



Transit Future Plan

OKANAGAN-SIMILKAMEEN | April 2015



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Executive Summary

Transit has tremendous potential to contribute to more economically vibrant, livable, and sustainable communities. The need to realize this potential in the Okanagan-Similkameen is increasingly important because of factors such as a large aging demographic, consolidation of medical services, mobility for individuals who do not have access to other modes of travel, population growth and climate change. These factors, particularly the projected increase in seniors across Okanagan-Similkameen communities, are already creating increasing mobility and transportation pressures.

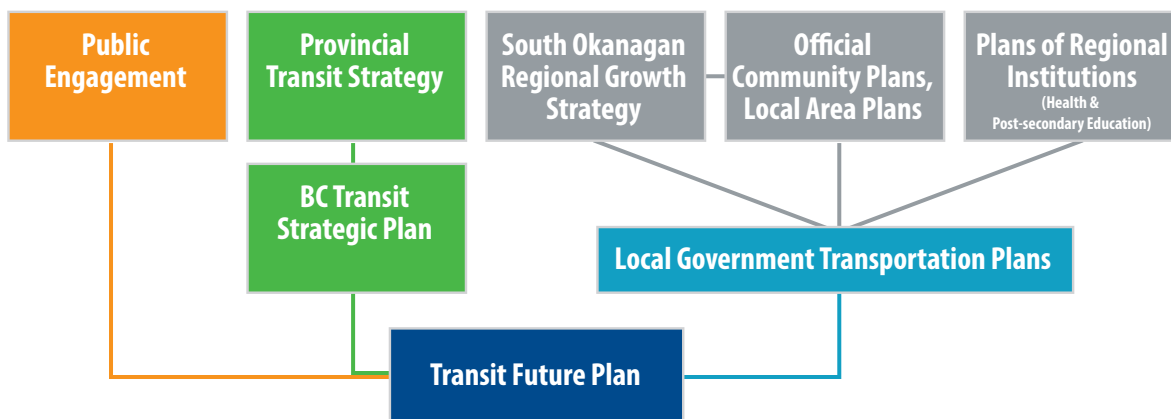
In consideration of these issues, the local governments in the Okanagan-Similkameen have adopted:

- Official Community Plans (“OCPs”)
- The South Okanagan Regional Growth Strategy
- Community action plans like the Integrated Community Sustainability Plan (Osoyoos)

In addition to these planning initiatives in the Okanagan-Similkameen, the BC Provincial Transit Plan and BC Transit’s 2030 Strategic Plan inform the Transit Future Plan.

The Transit Future Plan builds on the Okanagan-Similkameen land use and transportation policies and includes an implementation strategy for transit investments. See Figure 1. The Transit Future Plan was developed through a participatory planning process involving stakeholder advisory groups and broad community consultation across the Regional District. The Transit Future Plan envisions what a community’s transit network should look like 25 years from now, informing local governments and the province about the transit investments and changes we will work toward, and the order that those changes will happen. Included in this are the investments, ridership targets, networks, and infrastructure needed to achieve the vision.

Figure 1: Transit Future Plan Framework



Vision and Goals

Vision Statement

“By the year 2040: Transit in the Regional District of Okanagan-Similkameen connects people and communities locally, regionally, and inter-regionally through cost-effective, convenient, integrated, accessible, and user-friendly services.”

Goals

1. The transit system complements the goal of compact, complete communities and is integrated with local government land use and transportation plans.
2. The transit system is efficient.
3. The transit system is a viable alternative to the private vehicle.

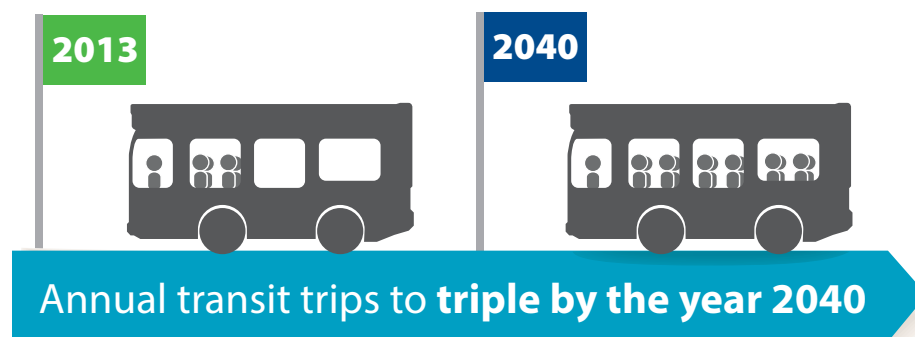
Ridership Targets

The Okanagan-Similkameen Transit Future Plan recognizes that the region contains urban and rural character areas and has different mode share targets to reflect this.

Based on stakeholder input, the mode share for transit:

- **Inside Penticton** is three per cent (3%) of all trips by 2040, which will require Penticton ridership to grow from 454,000 to 1.2 million trips per year
- **Outside of Penticton** is two per cent (2%) of all trips by 2040, which will require a ridership increase from 40,000 to 540,000 trips per year.

The combined ridership across the RDOS will require 1.7 million annual trips to be made by transit by 2040, an increase of 3.4 times from the current 498,000 annual trips.



The Transit Future Plan Network

The Okanagan-Similkameen Transit Future Network includes four distinct layers of transit service to better match transit service to demand. The network is designed to be easy to use and competitive with automobile travel by improving the directness, reliability and frequency of the transit system. The network focuses on service along key corridors, service connecting neighbourhoods and major destinations and service which connects town centres to one another. The Transit Future Plan may require some customers to transfer from one route to another to complete their journey, with the trade-off that trips will be more frequent and overall travel will be more direct.

Frequent Transit Network (FTN)

The Frequent Transit Network (FTN) provides medium-to high-density mixed land use corridors with a convenient, reliable, and frequent (15 minute service) transit service operating weekdays between 7:00 am and 6:00 pm. The goal of the FTN is to allow customers to spontaneously travel between major destinations and reach the inter-regional exchange without having to consult a transit schedule. The FTN will carry the majority of total ridership in the Okanagan-Similkameen and for this reason, justifies capital investments such as a high level of transit stop amenities, service branding, and transit priority measures.

Local Transit Network (LTN)

The Local Transit Network (LTN) is designed to connect neighbourhoods to local destinations and to the FTN. LTN services allow customers to plan a trip to work, school, or the local shopping centre. Frequency and vehicle types are selected based on demand, with LTN routes sub-categorized into either an Urban or Small Town LTN.

Urban Local Transit Network

- Frequency 30 minutes or greater
- Connection to local destinations , FTN
- Conventional fixed-route , fixed-schedule service

Small Town Local Transit Network

- Frequency 60 minutes or greater
- Connection to local destinations, FTN, or Regional/ Inter-regional services
- May include Paratransit options:
 - **Fixed schedule with On-Request service** This type of service has set trip times and a usual route, but the schedule is designed to allow one or two deviations within one kilometre from the usual route to serve customers that are beyond walking distance, or who face mobility challenges.
 - **On-Request service** This type of service has set operating hours, but routes and schedules are determined based on requests received. Because it is not consistent, this form of Paratransit is more difficult for customers to understand and requires the most planning ahead, however it can be effective in very low density areas.

Targeted Transit

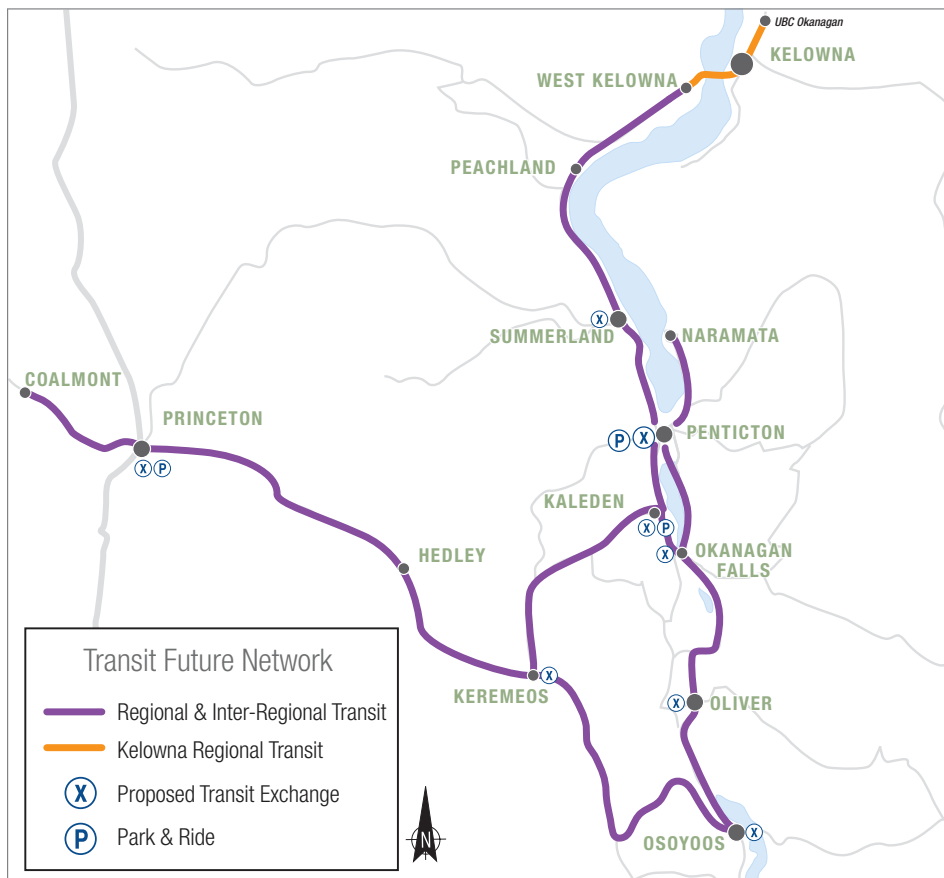
Targeted services are a collection of transit services that are more focused on the needs of specific customers. These services include:

- **Regional transit services** designed to provide access between communities of the region. The target market includes a mix of people travelling for health services, personal shopping, and for some communities, commuter services for post-secondary students and employees.
- **Inter-regional services** are designed to provide commuter connections for post-secondary students and employees working outside of the Okanagan-Similkameen, as well as access to advanced medical services and specialized shopping not available in Penticton or other regional hubs.
- **School or Employee Shuttle services** are trips focused on servicing destinations which attract high volumes of commuters, but may be located outside of a regular service area, and often include cost-sharing or special fare structures based on agreements with the school or employer.

Custom Transit

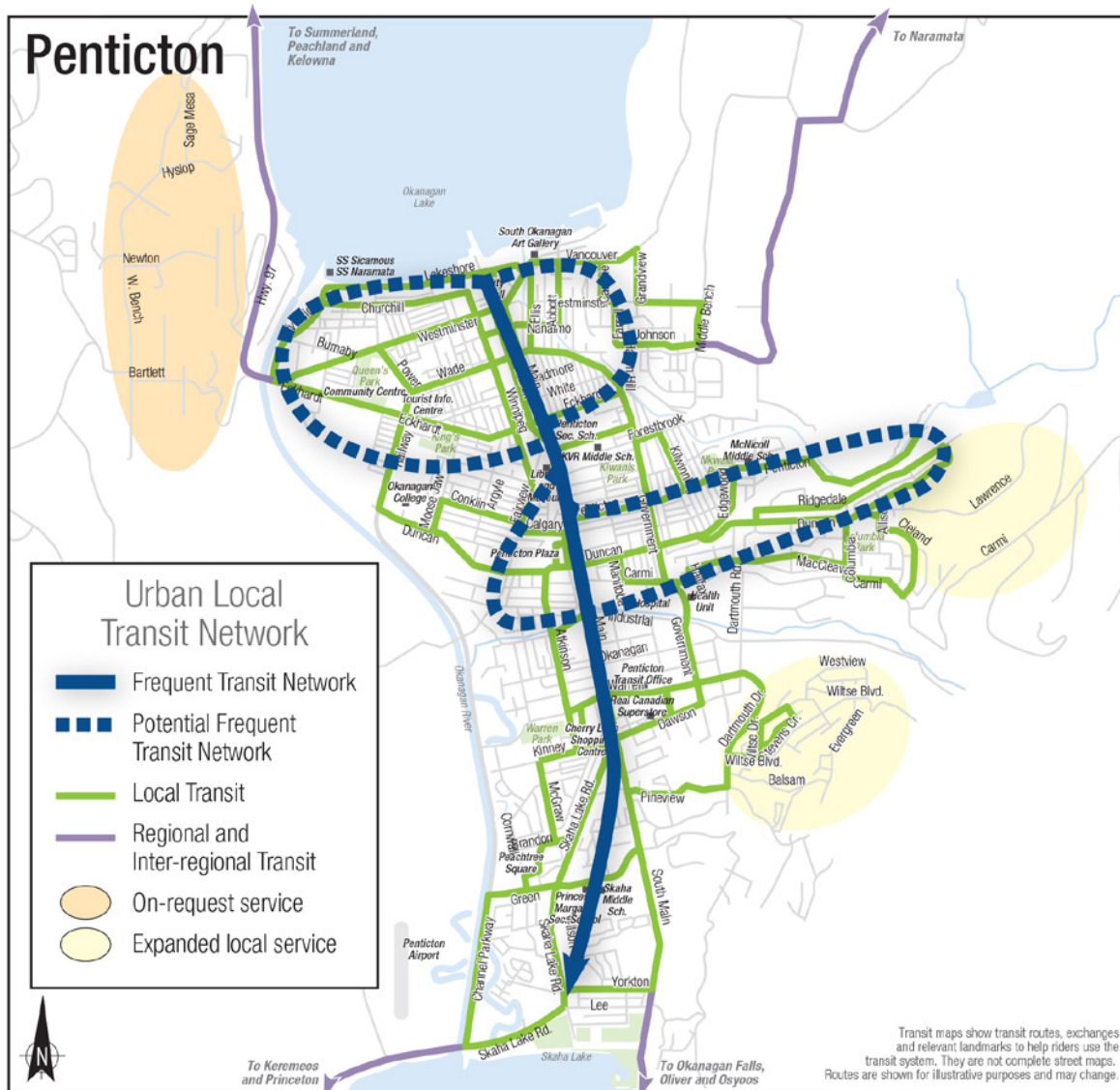
- **handyDART** Door-to-door services for customers unable to use the Frequent Transit or Local Transit Network services.

