve everybody.
35.	Need evening service hours
36.	Provide GPS bus location info to customers; enforce timing points; penalize drivers that accelerate and brake too hard
37.	Later service on the Rapid Transit Network, ex: have the 70x serving the 7:00pm ferry from Vancouver.
38.	Later service on the Rapid Transit Network, ex: have the 70x serving the 7:00pm ferry from Vancouver.
39.	More distance between stops.
40.	In order to encourage use, transit should be more frequent, not less. This should also aid in relieving some of

	the crowding on buses.
41.	discontinue 40 mins intervals on weekends on #3
42.	Prioritize ALL routes that serve schools/colleges/universities for the morning and afternoon rush-hour. Ensure this most dependent segment of the population gets to school AND improve morning traffic by eliminating the need for parents to be driving kids to school.
43.	For the 'High Demand Local Transit Network' routes I have noticed that at certain times the 39, and 72 routes are too full and are unable to pick up passengers especially on weekday mornings and Friday afternoons. Also, I have noticed some of the 'Coverage Based Local Transit Network' routes need even more coverage than suggested. such as the 32, 81, 83, 85, 86, and 88 are routes that are near me but I don't even bother looking at the schedules for them because they are never coming by at regular intervals.
44.	More frequency for 39 UVic/Royal Roads
45.	HOV lanes on #1. Those riding from Sooke don't want to transfer half way through their commute to get on another form of transit. We want and deserve a direct route.
46.	No mor 50/61 routes during the day. If you have to get to Sooke midday it takes 1.5 hours that is CRAZY
47.	Better service for Sooke/Langford Sooke/Downtown more frequent on weekends and later runs please!!!
48.	led boards displaying the next 2 busses with updated arrival times (like in vancouver)
49.	This is really the current pattern of service; but, as soon as the Douglas corridor dedicated lanes are ready for use, BCT should start changing bus routes that now join all others on Douglas should be terminated at Douglas in favour of transferring passengers to buses that must run there at 3 or 4 min headway; otherwise you just achieve bus congestion; i.e. create the LRT style of travel until we actually get LRT.
50.	More frequent 51 buses and double decker 51 buses. Too many pass by stops especially after 3:00 Monday - Thursday. Also a later 54 bus. Nurses shifts end at 7:00pm. No way of getting home on the bus to Metchosin. Also shops close later and movies end later so teens can't get home either.
51.	I would change it to more male drivers drive BC Transit
52.	Would prefer to see service frequency times set at 20 minutes for all coverage areas.
53.	PA system that tells you he's stop is coming up, satellite tracking of buses so we know how soon the bus is coming
54.	My concern is the transport situation to Camosun Interurban. The student population is growing quickly, especially international students...#8 route is not frequent enough to manage the #s currently.
55.	Include Camosun Interurban in the FTN. Very underserved based on student population.
56.	I do not support increased property taxes for transit. I feel I pay too much now for the service we get.
57.	Rapid Transit Network should initially be concerned with corridor protection for priority/dedicated transit. I am also concerned with a viable cycle network that does not impact the movement of vehicles, especially transit vehicles
58.	60 minutes would be a minimum standard for weekdays in local transit
59.	I would like to see fewer stops on major routes like the 14/11/4. I understand the need for having a certain number of stops but particularly on the 14 there are too many unnecessary stops along richmond
60.	Slightly earlier on Sundays and slightly later Fri sat sun. Less frequent Sunday
61.	Slightly earlier on Sundays and slightly later Fri sat sun. Less frequent Sunday
62.	I often use the 70x and support it being as "express" as possible between downtown and the ferries. I used the bus to get to the airport for the first time recently and would strongly support more frequent service from downtown to airport, at least at peak travel times.

63.	I often use the 70x and support it being as "express" as possible between downtown and the ferries. I used the bus to get to the airport for the first time recently and would strongly support more frequent service from downtown to airport, at least at peak travel times.
64.	Make sure community shuttles meet larger conventional routes
65.	The 35 route needs a full bus during peak times (8 am to 9 am and 2pm to 4pm)
66.	Increased service frequency during peak times
67.	#70 & #70x must be according buses and not double deckers. They carry just as much people as the double deckers and is very safe to carry our luggage where the double deckers are not. There has to be more #26 buses especially in the evenings. Waiting 30min after 5:30pm is not acceptable. #39, on the short runs should stop at the VGH and not Camosun.
68.	1. RTN: OK. 2. FTN: Some routes (e.g., UVIC) are seasonal. Standards are too high and expensive over summer when students are fewer. 3. HDL: I regularly use the 2 and 7 and this is too much frequency (and too expensive) given demand. Probably true for other routes I don't know. Category too broad and mixing better and poorer candidates into the same standards? 4. CBLTN: 120 min. service is almost useless. Cancel some routes (such as 1) and provide a better minimum (30 peak / 60 offpeak?) on a much smaller subset of routes.
69.	The local Transit Network buses need to run past 6pm. My kids take the bus home up triangle mtn and they cannot take it past 6pm.... not very user friendly.
70.	I want to see more frequent services to ensure there is more space on transit and that it is more convenient.
71.	I would like to see a bus rout going to the top of Bear Mountain. This is a very large neighborhood to walk up and down the hill, the closest bus stop is Western Speedway. There is a lot of students here going to RRU or UVIC that need the buss to go to school. Walking the hill in the summer is not so bad but in the spring, fall and winter when the weather is mostly raining it is very bad experience to walk in the rain. Please make a route that goes to the top of Bear Mountain, as it is very rapidly growing neighborhood. Thank you
72.	make a VERY frequent route from Royal Oak exch to VGH (Helmcken & highway) current #39 is not useful - lots of busses go out Pat Bay & lots go out Tran Canada but Camosun students drive cars to Interurban because there is VERY poor service from campus to either point.
73.	Color the buses based on frequency
74.	I would ask transit to seriously look at East Sooke Road(between ROCKY POINT RD AND GILLESPIE RD)EAST SOOKE B.C.THE POPULATION HAS GROWN TREMENDOUSLEY IN OUR yOUNG bus rIDERS TO MAY sENIORS & dISABLED THAT COULD USE B.C.HANDI DARTS & BUSES TO GET TO WORK,SCHOOLS, SOCIAL & MEDICAL APPOINTMENTS,DUE TO HAVE NO VEHICLHES,ETC.wE THE Beecher Bay First Nations has been trying to get transit here in East Sooke since the early 70s,I hope this will be finally a reality"WE NEED TRANSIT FOR ALL AGES"!!!!
75.	We need Transit on East Sooke Road(between Rocky Point Rd & Gillespie Rd.)We as First Nations(Beecher Bay)have been trying to get transit,Hand-Dart services out here since the early 70s(including working with many East Sooke Residents further down East sooke road.We need it for our Disabled,Seniors and Yoth going to schools,Medical appoints,Jobs,etc,!!
76.	We need transitthroughout East Sooke Rd.(between Rocky pt.rd and Gillespie Rd)east sooke areas.We Beecher Bay First Nation have been trying to get transit through here since the early 70s.Need for seniors,disabled and for students and those employed away from E.Sooke.
77.	Keep Community Transit as it is with the smaller vehicles.
78.	more busses
79.	increase weekend off peak on FTN to 15 min
80.	So many people have not been able to get on the bus they need due to full buses from the ferry. More buses need to be put on .. regardless cruise ship needs... get more buses please on the 70 route
81.	Later Sooke buses, especially on Sundays. Later Metchosin buses. 61 should be included in rapid transit.

82.	Double deckers to Sooke during commuter hours...dangerous when packed bus on highway. There are so many 50s, they could give up a Double Decker.
83.	Actually do what every student at Camson Interurban has told you for years and put on service at night from the school to Royal Oak Exchange.
84.	More buses
85.	Increased service to schools around starting/ending times
86.	Use more of the smaller local buses in the rural routes
87.	Would like to see more frequent service of the the smaller 32 shuttle bus in the sunnymead area. If i miss the 630am bus i dont make it downtown to work until 7:50 which sicourages thre use of the bus.
88.	For high demand routes waiting even 30 minutes make it less desirable to use. I think having to wait 2 hours for a bus is prohibitive, even in little used areas I think at least once an hour would be needed.
89.	Increased service to Camosun Interurban, the ride in this morning was hellish.
90.	Camosun Interurban Route.. the ride in this morning was awful
91.	There need to be bus shelters and good service to Camosun College INTERURBAN. There are no shelters on Interurban road going north,#21/#8. There are frequent pass-ups with the current service on Interurban road. There is no easy way to get from Camosun interurban to UVic or even to Camosun Lansdowne; there needs to be a fast shuttle between the three campuses that runs regularly (there are many students and staff who attend all three sites). There is no service from Interurban to UpTown. There is inadequate service on McKenzie Ave. The service from Camosun Interurban to western exchange is terrible.
92.	Use articulated buses on the express routes. Also three-door boarding would be helpful.
93.	Route 50 leaving downtown at afternoon rush hour should be pick up only no drop off between Bay and Uptown.
94.	Increased frequency for coverage based local transit network - if buses only run every 120 minutes, residents in those areas will see transit as inconvenient and will be unlikely to use it. I also don't think that the routes 61/72/75 should be grouped with routes such as 24/25. Ridership levels are not comparable (from what I have seen) and I really see routes 24/25 as coverage based rather than high demand.
95.	none
96.	More frequent buses for the number 10 bus
97.	Less wait times at royal Oak between 39 and 72
98.	Rapid Transit Network: Include minimum weekend service. Extend minimum service span to 10 PM Frequent Transit Network: Extend minimum service hours - until midnight Weekdays and Saturday, longer hours on Sunday. High Demand Local: Extend hours on minimum service span. Coverage Based: Minimum frequency 60 mins or better. Longer service hours to better accommodate commuters.
99.	Increase frequency of buses
100.	Have at least one bus from each route leave downtown at 2pm for all of the people that are at the bars. This would make people much less likely to drink and drive and would also be very very convenient.
101.	The 12 needs more routes, more often. It is the one bus that literally every day I take it, people are passed up before it has even left the bus loop at UVic, and it is near impossible to catch at peak class times going to school. It is a good route, and has been improved already (thanks!) but need more.
102.	More frequenct suburban and rural routes. Late night routes from downtown to gordon head (28/27)
103.	Fewer mid day services and increased service during standard morning/afternoon commute times
104.	I feel that the service directly from downtown to Sooke should be more frequent, without having to go through Langford. As a college student, having it take 2 hours to get home from college is ridiculous, and I don't even live

	in deep Sooke. Even start having a 61 run every 1-2 hours straight from Victoria throughout the day would be great.
105.	Its insane that the last bus to Sooke on Friday and especially on Saturday night is so early. Why why why!!!
106.	Would like to see better attitudes from the bus drivers.I know this is a hard job and can be very stressful.But when we as citizens have to put up with there bad days.We all have to work lets try to make this a better.
107.	I would like to see a Rapid Transit Network for the 28/27 bus routes during peak times do to the volume of people and the amount of time it takes to travel when busy which can take almost an hour when it should be 30min or less
108.	More buses at peak hours
109.	More frequent 61 Sooke runs past Helmken overpass Helmken overpass a timed stop! Avoids early passes by.
110.	I would add more service to nature destinations such as Gowland Todd, Thetis Lake, Mill Hill, etc. Of note: For Q3 - I do not support limiting the #10 bus to 120 mins - this is a fairly busy weekday route during rush hour.
111.	LTN- sunday service needs to start EARLIER!! workers have to still go to work on sundays...those who ride buses generally work service industry and work on weekends. rural service is a must- elderly tend to liver rurally and depend on bus system.
112.	for any major busses to run later, say the 50/61 for example. if you go out on a friday or saturday night downtown till 2am you are screwed getting home unless you have an extra \$40+ to cab. we need to make the odd major bus run until 2:30 am. similar to vancouver but they run even later.
113.	None
114.	Only running a bus every 2 hours makes it too hard to plan to take the bus. Also need better coverage to the airport and area.
115.	that the route should also be on a 6 route
116.	more trains!!!
117.	I would add an airport service. This is the only city I know without a useable bus to/from its major transport hub. I would also ensure there is service close to major parks (closer to Thetis Lake, for example). :)
118.	The service must run more frequently at the minimum level, at least hourly. Start all night service hourly for early start workers.
119.	The city has too many bus stops and they are so close together it is ridiculous.
120.	Would like to see bus service up to the Bear Mtn Hotel area via Parkway ASAP.
121.	I would like to see buses run later than 11pm.
122.	I think all of the suggested run times do not run late enough. For my personal purpose i catch a later 72 3 times a week to get home from saanichton.
123.	I would fully support a later bus option between UVic campus and downtown, and would like some assurance that the majority of busses will be wheelchair/stroller enabled.
124.	coordinate schedules for regular and community busses better
125.	Late night service please! 24-hour service would be ideal.
126.	Q3 does not make any sense. The minimum frequency on local route is mentioned as 120 minutes. That to me sounds absurd. Better remove that also and save money.
127.	"Coverage Based" Local Transit Networks NEED to be more frequent during peak times 7am to 6pm for it to be useful. I currently walk 30 minutes to catch a "FTN" bus because the service in my area is so infrequent and I used to do the same to get to work on another route. I am amazed that people use these buses to commute into downtown when the likelihood of being delayed by 120 minutes (or even 60) or needing to take a taxi if your