Okanagan-Similkameen Future Regional and Inter-regional Transit Network Map



Okanagan-Similkameen Future Local Transit Network Maps

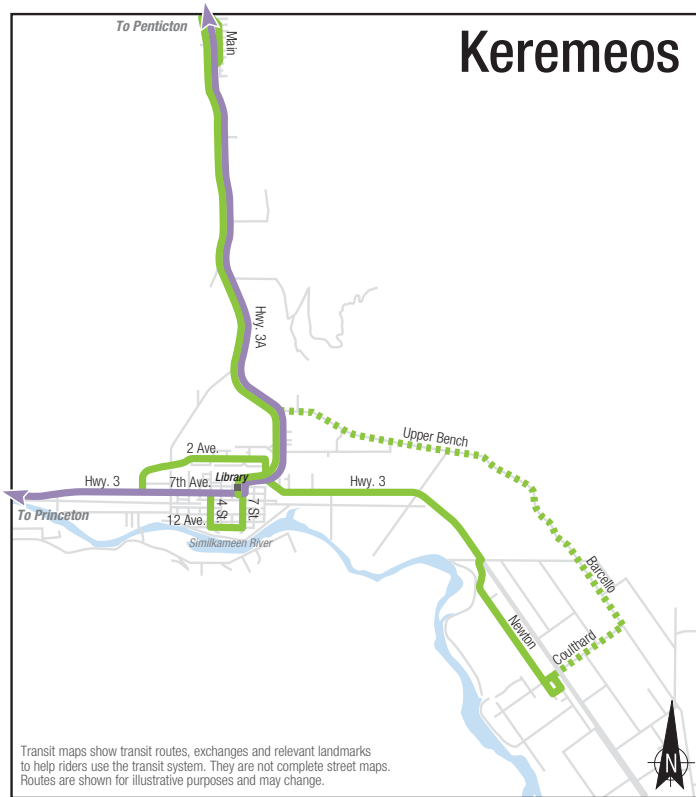
Penticton: 25 year Network Vision



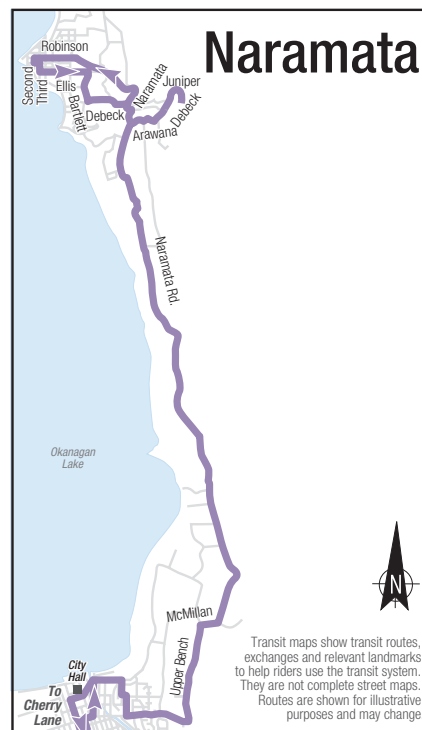
Keremeos & Area: 25 year Network Vision

Small Town Local Transit Network

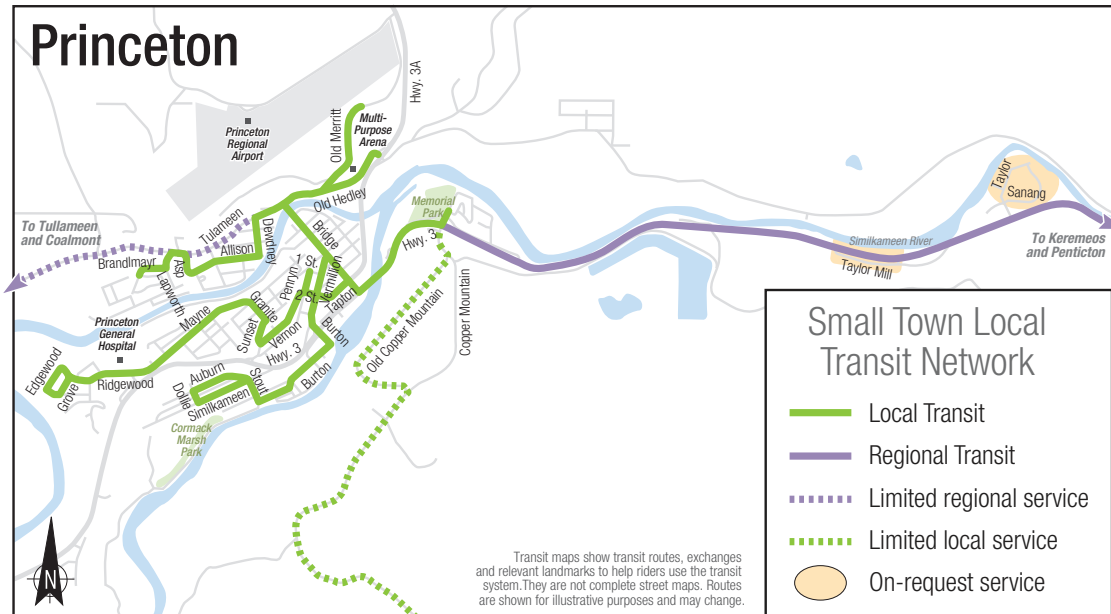
- Local Transit
- Regional Transit



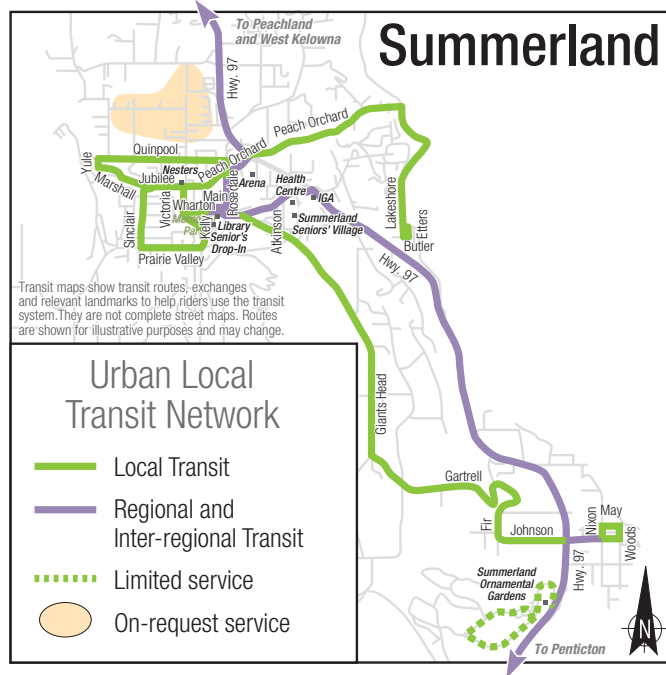
Okanagan Falls & Naramata: 25 year Network Vision



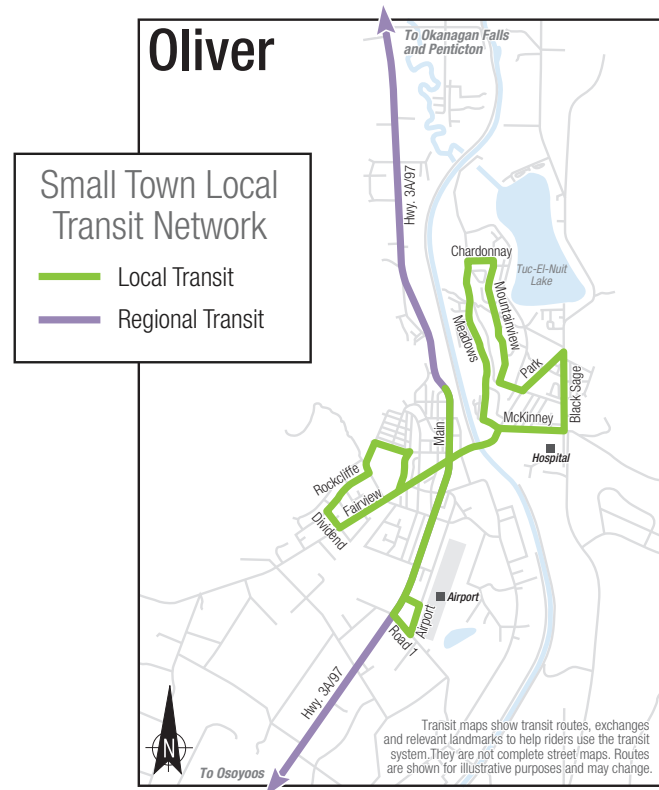
Princeton & Area: 25 year Network Vision



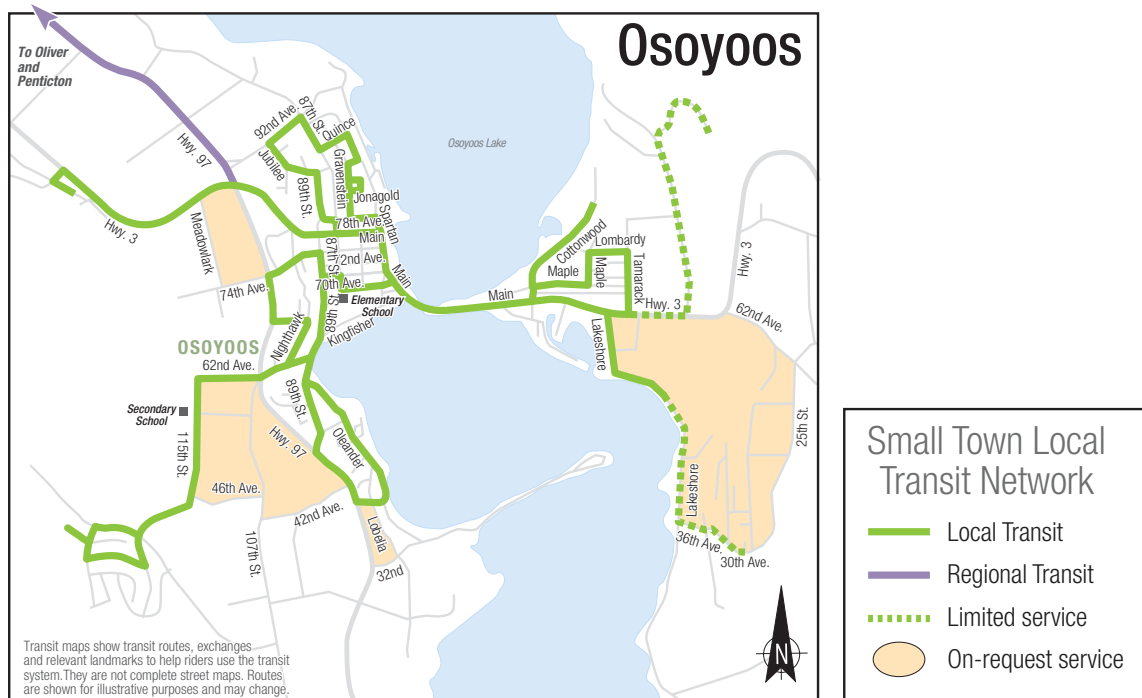
Summerland: 25 year Network Vision



Oliver: 25 year Network Vision



Osoyoos: 25 year Network Vision



Implementation Strategy

Establishing the Transit Future Plan network requires prioritizing transit investments and developing an implementation strategy to transform today's network into the future network. Note that actual implementation of expansion is contingent on available local and provincial funding. See table 1 below.

Table 1: Implementation Strategy

Immediate Implementation Priorities (2015)	
Small Town Local Transit	
1	<p>Introduce Local transit to Okanagan Falls IMPLEMENTED JANUARY 19 2015</p> <p>This service is an expansion to the Okanagan-Similkameen Transit System, expanding the system from 1 regional connector route (Targeted service) between Penticton and Area A (Naramata), to include local service within Okanagan Falls and an additional regional connector route between Penticton and Area D, as described in Option 2.</p>
Targeted Transit: Regional and Inter-regional Transit	
2	<p>Okanagan Falls ↔ Penticton: Introduce new daily and commuter connections along Eastside Road between Okanagan Falls and Penticton IMPLEMENTED JANUARY 19 2015</p> <p>In conjunction with Option 1, this service is an expansion to the Okanagan-Similkameen Transit System, adding an additional regional connector route between Penticton and Area D (Okanagan Falls).</p>
Targeted Transit: Regional and Inter regional Transit	
3	<p>Adopt a revised governance structure to streamline implementation actions contained in this plan, and enable more comprehensive system management and performance monitoring</p> <p>Decision-making, administrative transit knowledge, transit resources, public information, fares and schedules are largely fragmented across the five separate systems in the RDOS. Better integration is an essential step to implementing the Transit Future Plan and enabling services that coordinate seamlessly for transit customers.</p> <p>Therefore it is strongly recommended that the first priority out of this Transit Future Plan is to begin a regional discussion about levels of integration and potential strategies.</p>
4	<p>[Contingent on Integrated Governance] Adopt service standards and route performance guidelines for transit services in Penticton and outside of Penticton</p> <p>Service standards and route performance guidelines provide a consistent tool to measure the performance of new and existing services. These standards and guidelines will ensure services are effective and in line with community goals and enable the provision of evidence based service planning recommendations to local government partners across the RDOS.</p>
5	<p>[Contingent on Integrated Governance] Consolidate Rider's Guides across the region to include all transit systems (see West Kootenays Rider's Guide)</p> <p>Develop a single Rider's Guide for all transit services across the RDOS so that transit customers will be able to plan ahead to use transit services in adjoining communities.</p>
6	<p>[Contingent on Integrated Governance] Determine and adopt a comprehensive and consistent menu of fares and fare products for Local, Regional and Inter-regional transit services</p>

7	[Contingent on Integrated Governance] Improved coordination of schedules a. Review schedules for minor cost-neutral changes to enable greater connectivity between transit services. a. Introduce Online/Smart phone trip planner In tandem with consolidating all schedule and route information for the region, introduce an online/smart phone trip planner.
8	[Contingent on Integrated Governance] Develop a region-wide strategy to adopt enhanced long term education and ridership programs designed to introduce area residents to transit.

Short-term Implementation Priorities (0 to 5 years)

Frequent Transit

9 Phase One of Main Street Frequent Transit Network (FTN) Development – Two Phases

This is the first major step to implement the primary Main Street FTN. Transit service frequencies on the existing route 5 Main Street will be adjusted and expanded to create a Frequent Transit route. This phase focuses on service expansion between Cherry Lane Mall and Lakeshore Drive.

Urban Local Transit

10 Penticton: Improve Sunday

Hourly service on Route 5 Main Street will be introduced for four hours on Sunday afternoons. This will operate on a staggered time table with the existing hourly Route 16 Lake to Lake Sunday Service to provide (between both routes) 30 minute service along the Main/Government corridor from noon until 4:00 pm. This will augment north/south travel during the busiest times on Sundays.

11 Penticton: Improve late night service to 12:00 am on Fridays and Saturdays and during Peachfest

Additional hours and schedule adjustments to Routes 5 Main Street and 15 Night Route for late night service connecting to downtown and the entertainment district.

12 Penticton: Introduce Service to the Wiltse Area

Local Transit service will be extended to include more coverage in the Wiltse area. The most likely candidate for extension is Route 1 Okanagan Lake/Wiltse.

13 Greater Penticton: Examine and identify opportunities to extend conventional and handyDART transit service to developments located on adjoining Penticton Indian Band lands

Working in tandem with the Penticton Indian Band (PIB) and the City of Penticton, conduct a feasibility study to assess possibilities for future expansion to connect residents of and retail locations on PIB lands with the Penticton Transit System. Potential sites include Redwing Estates and Green Avenue Channel developments; further sites will be identified using the PIB's Land Use Plan as a guide.

14 Greater Penticton: Introduce Service to the West Bench

The transit service area will be extended to include the West Bench. Owing to its location, the West Bench is most cost-effectively served by the Targeted Regional Connector service operating between Penticton and Summerland.

- Service levels and service delivery will be determined based on an examination of ridership demand to be conducted as part of the Service Change Service Discussion Document for this expansion, but are preliminarily estimated at four trips per day, Monday to Friday.

Small Town Local Transit

- | | |
|-----------|---|
| 15 | <p>Keremeos: Introduce service two days per week within Keremeos, and to Cawston and Olalla.</p> <p>This new service would use a vehicle stationed in Princeton, which would travel to the Keremeos area two days per week to enable access to daily needs, post office, and medical service for residents of Keremeos, Cawston and Olalla.</p> |
| 16 | <p>Princeton: Introduce weekday scheduled service within Princeton interspersed with periods of on-request service for people with a disability. 3 full days + 1 hour on Tuesday/Thursdays.</p> <p>Existing service hours within Princeton would be re-allocated in combination with new hours in order to offer scheduled fixed-route service. Peak trips will be offered Monday through Friday, while daytime scheduled service will be offered on Mondays, Wednesdays and Fridays. Scheduled service will be designed to connect with targeted transit regional connectors operating between Princeton and Penticton.</p> <p>Note: This option must be implemented in conjunction with service expansion to Keremeos because both expansions rely on the same new additional vehicle.</p> |

Targeted Transit: Regional and Inter-regional Transit

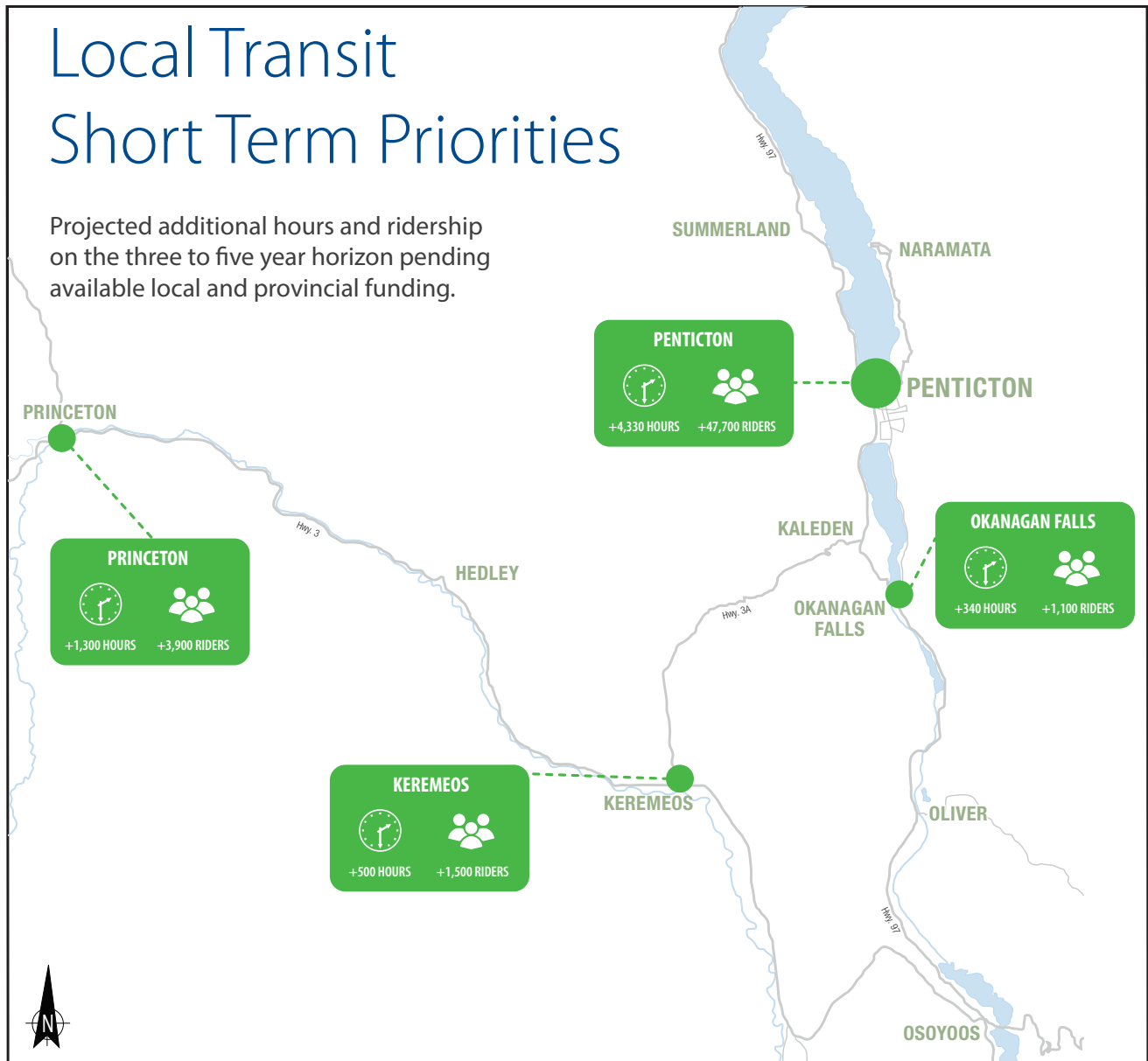
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| 17 | <p>Penticton ↔ West Kelowna: Add two round trips per day, Monday to Friday at commuter hours.</p> <p>This option introduces a new service for Penticton and Summerland residents working, studying, and going to Kelowna for medical reasons. Service will begin in Penticton and offer timed connections to Kelowna Regional Transit Rapid Bus in West Kelowna. Rapid Bus offers express limited stop service to downtown Kelowna and UBCO, and connections to regular transit routes in Kelowna.</p> <p>The service will also enable residents of Kelowna to visit Summerland and Penticton for the day, supporting visitor opportunities from Kelowna, and adding options for residents of Summerland to travel to Penticton for education and personal reasons.</p> |
| 18 | <p>Penticton ↔ West Kelowna: Add three additional midday rounds trips Monday and Wednesday, and Friday.</p> <p>The addition of midday services on select days of the week enables RDOS residents from communities south and west of Penticton, in addition to Penticton and Summerland residents, to access Kelowna for medical purposes and shopping.</p> |
| 19 | <p>Princeton ↔ Keremeos: Introduce one return trip between Princeton and Keremeos on Tuesday and Thursday.</p> <p>Note: This option must be implemented in conjunction with local service expansion to Keremeos and in Princeton (Option 15) because the vehicle used for these expansions will be housed in Princeton.</p> <p>This option will benefit eastbound travel between Princeton and Hedley to Keremeos. Local Government partners and BC Transit should also contact the Ministry of Transportation and Infrastructure to explore opportunities to install stops to serve smaller communities along the way.</p> |
| 20 | <p>Princeton ↔ Penticton: Adjust existing schedule for more time in Penticton to enable connections to the Penticton ↔ West Kelowna midday trips.</p> <p>Designed to be carried out in conjunction with Option 18, this option extends the hours of service for targeted transit service operating between Princeton and Penticton, so that trips are slightly later. This will enable RDOS residents originating in the Similkameen to access the midday targeted service operating between Penticton and West Kelowna.</p> |