	plans change even slightly. Also, I think there needs to be evening coverage in these areas passed 8pm when walking that 30 minutes (or more in many cases) is not safe for many and impractical for others. The other networks seem to have a pretty good layout, but I highly encourage BC Transit to increase their evening bus service on all routes, but especially those serving downtown.
128.	Highway bus/car pool/motorcycles lanes
129.	More 12 buses
130.	THE 12!!!!!!!!!!!!!! There need to be more
131.	Have signs or annoying recording remind people to move properly back - squish!
132.	Real time information
133.	Nicer busses
134.	you need to provide services later at night for the LTN areas, more specifically the coverage based local transit network
135.	More maps on board and access to directions. Next stop notification .
136.	Consider smaller busses on less densely populated areas. High frequency service, service on time and regular service gets more people using the bus. Also transit shelters and seating allows people with all abilities to use transit.
137.	I would suggest increasing the minimum service frequency for coverage based local transit network to 60 minutes, even if it is just for weekdays. I would also suggest to add at least one or two more buses from Victoria to Swartz Bay departing at night (such as 12:00 AM and 12:30 AM).
138.	Having some sort of transit along blenkinsop, from royal oak drive and blenkinsop through to Mckenzie and blenkinsop.
139.	Having some sort of transit along blenkinsop, from royal oak drive and blenkinsop through to Mckenzie and blenkinsop.
140.	I stated that I mostly support all of these ideas as it depends how they are implemented. If there are dedicated bus lanes or methods to ensure transit has priority and does not sit in traffic with the rest of the single occupancy vehicles then I would fully support it. In addition, if the system can be designed to make it easier to take the bus than drive, then ridership would increase, as would revenue. Also, cycling infrastructure should also be incorporated as 'alternate transport' with the option of busses being able to carry more bikes.
141.	The express routes don't actually end up saving much time. Instead, to improve service, there should a higher frequency for the non-express equivalents. That being said, 70x DOES save time, and I don't know about the 50, but the 15x and the 16x save maybe a minute compared to the 14 and 26 respectively.
142.	I think all of the suggested run times do not run late enough. For my personal purpose i catch a later 72 3 times a week to get home from saanichton.
143.	I hope No. 39 bus can add one more stop near Layritz Park west exit--- between Vancouver Island Technology Park and the Quack Bottom Park
144.	More frequent bus service on Sundays
145.	I'd like to see the No. 70 express for the ferries run on a schedule that would allow walk on passengers to catch any ferry. If it starts at 7:00 a.m., then the earliest ferry available would be 9:00 a.m. even if there are ferries at 8:00 a.m. Ending service at 7:00 p.m. is pretty bad too because that means there is no transportation other than PCL (sometimes) for people getting off the last couple of ferries. It would be good to have the No. 70 be more flexible, to match all of the ferry arrivals and departures. Because you KNOW those routes are always packed (or, at least, they always are when I take them).
146.	I would like to get service closer to where I live. We pay over \$700.00 a year Taxes to Transit with service 5 KM away. To walk to the present service there are no shoulders on the roads, with Gravel and Logging Trucks 40 to 50 a day. Also No Handy Dart service. MY neighbor Does not Pay Transit.

147.	Consider beginning rapid service at 6:30am instead of 7am. I ride the no.50 outbound at 7am and there are a large number of riders at that time of day. It's not uncommon for people to start work at 7:30 and the rapid routes will carry a portion of riders on 30-40 minute rides (ie. Langford and Sidney).
148.	I currently can't get to work on time on my local #25 route which is hourly in the morning. Moving it up to a 15-20 minute schedule would make a huge difference to me.
149.	I currently can't get to work on time on my local #25 route which is hourly in the morning. Moving it up to a 15-20 minute schedule would make a huge difference to me.
150.	The bus service in Cordova Bay is terrible (frequency and trip time) for getting to/from downtown Victoria for work during weekdays. The service in the afternoon from downtown to Cordova Bay could be greatly improved using the 70, 72 and 75 buses. Currently, these buses only stop on the Pat Bay Hwy at either end of Cordova Bay (Haliburton and Sayward). If there was a stop on the Pat Bay at Cordova Bay Road (and/or Piedmont Road) it is a much fast walk over the ridge down into Cordova Bay. It would be better yet if some of these buses were routed up Cordova Bay Road, then down to Sayward and back onto the Pat Bay. Also, there could be better connections between the 70, 72 and 75 buses and the 32 Community Bus at Sayward. These measures would greatly improve at least the downtown to Cordova Bay bus service (frequency and trip time) for those commuting home from work.
151.	Highway HOV lanes are required for buses and vehicles with more than 2 occupants. If this was even done for a with new lanes for 200 meters on each side of tilicum, and admirals on island highway and 2 intersections on pat bay, I think you would reduce traffic load by 20-30%. There are a few other key spots to try this. That could have significant impact at reasonably low cost. People need incentive to get to buses and to car pool. What is our incentive to car pool?
152.	Get rid of the Mckenzie only bus routes. They are very inconvenient to people who need to still go towards at least hillside avenue. Make buses more frequent. Stop raising the fares of monthly bus passes. Soon you will make it non affordable for people to travel.
153.	MOre services to Sooke
154.	You NEED more frequent service to the airport!! The airport is something transit should be servicing often - even if the airport service is just a shuttle between McTavish Exchange and the airport itself. I don't know the number of times I have had to take private bus shuttles to and from the airport because BC Transit doesn't seem to think it is important to service a major transportation hub at sensible frequencies.
155.	120 minutes is too long between busses given that the time at specific stops is not fixed--missing a bus becomes unmanageable, especially for seniors.
156.	More buses fewer passbys.
157.	70 express should be at all times
158.	Have bus's run later. If not on weekdays then on Friday and Saturday nights. Particularly bus's from the University. It's not safe for a lot of young adults/teenagers to be having to walk home if they miss the last bus. Running until 2am would be ideal. 2:30 would be amazing but not a necessity.
159.	Bear Mountain service.
160.	Shift the rapid transit line from douglas to Blanchard and look at other rail options. I only suggest Blanchard do to it size and ease of modification without hampering traffic flow as greatly and still provide turning lanes and fewer traffic imparments as the douglas option would produce. Plus it will not hamper the pedestrian flow around the central core .
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163.	More double decker buses
164.	More frequent buses. More express buses skipping most stops
165.	Coming more frequently at night
166.	More busses around when school gets out.
167.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
168.	Have longer service times in the evening so people downtown later at night can get home. It might reduce drinking and driving numbers as well.
169.	These design standards are all useless if buses are stuck in the same traffic as single occupancy vehicles. All of Transit focus should be on providing dedicated ROWs for buses.
170.	Bus link directly to the airport.
171.	The busses that run less frequently MUST have good connection times at major bus exchanges in order to reduce passengers time in transit.
172.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
173.	Higher frequency! Tram instead of bus perhaps?!
174.	Community shuttles throughout the day to sun river (in sooke) because the are only a couple per day and we have to walk 30min minimum to even get to the highway to catch the bus
175.	Bus 39 is the only bus that I can take from home to Uvic (work). Currently it has been upgraded with more buses in the morning (thank you) however, they never seem to be -on time- that, and/or the overflow buses are confusing. I'm not sure if my bus is just early, or if I'm actually going to miss the only bus at the time. It would be helpful if there was some indication on the schedule of typical overflow or 'double' buses at particular peak hours for example.
176.	Service options that eliminate having to walk 1 km or more to catch a bus.
177.	I am not going to demand a sooke lrt route, but at the very least couldn't the 61 from sooke and to sooke hook into the red exclusive corridor of an LRT at the earliest possible moment? as in near Jacklin rather than 10 minutes later at goldstream and island hwy? Folks coming from sooke spend up to 85 minutes on a one way trip on the bus. Cutting that by even ten minutes would be amazing.
178.	Coordinate bus services from and to UVic in sync with class times
179.	I would like to see bus service directly to the Victoria International Airport. Specifically, I'd like to see an express bus that leaves the Langford Exchange, stops at the Royal Oak Exchange and then goes to the Airport and then the Swartz Bay ferry terminal. I'd like to see this service offered 7 days a week in both directions. Other stops could be added if required for viability.
180.	Better integration with other modes of transport, especially airport and ferry but also with biking, walking and car sharing.
181.	Better integration with other modes of transport, especially airport and ferry but also with biking, walking and car sharing.
182.	I for one and sick and tired of buses not showing up, breaking down or running so late that they don't bother doing the whole route. I live in Sooke and depend on the bus system to get around and when something goes wrong, which is QUITE often, it truly SUCKS. I am not entirely sure what can be done about my issues but something...ANYTHING is better than what has been done which is NOTHING.
183.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
184.	You are proposing additional spending and service increases to routes that already have service that is more

frequent then every 10 minutes, yet continue to ignore the fact that you are providing substandard service in MANY areas. Vic Shipyards/CFB Esquimalt arguably constitute one of the largest concentrations of employees in the CRD, and the Western Communities constitute one of the largest population concentrations in the CRD, and yet your 'service' frequency is 60 minutes or more during the week, non-existent on the weekend and non-existent after 5:00pm during the week. Not sure if you are aware, but these workplaces DO NOT shut down nights and weekends. We are a 24/7, 365 day per year operation. The reason why everyone drives is that you are not providing an alternative. We can't keep waiting for buses that don't show up... You provide 3 runs in the morning from JDF into Esquimalt, and 3 runs in the evening. Sometimes the bus leaves early, sometimes it leaves late, sometimes it doesn't show up at all. In the morning the connecting Westshore buses no longer connect (thanks for that). Why is service on the 25 complete (no gaps) between dockyard and Maplewood weekdays, weeknights and weekends, but spotty to non-existent from dockyard to Western Exchange? It's like they are 2 separate routes. One with service, one without. NOT EVERYONE LIVES DOWNTOWN. NOT EVERYONE GOES TO UVIC. WE SHOULD NOT HAVE TO TRAVEL 15KM (by going all the way downtown) OUT OF OUR WAY JUST TO GET HOME!!! Why do you provide service from downtown to UVic until the wee hours of the morning, but can't provide service to the TAXPAYERS of the Westshore who are simply trying to get home from work? Why is getting home from the bar more important than getting home from work? Emails/phonecalls to customer service go unanswered and service actually got WORSE with this new schedule despite a full page article in the paper stating otherwise. The reason why traffic through the View Royal corridor is so bad? Infrequent/unreliable Transit. If I leave work at 1530h, and wait for the 25 bus at Admirals and Colville, I am STILL standing there at 1610h, and lately by 1630h I am still on Admirals road. From my workplace to my home is 9km. WHY DOES IT TAKE ALMOST 2 HOURS AND A TRANSFER TO GET HOME? You provide more frequent service to some neighbourhoods than you provide through the View Royal corridor. People are not going to get out of their cars until you provide reliable/frequent service. It's up to YOU to increase service in this area. Clearly there is a demand. With these recent schedule changes, you actually put some people BACK IN THEIR CARS, instead of getting people out of their cars. There are hundreds of people who would use transit on this route if service actually existed. You don't want your buses stuck in traffic, so you don't run the 25 very often, but you fail to see that if you ran the 25 more often, there would be less traffic on the road. I'm not sure of the logic of running buses every 5 minutes from dockyard to UVIC, and dockyard to Royal Oak, but what if you took one bus per hour from each of those routes and ran it from dockyard to Western Exchange. The buses going to downtown wouldn't even be missed, but you make a WORLD of difference to the people commuting to the Westshore. Consider running a 'shuttle' with 15 minute service from JDF to dockyard and back (with regular 25 service throughout the rest of the day). If you did that from 0630h to 0800h and from 1500-1700h you could move lots of people through the corridor. People don't take the bus right now, and can't carpool because of varied work schedules. If someone gets off work at 1545h, you can't expect them to wait patiently until 1710h to catch a bus home (and then have to transfer once or twice more to get there). People need to know that there is regular, reliable bus service available before they will take a chance. Anyone working on the Base will tell you that traffic to the Westshore is horrible. Here's your chance to do something about it.

185. Allow leashed dogs on the buses as they are permitted in Calgary and Toronto.

186. What I would like to see is more accountability and customer service around bus routes that run less frequently than major bus routes. I would LOVE it if we had a system in place where riders could check their cell phones for updates on the bus they are waiting for. Example: #6 bus is late because Johnson Street Bridge is up, or the #24 bus isn't going to run at this particular time because the bus driver didn't show up this morning. The service on the #24 bus in the morning has been atrocious (as stated from a BC transit employee who personally phoned me, the number 24 bus did not run/show up TWENTY-FOUR times within 2 months I believe (around the time of the BC Transit strike). If I had the money, I would have boycotted BC Transit and found another way to get to work, but unfortunately that is not an option for me. My other wish is that when I call the BC Transit operator/customer service line, they would be able to give me information about where the bus is currently located, or why it is 20 minutes late etc A system like the one used in Vancouver where you can find out the location of the bus you are waiting for on your cell phone, so that you don't stand waiting for a bus for 30 minutes if it is not going to ever show up.

187. The 61 to and from Sooke currently runs approximately once an hour. This bus is often filled to standing room only and sometimes turns riders away. The bike racks are also often filled early and for the entire route (downtown to Sooke). We need more buses, and we need them soon.