21	<p>Osoyoos ↔ Penticton: Increase service to two round trips per day Monday to Friday, connecting with midday Kelowna service from Penticton.</p> <p>a. Phase One: Addition of one trip on Friday mornings. This option adds an additional round trip on Friday morning between Osoyoos and Penticton. In combination with the scheduled service to Kelowna, which operates on Mondays, residents of the South Okanagan will have 8 trips per week to Penticton.</p> <p>b. Phase Two: Addition of second trip on Friday afternoons. Service to include a second additional round trip on Friday.</p> <p>c. Phase Three: Conversion of Monday Kelowna trip to two Penticton trips, connecting with Kelowna Service from Penticton. With the conversion of the existing Monday Kelowna trip to two trips between Osoyoos and Penticton, residents of the South Okanagan will have 10 trips per week to Penticton with connections to Kelowna available on Monday, Wednesday and Friday.</p>
22	<p>Osoyoos ↔ Penticton: Increase service to four round trips per day, Monday to Friday to provide northbound and southbound commuters access to major employers in the Oliver area.</p> <p>This expansion provides the opportunity for residents living north and south of Oliver access to employment in the Oliver area at the new corrections facility. Service viability and trip times will be confirmed and determined by shift structure.</p> <ul style="list-style-type: none"> This service will also provide improved options for trips by Penticton area residents to the South Okanagan.
Infrastructure Priorities	
23	<p>Along the FTN Corridor in Penticton, between Downtown and Cherry Lane Mall.</p> <p>Invest in on-street customer amenities such as transit shelters and shade, benches, and enhanced customer information. Transit information should include transfer locations for service to Okanagan College, Penticton Regional Hospital, civic facilities, and also transfer locations to access targeted transit to other communities. Other transportation information should include active transportation maps and way-finding within a 200-400m radius of each principle FTN stop.</p>
24	<p>Reconfigure the existing Cherry Lane/Warren Avenue exchange in order to enable sufficient capacity for integrating targeted regional transit services with local transit, as well as active transportation facilities (pedestrian, bicycle racks, and local transit information).</p> <p>Sufficient space is needed to accommodate three conventional vehicles, and layover space for up to three community-shuttle sized vehicles.</p>
25	<p>Highway-side transit stops.</p> <p>Explore opportunities with the Ministry of Transportation and Infrastructure to develop highway-side stops for:</p> <ul style="list-style-type: none"> Manufactured home and Lower Similkameen Indian Band (LSIB) communities between Princeton and Keremeos (Hwy 3) Twin Lakes (Hwy 3A) Gallagher Lake (Hwy 97) Agricultural Research Centre (Hwy 97)

26	<p>Continue to improve transit customer facilities.</p> <p>Continued improvement and maintenance of transit facilities and on-street customer amenities are important for the successful operation and future growth of the transit system. Some improvements that have been identified are:</p> <ul style="list-style-type: none"> • Space transit stops along a corridor at appropriate intervals between 300m – 400m. In some locations, transit stops are spaced too closely together, leading to slower transit trips and higher transit stop maintenance costs. Corridor transit and transportation projects should include a review of stop locations prior to investing in infrastructure. • Invest in on-street customer amenities such as transit shelters, customer information, benches, bike racks at key stops and pedestrian-oriented lighting at transit stops.
27	<p>Install universally accessible transit stops.</p> <p>BC Transit buses are all accessible, but basic stop infrastructure such as sidewalks (or concrete pads), are required for these features to be used. Establish criteria to prioritize the universal accessibility of transit stops and implement a program of annual upgrades and installations of sidewalks or pads across the RDOS.</p>
<p>Custom Transit Priorities</p>	
28	<p>Support ongoing conventional travel training for Custom Transit customers.</p> <p>Many transit customers in Penticton with accessibility challenges make excellent use of the existing conventional transit system which operates on a much lower hourly cost than custom transit. This culture should continue to be encouraged as it offers benefits of both convenience (schedules are known) for transit users, and cost efficiency for transit partners.</p>
29	<p>Custom registration and recertification of existing handyDART registrants.</p> <p>BC Transit is developing a revised handyDART registration process which is currently being implemented as a pilot project in several transit systems. Based on the outcomes, this new approach will be fine-tuned and implemented in communities providing handyDART service as a separate service from conventional and paratransit.</p>
30	<p>Penticton handyDART: Aligning the hours of operation Monday through Friday and service area with the regular conventional service (excluding night service).</p>
31	<p>Penticton handyDART: Expand handyDART to include service on Saturday.</p>

Local Transit Short Term Priorities

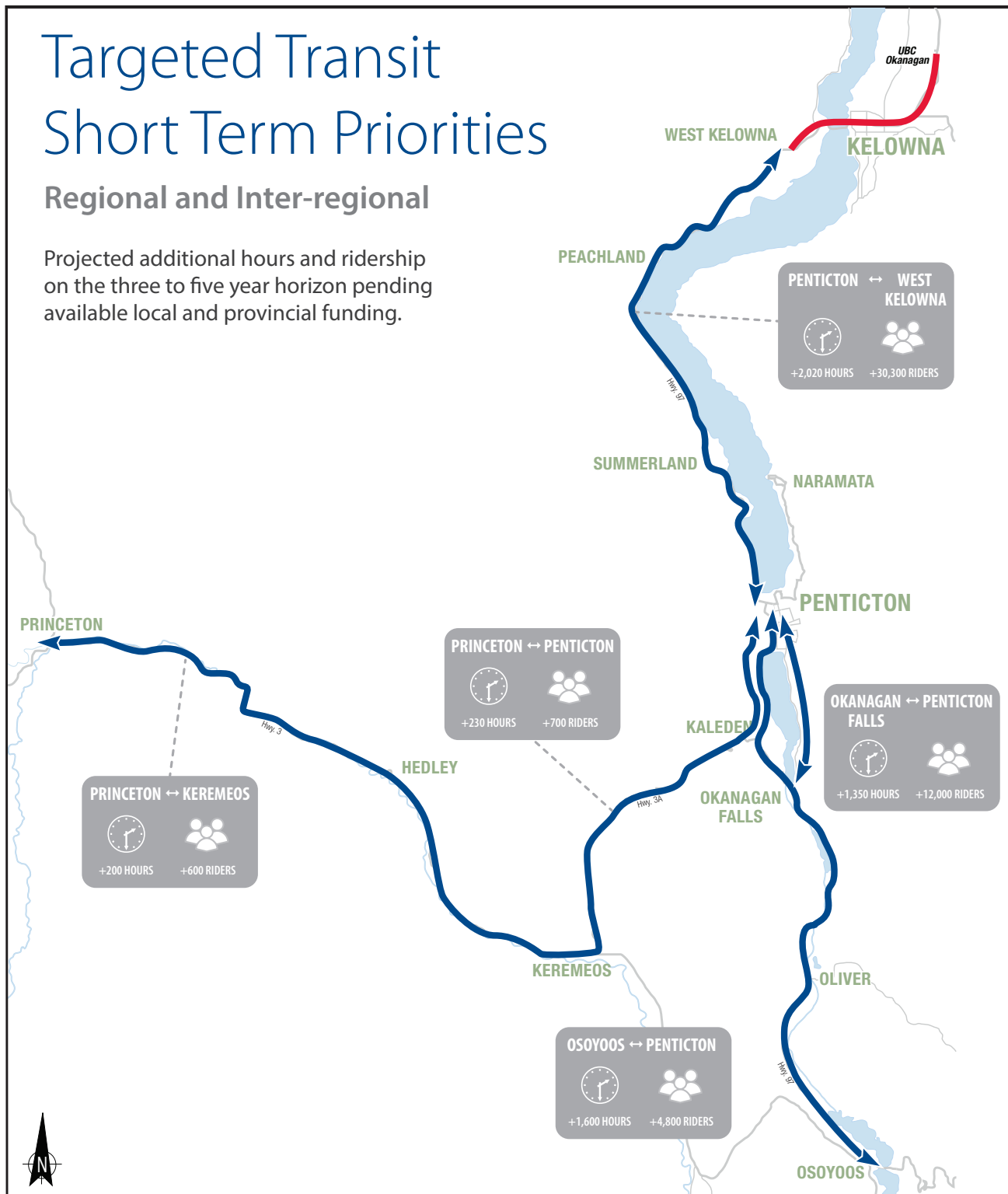
Projected additional hours and ridership on the three to five year horizon pending available local and provincial funding.



Targeted Transit Short Term Priorities

Regional and Inter-regional

Projected additional hours and ridership on the three to five year horizon pending available local and provincial funding.



Medium & Long-term Implementation Priorities (6 – 25+ years)

Frequent Transit

- | | |
|----|---|
| 32 | Penticton: Phase Two of Main Street Frequent Transit Network (FTN) Development. |
| 33 | Penticton: Investigation of Secondary FTN – potentially serving Okanagan College. |
| 34 | Penticton: Phase One Secondary FTN Network development. |
| 35 | Penticton: Phase Two of Secondary FTN development will expand service hours in order to reach Main Street FTN level of service. |

Urban Local Transit

- | | |
|----|--|
| 36 | Penticton: Extend select local Penticton routes to 30-minute service Monday to Saturday. |
| 37 | Penticton: Extend regular routes to 8:00pm Monday to Saturday. |
| 38 | Penticton: Introduce service to Sendero Canyon. |
| 39 | Penticton: Improve Sunday service by introducing service at 2014 Saturday levels. |
| 40 | Penticton: Extend service to Spiller Road. |

Small Town Local Transit

- | | |
|----|---|
| 41 | Osoyoos: Improve daytime local service within Osoyoos Monday to Friday. |
| 42 | Oliver: Introduce daytime local service within Oliver Monday to Friday. |
| 43 | Summerland: Introduce dedicated local transit service to Summerland Monday to Saturday. |
| 44 | Osoyoos & Oliver: Expand local transit service to Saturday. |
| 45 | Okanagan Falls: Introduce service on Saturday within Okanagan Falls. |
| 46 | Princeton: Introduce evening service on Friday night. |
| 47 | Osoyoos & Oliver: Introduce evening service on Friday and Saturday. |
| 48 | Princeton: Introduce service on Saturday. |
| 49 | Keremeos: Introduce service on Saturday. |
| 50 | Summerland: Introduce evening service Friday and Saturday. |
| 51 | Summerland: Introduce service on Sunday. |
| 52 | Osoyoos & Oliver: Introduce service on Sunday. |

Targeted Transit: Regional and Inter-regional Transit

- | | |
|----|---|
| 53 | Penticton ↔ West Kelowna: Increase service on weekdays to four round trips. |
| 54 | Princeton ↔ Penticton: Increase service to five days per week. |
| 55 | Osoyoos ↔ Penticton: Introduce three round trips on Saturday. |
| 56 | Summerland ↔ Penticton: Introduce three round trips on Saturday. |
| 57 | Summerland ↔ Penticton: Introduce evening service on Friday and Saturday. |
| 58 | Keremeos ↔ Osoyoos: Introduce service between Keremeos and Osoyoos. |
| 59 | Naramata ↔ Penticton: Introduce evening service on Friday and Saturday. |
| 60 | Okanagan Falls ↔ Penticton: Introduce evening service on Friday and Saturday. |

Targeted Transit: Employee Shuttles

61	Conduct a feasibility study for an employee shuttle between Summerland or Trout Creek to the Agricultural Research Centre.
62	Conduct a feasibility study for an employee shuttle timed to meet shift changes between Princeton and Copper Mountain Mine.

Infrastructure Priorities

63	Local Exchanges.
64	Penticton Park & Ride.
65	Hwy 3A/Hwy 97 Transfer/ Park & Ride.

Custom Transit Priorities

66	Assess the need for Okanagan-Similkameen expansion to align with the coverage area of Okanagan-Similkameen Routes 10, 20 and 21.
67	Summerland: Formal reclassification of custom services into Tier 3 Custom.
68	Summerland: Continue to expand service over time to meet demand.
69	Penticton Urban: Continue to expand service over time to meet demand.
70	Conduct a feasibility study to assess unmet trips within the Osoyoos and Oliver area that would be met by the introduction of Custom (handyDART).

Cost of Short Term Implementation Priorities

Preliminary costs have been developed for the short-term service improvement priorities requiring expansion hours. See Table 2. Cost and revenue projections are based on the 2013/14 Annual Operating Agreement (AOA) budget figures, and actual costs and impacts may vary depending on the finalization of service and operating details. Ridership projections are also estimates, based on analysis of current ridership trends and expected trends associated with the proposed service change. Actual implementation is subject to the available local and provincial funding.

Table 2: Short Term Implementation Priorities and Preliminary Cost Estimates*

Service Option	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs***	BC Transit Share of Costs****
Frequent Transit								
9. Penticton	1	56,800	2,620	36,700	\$26,700	\$257,100	\$128,600	\$101,800
Urban Local Transit								
10. Penticton	0	5,700	260	2,600	\$1,900	\$26,300	\$12,200	\$12,200
11. Penticton	1	14,100	650	5,200	\$3,800	\$96,200	\$65,700	\$26,700
12. Penticton	0	8,700	400	2,000	\$1,500	\$32,700	\$15,900	\$15,300
13. Greater Penticton	0	8,700	400	1,200	\$900	\$32,700	\$16,500	\$15,300

Service Option	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs***	BC Transit Share of Costs****
Small Town Local Transit								
15. Keremeos	1	11,600	500	1,500	\$3,000	\$51,400	\$31,700	\$16,700
16. Princeton	0	30,000	1,300	3,900	\$7,700	\$68,900	\$22,200	\$39,000
Targeted Transit: Regional and Inter-regional Service								
19. Princeton Keremeos	0	4,700	200	600	\$1,200	\$10,600	\$3,400	\$6,000
20. Princeton ↔ Penticton	0	5,400	230	700	\$1,400	\$12,200	\$3,900	\$6,900
17. Penticton ↔ West Kelowna	2	66,800	1,260	18,800	\$14,100	\$223,700	\$141,600	\$68,000
18. Penticton ↔ West Kelowna	0	40,300	760	11,400	\$8,500	\$82,700	\$35,600	\$38,600
21. Osoyoos ↔ Penticton								
a) Add one Friday morning trip	0	7,300	170	500	\$1,300	\$9,600	\$2,900	\$5,400
b) Add one Friday afternoon trip	1	6,000	140	400	\$1,000	\$32,300	\$25,400	\$5,900
Targeted Transit: Regional and Inter-regional Service								
c) Convert existing Monday Osoyoos ↔ Kelowna trip into two Osoyoos ↔ Penticton trips	0	1,300	30	100	\$300	\$1,700	\$400	\$1,000
22. Osoyoos ↔ Penticton	1	53,500	1,260	3,800	\$9,600	\$95,000	\$44,000	\$41,400
Custom Transit: handyDART								
30. Penticton handyDART	0	10,200	700	4,500	\$3,000	\$32,300	\$7,800	\$21,500
31. Penticton handyDART								

*Estimate based on 2013/14 budgets. Final costs may change based on budgets at the time of implementation confirmation of final operational details.

**The vehicle requirements shown here appear feasible but would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date.

*** Net Local Share of Costs represents local share of costs less estimated revenue.

****BC Transit Share of Costs do not include BC Transit share of vehicle lease fees.

Revised Governance

Decision-making, administrative transit knowledge, transit resources, public information, fares and schedules are largely fragmented across the five separate systems in the RDOS. Better integration is an essential step to implementing the Transit Future Plan and enabling services that coordinate seamlessly for transit customers.

Governance-related decisions fall into several layers of transit provision including Customer Information and Rider's Guides, Fares and Pass Structures, Schedules, Driver Hours, and Fleet Resources. For the future, integrating service on one or more of the topic areas will have an overwhelming impact on the efficiency and effectiveness of transit in Okanagan-Similkameen and how it serves its communities. See Appendix One in the plan for further details regarding the existing issues and the benefits of integration.

The case for improved system intergration

Each transit system is composed of layers of transit provision:

- Transit Information/Rider's Guides
- Fares and Passes
- Schedules
- Resources – driver hours
- Resources – fleet
- Marketing and promotion



*These functions
are all carried
out in quintuplet
within the RDOS*

Is this redundancy and multiplicity needed?

Many residents are unaware of the transit services in neighbouring communities. Integration of some layers could make transit easier to use, while also making transit provision more efficient.

Therefore, it is strongly recommended that the first priority out of this Transit Future Plan is to begin a regional discussion about levels of integration and potential strategies. Recent successes in the West Kootenay area could form a model to guide this process.

System integration can be achieved while maintaining multiple operating companies. Given the spatial extent of transit service in Okanagan-Similkameen and blend of existing operating companies (one commercial and three not-for-profits), this would be the recommended condition for system amalgamation.

If supported, in order to move forward on regional integration, a number of steps are required in terms of approval and agreement. These steps would be confirmed with local government partners but would likely use the following path:

- Step 1** Regional District of Okanagan-Similkameen receives and endorses the RDOS Transit Future Plan
- Step 2** A Regional Transit Advisory Committee is formed and elected officials are appointed as members. The members and municipalities they represent, agree to recognize the Committee as responsible for setting regional fares, processes and products as well as respect recommendations of the Committee for regional planning initiatives, expansion priorities and service hour allocation
- Step 3** The Committee endorses a Terms of Reference which agrees to participate in a single schedule for the system, and in doing so, acknowledge local service changes must be done in line with scheduled regional changes. Further, the Committee honours a regional fare structure approved by the Committee, but in doing so, not give up the right to set a local fare
- Step 4** BC Transit would then work with the local government partner staff to develop a preliminary integrated schedule for transmittal to the Transit Committee for their review and discussion
- Step 5** The proposed service implementation and integration is discussed and approved by the Transit Committee

This path would then enable implementation of the integrated service. Since the costs for service options presented in this Plan have been determined based on a non-integrated state, a more integrated transit system and governance structure would not only bring a more positive passenger experience and higher ridership but also a more cost-effective service.

Note that a number of the service options contained in this plan look at extending service to areas in neighbouring jurisdictions such as the Penticton Indian Band Lands and the Central Okanagan Regional District. These initiatives will require the formation of new partnerships. These partnerships could be formed inclusive to a Regional Transit Advisory Committee or separately from it. Regardless, it would be supportive of transit in the area to:

- Seek broader involvement of RDOS local governments in transit partnerships, including municipalities and Indian bands currently not involved
- In partnership with other local governments in the North Okanagan and Central Okanagan regions, look for opportunities to conduct long-term transportation planning collaboratively, including an assessment of future demand and potential modes/vehicle types (bus, rail, cycling, Park & Rides).

Service Design Standards and Performance Guidelines

As part of the ongoing management of the transit network, service standards and route performance guidelines are being developed for transit systems across British Columbia as tools that can be used to help make service planning decisions, and measure how well the transit system is progressing towards achieving its vision, goals and targets.

- **Service standards** define service levels (frequency of service, span of day service is provided, days of the week when service is provided), the service area and when new service should be introduced to an area.
- **Performance guidelines** measure service effectiveness and monitor how well the transit system is progressing to achieving the vision of the Transit Future Plan.

These measures are meant to ensure an acceptable level of service quality to the customer, and along with the Transit Future Plan, guide planning decisions and recommendations for transit. The performance guidelines are monitored and inform the Annual Performance Summary (APS) reports presented to transit partners on an annual basis.

Owing to the comprehensive nature of the Okanagan-Similkameen Transit Future Plan, Service Design Standards and Performance Guidelines will be developed once the new governance model has been established, providing an integrated forum for RDOS review of these guidelines. Upon completion, the service standards and route performance guidelines will be re-examined and renewed in time with updates to the Transit Future Plan. This is necessary since standards and performance guidelines are evolutionary and should grow with the system and development of the community and its changing needs.

Funding the Plan

To meet the mode share and ridership targets of the Transit Future Plan, capital and operating investments in the transit system will be required over the next 25 years. Annual operating costs are based on service hours. Hours within Penticton are projected to increase from the existing 22,866 hours to approximately 43,000 hours, while hours for services outside of Penticton, including regional services, are projected to increase from the existing 8,100 hours to 28,000 hours.

The plan also calls for capital investments that include:

- Expanding the combined medium and heavy duty transit fleet from the existing 8 vehicles to 20 vehicles
- Expanding the combined light duty fleet from the existing 13 vehicles to 26 vehicles (or if the fleet is integrated, to 23 vehicles)
- An updated integrated primary transit exchange at Cherry Lane Mall (Warren Ave) in Penticton
- New secondary transit exchanges at Okanagan College and within the downtown areas of Oliver, Osoyoos, Princeton, and Summerland
- Improvements to accessibility and customer amenities at transit stops
- Pedestrian-friendly improvements to streetscapes in areas undergoing intensification and redevelopment, particularly urban villages adjacent to the Frequent Transit Network
- Park & Ride facilities on the edges of Penticton, Kaleden, Osoyoos, Princeton and Summerland.

Given the increase in transit investment expected over the coming decades, the way in which transit is and will be funded needs to be reviewed. BC Transit and its funding partners will need to work together to achieve stable and predictable funding sources beyond the existing mechanisms.

Budget Development Process

The Implementation Strategy section establishes milestones over the next 25 years which strategically guide the system from today to the Transit Future vision. Supporting annual plans and three year service budget and initiative letters will provide the operational and budget details necessary to implement service changes.

Once the Transit Future Plan is approved, it will act as a source of initiatives that drive BC Transit's operational and capital expansion process. This in turn guides budget development for BC Transit and the RDOS, as well as BC Transit's annual provincial budget submissions. Since provincial funding for transit is confirmed on an annual basis, implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, and available provincial funding normally confirmed by the province in mid-February each year.

Implementation of specific service options and packages is also dependent on allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

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



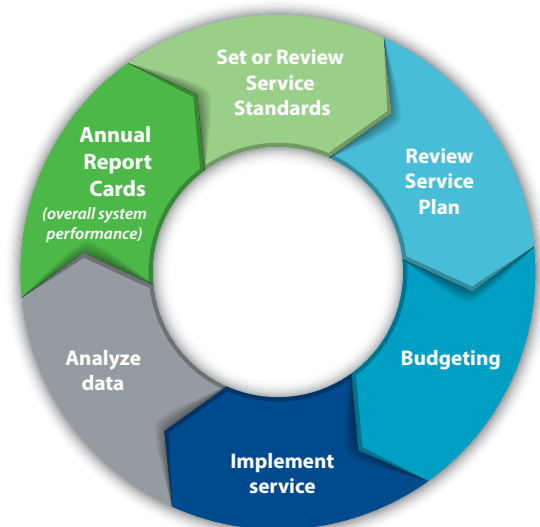
Keys to Success

To guide the plan from vision to reality will require an on-going dialogue between the Province, BC Transit, the RDOS and its local governments, and local authorities on transportation policy, funding and the linkage between land use and transit planning.

The Transit Future Plan builds upon previous plans (Official Community Plans, the South Okanagan Regional Growth Strategy, and Neighbourhood Land Use Plans) and will be used to communicate the vision and direction for transit in the RDOS. This plan identifies transit supportive policies outlined in local OCPs and the South Okanagan Regional Growth Strategy. Other steps required for the success of the plan include integrating the transit strategy into other municipal projects, land use and development decisions, supporting travel demand management measures, transit oriented development and transit friendly land use practices.

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

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



Introduction

Why Do We Need a Transit Future Plan?

Transit has tremendous potential to contribute to more economically vibrant, livable, and sustainable communities. The need to realize this potential in the Okanagan-Similkameen is increasingly important because of factors such as an aging demographic, mobility for individuals who do not have access to other modes of travel, population growth and climate change.

BC Transit has initiated the development of a Transit Future Plan for the Okanagan-Similkameen and other areas of the province to support the creation of more livable and sustainable communities.

Transit Future Plans are intended to:

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

What is a Transit Future Plan?

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

The plan intends to promote and support planned land use in the region that will facilitate an increase in the use of transit and other sustainable modes of transportation. Municipal, regional and provincial planning agencies are pivotal to the success of the plan through strategic transit oriented development, transit friendly land use practices, travel demand management practices, and the provision of appropriate transit infrastructure at stop locations.

Study Area

This plan has been created for the Regional District of Okanagan-Similkameen (RDOS), located in the southern interior of British Columbia. It borders the Fraser Valley Regional District to the west, the Thompson-Nicola Regional District and the Regional District of Central Okanagan to the north, the Regional District of Kootenay Boundary to the east and the USA border to the south. The Regional District is comprised of six incorporated municipalities, eight Electoral Areas, and eight Indian Reserves. See Figure 2.

Municipalities

- City of Penticton
- District of Summerland
- Town of Oliver
- Town of Osoyoos
- Town of Princeton
- Village of Keremeos

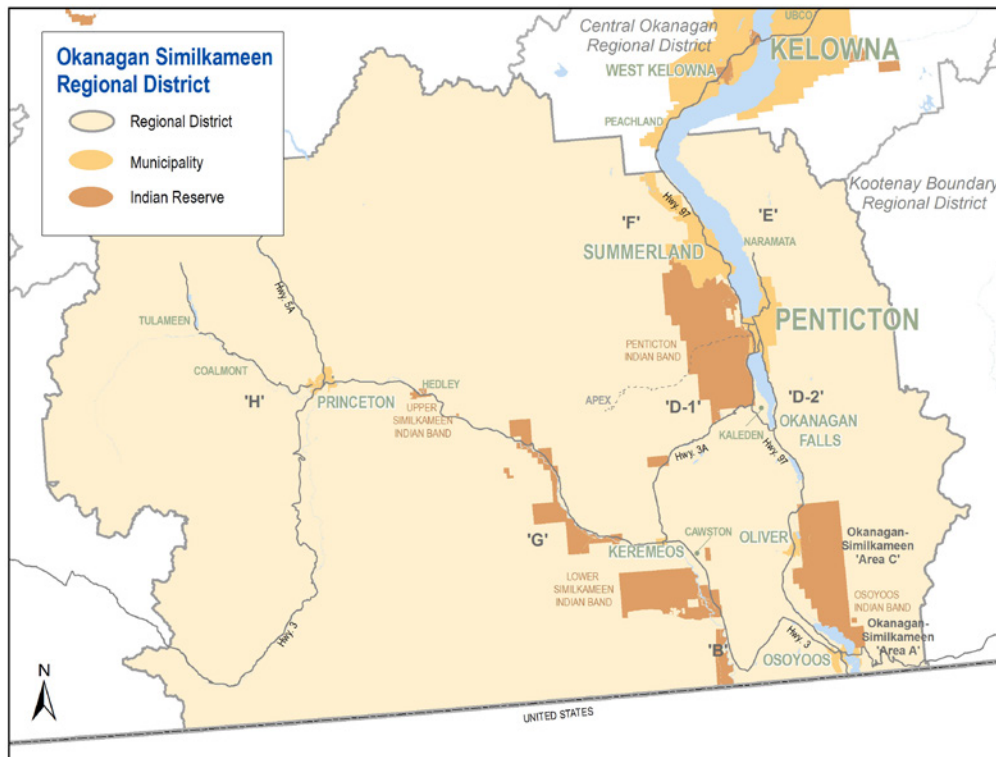
Electoral Areas

- Electoral Area A – Osoyoos Rural
- Electoral Area B – Cawston
- Electoral Area C – Oliver Rural
- Electoral Area D – Kaleden/Okanagan Falls
- Electoral Area E – Naramata
- Electoral Area F – OK Lake West/West Bench
- Electoral Area G – Keremeos Rural/Hedley

Indian Bands

- Penticton 1 Indian Reserve
- Osoyoos 1 Indian Reserve
- Lower Similkameen Indian Band
 - Alexis 9 Indian Reserve
 - Ashnola 10 Indian Reserve
 - Blind Creek 6 Indian Reserve
 - Chopaka 7 & 8 Indian Reserve
 - Lower Similkameen 2 Indian Reserve
- Upper Similkameen Indian Band
 - Chuchuwayha 2 Indian Reserve

Figure 2: Regional District of Okanagan-Similkameen



The Regional District of Okanagan-Similkameen has a population of 80,742 as of 2011. Population is distributed across Electoral Areas, municipalities, and Aboriginal lands. The City of Penticton has the highest population of 32,877 and the District of Summerland has the second highest population of 11,280. Combined, they comprise approximately 55 per cent of the Okanagan-Similkameen population. The remaining 40 per cent of the population lies within the eight Electoral Areas, the Town of Osoyoos, Town of Oliver, Town of Princeton, Village of Keremeos and the eight Indian Reserves.