188. uptown to downtown shuttle

189.	Why not think out of the box? For example, rte 27 and 28 follow the exact same route from downtown to University Heights. During rush hour, why not make all 27 express buses between 7 and 9 a.m. and make all 28 express from 4 to 6 p.m. That would resolve the problem of a 27 and 28 following each other up Shelbourne during rush hours.
190.	Service should really extend to 2 a.m. during the week and 3 a.m. on the weekend to align with similar service in cities around the world.
191.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
192.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
193.	Larger and more available park and ride spaces so that overflow is not onto street in westshore locations.
194.	The frequency of buses needs to increase during the weekday, peak periods - even more so than what is already proposed. Buses are either running late or early, this would help solve that problem.
195.	I find it difficult to say yes or no to some of these. In my case, I take the 75 and I take it during the peak periods of 3 pm to 4:30 . It has been worse than ever since Sept. You took off the overload bus that comes at 3:18 just after the 3:10 bus (this is the time it stops at Oldfield Rd). This route has no other options - no other buses one can take. . So in the last month the bus has been delayed by 20 to 30 minutes 3 or 4 times. . It went by me last Friday and I had to wait 30 minutes for the next one. I go out early enough to catch the bus. . On Wed and Friday at the time I take the 3:10 bus leaving from oldfield and Keating , 3 schools get out and there are still tourists coming from Butchard. . Bring back the 3:18 over load bus at least on Wednesday and Friday,. I shouldn't have to have a bus go by me overcrowded or wait 20 minutes for the next bus. This should be done during the months of May and June and Sept when school is still operating and tourists are at Butchard. , I also propose the 75 should not stop at Mackenzie. Very few people get on or off here and they can take buses from Royal Oak. And theres is always a bottle neck at Hillside and Douglas. LEt the 75 turn on Bay Street. There is only one major stop between Bay and Hillside on Douglas Street. And anyone can walk to it from Bay Street. Alternatively, have a commuter bus that regularly shunts people from Royal Oak to Sannichton and back. There are businesses, public services, and many other people who work out there and depend on the bus . I agree with the idea of getting people to centres and not always so many frequent stops but this depends on the route. For the 75 , or the 70 that makes sense. For neighbourhoods, more frequent stops are necessary. I think during peak hours, in most congested areas there should be less stops but faster transfer of people from point a to point b whereby most of the passengers are getting other buses at point b. Frequency should be much higher for periods of work both morning and evening and buses should run every 10 minutes, not 15 or 20 minutes. When you say 10 or 15 minutes, it usually means 15 to 20 minutes. A better use of small buses could be made to shuttle people to hubs where they get their major bus.
196.	More buses that go to UVic, much more often with earlier first and later last buses, especially for students not coming from downtown. The #12 and #39 bus routes are abysmal and need a lot more attention.
197.	a 2 hour (120 minute) interval is very long for the Coverage Based - Local Transit Network buses. Also, the stoppage at 6:00 PM is problematic for those working longer hours during the summer months and needing to get home after work.
198.	Evening runs need more service on 27 and 28 And the 61 route to have a later evening run so if one wants to take in an event in Victoria such as a movie or theatre a bus leaving out of Victoria around 11:30pm Create a trip route that goes from the air port to downtown directly that services most of the major hotels and that also services the clipper Also have bus service to Ducan on the weekend also like a morning/afternoon/evening run
199.	I would like to see the 39 bus be included under the frequent transit network during peak hours, and under local transit in off hours. Or you could make a 39 express bus that goes from royal roads to the VITP or royal oak exchange and back again during peak hours.
200.	Better, cleaner and good smelling seats, prohibition of feet on seats, emphasize passenger to passenger respect.
201.	More buses (buses, not shuttles), more often, starting earlier and ending later on routes directly going to UVic for passengers not coming from/going to downtown, especially the #12 and #39 routes. These two routes are abysmal, and need a lot of work. Often passengers have to be left behind because there is no room, and those passengers have already been waiting a long time and it is unreasonable, if you want students to continue to use transit, to expect them to wait for buses, just to have to walk home/to school and either be late for class or

	arrive very late home.
202.	More trips and/or larger buses on the 39 route. Having trips spaced so incredibly far apart (1.5 hours at times) and THEN only supplying ~20 seats with no standing room has proven to be insufficient. That bus also goes quite a distance and for some people it is their only option for travel. I've seen that bus leave UVic full, leaving equal numbers of people behind and passing more on the way. If there's no way you can get another trip in, AT LEAST get a bigger bus!!!! For the love of all that is holy.
203.	More frequency for non high frequency LTN service. The wait shouldn't be a minimum of 2 hours. Also routes like the 10 should run more frequently than they currently do.
204.	PLEASE - MAKE THE RTN A REALITY (ESPECIALLY TO THE WESTSHORE IF NOTHING ELSE)
205.	An express bus direct from West Shore to Dockyard
206.	I would increase the minimum service frequency on both the high demand local transit network and the coverage based local transit network. I would recategorize 7 UVic/Downtown as a frequent transit network. I would ensure weekend service of the 1 or increase weekend minimum service frequency of the 2. I would change the routing of the 2 so it loops through Oak Bay before, not after, the trip downtown begins. I would add an express service to YYJ airport with downtown stops and other Exchange stops, without need for a transfer at McTavish Exchange. Many other major or capital cities have direct service between airport and downtown or airport and a rapid transit line.
207.	I totally support both standards. I would like to see more services on route #24 and #25 early mornings and late evenings.
208.	I would like to see more services on route #24 and #25 in early mornings and late evenings.
209.	Improve the service out to Sooke. Run more buses, and increase the number of stops. Improve the route so you don't have to loop around to get back to West Coast Road.
210.	RTN should be focused on Langford and Sidney/Swartz Bay. NOT Uvic. Frequent bus service to UVic should be sufficient. Also, smaller buses should be used during off peaks time on routes, such as 24, 3, 1, etc. I am not clear on the coverage based local transit frequency times. Would these buses only operate every 120 minutes (2 hours)? If so, I find that un-acceptable. No bus should provide a service frequency more than 30 minutes! Most buses should have a service frequency of NO more than 15 minutes. Otherwise, passengers spend a long time waiting and can miss connections easily. Transit should be frequent, reliable and affordable.
211.	Also including some method of announcing each stop. Whether it's a digital sign reading the next stop number & intersection or a recording over the speakers, because it's really hard to guess where you are when you're in a new area you don't know. Or it's dark out & you can't see.
212.	Having buses run every 2 hours is useless in terms of attracting customers. If the demand is too low, put the resources into improving the services on rapid transit and frequent transit network.
213.	I don't know how it is that Greater Victoria can, in this day and age, have such a poor mass transit system, which so poorly services its population. I honestly believe it is intentionally sabotaged so you can complain that no one uses it, and that way can shrink it further and further and claim "there is no public support for it". Vancouver understands that people need alternatives to cars, and has developed a living mass transit system. While it isn't perfect, it takes mass transit seriously. I am offended that my taxes go toward a mass transit system I am unable to use, living in Metchosin. A trip which takes me one hour and 45 minutes round trip by car, takes, using the best circumstances SIX G.D. HOURS to accomplish, and that is if I can even get home by bus before the service ends for the day. You people call that mass transit? I call that extortion. Not only that, but many of the drivers have become rude, and insensitive, and don't care about their riders. They park their buses in the wrong bay and don't display the correct bus number and then take off, leaving half their riders behind, and they do this with impunity. Why should I CARE about your grandiose and costly "networks" when they exclude the links I need to use them? Why am I even paying for bus service when you don't give a p*ss about people outside the "core" communities? During the winter, people stand for an hour waiting for a bus which NEVER COMES, no notification that the route was cancelled, in fact, your phone service claims "all routes are running". The disrespect BC Transit has toward its Greater Victoria patrons is unmatched in any bus service I have used throughout the world. And even when a complain is submitted, it is ignored much of the time. Your operators don't care, and obviously, neither does the management. If you really wanted to get people out of their cars, for whatever reason (to lessen smog, or rush hour traffic, or lower infrastructure costs, etc.) you

	wouldn't treat your services as a half baked plan, with a bunch of obviously incompetent planners and administrators. The attitude trickles down throughout the majority of your staff. You honestly think people can use a bus service which runs once every TWO HOURS and ends at 6PM? Not to mention how it doesn't connect with major routes without another 20-45 minute wait. What planet do you live on? I have never been in an area with the population of Greater Victoria which thinks a weekday bus service of once every two hours and ending at 6 PM is a "service". It's a torture technique. Swartz Bay to Downtown stopping at 7 PM when the ferries run until 10 or 11 PM? How can you call that a bus service? Shameful. It would probably be cheaper to run free taxis from Metchosin considering the amount of ridership a service like that gets versus the cost of running your "community" buses. I have an idea... how about all the administrators and management who work for BC Transit in Greater Victoria MUST get to work and home again by BC Transit buses. Try doing it for a month, and see how many of your employees can cope with it, especially those living in the outer Westshore communities, like Sooke, Metchosin, East Sooke, etc. According to the CRD this area is the fastest growing part of the island, and yet all the infrastructure is going into downtown Victoria.
214.	START EARLIER IN THE DAY!!! And have full service, not community service, for the Happy Valley/Metchosin routes. Have you seen how many people are there now?? They MIGHT take the bus if there WERE a bus that allowed people to get downtown by 7:30am without missing connections in between.
215.	Making the last 61 bus from Langford to Sooke at 10 pm would be much less beneficial than it already is
216.	Stop driving in the left lane. In service or out. You create a visual hazard.
217.	More in the highlands.
218.	Increased use of commuter fast buses with limited stops
219.	Weekend bus service for community bus routes such as the 85
220.	More busses at peak hours for UVic. I frequently get by passes by the #39 in the mornings because the busses are full. This causes me to be late to class often.
221.	Busses running later than 130 on weekends.
222.	Ensure the stop frequencies are staggered, they currently all come at once.
223.	There are three items but it is unclear which one of those three one is answering.
224.	The minimum standard of 120 min for Coverage Based Network is too infrequent. It's not enough to encourage people to use transit instead of driving - also ending at 6pm is too soon.
225.	smaller neighbourhood bus routes with more frequent service to & from downtown core (feeding from neighbourhoods like oak bay / fairfield / rockland / james bay / fernwood)
226.	Make the #3 consistent--the switch to 27/28 and the changes to #30 on weekends are IDIOTIC and must baffle tourists. Better signage--I have seen people baffled as #70 scoots by, not stopping at The Hudson, for example.

#	Response
1.	Tillicum to UVic route via Gorge/Hillside Service Review for all areas mentioned to ensure resources are deployed efficiently.
2.	Introduce or extend evening service on routes 15x, 16x, and 50x.
3.	increase weekend service on 4, 14, 26, 27, 28, 30, 31 continue to add service as demand requires increase express service
4.	Sorry this part was too hard to do on a tablet, can't see all the choices on one screen
5.	Crosstown UVic to Admirals - there should be a bus that runs the entire length of McKenzie avenue immediately. It's has to be the 3rd busy road in the region. It's ridiculous that this doesn't exist beyond the limited 51.

6.	Cedar Hill, Jubilee, and Esquimalt service review.
7.	Try some adjustments on holidays, weekends and evenings to see how it increases ridership. Allow riders to fill out a questionnaire - while they are waiting.
8.	Review and monitor routes.
9.	Interurban is a mess. That should be dealt with immediately. As should the pass ups for UVIC/CC students.
10.	Increase weekend service levels
11.	Implement weekend service for 50x
12.	Route 7 review.
13.	Dockyard to UVic via Admirals/McKenzie
14.	all neighbourhood service reviews
15.	The 70 series of buses must be adjusted to provide more rapid and direct trips to the airport and Swartz Bay; thus community buses connect with the 70s at the few stops it will make.
16.	Should always be monitoring service levels and use
17.	Summer service and weekend service on 15x, 16x, 50x, review of route 7
18.	Tillium-uvic & evening service of 15x
19.	35 route needs work
20.	Evening and Weekend services.
21.	bus from royal oak exch to helmcken/highway intersection so tech park employees and Camosun Interurban employees & students can stop driving their cars
22.	Interurban Service Review.
23.	Introduce weekend service on (15 16 and 50)X
24.	Implement new Dockyard to Uvic crosstown route via Admirals and McKenzie
25.	15 and 14 routes for weekends and summer
26.	Esquimalt review
27.	The 21/22 route as it is not frequent enough as the other buses leaving the hospital!
28.	Very poor service on route 7 all the time. Need more frequent trips.
29.	Interurban review. McKenzie route
30.	Summer service as well as weekend service on express routes.
31.	none
32.	I think improving services to Sooke and the Westshore should be short term priorities
33.	-Adding service as demand requires -Ensure 15 minute service on Frequent Corridor Routes on weekends. - Route 7 for consideration for Frequent Status
34.	Add more service to high demand routes.
35.	Increase weekend service on main routes

36.	Making more night (2am) busses form downtown
37.	Extending hours
38.	increased weekend service on routes 4, 14, 26, 27, 28, 30 and 31
39.	Continue to add service as required to meet demand.
40.	Introduce or extend evening serve on routes 15X, 16X and 50X to meet service design standards
41.	adding services to meet demand, is this happening now? Adding service before too crazy!
42.	improve gordon head service.
43.	move route 7 to FTN
44.	To improve service and make it useable!
45.	Weekend service on 15x, summer service on 15x, better weekend service on 27/28.
46.	Better service to west shore.
47.	Evening/weekend #15 routes, and addressing bus access to Uptown, because right now that's awful for bus riders and pedestrians.
48.	Increase evening service to keep impaired drivers off the road.
49.	don't really know
50.	Monitor and adjust service on local routes to alisgn with the Service Design Standards
51.	Increasing and monitoring local network use.
52.	Jubilee service review
53.	Uptown
54.	12!!!!!!!!!!!!
55.	add services to meet demand
56.	Tillicum from UBic
57.	This survey is too long and complicated for most people, it will not provide the results needed.
58.	39 bus, or a different one needs to be implemented onto Blenkinsop between royal oak avenue and Mckenzie
59.	Improve connections at Uptown Transit Exchange.
60.	Increase weekend service
61.	I'm only saying "no" because I don't have the choice to say "no opinion" or "don't have a clue". Assume "don't have a clue" is my answer.
62.	Improvements to Uptown Exchange
63.	Continue to add service as required to meet demand.
64.	Drag and drop not working properly on iPad. Started out ok, then some of the items were not accessible. Need to be able to reorg priorities in right column.
65.	More service is required to Sooke.

66.	Tillicum (actually, Admirals) to UVIC via Gorge Hillside
67.	Run #7 more frequently
68.	add services to meet demand
69.	All of these suggestions should be a low priority. If bus users are stuck in traffic it does matter if there is a new or direct route. Top priority is to establish bus/hov lanes from downtown to the westshore on the #1highway
70.	Introducing weekend services to express routes. Continue to add services as required to meet demand.
71.	Dockyard to westshore, which could be mckenzei/admirals stop of Uvic to dockyard new route...all of westshore currently has to go downtown to get to dockyard..massive fail for a huge military installation and employer which has a massive influx of westshore folks working there. Or just give us a langford xchange to dockyard bus.
72.	increased evening and weekend service on 15x, 16x
73.	Esquimalt review
74.	Service to Westshore is problematic for those who do not drive during the non peak hours and on weekends
75.	Initiate and implement Esquimalt Service review
76.	Continue to add service as required to meet demand
77.	improvements to Uptown Transit , make it a viable hub where people can get other connections Increase 4, 14, 26. 27 28 30 an 31 and also Tillicum Service Review. It should be another hub for transfers.
78.	Monitor and adjust service on local routes to align with service design standards.
79.	Jubilee and Esquimalt Service review
80.	Review route 7 for consideration as part of Frequent Transit Network status. Continue to add service to meet demand.
81.	Implement a new Dockyard to UVic crosstown route via Admirals & McKenzie Continue to add demand as required on demand Increase weekend service on route 14 especially on Sunday late evenings
82.	Increase weekend service on routes 4, 14....
83.	Again, service from the Westshore needs to be greatly improved. A person who need to go to upper Fort Street should not have to plan on a 3 hour trip one way. The local community buses need to be tightened up with the routes like 61 and 50 so they are nearly seamless, without waits of 30-45 minutes at times. Also, a better routing for Westshore to the Airport and Swartz Bay Ferries is needed. BC Transit needs to "get it" that it may take up to two years for the ridership to form. Each time a change occurs it sets people scrambling, leaving some forsaken without service to get to work or whathaveyou due to schedule changes or missed connections. An unreliable mass transit service which either doesn't connect in reasonable time, or which passes stops due to being overfilled, or which uses illogical routing which takes forever is useless. People need to fell they can trust the service so they can make lifestyle changes (such as selling a vehicle or cancelling ICBC insurance) and if the service continually changes or is incapable of functioning withing reasonable parameters, people will not flock to it. How could they?
84.	Crosstown routes to UVic from Dockyard/Tillicum
85.	A train from langford to downtown and camosun/uvic
86.	Moving the node to Uptown asap to facilitate the frequent bus network
87.	All ones selected.
88.	Adjusting interurban and local routes to meet Service Design Standards
89.	15x 16x and 50x need should be put to short term until final plans are done, they need immediate attention

Q7. What did we miss? |

#	Response
1.	Reviewing components of routes to increase efficiency. For example, even though it is a well-used route, Route 11 travels through the Uplands neighbourhood - sometimes as often as every 10 minutes - where there is little transit usage. Rerouting this to reduce the length of the route would be beneficial.
2.	Change community buses to regular buses to avoid UNIVERSITY STUDENT pass ups!
3.	Increase sunday service on many routes (especially to downtown, tillicum, uptown and other malls). The weekend is when people go and get their errands done! they need to use the bus on sunday just as much as any other day
4.	Please make 70x Rapid Transit happen- connecting downtown to the airport, Sidney, and Swartz Bay.
5.	BUS/HOV LANES
6.	Top Management beaurucy is too slow or afraid to make important decisions. If BC Transit operated like a private company (concerned about profit/loss) many administrators positions would be removed. Bonuses and Job Security based on increased ridership. Try and save some of the taxpayers money now and increase ridership by 10% per year. There should be a gas-tax levy at the pumps ... to teach car drivers it is smarter/faster/cheaper to ride the bus. Message: Use your car only on evenings, holidays or weekends - or pay extra tax at the pumps for clogging the highways.
7.	Personally, I would like to see a doubledecker permanently assigned to the 70/72 runs during peak hours. It's frustrating to continually hae standing room only/full busses between 8-9am and 4-5pm. It seems like it happens every day going to and from work.
8.	Looking at service outside of 9 to 5
9.	There needs to be increased service along west Saanich road past interurban. I choose to live here, yes, but we have had to rely on having vehicles while raising kids, and now. We are seniors - I would like (and see in the future the need) to be able to rely on public transit to get around.
10.	I don't see any changes to the bus route from Swartz Bay to downtown ? do you realize that PCL is cutting their service for BCFerries ? there is going to be a lot more transit users trying to get to and from Swartz Bay and this will be for the 7am ferry and the last ferry at night. Also I work at BCFerries and if there was a proper direct route to the ferry that would get you to Swartz Bay before 6:30 am and out of Swartz Bay around 11:00 pm that is not going to take an hour to get to downtown so many employees would take that system instead of driving. Hence the last comment on needing a rapid transit it's not just for the tourists it's for the commuters you know the people that work for a living and pay the taxes.
11.	Express bus service to Victoria International Airport
12.	Route 26 and Route 4 need many more buses going through at peak hours
13.	Running the route 53 later. With heavy commuter traffic it is hard to connect up with the last bus run. Keeping it running till 10 would be GREAT! My family would use it to get home from after school events.
14.	buses from royal oak exchange to esquimalt going south and buses going from oak bay to royal exchange and not stopping at uvic exchange
15.	Changes in routes. Bus 14 always gets behind at prime times due to long route and traffic
16.	You have ignored the Sooke area completely. We have the worst service for non-peak hours ever.
17.	more options for travel up island to cobble hill and duncan. not nearly available enough to be put to good use. more times and 7 days a week.
18.	Nothing. Just consider that the city doesn't go to sleep at 5PM. People work around the clock.
19.	Extended service for route 61

20.	Improve Sunday service on key routes
21.	Avoid building a system at grade that blocks traffic and pedestrian traffic. Incorporate into the plan for today and the medium term how it could be upgraded to dedicated right of way separate from other traffic. Don't do a Portland or Calgary here.
22.	Stop increasing outlying routes and concentrate on improving existing structure. Stop spending tax dollars which you don't have.
23.	Buses from Uvic to western communities should run all day
24.	Very thorough!
25.	Increase distance between stops.
26.	The 76 route should have more scheduling on Friday afternoons.
27.	nothing
28.	Peninsula to UVic transit
29.	You completely missed expanding service from Sooke to Dockyard. With so many service members living in the area it is crazy to have to go all the way downtown.
30.	Bring back direct service from West Sidney to the downtown core
31.	SOOKE!!!!
32.	More park & ride facilities at the key spots on high frequency routes.
33.	You miss the part where one day Anniversary for BC Transit Party
34.	A review of a West Shore Express Bus service, ie. "Langford Laser", charge a premium, three to four stops max. Ie. Juan De fuca, uptown, and one two stops downtown. Could also do some analysis for a similar service on Hwy 17 as well.
35.	Important to check in with Camosun and Uvic as much of your heaviest ridership from there.
36.	Minimized the importance of Uptown exchange. Limited priority options available to ensure priority movements for transit on frequent network and Rapid Network. Did not talk about cycle movements and the impact on Transit. Did not talk about peak hour demand management on some routes.
37.	Parts of Sidney not serviced - or poorly serviced by local buses
38.	I believe there needs to be reevaluation to ensure that buses run on time. There are far too many missed and late buses. This service needs to be more reliable than it currently is.
39.	In Q4 I added comments that are probably more appropriate here. I have a car, but choose to use public transit because I believe in it. I'd like to see increased service to YYJ airport.
40.	35 route needs more big busses during peak hours
41.	Q5 & Q6 are a joke, right? I use 4-5 routes and have no idea about adequacy of service levels and route tweaks on routes I've never used or need for new services to neighbourhoods I've never visited. I doubt many people outside transit planners can give a reasoned response to these options.
42.	bus from royal oak exch to helmcken/highway intersection so tech park employees and Camosun Interurban employees & students can stop driving their cars
43.	move a McKenzie bus onto, or put a new bus on, cedar hill cross road to improve coverage and lessen congestion on mckenzie
44.	Genuis

45.	More frequent 61 service in general, especially when buses are an hour apart or on Sundays when they stop at 9:41 pm.
46.	Sooke - add additional weekend evening buses, especially last one. Add another 61 express, serves a number of people Peatt and Ventrans
47.	Work with the Municipalities to enforce things like huge parking rates hike to make people think about getting out of there vehicles, like Calgary.
48.	small commuter route service to enable transfers to larger exchange where there are more frequent buses to downtown
49.	On the 15x route it is almost always a single level bus. Which is ridiculous because every morning the bus is full before it even leaves downtown. The double decker buses should be on this route to Uvic between 730-1030 and after school 300- 500
50.	Direct (possibly express) route between Camosun Interurban, Camosun Lansdowne and UVic.
51.	Adding articulated buses.
52.	Move some of the bus traffic away from Douglas and over to Blanshard Street going out of town.
53.	Train your drivers to be more polite, helpful and considerate.
54.	none
55.	Extend the service to the Beecher Bay reserve -- to increase employment opportunities and new development
56.	All short term priorities (not just the 5 top ones) should be implemented in the recommended timeframe.
57.	Really need to move ahead with the implementation of rapid transit from the West Shore! Expansion is exponential and the rapid transit process is stalled...
58.	2am buses from downtown on the 7, 14, 4 and 15x routes
59.	The 12 route needs serious work and additions. It is a highly used bus for students in the gordon head area, but is not yet as useful as it could be. It takes me 6 minutes to get to UVic, whereas walking takes ~40 and catching a 27 and then 26 takes ~50. It is so beneficial but does not run enough and often passes me up! And I believe the 27/28 would benefit from late night Fri/Sat routes as well. I know it was voted top for that in a UVic run survey a year or so ago.
60.	Late night buses for downtown to gordon head (not uvic).
61.	Sooke! Yes, there is a greater population downtown, but the service to Sooke is neglected! More frequent buses during peak hours and more expresses, even just a direct route from downtown throughout the day.
62.	Sooke! Sooke! Sooke! I recently moved back after being off the island and the Sooke Bus now takes LONGER to get downtown than it did 15 years ago. That is just crazy! Routing it via downtown Langford is such a poor idea!
63.	Improved service/ run times on 61 Sooke to Langford More frequent run times 61 and earlier weekend service to Vic Gen Hospital by 0700 am
64.	Monitor and adjust problem (complaint routes) accordingly
65.	One of the trickiest parts of riding the bus for us it the amount of space for strollers on the bus so we'd love to see the rapid transit implemented ASAP!
66.	rural, sooke!! Metchosin!! Highlands!!
67.	The airport and west sidney!
68.	nothing
69.	cheaper passes!!!

70.	Airport service (shuttle from one of the Park & Ride exchanges???)
71.	MUST provide major route service hourly after midnight to 6am. This is urgent.
72.	The city has too many bus stops and they are so close together it is ridiculous.
73.	Promising Bus service to Bear Mtn years ago and not delivering..
74.	need some larger interurban styled buses on routes to ferry (baggage/ package space) and Langford/Callwood to downtown
75.	Late night service between UVic and downtown.
76.	Sooke is an increasing population which needs more service to assist people during work hours 630-800 & 330-500
77.	Add some light rail!!! Please!
78.	Just the Basic public transit concept
79.	Increase accessibility on local routes, especially for strollers.
80.	Not an engineer, sorry
81.	Nothing
82.	The 12!!!!!!!
83.	Real time information
84.	Where do we stop? We need a way to know where to stop.
85.	Transit shelters, seating, safety and security issues. One of the main reasons why people dont use transit.
86.	Increase later night service for lesser used routes, possibly one bus per hour until midnight. 6A!
87.	I would suggest improving service to West Sidney. The 81, 83, and 88 buses are too often unreliable to connect with the busses to downtown. The 83 buses often do not go down Weiler Avenue and Epco Drive as it seems many drivers have become more used to the 81 and 88 routes. In addition, I have noticed that passengers with walkers or canes have difficulties accessing the community buses as they often have stairs. I strongly suggest re-introducing the 73 and/or 71 routes.
88.	Way better bus service between the westshore and cfb esquimalt.
89.	the need to ensure that scheduled buses actually run on time and show up. to often, between noon and 2 pm # 50 is constintly 15 mins late
90.	Nothing is missing, but it feels like there's a real push for express routes to be more useful to increase ridership on them. If they aren't being used to their full potential now, it's not because they don't run often enough, but because most riders need to get on or off the bus where they don't make stops, diminishing their time saving purpose.
91.	Expand express service on the 27/28. Express service in pm and am for both 27 and 28 would be great.
92.	Should add bus stops in Wilkinson Road between Mann Street and Interurban Road
93.	Improve Sunday service, increasing time between buses
94.	Bug - 1st time into this page there were 5 boxes available to drag/drop priorities to. Used Back button to go back to 1st page then Next to this page and, viola, now there's 10 boxes for each...?!? IE8 on Vista.
95.	Introduce Service to Gordon's Beach Otter Point Road, WEST Coast Road
96.	Re-route one of the MacKenzie busses along Cedar Hill X Rd to UVic. Service along Cedar Hill X Rd was lost

	when 24/25 became linear rather than loop routes. This would ease bus congestion along MacKenzie, provide direct UVic service to a wider area, and allow easy transfer to the Shelbourne corridor busses.
97.	Why on earth would you re-route the Saanich Peninsula Buses onto Douglas at Uptown? If anything the 70, 72 and 75 buses should stay on Blanshard right into downtown Victoria (and leaving). Douglas is already more of a traffic bottle neck than Blanshard because of growth in the Western Communities. It is time to start using Blanshard as a bus route right into downtown Victoria. This would greatly reduce trip times.
98.	HOV lanes are critical to increasing ridership and carpooling. Carpooling improves travel time for transit riders as well. Fund HOV lanes with gas tax or toll booth.
99.	Sooke
100.	Working out scheduling between 72 and 70 - sometimes the 72 leaves first and leaves empty, then the 70 is packed so full that it is standing room only (noticing the 5.10 stop in Sidney for the 70 is often full while the 5.04 stop for the 72 is empty)
101.	The area between Gorge Road and Tillicum Mall, stretching back to Admirals, is an area where students need easy access to Camosun and UVIC.
102.	Faster, more frequent service between downtown and airport
103.	you must consider easy access by pedestrians having to cross several lanes of traffic can be terrifying as well as waiting beside busy roads is noise ridden and toxic/pollution/health problem
104.	An improvement for buses to Metchosin and Triangle Mountain. Buses do not run very late, nor do they run frequently, and riders struggle to make it home efficiently. This needs to be fixed.
105.	Too much information.
106.	I was not able to move the priorities around above.
107.	Increase service times to later in the evening. E.I. 3:00 am.
108.	Pretty much all the important priorities. Speed up the buses so people will use them through dedicated lanes. The Colwood crawl is a disaster often taking 45 minutes to go 5 km
109.	Getting busses up on Bear Mountain is a must!
110.	Putting double decker buses back on route 50 to accommodate the students getting on at the Mackenzie Avenue stop.
111.	Put Mackenzie-Uvic bound buses BACK ON RING ROAD. It was fine for countless years before, why change it now? I don't know who dreamed up 'Ring Road is congested.' The only time it is ever congested is the first week of September. Trust people who basically live on campus to make this observation. Students do not have that extra 10+ minutes to walk all the way across campus to get to their classes.
112.	Langford exchange to dockyard bus that every Sooke bus will connect with somewhere.
113.	Route 7!!!!!!!
114.	Need an express service to the airport. Why isn't this one of the options you're proposing?
115.	SOOKE SOOKE SOOKE SOOKE SOOKE Sorry, did I mention SOOKE????? How about improving and adding route to SOOKE? I honestly don't care about interurban, UVIC and all those other areas...not everybody lives or goes to school out there.
116.	You continue to miss out on opportunities to address issues raised via email/phonecall through customer service. Not acknowledging rider concerns forces more and more people to give up on you and use alternate transportation options.
117.	The 61 to and from Sooke needs to run more often. I see many almost empty 50's pass me as I wait for an hour for the next 61 to Sooke, which is filled to standing room only any time during the day, and much of the evening.
118.	downtown to westshore service