Population is concentrated along the north-east border of the region. Highest densities are experienced in the Town of Oliver, City of Penticton, Village of Keremeos and Town of Osoyoos. Much lower densities are experienced in Electoral Areas H and G, Ashnola 10 Indian Reserve and Chuchuwayha 2 Indian Reserve. There are other unincorporated communities with notable resident populations, including Naramata, Cawston and Olalla. Population density is an important determinant in targeting potential transit ridership.

Linkage to Other Plans

The Transit Future Plan is designed to support the sustainable development of the region as expressed through local Official Community Plans, and the South Okanagan Regional Growth Strategy.

The Transit Future Plan will also contribute to the targets and priorities expressed in the Provincial Transit Plan and BC Transit's Strategic Plan.

Provincial Transit Plan (2008)

The Provincial Transit Plan is British Columbia's \$14 billion strategy for expanding fast, reliable and green transit. The plan emphasizes that, from a transportation perspective, the best means of reducing greenhouse gas emissions is to focus on dramatically increasing transit ridership (and thereby reducing single occupancy vehicles), linking transit to active modes of travel (walking and cycling) and having land use decisions, largely made by local government, focus on transit oriented development. The Transit Future Plan sets the framework for accomplishing these substantial goals in the Okanagan-Similkameen.

The Provincial Transit Plan sets a number of measurable targets including:

- Reducing greenhouse gas emissions and air contaminants from cars by 4.7 million tonnes by 2020
- Doubling transit ridership in B.C. to over 400 million trips a year by 2020
- Increasing the transit market share in regional centres from three per cent to four per cent by 2020 and five per cent by 2030. For the Okanagan-Similkameen, this would translate to increasing transit ridership from 493,312 to 3 million passengers annually by 2020¹, and 4 million by 2030.²

¹ Assuming a total of 75.60 million annual trips made by all residents of the Okanagan-Similkameen, based upon a projected population of 86,610 by 2031 (BC Statistics), 2.9 total trips for all modes of transportation per day for 301 days per year.

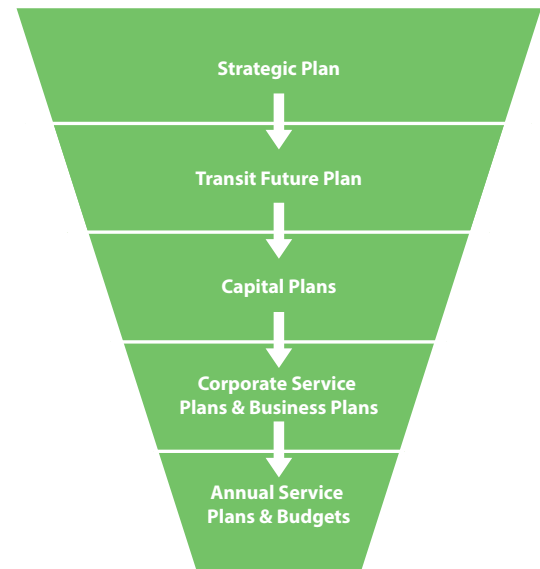
² Assuming a total of 79.28 million annual trips made by all residents of the Okanagan-Similkameen, based upon a projected population of 80,833 by 2031 (BC Statistics), 2.9 total trips for all modes of transportation per day for 301 days per year.

BC Transit 2030 Strategic Plan (2010)

The strategic plan establishes BC Transit's vision to lead the development of sustainable transportation networks that will shift demand to greener modes of travel and contribute to a healthier province. It determines BC Transit's long-term direction and priorities. Most of all, the plan declares the organization's ongoing commitment to develop transportation options that help connect people and communities to a more sustainable future.

The Transit Future Plan is designed to support key initiatives and priorities in BC Transit's Strategic Plan, specifically:

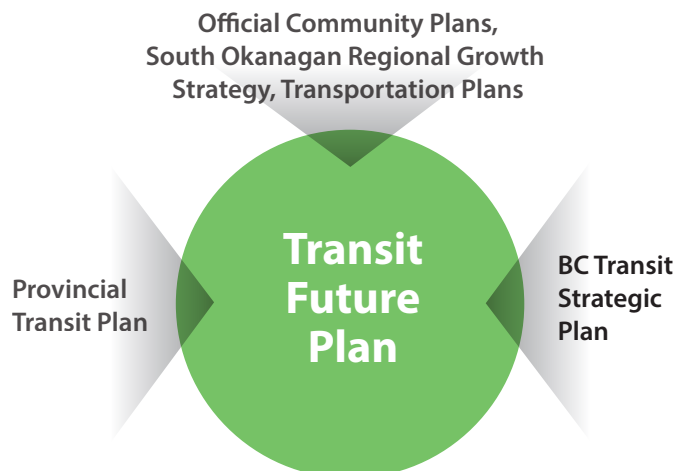
- Increase integration with other types of sustainable travel, such as walking and cycling
- Influence land use and development patterns
- Identify and establish priority corridors for transit
- Enhance existing partnerships and develop new ones
- Increase BC Transit's environmental, social and economic accountability



Linkages to Local Plans

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

- Official Community Plans
- South Okanagan Regional Growth Strategy
- Municipal Transportation Plans
- Area redevelopment and land use plans
- Community plans and programs



Participation

This Plan was created by collaboration between BC Transit and the Regional District of Okanagan-Similkameen. A Transit Future Plan working group composed of representatives from the five existing transit systems operating in the Okanagan-Similkameen (The City of Penticton, the District of Summerland, the Town of Osoyoos, the Town of Princeton, and the Regional District of Okanagan-Similkameen) guided the plan consultation and development process to ensure the plan aligned with and built on existing and approved land use and transportations plans.

BC Transit completed a range of public consultation initiatives including the development of a project website, the two phases of public consultation featuring BC Transit's mobile open house, the Transit Future Bus, numerous meetings with stakeholders representing a range of community interests, online and print surveys and project updates on the website. Consultation with area First Nations was carried out as a separate process, and involved surveying conducted with the assistance of officials from the Penticton Indian Band and Osoyoos Indian Band. These initiatives were completed to raise awareness of the plan, receive input on determining priorities for implementation and to ensure delivery of a plan that will meet the diverse needs of the people of Okanagan-Similkameen.



Approach of the Engagement Strategy

Public engagement in the Transit Future Plan is intended to engage different audiences at different levels. Audience groups identified include the spectrum from the general public and non-riders to transit riders, and encompassed the geographic span of the RDOS.



The **Transit Future Bus Open Houses** engaged members of the general public including transit riders of non-transit riders in a self-paced setting with opportunities for visitors to learn and share their ideas with staff.



Stakeholder workshops were targeted towards representatives from organizations reflecting different interests in the RDOS, such as Interior Health, seniors groups, business associations and post-secondary institutions. Sessions were carried out in a highly structured format across the communities of the RDOS.

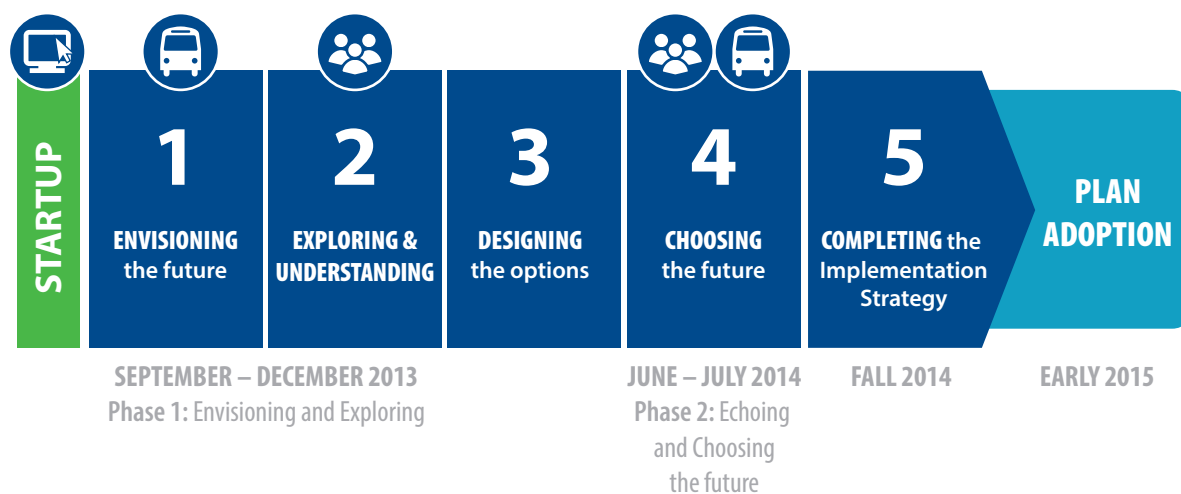


Surveys were used to gather input from the general public at Transit Future bus events, and also available online for people who were not able to attend Transit Future bus events.

Timeline

The Transit Future process spanned from summer 2013 to early 2015 and included two phases:

- **Phase One** – Envisioning and Exploring the Future
- **Phase Two** – Echoing and Choosing the Future



Website



General Public Engagement



Stakeholder Meetings

Consultation Summary

In total, over 2,200 people participated in the Transit Future Plan engagement. This participation was spread across 32 events encompassing 94 hours of consultation and is one of the most extensive consultations efforts conducted for any Transit Future Plan in British Columbia.

The Transit Future Bus



- 16 events
 - 54 hours of workshops
- 1,900+ Visitors

Stakeholder Workshops



- 16 events
 - 40 hours of open houses
- 120 Participants

Surveys



- Available at Open Houses
 - Online 6–9 weeks after each Open House
- 268 Respondents

BC Transit Future Project Website

Launched to coincide with Phase One consultation, this dedicated web page was established for the duration of the Transit Future Plan, which provided updates and materials throughout the plan process. Reports, presentations and online surveys to allow feedback during consultation. The BC Transit Future Project website also provided tools for public feedback and comment.

Phase One: Envisioning & Exploring

Transit Future Bus - Transit Future Bus Tour

Eight separate events occurred during the week of September 10–15, 2013. These events focused on high traffic areas as well as large local events across the region. Where the Transit Future Bus could not be co-scheduled with a major community event (such as the Penticton Market), the bus was located in a high-traffic area, such as adjacent to the post office (Princeton), or on Main Street (Osoyoos).

- Tuesday September 10, 2013 – Osoyoos
- Tuesday September 10, 2013 – Keremeos
- Wednesday September 11, 2013 – Princeton
- Friday September 13, 2013 – Oliver
- Friday September 13, 2013 – Okanagan Falls
- Saturday September 14, 2013 – Penticton Market
- Saturday September 14, 2013 – Cherry Lane Mall, Penticton
- Sunday September 15, 2013 – Summerland Fall Fair
- Saturday May 16, 2014 – Elks Rodeo, Keremeos

The Transit Future Bus is a mobile 'open house' used to engage community members in the development of the Okanagan-Similkameen Transit Future Plan. On the bus, participants are able to provide feedback through interactive displays and an online and hard copy transit survey. The bus also features a kids' zone.



Online / Print Survey

Local residents, workers and visitors (spanning transit users and non-users) in the Okanagan-Similkameen were encouraged to complete a survey, available online from September 10 to October 31 and in hard copy during the Transit Future Bus Tour. The survey sought to build an understanding of primary destinations and origins within the region, as well as how residents of the region perceive their travel needs to change over the next twenty-five years.