119.	The post secondary students complain about their level of service. If they want more service, they should be paying more of their share of the costs through higher monthly pass costs. Those of us who live here year round should not get stuck paying for service for students who are only here 7 or 8 months of the year.
120.	Increase service downtown/peninsula (not on 70X)routes.
121.	I think downtown you need to have a bus lane. As well as a dedicated bus lane along any buses travelling long distances on highway. ie Pat Bay Highway and any other routes that are going long distances along the highway. Also you need to deal with the bottleneck at Hillside and Douglas. Bus lanes have to be added from outlying areas all the way to downtown. Downtown is a disaster in the making. People should be walking there or taking the bus. no cars. except delivery vehicles. and excellent transit to shuttle them into the area.
122.	The re-routing of the Peninsula Services onto Douglas Street will only improve if the infrastructure along that route changes - jump-start, bus only lanes.
123.	Implementing service review on new current sub division where the housing and population has increased and yet lack service
124.	Extend rural routes to Beecher Bay First Nation Reserve
125.	Better, cleaner and good smelling seats, prohibition of feet on seats, emphasize passenger to passenger respect.
126.	I cannot emphasize enough how the #12 and #39 need to be readdressed, and bus (buses, not shuttles) service extended (included implementing better summer services) to earlier in the morning, and later at night.
127.	It is very unusual for a city not to have good bus access to the airport. I know it is possible but the connections are difficult to figure out, and to catch. There should be at least a frequent small bus between the McTavish exchange and the airport terminal.
128.	Daily late night service - not all buses but one that runs through major areas
129.	Implement a transfer-free airport express route comparable to the 70 or as part of an increased service frequency 70 route.
130.	Sea Bus between Westshore and Downtown Victoria
131.	More early morning services on route #14 (5:30/5:45 a.m. from both Vic General and UVic. and late evening services on Sunday evenings.
132.	Your survey is far too complex to get a wide range of input. Get a professional editor to create your survey questions for you.
133.	I would like to see regular bus service (every 20 minutes) between the airport terminal and the McTavish triple roundabout exchange. It is difficult to comprehend why Victoria International Airport is so poorly serviced. Most major cities have light rail or train servicing their international airports both for passengers and employees.
134.	To a great extent, you miss the point. People who have to travel the longest distances make the greatest impact on carbon use, declogging transit arteries, etc. And yet BC Transit gives these people the least functional alternatives. As I stated before let your staff from the distant western communities try to get to work by bus.
135.	It's almost like you've completely blanked on the fact that there are SO MANY people who have to get from the economic ghettos of Sooke, Metchosin and Langford to downtown. GET RID OF THE 50 and implement FULL SERVICE from Sooke, Metchosin and Langford to downtown without having to try and catch 2 to 3 different buses (only to discover that NONE of them meet up with one another so you'll miss every connection you try to get). What a waste this is.
136.	How about service to and from the airport from downtown or from one of the exchanges? Also what about an 'off peak' bus pass that is cheap and can be used between eg 9.30am and 3.30pm? I am lucky to live on a great bus route - 28/27 and 14 - wonderful service and frequency - used often. Thanks!!!
137.	Don't drive in left lane.
138.	Transit Exchange at Uptown

139.	Ensure safe coordination of frequent bus routes with bicycle facilities. The changes to Douglas are not going to improve safety or comfort for cyclists and it will be stressful for bus drivers as they try to provide frequent service.
140.	Costs need to remain accessible even with an increase to transit growth. Bus stops need to have more "shelters" (I understand this is not "route" change related). Routes should accommodate events downtown more (example: Symphony Splash event is not well supported by transit-Sunday service with no extra routes from downtown in the evening).
141.	#39 bus!! Problems need to be addressed!!
142.	Add: Fairfield to Service Review List
143.	More stringent application of rules re strollers--some are as big as boats. Toronto insists on umbrella type strollers.
144.	What about better service for handi dart???

Q11. What would you like to see? |

#	Response
1.	MORE BUSES
2.	More park and rides are need in the Westshore for sure: there is barely enough room for the amount of people who use the bus in the Westshore now and with the projected growth in the next 10 years, this is a must do sooner rather than later.
3.	Like Vancouver...a display board showing the next time the bus will be coming.
4.	For the information in these constant surveys to actually be implemented.
5.	The real time schedule updates would be useful in case a bus is running behind schedule.
6.	Express Transit Buses during rush hour. Fuller, smaller bus that can be dispatched like a Taxi ... riders pay premium for faster personalized service.
7.	Buses driving past cars on the Pat Bay HWY from Sidney and Central Saanich
8.	I would fully support the LTN if it also included the same "Quality Customer Information (Transit schedule and map information)" referenced in the other proposals. That should be universally available at all service levels.
9.	Quit outsourcing to foreign companies build buses in Canada .get better service who cares what color the bus is .
10.	Light rail to Langford! Live/semi live bus tracking displayed online and at stops for better trip planning.
11.	I would like to see a rapid transit system get rid of the buses and make a proper RTN you want to cut back on cars on the road then stop adding more buses and build a RTN
12.	More express buses from Langford and back
13.	People pay for the distance they travel, eg Sooke and Sidney pay more.
14.	if there was a way to decrease the time to get from Langford to downtown, then I would support more runs between Sooke and Langford. But there would have to be corresponding times for the kids that travel to school or work to get home instead of shutting down the service so early in the evenings. My son went to an early movie on a sunday night before a pro-d day and the last bus left for sooke at 9pm and the movie ended at 9:20pm. stranded waiting for a bus and finally called home for a ride. It was midnight before he got home.
15.	Transit shelters: it rains a lot in Victoria. If people know they can stay dry and take the bus, they might take the bus instead of buying a car. Queue jumper lanes: I'll use them too!
16.	Better access to the queue-jumper lights. The way they work right now a bus only gains one light cycle. But it takes upwards of three or more light cycles to gain access to the queue jumper lane. Not sure why the big praise

	over this feature when it is very poor in its current state. Allow buses to pass the backed up traffic and use queue jumping lights to their full advantage. This is where serious time can be gained on the westshore commute. Way more effective than the few minutes the Douglas corridor bus lane will provide.
17.	A train from downtown Victoria to the Ferries. It's a long ride for the locals and the tourists.
18.	A well funded operations budget to keep transit facilities (shelters & vehicles) ultra clean and attractive.
19.	shelters at each stop Recycling option at major stops
20.	Bus shelters at each stop Recycling facilities at major stops (eg Royal Oak exchange)
21.	Bus should not leave stop until passenger are allseated
22.	Ensure the bus lanes do not impede cyclists.
23.	Real time bus tracking that can be displayed at major stops or accessed via text message.
24.	Greater distance between stops.
25.	transit shelters at stops where passengers are possibly waiting for longer than 15 minutes.
26.	added security at night for certain neighbourhood/remote stops
27.	The park & ride locations must have bike storage and restrooms! Badly needed now at the Royal Oak exchange!
28.	Better connections with community bus routes and city buses.ie the Metchosin bus arrives at Western exchange 4 mins after the 51 Uvic leaves. Metchosin buses are so infrequent that there is a long wait time needed to hook up with the next bus.
29.	I would like to see the newer buses
30.	I would rather see the level of transit service provided versus "amenities" as long as amenities could be added over time, Ie. an enhanced transit shelter. I am concerned that costs will end up interfering with transit service levels not being improved as a result of "expensive" design standards. We need to be careful to balance what we can afford as a region versus our desires for transit.
31.	Safe and well lit transit shelters - with electronic read outs indicating next bus
32.	more service on the 35 and 83 routes
33.	frequent bus from royal oak exchange to helmcken / highway - long routes not needed just good transfer points
34.	Covered shelters at high-volume wait junctions.
35.	Keep Community Transit in the smaller vehicles.
36.	more space at crowded stops
37.	More bus shelters and lights where stops are dark to ensure drivers don't pass people up at night.
38.	Marketing with events... Great to see this with Sooke Fine Arts Show
39.	more frequent local transit in sunnymead/cordova bay area
40.	Shelters at MOST stops, especially heavily used stops. NO SMOKING permitted at transit stops.
41.	Three-door boarding
42.	Bus only lanes from Uptown to McKenzie Avenue.
43.	more dedicated bus-only lanes.

44.	Bus shelters that have wall to block sideways rain so the benches and people can stay dry.
45.	none
46.	-Automated stop announcements -Better lighting at stops and stations -Segregated right of way for rapid transit -Priority if at-grade intersection crossings must be made
47.	Moving forward with the implementation of rapid transit plan. The consultation process has been exhaustive, with support being obvious...
48.	Most importantly I would like accurate bus times. In Vancouver you can send a text message and it will tell you when the next buses are coming.
49.	All bus shelters should have room for a wheelchair/stroller underneath.
50.	Bathrooms at major exchanges. More frequent Sooke buses
51.	More seating
52.	More rural service to get to nature parks in the Victoria region. Even if infrequent trips (2-4x daily and on weekends)
53.	Transit shelters for sure! More stroller room, bike racks.
54.	safe, bright area for people to wait, out of rain.
55.	minimum of an under cover shelter at all stops.. bench is a bonus. we live in victoria folks, it sucks to miss a bus and wait in the rain for twenty more minutes.
56.	More enclosed bus shelters in Fernwood, where there are none
57.	nothing
58.	better timing clocks? at major stops.
59.	I wonder whether the real-time service information would be more valuable on the infrequent use routes (rather than the rapid transit routes).
60.	Bus use cost MUST decrease for riders to use.
61.	The city has too many bus stops and they are so close together it is ridiculous.
62.	Get something going down the track from westshore to downtown ASAP
63.	It is 2013...I don't know why there can't be more real-time schedule information at more stops
64.	Q8: I am against removing bump-outs and widening Douglas through the downtown core to accommodate HOV lanes. I would prefer to use existing travel lanes, improve traffic signal timing and reduce Douglas to two lanes with a centre shared left-turn lane. With Blanshard basically serving as a highway, there is little need for Douglas to be widened through downtown.
65.	I would like to see more focus on necessary items and not pretty items. Transit is a necessary means of transportation in a city. It does not have to look like a work of art. We are spending way too much money on making transit locations (bus stops) like art. Covered bus stops that are not glamorous is all we need.
66.	I don't think we need a lot of infrastructure improvements to local and frequent transit, though some safety considerations would be helpful - lighted bus shelters, emergency phones in high-crime areas, allowing drivers to stop at non-stop locations during night time hours...
67.	Buses driving by not in service!
68.	shelters - its rainy here!
69.	Bus shelters that actually shelter from wind and rain. Bus schedules posted at every stop!

70.	bus and/or HOV lanes, more queue jumper lanes, Express service that is truly express (esp. 57X service in the afternoon that stops at every stop)
71.	Light rail.
72.	I would like to see schedule information at LTN stops as these are the ones that you most need to know the schedule (for example, will the bus be here in 5 minutes or is it done for the night and I need to start walking or call a Taxi).
73.	Improved/reduced traffic flow from Westshore to Downtown Victoria. BC Ferry express bus from Downtown to Swartz Bay terminal
74.	More 12 busses
75.	The 12
76.	Real time info
77.	park and ride at 17 Mile House on Sooke Road. and a safe cross walk. it is VERY dangerous crossing Sooke road after work and in the dark. a lot of traffic and they can't see you due to the 17 Mile pub being in the way and corners. DANGEROUS!!!
78.	shelters and benches on every stop.
79.	better schedules based on usage and need. i.e. 3 61 not running after 6pm from downtown leaving area from goldstream to vetrens memorial without decent service. the local bus runs 5 mins before downtown buses get there
80.	Without having an idea how this information will be used it is difficult to rate my support. I would like to know how a rapid rail system would be paid for and how much it would cost before I can say if I support it. There could be a less expensive but just as effective solution but without knowing costs....it is difficult to support general ideas.
81.	Proper exchange at Uptown.
82.	Would like to see bus go through Wilkinson Road between Mann and Interurban
83.	Ideally, I would like to see all the Island communities cooperate in installing LRT like the SkyTrain to connect all Island communities along the east coast
84.	Keep costs down. Bike storage only if free and secure and enough of them (with plug-in for ebikes). P&Rs are good. ** ALLOW 2 wheeled motorcycles to use bus-only and queue-jumper lanes ***. They are nimble and would not impair bus movements at all. If allowed more ppl would get out of cars and onto MCs which would greatly increase flow/throughput.
85.	Wider spread use of real-time schedule info on Frequent and Local routes Consideration for transit vehicle signal recognition to hold green time on Rapid corridors that don't have dedicated bus lanes
86.	Better service and infrastructure in Cordova Bay. Bike carriers on all buses. Consider better linkages (service and amenities) between the bus network and the greater Victoria trail networks (Lochside and Galloping Goose Trails etc.).
87.	Bus arrival times and route numbers posted at all stops. If you are not familiar with the area, knowing what bus will arrive and approximately how often helps!! Even if exact arrival times can't be posted, just something posted saying 'buses run every X minutes' would let people know if they will be waiting for 5 minutes or 30 minutes.
88.	Extended roof panels on shelters so as to provide more shelter, in and out, in our rainy weather.
89.	Priority traffic signals for buses
90.	I wouldn't mind seeing more buses to handle those with walkers, motorized chairs and strollers, as they take up more seating than necessary (about 3-4 of them), which limits where other people can sit comfortably and exit the bus without tripping over above mentioned items. I definitely feel there should be a size limit with the strollers, such as jogging strollers, which are not necessary, just for carrying a child and a few essentials that are