Advertising & Media

A variety of methods were used to advertise the opportunities to provide input to the Phase One engagement. Print media included a press release, advertisements in local papers, and posters delivered to local government partners; online media included popular websites like Castanet as well as BC Transit's Facebook page.



Stakeholder Workshops

Working with contributions and suggestions made by municipal and regional representatives from the RDOS, staff developed a list of 253 organizations and individuals who were invited to be a part of a stakeholder advisory group. Based on concerns that the long distance and winter travel conditions could impede participation of stakeholders in meetings, BC Transit took the decision to host meetings across each major community hub of the region. In total, eight stakeholder meetings were held across seven different communities of the region for both Phase One and Phase Two of the plan.

Workshop Dates and Locations

- December 9, 2013 – Penticton & Naramata
- December 10, 2013 – Oliver & Osoyoos
- December 11, 2013 – Princeton & Keremeos
- December 12, 2013 – Summerland & Okanagan Falls

Specific objectives of Phase One Stakeholder workshops

- Re-affirm the feedback heard from the general public during the transit bus tour.
- Begin work towards developing a vision statement for transit in the region.
- Develop a realistic transit mode share.
- Develop the preliminary 25-year network.

Phase One Public Feedback Highlights

Transit Future Bus

Across eight locations in seven communities, attendance was highest at the Penticton Market, with 463 visitors. A total of 274 written comments were received across the eight Transit Future Bus Events.

The top three themes to emerge from the Transit Future Bus were:

- Inter-regional connections (connections to Kelowna)
- Regional connections (connections to Penticton from outlying communities)
- Improve accessibility and mobility for people with disabilities.

Online / Print Survey

128 surveys were completed, the majority of them by visitors to the Transit Future Bus, representing a mix of transit customers and non-customers.

Survey Highlights:

- There is strong desire for transit in communities that do not have transit
- Connections and transfers need to be improved

Although only 22 per cent of respondents currently use transit more than 2–3 times per week, when asked how they foresaw their transit needs in 25 years, 63 per cent of respondents expected to be using transit at least 2–3 times per week.

Stakeholder Workshops

A total of 75 stakeholder representatives participated in eight three-hour long workshops held December 9–12 in seven communities across the region. Representation was particularly strong from Interior Health and Okanagan College.



Region-wide Workshop Themes

Each community consulted was consistent in the desire for improved connections within the region, and the coordination of services between existing and future transit to maximise the resource being delivered. This finding reiterates what was heard from the general public during Phase One consultations.

An aging population was cited across each community as a challenge. This was particularly evident in Keremeos and also Okanagan Falls where local service did not exist and there are limited alternatives for regional trips.

Major Themes by Community

Penticton

- » Connections to Kelowna
- » Expansion to residential areas outlying the city

Oliver

- » Stops in downtown for the existing South Okanagan Transit service
- » Local service for residents not able to drive, including seasonal workers

Osoyoos

- » Increased frequency on the existing route
- » More days of service; interest in commuter-compatible schedules for travel to Oliver

Princeton

- » Local Fixed Route service (upgrade from the existing Paratransit)
- » Better coordination between Interior Health and BC Transit for people travelling to Penticton and Kelowna

Keremeos

- » Local Fixed Route Service
- » Service for residents of fairly dense, manufactured home park neighbourhoods outside of town and also transient workers who are outside of walking distance to daily needs was identified

Summerland

- » Pleased with recent expansion implemented in October 2013
- » Additional local transit services are seen as a means to support the local economy

Okanagan Falls

- Optimism around planned expansion to introduce local transit
- Looking further ahead to custom transit

Phase Two: Echoing and Choosing the Future

Following Phase One, BC Transit staff used the information gathered to develop the draft key plan concepts, networks and service options. These were then presented for comment and confirmation in Phase Two.

Stakeholder Workshops

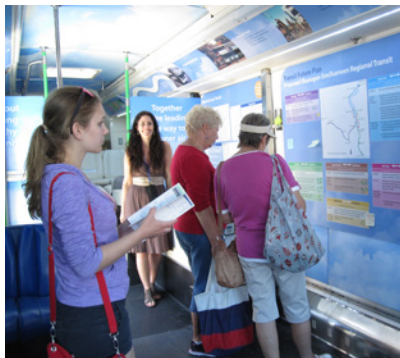
Stakeholders representatives identified in phase one were invited to reconvene to review and refine the key plan elements.

Workshop Dates and Locations

- June 9, 2014 – Oliver & Osoyoos
- June 10, 2014 – Princeton & Keremeos
- June 11, 2014 – Penticton
- June 12, 2014 – Summerland & Okanagan Falls

Specific objectives of Phase Two stakeholder workshops were to:

- Review and confirm the proposed Vision and Goals
- Introduce and confirm the Networks Maps
- Prioritize service options and identify supporting infrastructure.



Transit Future Bus

Echoing the Phase One Transit Future Bus tour, the Phase Two Transit Future Bus tour was composed of eight events identified in consultation with working group representatives.

- Tuesday July 22, 2014 – Summerland
- Tuesday July 22, 2014 – Keremeos
- Wednesday July 23, 2014 – Princeton
- Wednesday July 23, 2014 – Osoyoos Evening Market
- Thursday July 24, 2014 – Oliver Country Market
- Thursday July 24, 2014 – Penticton, Cherry Lane Mall
- Saturday July 26, 2014 – Penticton, Farmer's Market
- Saturday July 26, 2014 – Okanagan Falls, Flea Market

On the bus, visitors were able to provide feedback of the draft Regional and Inter-regional networks for travel between communities of the region, and to Kelowna, and transit networks for local service within communities. Comments on the transit networks were gathered through interactive displays, and also a hardcopy survey. The bus also featured a kid's zone.

Online / Print Survey

Local residents, workers and visitors (spanning transit users and non-users) in the Okanagan-Similkameen were encouraged to complete a survey, available in hard copy during the Transit Future Bus Tour, and online from July 28 to August 11, 2014. The survey was available in different formats enabling participants to focus on networks and options across the entire Regional District of Okanagan-Similkameen, or a subsection of the Regional District. The survey sought to explain and gauge approval of draft Transit Future Network concepts.

Phase Two Public Feedback Highlights

Stakeholder Workshops

A total of 45 stakeholder representatives participated in eight two-hour long workshops held June 9–12, 2014 in seven communities across the region. Participants represented a broad variety of organizations, however representation from health and post-secondary interests in the region was impressively consistent.

Key elements modified based on Phase Two stakeholder input included the Vision and Goals, and the Local Network in some communities. In addition, stakeholders helped staff understand what the most valuable order of priorities was among the options. These refined concepts, Networks, and prioritized service options were then brought to the Regional-District of Okanagan-Similkameen Board on June 19, 2014 before being unveiled to the general public during the Phase Two Transit Future Bus road tour.

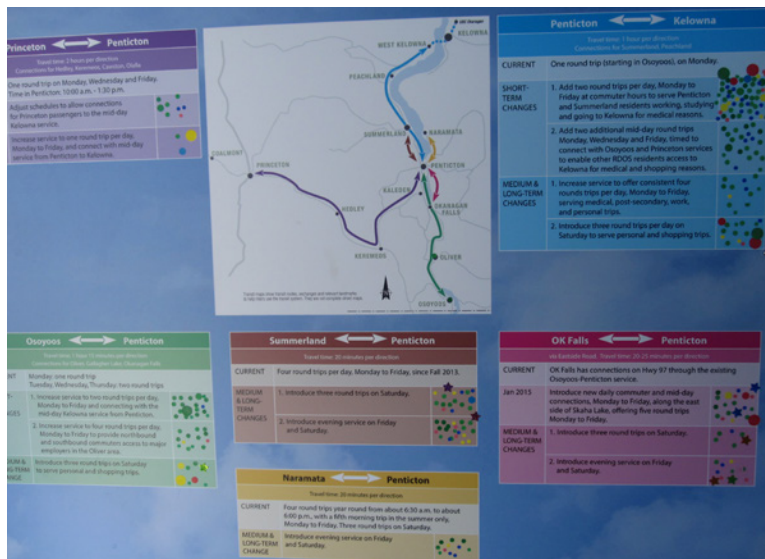
Transit Future Bus

In total, the Phase Two Transit Future Bus drew over 800 visitors across 8 locations in 7 communities. Attendance was highest at the Penticton Market, with over 550 visitors.

The dot-vote technique used to gauge support, showed resounding support for the draft Regional and Inter-regional Transit network, the Local Transit Network, and the prioritized service options from the general public attendees of the Transit Future bus.

Regional & Inter-regional Network Response Highlights:

- The most popular network connection was the Penticton to Kelowna connection; 34 per cent in support of weekday services between Penticton and Kelowna.
- Additional service between Summerland and Penticton was also highly-marked (respondents likely did not realize that the Penticton to Kelowna service will provide additional Summerland connections between both Penticton and Kelowna).



What is Dot-Voting?

Dot-voting is a frequently used technique on the Transit Future bus in order to quickly enable the public to respond to preferred concepts.

Bus visitors are offered a selection of small dot stickers and then asked to place their stickers by the ideas they most support.

- Other high interest connections included connections between Okanagan Falls and Penticton as well as between Osoyoos and Penticton.

Local Network Response Highlights:

- The level of support for network improvements across all communities shows agreement with the time frames provided; that is, many of the most-supported initiatives have been appropriately classified within the short term time frame
- Some visitors to the Transit Future Bus in Summerland were dissatisfied with the classification of local transit in the medium and long-term time category; it should be noted however, that the community of Summerland has been the recipient of a recent transit expansion in the Okanagan-Similkameen region, and stands to gain additional service from the Inter-regional connection between Summerland and Penticton.

Online / Print Survey

140 surveys were submitted with about 40 coming from Transit Future Bus, and the remaining being completed online, or submitted by mail. Survey respondents were able to skip some questions, and likely owing to the longer length and complexity of questions, the number of responses submitted per question varies.

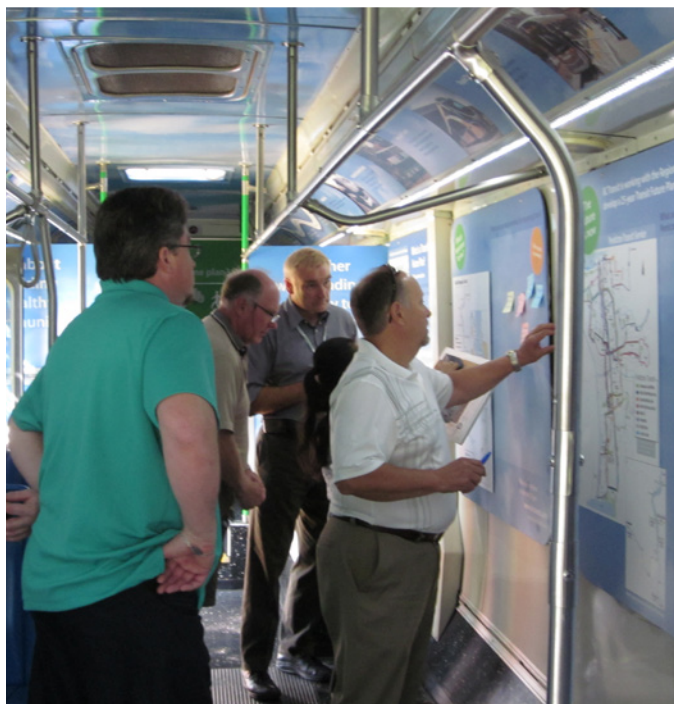
Regional and Inter-Regional Network Response Highlights

- Likely reflective of high levels of participation from residents of the Osoyoos area, the improvement of connections between Osoyoos and Penticton over the short term was a clear priority among survey respondents.
- Improved connections between Penticton and Kelowna in the short term.
- Priority preferences over the medium and longer term are more distinct than in the short term. For instance among improvements between Penticton and Kelowna, improving weekday service was a clear priority over improving Saturday service.

Local Network Response Highlights:

- When asked to prioritize among improvements for local transit across the whole region, survey respondents of the regional-scale survey selected improving local service within Penticton and introducing local service in Okanagan-Similkameen communities that do not have any local service such as Keremeos.
- **Penticton**
 - » Extend 5 Main Street service to midnight on Friday, Saturday and during Peachfest.
 - » Extend regular routes from 6:30 pm to 8 pm Monday to Saturday, start night bus at 8 pm.
 - » Introduce 15 minute frequencies between Lakeshore and Cherry Lane Mall.
- **Princeton³ and Keremeos**
 - » Introduce weekday scheduled service within Princeton, continuing periods of on-request service for people with disability and in rural areas
 - » Introduce local service two days per week within Keremeos and to Cawston and Olalla
 - » Introduce local service on Saturday in both Keremeos and Princeton
- **Osoyoos and Oliver**
 - » Improve daytime local service within Osoyoos, with about four trips per day, Monday to Friday.
 - » Expand local service in Osoyoos and Oliver to Saturday and introduce late night service to 10:00 pm on Friday and Saturday.
 - » Introduce local service to Oliver Monday to Friday.
- **Summerland**
 - » Introduce local service to Summerland with fixed route service to Lakeshore, Sinclair, and Trout Creek, operating Monday to Saturday.
 - » Introduce local evening service on Friday and Saturday.
 - » Conduct an assessment exploring Agricultural Research Centre connections.