	needed. If it can't be folded up, then they should be restricted because of their sheer size.
91.	you must make taking transit more pleasant/more greenery/horticulture/landscaping and pleasant surroundings at waiting areas
92.	I do not necessarily approve of the RTN, though I would like an improvement to the bus lanes. I believe that it would improve movement and it would help move buses along more efficiently. With regards to the RTN, the idea of it seems beneficial, but I do not believe that Victoria is ready for that kind of advancement in transit.
93.	More pull offs for busses to allow traffic to pass. (ie. Sooke road.) And shelters for benches.
94.	More frequent buses schedule. More express routes. Use the existing via rail corridor for rtn
95.	Rapid transit, plus buses on smaller routes to connect people with the rapid transit.
96.	Forget all the 1billion dollar solutions for now; the Liberals will never invest that kind of money on the island, run by the NDP. Instead, put changes in place that can be done soon and with available budgets. First, bus lane north bound from Uptown to McKenzie on the highway, second bus lane south bound from old island highway to McKenzie on the highway.
97.	Transit Priority Lanes! More Bus/Bike Services Lights inside some of the bus shelters
98.	I am neutral towards this, as common sense points to the fact that Victoria roads in general are simply not cut out for these huge changes. The amount of construction that would have to be put in would probably be more detrimental to the majority of traffic than afterwards when it's actually finished.
99.	I would like to see RTN to Sooke. I know that is a decade or two away at the moment, but Honestly if it wasn't an 85 minute trip to get downtown from Sooke then so many cars would come off the road and all of us would enjoy RTN route..even if you could extend RTN for langford towards Sooke Rd and Jacklin, or out to Slegg Lumber area with a Park and Ride, it would be a fantastic change for outlying users.
100.	DO NOT CUT DOWN LANES IN BUSY DOWNTOWN STREETS, will only cause more congestion!
101.	Buses arriving on time and no run cancellations of 25 in the am because 'bus broke down' or 'driver didn't show up'. This bus already runs so infrequently that a missed run can put people an hour behind schedule (and for members of the military, that can result in a monetary fine as well as other punishments).
102.	I would LOVE to see real time schedule information for all buses so that I don't end up waiting around for a bus that is never going to show up (not an issue on a route when the bus runs every 15 minutes, but when the next bus isn't coming for over an hour, I would like to know what happened to the bus I'm waiting for/know right away if it is not going to show up)
103.	More information on bike storage. Will it be secure, or just an open air rack?
104.	Schedules posted at all stops, not just the bus loops. Better connections between routes that cross in the community.
105.	RTN shelters that look more like train stations than bus stops .As the number of passengers grows,the shelters will have to accommodate them in bad weather as well as good weather.
106.	If you build it properly and with enough park and ride available, Rapid transit will be used to capacity in the Capital region as the population is very environmentally aware and has been waiting for a rapid transit system for many years...JUST BUILD IT :)
107.	Transit schedules at every stop (with estimated time that bus would be leaving).
108.	i am more concerned with frequency of the bus rather than the comfort of shelters etc. Shelters at major areas, the rest is about getting people from a to b. In areas where there are seniors, maybe more emphasis on shelters but the real issue is people want to get to where they are going. Better service at work and school hours and better (not as often but better service on off hours when I don't take the bus any where because it takes too long. Increase that a bit . People don't ride the bus because it takes too long or it is too overcrowded, - by that i mean standing cheek to cheek the whole way. if you ride the bus that is the thing you want most. Nothing else is as important.

109.	Re-institute the Park & Ride facilities in the outlying areas. This allows those who live off the grid to take part in the transit system - also allows those who have non-standard work hours to use transit.
110.	Bus stop indicators like you have at the royal oak exchange to be used at major stops for easy of access for people who are visiting Victoria
111.	I would like to see real-time updating for all FTN routes too. Eventually LTN could be added to this as well. Free Wifi at all RTN and FTN stops/exchanges, and eventually on all buses too.
112.	Free bus service downtown Victoria and Langford!
113.	Better, cleaner and good smelling seats, prohibition of feet on seats, emphasize passenger to passenger respect.
114.	More transit service extended to areas in Gordon Head and outside of the downtown core.
115.	HOV lanes, Park and Ride Facilities, better lighting on bus shelters and etc.
116.	You are lumping too many options into single questions. Not good survey format -- you are skewing the results.
117.	schedules at every stop, or at least a sign that tells you which busses stop there. At this point there are some stops that the only thing you know is that a bus will come, not when or even what bus. This is especially a problem for people who are new to town or unfamiliar with the bus routes.
118.	I am a big fan of rapid transit light rail. Light rail out to the western communities from downtown would be a start. I would eventually like to see light rail to both the airport and the ferry terminal. I suggest you forget about the rapid transit bus network and get on with light rail.
119.	What I would like to see is what other transit systems (e.g. Vancouver, Toronto) have adopted: (1) automated electronic signs (voice also) in buses informing of next stop. (2) Real time information (via GPS) of next bus either on electronic signs at bus stops and/or via mobile devices. This technology is now widely available. Let's get with the times!
120.	Once again, the people who must suffer the most waits and the worst service, are also expected to so so without reasonable amenities. Just how cold and wet does a person need to become while waiting 20 minutes or more for a bus? How many indignities should a person have to face daily when using the bus services here? At the Station Road hub, the only toilet facilities are for your drivers. Others have to just grin, bear it, and cross their legs. What about young children and infants? And the "shelters" there? Really... benches with a partial roof above which doesn't protect from wind or rain. Once again, what level of indignity does an individual have to subject themselves to when using mass transit?
121.	NO SMOKING FOR SEVEN METRES AROUND ALL BUS STOPS!
122.	I would like to see bus only lanes, but not rapid transit
123.	More covered area, less fancy/design
124.	Electronic next bus information at major stops or high usage locations
125.	Facilities are so important- especially shelter from the weather. It will encourage people to take the bus. Also, transit schedules at bus stops should be legible and bigger! I presume seniors complain about the size of the print. Schedule App would be awesome. Bike storage should be bike lockers for longer term storage.
126.	More bus shelters.
127.	Real time bus schedule.
128.	Visible and identifiable signage alerting users to where they can find a bus stop in the area.
129.	ENFORCE no smoking rules
130.	more handy darts

#	Response
1.	Develop Rapid Transit Network (RTN) by increasing Park & Ride capacity on the Westshore.
2.	transit prioritize measures on shelbourne, johnson, pandora, yates, fort, quadra
3.	All priorities involving RTN on Hwy 17.
4.	Develop the RTN stations sooner, gives customers incentive to want to use RTN if it is efficient at all levels of service.
5.	Developing a Rapid Transit Network should be the number one and immediate priority of Victoria Regional Transit.
6.	The longer you delay decisions, shelve reports and studies the more it is going to cost and congest the highways. The angered taxpaying voting public will ask the BC Government to remove the incompetent BC Transit Directors. Transit must move faster than a Glacier.
7.	Develop RTN by increasing Park and Ride on Saanich Peninsula
8.	Park and Ride have never been more full. This should tell you something.
9.	Transit priority
10.	Increasing park and ride facilities on the Saanich peninsula.
11.	The one that I previously identified as first priority: The E&N terminus in "Downtown" Vic West until we get rail on the new JSB.
12.	Increased park and ride westshore. Anything that takes the burden off of the westshore.
13.	Transit Priority Measures on Hwy1 and exchange at uptown
14.	RTN on Hwy 1... not Hwy 17
15.	planning for true rapid transit to service key passenger generators (ferries, UVic, employment centres
16.	all
17.	park & ride increase but only if buses from helmcken to royal oak exch implemented - not everyone works downtown!
18.	Develop RTN capacity on the Westshore
19.	establish exchange at uptown
20.	RJH transport
21.	Transit priority down town
22.	Rapid transit!!
23.	My priority 1 and 2
24.	priority measures should be done immediately.
25.	Transit Priority Measures on Hwy 1 and Hwy 17
26.	Goldstream corridor. Bear Mountain needs better service NOW!
27.	none

28.	Rapid transit
29.	Develop RTN
30.	RTN measures on Hwy 1
31.	park and ride in westshore...overflowing cars already.
32.	Saanich Peninsula
33.	RTN development moved up
34.	Both transit priority measures (depending on complexity) could be considered short-term priorities.
35.	Develop RTN by establishing RT stations.
36.	Westshore service does not meet population at all.
37.	Transit priority
38.	park and rides!
39.	Invest in transit priority measures on Yates, Pandora, Johnson, Fort, Quadra, and Esquimalt corridors.
40.	12
41.	xxx
42.	The park and ride improvements should be made a priority.
43.	LOVE the idea of RTN for the whole of the CRD. Do it now please.
44.	Rapid corridor measures on Hwy 1
45.	Transit priority measures on Hwy 17.
46.	Transit Priority measures on highway 1 and 17.
47.	If, and only if, Park and Ride usage indicates opportunity to expand usage, then I would like to see an encouragement of public transit use through Park & Ride concept.
48.	More Westshore Park and Ride capacity
49.	Nobody needs to go along Douglas on a bus. There are other high priority destinations
50.	Rapid transit should be a short term priority. FYI I couldn't move the priorities above.
51.	Yes, first the highway. By far the worst traffic jam in the city. It is criminal that it has been talked about for 20+ Years and still nothing happens
52.	West Shore Park & Ride capacity
53.	RTN for Westshore/Langford area to improve speed and frequency of downtown commute for western CRD commuters.
54.	Park and ride and Rapid Transit are both very much needed throughout capital region
55.	Invest in Transit Priority Measures on Yates, Pandora, Johnson, Fort, Quadra and Esquimalt corridors.
56.	Develop RTN by implementing Transit priority measures for hwy 1 and 17 Develop Exchange at Uptown, Improve Pandora, Johnson, Fort Quadra and Esquimalt corridors.
57.	I would love to see both "develop RTN by implementing transit priority measures on Hwy1" and "invest in transit priority measures for the goldstream corridor" become a short-term priority.

58.	transit priority lights and lanes
59.	Transit Exchange in Jubilee Area
60.	Rapid Transit... why delay doing what works in other municipalities, provinces, and countries!
61.	Any of the RTN developmment neasures.
62.	develop RTN by implement Transit Priority Measures on Hwy1 and Hwy 17
63.	RTN to the Westshore
64.	all
65.	It is time to stop ignoring the Westshore, and build more infrastructure to support the ever increasing population, much of which I see in single occupancy cars. Those people have little to no choice and end up in cars as a result.
66.	More capacity for Westshore residents forced to live outside of town.
67.	the need for RTN
68.	Exchange at Uptown
69.	transit priority measures downtown and priority measures for Highways 1 and 17
70.	Yates, Pandora, etc. corridors
71.	transit priority measures
72.	more park & Ride in westshore

Q 14. Are there other infrastructure needs we should be looking at? |

#	Response
1.	MORE BUSES for #12 NEED TO STOP PASSING UP STUDENTS
2.	more bus shelters at stops
3.	BUS/HOV Lanes
4.	More shelters, but they need to be more cost efficient. Maybe shelters without benches, just something to keep you out of the rain.
5.	Reduce the number of buses during non-peak hours. Nothing is more wasteful than a large bus with no passengers. If you personally owned and operated an empty bus ... you would find more effecient methods to move people about. Perhaps the low ridership might be improved if some of the buses became "free shuttles" between the Malls ... (11 am to 2:30 pm) The Malls should pay toward the increased bus passenger patrons and may reduce the cost of their parking maintenance and security.
6.	It's mostly about getting where we are going i.e. from Keating to Uptown Mall in a resonably quick time because we have to connect with the 26
7.	Run more buses out of downtown on blandshard as there is/could be higher capacity on that road.
8.	LRT on E&N track route - not a new line - 300 M not 1 Billion
9.	You need a park and ride at Royal Oak. Not Beaver Lake or Sayward but Royal Oak where you have built a major bus exchange but no place for people to park except in the residential areas that are already congested with people that live in the Condo's because they have no parking they park on Normandy Rd then the bus passengers AND employees of transit park on Normandy Rd well Normandy Rd is not a Rd it is a alley as far as I'm concerned because with all these people parking here the width of the Rd is the size of a alley. Make a park and ride that is

	close to the MAJOR bus route not a mile away . So passengers and your employees stop using Normandy Rd as a park and ride.
10.	When upgrading buses, please put better quality seats in. the newest upgrade, that was just put on our run last week, already had broken seats. The need to be comfortable not so trendy that they break easily. (seat back/forth adjustment broken & the lever cuts into a persons seat area)
11.	Make concrete sidewalks at the two zones on Douglas street by the Dairy Queen and across the road from the times colonist. Getting tired of getting off the bus in a mud puddle or wet grass in inclement weather. The only two stops on Douglas street that are still grass/mud etc.
12.	Trains, trains, trains. The trip is sooooo long from Swartz Bay to James Bay. Makes for a miserable ride home.
13.	the bus stop at sayward and hwy 17 should be aligned to fit well with the new construction, keeping it as close as possible to the light, or adding a passenger walk bridge.
14.	Offer WiFi on commuter routes -- a good, cheap way to increase ridership.
15.	single downtown terminus
16.	Annunciator displays in every bus or tram as well as every transit station; save publishing costs and help customers to fall in love with Victoria's transit system.
17.	You should be looking at how much is the fuel and the how many people fit in the Bus
18.	Additional park and rides outside urban core both serving west shore and Saanich peninsula
19.	Much better web site with real time information. Much better real time information at bus stops....
20.	priority bus lanes
21.	35 and 83 routes need big buses and more service during peak hours.
22.	use parking lot at thetis lake for park & ride for Camosun Interurban & tech park - leaving one row for park - empty week days sept-june anyway and would assist Colwood crawl
23.	Eliminate the Community Shuttles with stairs. The new ones are better.
24.	bike transit usability
25.	Better service in Langford.
26.	none
27.	more hospitals runs
28.	Anything to improve service Sooke to Langford, Sooke to Victoria General Hospital, Sooke to UVIC/Camosun
29.	westshore development is booming, need more park and ride, by sooke road and happy valley. AND by the 2 highschool built by 2015
30.	no
31.	more exchanges, ability to really pinpoint destinations
32.	announce upcoming stops on busses
33.	The city has too many bus stops and they are so close together it is ridiculous.
34.	You need to eliminate bunching of vehicles on major routes; especially on Douglas, the length of bus stops requires improvement, particularly in front of the Times-Colonist building.
35.	Better service to the westshore. The fastest growing population centre on teh southern island.

36.	A review of all bus stops to ensure that riders are visible to drivers and the incoming busses are visible to waiting riders - this is a safety issue but also a convenience issue. When tree branches, walls, or other impediments to sightlights are in place, it's not safe, or convenient, and riders are left behind, especially at night.
37.	Accountability, schedules & bus drivers attitudes.
38.	Please post schedules at every stop
39.	LRT stations!
40.	Buses that are universally easily accessible - so strollers don't need to be folded and squeezed through tiny doors on community buses. Also, transit schedule information that indicates the accessibility of the community bus that is running.
41.	A proper downtown transit terminal
42.	Na
43.	12
44.	buses
45.	Maintenance of shelters so if there are garbage bins, they are emptied regularly. Dedicated bus lanes / car pool lanes such as what exists on the lower mainland.
46.	I think the only other thing you need to look at is increasing frequency of the Local Transit Network buses. Buses like the 39, for example, run way too infrequently for them to be useful to the people in the area. Also, routes that don't include portions of the route for times of the day (ex: the 75 between 10am and 3pm) make it very difficult for people to plan bus rides.
47.	I'd like to see more cameras and, potentially, silent panic buttons a customer could use if he or she was being harassed.
48.	Bus+Motorcycle queue-jumping lanes; 3+ person/MC HOV lanes. Homogenize vehicle technology to reduce maintenance costs (nix hybrid...just go with all clean diesel, all the same manufacturer/drivetrain as much as possible). Go with full-electric as much as possible if full life-cycle cost-amortization vs. diesel analysis supports it.
49.	It is not easy to drop or pick people up by car at major exchanges like Royal Oak. There is no place to stop. Might think about options for passenger drop off and pick up.
50.	I have lived in heavily served urban and suburban transit areas overseas. On return to Canada, I hope to avoid use of a car, finding transit routes to be convenient. However, frequency and cost are barriers. Consider smaller, more frequent minibuses, some with fixed routes, some with passenger called drop off points. This works very well in Hong Kong where there is some form of public transit available every 8 minutes. With such convenience, as car is simply unnecessary. We should aim to expand what is, not replace it. If Victoria had retained trolley lines ripped out years ago, we would have a cheap alternative that could be played up as a tourist (witness San Francisco and, again, Hong Kong). How can the scheme incorporate the E&N, each system feeding the other?
51.	No
52.	More amphibious buses.
53.	Yes. Do not expand the Uvic Exchange. If you put the McKenzie-Uvic bound buses back onto Ring Road you wouldn't have this problem of increased buses all at the same time in the actual exchange. If buses are now increasing their service, they should be scheduled so that they do not sit and park at the exchange for a long time as this just limits the amount of buses that can pick up/drop off at that time.
54.	SOOKE SOOKE SOOKE SOOKE
55.	Again, not everything should be about downtown...
56.	More frequent community buses in Sooke.

57.	Post secondary students should be contributing their fair share of costs for improvements at UVIC.
58.	Making the entire fleet of FTN and LTN vehicles hydrogen fuel cell vehicles would be in line with a future which will revolve around the hydrogen fuel cell.
59.	LRT coridor is there... all you need to do is use it, even if from westshore and peninsula to an Uptown area exchange and then transfer to bus for rapid trip into city would decrease highway congestion, use the priority lanes as planned on Douglas to quickly transport passengers through city to destinations. could also have an LRT to UVic from Uptown locaiton passing Camosun Lansdown campus on trip... Just a couple of lifelong victoria driver and bus passenger thoughts - good luck to you and I hope you get a lot of feedback!
60.	Well here is what I need as a regular worker. Better Service on the 75. I am reliant on this one bus and it is a long bus ride for me. I need it to be more frequent between 3 and 4 pm. I need the overload bus that stops at Oldfield and Mackenzie to be returned (at 3:18 right after the 3:10 time) If you have problems with money put it back on high capacity days such as Wed and Friday when 3 schools come out and also make sure it is there for sure during the Butchard Garden months. May to Sept. Make the shuttles work more efficiently, one in Saanichton to Royal Oak regularly - as a possibility Or a special shuttle for tourists to get them to royal oak. Don't go down Mackenzie to pick up anyone , don't go along Hill side, and make sure there are enough buses for workers during the getting to work and going home time. Add a bus lane along the highway.
61.	Stop accessibility Downtown could be improved if some major buses did not all arrive at the same time. The 70 and 75 leave downtown at the same time, often stopping at the same stop within 30 seconds of each other. Why not have them spaced by 10/15 minutes so that those who could use either can have a choice? It would also eliminate some of the congestion at the downtown stops. If you are waiting for a bus downtown, 5 buses will pull up and then there will be no buses for 4-8 minutes.
62.	Wifi on all buses.
63.	Better, cleaner and smelling seats, prohibition of feet on seats, emphasize passenger to passenger respect.
64.	bus only lanes, not shared with bikes
65.	Rentable Bikes like CityBike in NYC
66.	light rail train
67.	more seating and lighting for the busy bus stop shelters
68.	A very robust service to/from Sooke -- break the distance barrier. Add more park and rides in Sooke.
69.	In question 13 I mean light rail to Uptown and Westshore, NOT a rapid bus network.
70.	Better places to store luggage on the buses for people traveling to the Airport or Ferries.
71.	I don't know why I'm bothering with this... full service buses and bus stops for Happy Valley, Metchosin.
72.	bridge at Mckenzie and TCH
73.	Sale of property at Gorge Road and relocate to Uptown as a major hub with the a multi-business use site (hotel or commercial)
74.	better smart phone schedule

Any other comments...? |

#	Response
1.	I am very disappointed in the # 12 bus route. I have only been taking it for the last 4 weeks and have been passed up over 15 times!!! I know I am not the only one who has been passed over at many stops. Being passed over means I am late for classes or sometimes not able to attend because I will not get there in time.
2.	The bus on my route is not convenient for my work schedule (21 hillside mall) so I ONLY ise it on snow days.

3.	I still believe a light rail system should be on the table for service to the Westshore. BC Transit also needs to come up with a creative incentive to get people out of their cars and into buses. Doing that will create revenue for BC Transit; plus the obvious environmental benefits.
4.	As a professional researcher, I have to say this survey ranks as one of the worst I've ever completed. The goal of this exercise is public engagement, but this survey design was confusing and unappealing. It could easily have been designed more simply and still collected the same data. Also, the use of professional/internal terminology, e.g. Transit Priority Measures, Develop Service Branding etc. are unnecessary and will only alienate the average citizen that has a marginal interest in public affairs like transit. Plain language public communication has been the standard for what, 20+ years?
5.	Operate BC Transit like a private business. Performance bonuses should only be paid (by all employees including Drivers) if Bus ridership increases by at least 10% per year. Cap the salaries of top management so that the taxpayer isn't expected to reward public corporate Heads that produce less than average or dwindling results.
6.	I use transit 7 days a week - I want relatively frequent buses but I also want to quickly get to my designation.
7.	s mentioned previously, DoubleDeckers should be permanently assigned to 70/72/75 service between 7-9am and 4-6pm.
8.	Look at where people live not everyone works or wants to go downtown
9.	Can't use transit because it is not available, but would.
10.	I don't use the bus route because it is not convenient. It does not get me to work in time or get me home at night. We need a RTN that will be easy for everyone not just the people that work 9-5 mon-fri
11.	Did I mention to run the route 53 later??
12.	Get bus 14 on schedule, don't let drivers leave early from prime stops at prime hours. Traffic, etc. sometimes make people wait 30 minutes and watch three bus 11 or 22, etc. go by!
13.	I have family that uses the bus for UVIC and Interurban as well as myself riding transit to and from work full time for the past 22 years. Some ways there has been improvements and others we are treated as 3rd class citizens. I live in Sooke and if I or my child becomes ill during the day it takes well over 2 hours to get home.
14.	Stop having small bus stops serviced by numerous buses. 4 buses trying to get into one stop creates slowdowns. Have the 70/72/75 bus turn left on Bay Street and use the armourey stop. Less buses fighting for a spot at the TC. also would reduce some of the idiots running across Douglas street in the middle of traffic to get to the TC bus stop. The way transit is set up in this area is retarded and asking for a pedestrian to be hit.
15.	It would be nice to have more double-decker buses on route 21. Especially for the morning. As well, I would like to see improved services for Interurban campus in the summer. I went to summer school, and the nights were very long waiting for the 21. Otherwise, thank you for what you have done so far.
16.	I would use transit more often if I could access a direct route from Uvic to westshore after 5:30 pm westbound and around 9 am eastbound.
17.	Please follow the Lower Mainland's lead in having a transit website that sllows you to plan a route by entering your start and end locations and times. It is very useful!
18.	Have recently become unable to drive sowilikely be taking busses more often
19.	I tried using transit but bus drivers ignored timing points therefore I could not rely on the service. This is your biggest problem from those I've talked to that don't use transit. Unreliable = deal breaker.
20.	Increase distance between stops. See no need for so many stops, most only a block apart.
21.	I'd like to see with children encouraged to keep them behaved. In the last several months I've frequently seen people encouraging their children to squeal, or shout on the bus which makes for an unpleasant trip. Most concerning though is the number of seniors that can't access the disability seating because youth or strollers are taking up the space. There's no need for a stroller to take up 3 seats. Finally, I'd like to see the ride free age reduced to 8 from 12. Or perhaps institute a childrens fare for 5-12 years old.
22.	Again - bring back direct bussing from West Sidney to the downtown core
23.	Why not take over the commuter services on the E&N line between the Westhills station and downtown!!

24.	Later 54 and 55 buses
25.	I wanted to say is that I really enjoyed doing a survey that was really helpful
26.	Transit travel times to/from West Shore have gotten so poor that I am now choosing to cycle to/from work because of the travel time savings at the pm peak time in particular, up to 20min depending on day of the week. Takes me 45min to cycle from downtown to my home. Transit takes me 60min on average (for comparative purposes).
27.	The question that needs addressing is how often would you use transit if it better met your mobility Origin/Destination needs by time of day, day of week. and in addition.... What does it take to get you to use transit... and additionally, what is your price sensitivity to 1) transit fares and 2) property taxes being raised to support transit expansion....
28.	The 70 and 72 are very confusing for people who don't ride transit. Have the 70x go along Lochside into Sidney - it is quicker than going back to the highway and then along Beacon. Have one stop along Lockside.
29.	A key benefit for me would be real-time information accessible through my smartphone on next-bus arrival times. I have Transit App which is wonderful but in Victoria the information appears to be scheduled times not real times.
30.	See first one written. According buses to the ferry!
31.	I tried to use transit from westshore (by home depot) to Camosun Interurban for one term - took at least 1 hr each way but most times during day 2hrs - and in evening had to go downtown then a bus to westshore and a 3rd bus across Langford - up to 2 1/2 hrs trip; it is a 10 - 20 min drive by car - thus no motivation for anyone to use transit
32.	Can't answer some of these questions. Survey doesn't work
33.	It has to be worth it both time-wise and comfort-wise for people to get out of their car and take the bus. Right now, the transit system doesn't do that for me in my journey from Langford to Camosun College Interurban, and it doesn't do it for my husband to get to work from Langford to Olympic View Golf Club area in Colwood/Metchosin.
34.	better service in cedar hill golf course area
35.	For some drivers to be more respectful &
36.	While living in Victoria and attending university I used transit 5 days a week
37.	I actually use transit every single day. But that wasn't an option on the survey.
38.	Glad to hear you are engaging with Sooke residents...sometimes feel you forget about us.
39.	Thanks to all the drivers. You guys are always helpful and you always get me home safe.
40.	I commute daily on my bicycle....and I see the amount of vehicles sitting in traffic with only one person in them
41.	hoping the results from the survey will be made public
42.	There is too many buses passing by or crowded, which makes them less likely to be used.
43.	I have been passed by in the mornings especially, sometimes by several buses, making me late for work. There is no shelter, so I am standing for 30-60 minutes in the rain and wind waiting for a bus to finally have space on it. I often end up crammed onto a bus in unsafe conditions due to overcrowding. unacceptable. I am also tired of being subjected to second hand smoke while standing and waiting waiting waiting for a bus because there is no by-law against smoking at transit stops.
44.	As mentioned, please try articulated buses. Faster loading and unloading.
45.	I would like to see more double decker buses leaving downtown at rush hour on Route 50.
46.	Can the #6 buses from Royal Oak all depart from the same bay regardless if they are using the Chatterton/Emily Carr loop or the Royal Oak Mall loop. Its too easy to wait at the wrong bay for the bus that you want.
47.	Again, train your drivers to be more polite.
48.	none

49.	Would use transit more if buses were more frequent. Usually end up walking/biking instead of waiting for the bus. Would like to have unlimited travel w/ the transfer in any direction. Always looking for a way to save, so will not take transit if I can walk, bike or carpool.
50.	Students and young people that frequent downtown on weekends but don't enjoy paying for cab rides home would be very grateful if there was an option to take a late night bus from downtown ie 2am when the bars close. As it stands the latest bus you can take is at 1:16 am and only on the 14 route. I would like to see 2am service on the 7, 14, 4, 27 and 28 routes.
51.	Thanks for the upgrades! Much needed, pass ups are awful when transit is how you get to work and school!
52.	Again, more frequent buses to Sooke and safer bus stops (I have to walk 10 minutes in the dark along Sooke Rd. Not safe)
53.	Probably a smaller version of Translink's defunct 98 B-line system could work
54.	Guess I have to repeat myself, why is the #61 service worse than it was? Plus if you are going to have community buses to East Sooke, etc. make it so that the community can actually use it.
55.	I wish you all the best
56.	Immediate improvement service Sooke to Victoria General Hospital 0700 am and from 1500 pm. Helmken overpass a major cross point and should be a timed stop for better connections.
57.	More Westshore trips. Route 54 and 55 need to run earlier and later!!!
58.	Would love to see rapid transit implemented asap.
59.	Make buses look "sexier" they should be brighter, warmer colours to attract users. Avoid using "military" looking stripes and cold colours, makes buses look unappealing. Go for something more flamboyant and, as I said before. "sexy".
60.	I would love to use transit more but the frequency and connections make it difficult.
61.	no
62.	Please really consider the cost of bus passes for the working poor. The monthly cost is prohibitive for people making minimum wage and they must have transit. Also providing service hourly at night. These concerns aren't addressed in the survey but they are perhaps most vital.
63.	The city has too many bus stops and they are so close together it is ridiculous.
64.	Younger people need more transit, employers need more transit to get employees. Local economy needs more transit you cannot grow without first investing in infrastructure of Transit.
65.	This is likely out of scope, but transit fares need to be affordable. There really should be a 'family' rate. When I look at \$20 return trip for my family of 4 to go downtown for an event, I will almost always pick my car over transit...although I would like to take transit.
66.	Looking forward to an LRT. Beg, borrow or steal if you have to!
67.	Transit needs to keep up to the growth of the population in its concentrated areas. The Westshore is growing very rapidly with affordable housing. Many of those people work in Victoria's downtown area. Access and commute times are higher than they should be and create a headache, an infrastructure nightmare and impede on family time. Better transit service would address these issues.
68.	I ride the bus daily to and from work, and on weekends to and from shopping and other activities. We don't own a vehicle, so my children are being raised as bus riders, too. I really appreciate the level of service you provide, and the level of service provided by individual drivers. Thank you - the bus is my only transportation option, but I am please with it to date, on the whole.
69.	People work with schedules and require the bus schedule to be accurate, dependable & accountable.
70.	stop making express busses stop at every stop, they should be pickup only if flagged, and not drop offs throughout downtown where there are so many options of busses to take that aren't express!
71.	I work at UVic and have just moved downtown. I have now purchased a bus pass and am ditching my car as a means to get to work, so these changes will impact me greatly. My biggest wishes would be to get LRT and late-night service in Victoria, as well as

	making transit cheaper or even free of charge.
72.	I would use a bus much more frequently (I would get a monthly pass) if it were more frequent and more stroller accessible in my area. Route #32
73.	Spend the money, my money!
74.	I'd like to see BC Transit come up with a train-like transportation like Vancouver does with their skytrains--it'd save money to drive cars and on gas, and people would have more options than before to take public transit instead.
75.	Please change the 12
76.	add more routes to 61, make the express a true express with limited stops ALL the way to Sooke. IE: Downtown, Mayfair, Uptown, Peatt Road park and ride, Sooke Rd @ jacklin, Sooke Rd at Humpback, 17 Mile, Sunny Shores, Saseenos, Museum, centre of Sooke.
77.	Better service for western communities would be great. If 53 was just missed it's almost 1/2 hr until next one.
78.	we need to utilize the buses and routes that are there. make sure that buses run on time, to often mornig buses run early by more than 5 mins or late by 20 mins. If we expectr people to use transit make it reliable. on hyw 1 make dediaded bus lanes over Helmkin, try making helmkin overpass no left tun to speed up the bus trsel
79.	Great job on using a small community bus for the 10. Makes tons of sense. Although I missed my ride the first time because I thought it was a HandyDART.
80.	I was a daily transit commuter for 15 years in Victoria. Service deteriorated so much on the westshore (#52), that I ended up buying a car 3 years ago and strictly use that for my daily commute. For the past 3 years I've only taken the bus on rare occassions and have found the service just as poor - example, there are only 2 direct #52 buses from westshore to downtown in the morning (730a and 810a) and 2 from downtown to westshore at 409pm and 440pm. Way too restrictive, and having to wait any where from 5 minutes to 45 minute for smaller community bus is not an effective use of my time.
81.	The short-term implementation priority of "realigning bus bays at Royal Oak exchange" is HUGE. This is a really big problem. From personal experience, I know that every bus out to Saanich peninsula leaves Royal Oak Exchange about 2 minutes before a bus from UVic arrives. This is not an infrastructure change but a scheduling problem that causes a lot of frustration. Please hire a few people to make sure that connections between buses can be made with minimal frustration when routes get changed causing the timing of arrival at stops to change.
82.	Would really like to see improved service to the airport. Wonder how well a shuttle running on a 30 min round trip between the airport and MacTavish exchange would do. For instance depart the airport at 3:00pm, depart MacTavish at 3:15pm, depart airport at 3:30pm, etc....
83.	Used to commute 6mo/yr bus #14 with monlthy pass. After pass price constantly increased did cost & time analysis for riding small displacement MC instead. MC won out on both factors. Bottom line - you not only need to improve service levels but also need to reduce prices to get people out of vehicles.
84.	I Pay for it But do not receive any service, nearest transit is 5 KM away with no shoulders on the roads
85.	I used the bus more when the service was better in my area (Cedar Hill X Rd & Blenkinsop). Now it's just easier to take the car.
86.	Please improve the bus service (increased frequency and reduced trip times) in Cordova Bay for commuting to and from downtown Victoria for work during weekdays. Think about the major transit routes in terms of facilitating people being able to walk to and from home in some communities (e.g. Cordova Bay, Tanner Ridge, Dean Park etc.) Perhaps the solution to improved service is not just re-routing buses through neighbourhoods (costly, too much time added to routes, infrequent service) but making walking to major service routes a viable option.
87.	Please allow leashed dogs on transit during off-peak hours. Far more congested transit systems allow them: Toronto, New York and London for example. Obviously the operator can refuse service or ask a misbehaving dog to depart. An outright ban is unnecessary and imposes a significant hardship on transit-using pet-owners. A commitment to accessibility is a mark of BCTransit, keep it up, allow leashed dogs!
88.	When exactly is service from Colwood Exchange to Dockyard Exchange going to increase? Since the previously touted excuse for poor service - the DND Blue Boat - has now not been running for nearly two years and the Victoria Harbour ferry service for more than six months, there is still not been a measurable increase in either the number of busses nor the frequency of runs between these two exchanges. What HAS happened (as of the schedule change just this September) is a disconnecting of the few bus 25A's leaving Colwood in the morning with their previously well-coordinated 50's and 61's. This has affected ridership, negatively, in

	just under a month, with no response to emails. Unsatisfactory would be the politest word I could use. And one more thing: I noticed in this survey there seemed to be a drive to increase service between Dockyard and UVIC. Why? Is there a large number of service personnel attending classes at UVIC? Are there now an increasing number of university students who have joined the ranks? Where is this "projected increase in service" coming from? It makes practically no sense. You want to increase service, look to the forthcoming growth in the city: Royal Bay in Colwood and Westhills in Langford. Not all busses need to go to UVIC or downtown Victoria! Why is there no exchange at the Hwy and McKenzie? Or the hospital? Taking everybody from the western communities to downtown Victoria only to have them travel up the peninsula is a waste of fuel and the riders' time.
89.	A few drivers really need some extra training regarding acceleration and braking techniques.
90.	I have a number of tenanted long and short stay properties, so while not a frequent user of the system myself, I recognize the value for my tenant community and the benefit for the community at large. Thank you for the opportunity to participate. Kind regards, J.J. O'Brien
91.	The better bus services are, the more I'll use them. Any time I can get where I'm going without driving my car is good!
92.	I always used transit when I worked downtown, but current schedule / connections does not work for me (Hillside at Belmont to Regina between Burnside & Tillicum)
93.	a investment in beautification of transit stops will surely entice people to use transit and there must be a way to accommodate more bikes on buses
94.	I personally like BC Transit and without it I would not be able to reach the destinations that I need to go to. My main concern is as a resident of the Westshore communities, I find that it is a long commute in and out of town. Again, I am personally content but there are people who live much busier lives, and commuting for over an hour for each way is simply time consuming.
95.	I would use it way more if it was rapid transit!
96.	Stop talking and consulting and get some shovels in the ground. We will all be dead before anything improves.
97.	I ride the bus an average of 3-5 trips/day, 7 days a week. Transit is extremely important to me. I know for a fact that there are many people on the peninsula (as that's where I grew up) that would ride transit (and hence increase rider population), but it is due to poor scheduling/connections/frequency that they choose not to ride transit. I truly wish you all the luck in this huge project you have all undertaken!
98.	If we had a better transit system I would use the bus
99.	Put McKenzie-Uvic bound buses back on Ring Road.
100.	If you want people to take the bus, they need evidence that taking the bus will be more convenient and faster than taking their car, i.e. adding bus routes to growing neighbourhoods, i.e. 6 Mile / Atkins Road and other growing areas. Thank you
101.	HELP SOOKE commuters get to work faster and more often please!!!!
102.	Do not make bus only lanes, and put light rail to Langford!
103.	For the love of GOD....pay attention to SOOKE...please
104.	Access to a real time schedule would be amazing!! And as for how often I use the bus, you don't have an option for 7 days per week, because sometimes I use the bus every single day of the week!
105.	NEVER change the 61 to Sooke to a single bus during peak hours! Please this leads to a nauseating, and extremely crowded bus filled with many tired people standing for an hour or more.
106.	Making monthly transit passes affordable to everyone i.e.. \$40.00 would more than likely triple sales of passes and increase daily ridership. People would stop driving and use transit. I feel that the plan for the future is a good one (the B.C. transit future plan). Once the networks are up and running don't be surprised if they become very popular with residents and tourists alike!
107.	Translink uses a real time system to keep riders informed on the status of the next bus, SkyTrain etc. Would LOVE to see BC Transit follow their lead. More buses on the road gives more people the opportunity to use them. I'm thinking of going back to driving to work five days a week due to the lack of busses (I can get to/from work on by two different routes (72/75) yet almost always end up waiting at least 20 min). The wait then becomes longer than my bus ride to/from McKenzie and the highways.
108.	I have had to make arrangements to take an earlier bus to leave work so I don't sit in traffic. It was hard won. However, this year, the buses have been later than usual, because of your changes - that don't work. So even though I make every effort to be out to

	<p>catch a bus at an earlier time, it is coming late more often. this shouldn't be. I also wish the people who design the routes listen to the bus drivers a little more and actually take the bus every now and then. You don't know how much it means to a person not to have to spend hours on the bus. I believe in public transit and I always appreciate the difficulties my drivers have, and always have cordial and pleasant communciations with them. Just really pay attention to their issues and those of the customer. If you stay connected and have the politak will the transit system will work better and more people will take it. Thank you for all your efforts. Every day i get to and from work I am grateful to my bus driver. and to those who try and make it work. Take the bus and find out for yourself what it is like. Maybe some of you do and that is great. Bus lanes, we need them desperately.</p>
109.	I'm a bicycle commuter, so generally only ride the bus in winter months.
110.	On the southbound route, the #6 Emily Carr leaves the Royal Oak exchange just before the #32 gets there. I do not want to get off the #32 and wait on Royal Oak Drive for the #6, in case it has left early (which it does sometimes) and then I am stuck without a bus for more than 30 minutes. If the #6Emily Carr could leave just 2 minutes later, then it could be accessed by those on the #32.
111.	Extend services to rural areas!!!!
112.	Better, cleaner and good smelling seats, prohibition of feet on seats, emphasize passenger to passenger respect.
113.	6-7 days a week, not 5 days.
114.	I mostly ride my bike, as it's faster than driving and the transit to the westshore in peak times. Would be nice to have something better especially during the winter seasons, like LRT
115.	We need diversification of transit such as a sea bus from the Westshore to downtown Victoria as well as light rail transit... not more buses.... really we do need diversification...
116.	1.add early morning services on weekdays for route #14 (examples: 5:30 a.m. or 5:45 a.m. from Vic General and UVic. 2.extend late evening services on Sundays for route #14 until 12 a.m. or 12:10 a.m. 3.implement a new Dockyard Esquimalt to UVic crosstown route via Admirals & McKenzie
117.	This survey is very poorly constructed. Results will be skewed because your questions require more than a casual interest in transit, and most people don't have time to acquire that. Many of your questions compare 'apples and oranges'. Not too impressed!
118.	Please make light rail a priority!
119.	It would be useful if a light would indicate whether there is someone waiting in a bus shelter at night. It may make it easier for the bus driver. Garbage cans should be placed at all bus shelthers. A payphone or emergency call station would be helpful in bus shelters located in potentially unsafe areas, or where night buses stop.
120.	I now only use mass transit as a last resort under duress. Tried them for several years as the need came, but I was forced to buy a car, due to the adversity involved.
121.	FULL SERVICE ROUTES FOR METCHOSIN AND HAPPY VALLEY AREAS STRAIGHT TO DOWNTOWN IMMEDIATELY.
122.	More service in the highlands
123.	Please, please, please invest in bus only or HOV lanes between Westshore and downtown. It would do a world of good for easing traffic congestion.
124.	The entire local population is aging more than any other demographic in the country, seniors would make better use of transit if it was consistently available, often enough to meet connections making for less driving/pollution/parking issues and within walking distance of their homes.
125.	At least as a trial for several years, increase the bus service in Fairfield to see whether the added convenience will result in the desirable increased number of passengers, as happened in James Bay. There are more other priorities that must be addressed, especially because of the economic drain on taxpayers. People on fixed incomes who are retired should be able to ride free of charge between certain times of the day, say between 10am and 4pm for example. Except during rush hours, most James Bay buses carry few passengers. Consequently consider transferring them to Fairfield service. I doubt whether the population numbers justify the expense of rapid transit at the present time. Property taxes are more than cost of living expenses already. Make do with what we have for now.
126.	Forget smaller buses for 3, 30, 32 routes. already have standing room only at peak times. Too many walkers/baby carriages take up seat spaces as is.

127. I would use transit more if it was more frequent. I can often walk faster than the bus can get me there.

128. See earlier comment re strollers. And thank you to the mostly goodnatured transit drivers BUT it all falls apart when there is a back-up. The supervisors should be advising waiting customers of the disruptions. I missed a ferry because no one told us there was an accident on the highway that was delaying the buses.

129. Introduce smaller Handy Darts and put more units on the road.