³ Note: some survey respondents were concerned to not see mention of Coalmont and Tullameen on the network map – to clarify: there are no plans to remove these communities from the service coverage area.



Setting the Scene

The Regional District of Okanagan-Similkameen (RDOS) is located in the southern interior of British Columbia. It borders the Fraser Valley Regional District to the west, the Thompson-Nicola Regional District and the Regional District of Central Okanagan to the north, the Regional District of Kootenay Boundary to the east and the USA border to the south. The Regional District is comprised of eight Electoral Areas, six incorporated municipalities, and eight Indian Reserves.

The region is in a semi-arid climate with hot dry summers and cool dry winters. Temperatures range from 30°C in the summer to -5°C in the winter. The mean annual precipitation is 250 mm, and the mean annual snowfall is 70 cm. Major natural features include Okanagan Lake, Skaha Lake, Okanagan Lake, and the Similkameen River.

Population growth, demographic characteristics, land use, and settlement patterns are important factors in planning a successful transit network. The subsequent sections identify existing and future demographic, land use, and transportation trends, focusing on both Okanagan-Similkameen-wide information and information specific to the various municipalities and jurisdictions.

Population and Demographics

The Regional District of Okanagan-Similkameen has a population of 80,742 as of 2011⁴. Population is distributed across Electoral Areas, municipalities, and Aboriginal lands. The City of Penticton has the highest population of 32,877 and the District of Summerland has the second highest population of 11,280. Combined, they comprise approximately 55 per cent of the Okanagan-Similkameen population. See Table 3. The remaining 40 per cent of the population lies within the eight Electoral Areas, the Town of Osoyoos, Town of Oliver, Town of Princeton, Village of Keremeos and the eight Indian Reserves. See Figure 3.

Population is concentrated along the north-east border of the region. Highest densities are experienced in the Town of Oliver, City of Penticton, Village of Keremeos and Town of Osoyoos. Much lower densities are experienced in Electoral Areas H and G, Ashnola 10 Indian Reserve and Chuchuwayha 2 Indian Reserve. There are other unincorporated communities with notable resident populations, including Naramata, Cawston and Olalla. Population density is an important determinant in targeting potential transit ridership.

4 2011 Census

Figure 3: Okanagan-Similkameen Valley Regional District

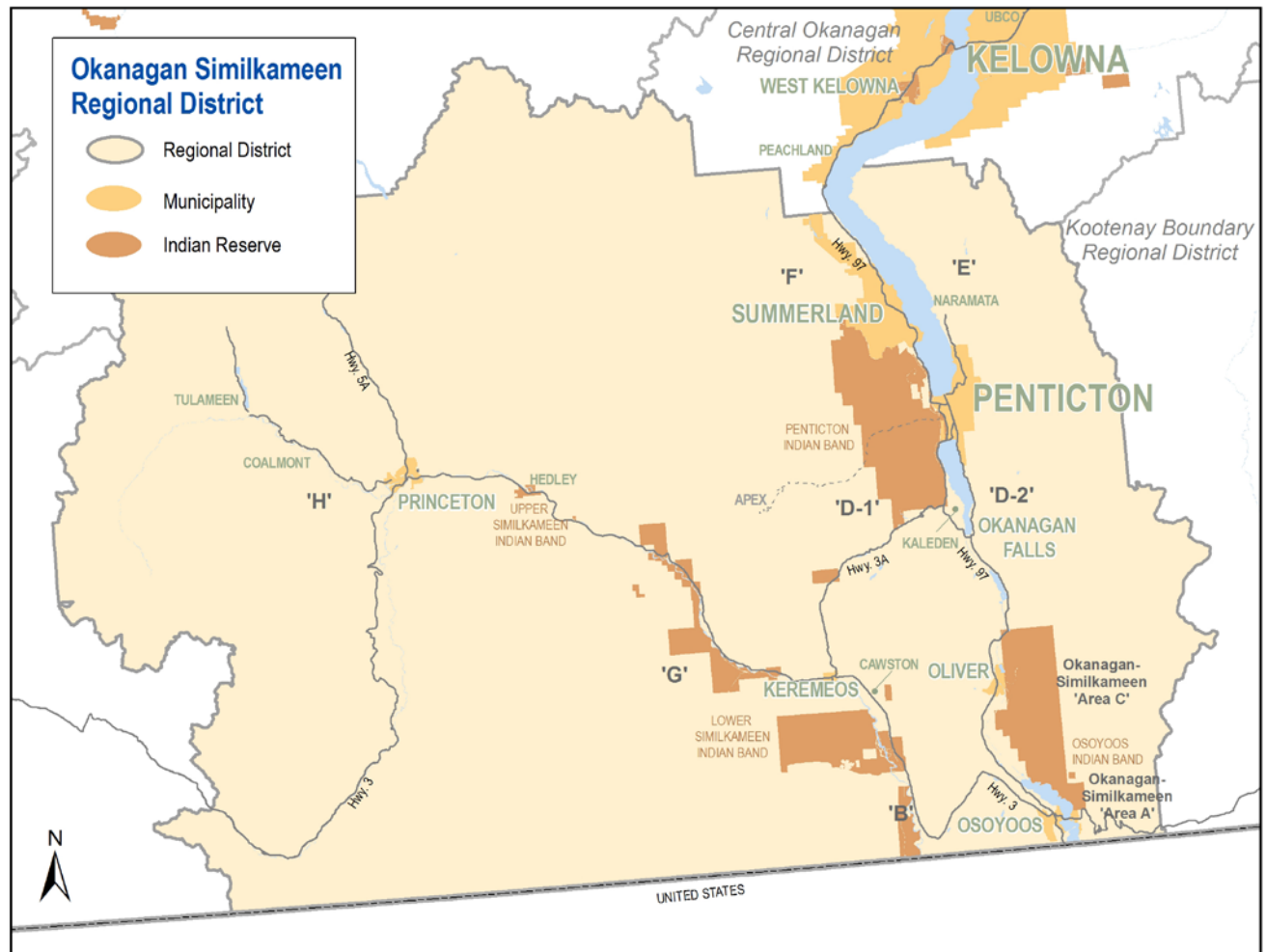


Table 3: Okanagan-Similkameen Population and Density, by Jurisdiction (2011 census)

Area	Population		Percentage of Population (%)	Density per hectare	
	2011	2041 est*		2011	2041 est
City of Penticton	32,877	44,313	40.7	7.8	10.5
District of Summerland	11,280	15,204	14.0	1.5	2.1
Town of Oliver	4,824	6,078 ¹	6.0	8.8	11.1
Town of Osoyoos	4,845	6,901 ¹	6.0	5.7	8.1
Town of Princeton	2,724	2,724 ²	3.4	2.6	3.5
Village of Keremeos	1,330	1,916 ¹	1.6	6.4	8.7
Penticton 1 Indian Reserve	1,667	–	2.1	0.1	–
Osoyoos 1 Indian Reserve	628	–	0.8	0.0	–
Lower Similkameen Indian Band	243				
Alexis 9 Indian Reserve	25	–	–	0.1	–
Ashnola 10 Indian Reserve	73	–	–	0	–
Blind Creek 6 Indian Reserve	25	–	–	0.2	–
Chopaka 7 & 8 Indian Reserve	70	–	–	0.0	–
Lower Similkameen 2 Indian Reserve	50	–	–	0.0	–
Chuchuwayha 2 Indian Reserve (Upper Similkameen Indian Band)	76	–	–	0.0	–
Electoral Area A – Osoyoos Rural	1,892	–	2.3	0.1	–
Electoral Area B – Cawston	1,140	–	1.4	0.0	–
Electoral Area C – Oliver Rural	3,473	–	4.3	0.1	–
Electoral Area D – Kaleden/OK Falls	5,717	–	7.1	0.1	–
Electoral Area E – Naramata	1,844	–	2.3	0.0	–
Electoral Area F – OK Lake West/West Bench	2,100	–	2.6	0.0	–
Electoral Area G – Keremeos Rural/Hedley	2,314	–	2.9	0.0	–
Electoral Area H – Princeton Rural	1,768	–	2.2	0.0	–
Total	80,742	95,134	100		–
Unincorporated Communities					
Okanagan Falls	2,500 ³	3,720 ⁴		–	
Naramata	1,647	1,700		2.1	
Cawston	1,105	–		0.9	
Olalla	401	–		8.2	
Hedley	252	–		4.4	

*Source: Unless otherwise noted: BC Transit growth estimate based on a 1% annual growth rate

¹ On-Trend growth based on 1991-2011 census population

² Stable population from 2011 census

³ Source: Okanagan Falls Economic Development Action Plan

⁴ Based on 2% annual growth of Okanagan Falls – Okanagan Falls is projected to receive the majority of new population growth in Area D

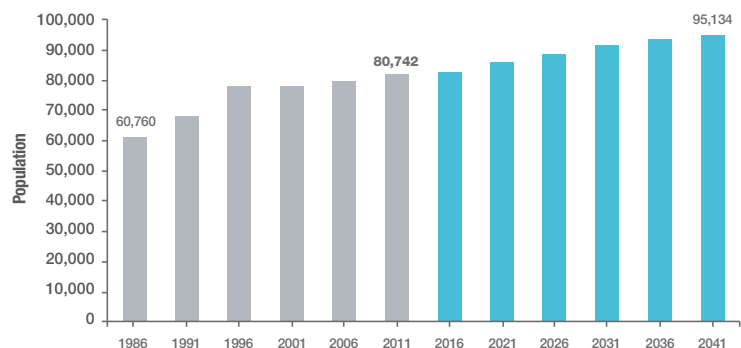
Historical and Projected Population Growth

Okanagan-Similkameen Regional District

Over the past 25 years, the Okanagan-Similkameen population increased from 60,760 in 1986 to 80,742 in 2011, an increase of 33 per cent. This is less than the provincial population increase of 52 per cent.

Looking ahead, the Okanagan-Similkameen⁵ is projected to reach a population of 95,134 in 2041, an increase of 17 per cent from 2011, see Figure 4. Of the communities in the region, Osoyoos is anticipated to grow the most quickly, with forecasted increases of 45 per cent to 2041. Although forecasts are not available for all bands, trends show significant growth of population located on Indian Band lands, with Penticton Indian Band population growing most rapidly.

Figure 4: Historical and Projected Population Growth



Penticton

Penticton has experienced six per cent population growth over the last 10 years, increasing from 30,985 in 2001 to 32,877 in 2011. By 2041, the city is expected to reach a population of 44,313 - a 35 per cent increase from 2011. This is a significant population increase which will result in an increased demand for services, including an expanded public transit system.

Summerland

Summerland has experienced 8 per cent population growth over the past 10 years, increasing from 10,450 in 2001 to 11,280 in 2011. It is projected to reach 15,204 by 2041, an increase of 35 per cent from 2011.

Oliver

Oliver has experienced a 14 per cent population increase over the past 10 years, increasing from 4,224 in 2001 to 4,824 in 2011. It is projected to reach 6,087 by 2041 an increase of 26 per cent from 2011.

Osoyoos

Osoyoos has experienced a 13 per cent population growth over the past 10 years, increasing from 4,295 in 2001 to 4,845 in 2011. It is projected to reach 7,155 by 2041, an increase of 48 per cent from 2011.

⁵ Population projections to 2041 shown are based on the BC Stats Sub Provincial Population Estimates for the Regional District of Okanagan-Similkameen and community growth trend between 1991 and 2011. Population estimates contained in the respective Official Community Plans were considered but do not extend far enough into the future to be used in the Transit Future Plan.

Princeton

Princeton has experienced a four per cent population increase over the past 10 years, increasing from 2,610 in 2001 to 2,724 in 2011. This increase followed on a population decrease of seven per cent from 1996 to 2001. Population is projected to remain stable at 2,724 to 2041.

Keremeos

Keremeos has experienced a ten per cent population increase over the past 10 years, increasing from 1,197 in 2001 to 1,330 in 2011. It is projected to reach 1,793 by 2041, an increase of 35 per cent.

Penticton Indian Band

Population on Penticton Indian Band lands has experienced 84 per cent growth over the past 20 years, increasing from 908 in 1991 to 1,667 in 2011.

Osoyoos Indian Band

Population on Osoyoos Indian Band lands has experienced 22 per cent growth over the past 20 years, increasing from 516 in 1991 to 628 in 2011.

Lower Similkameen Indian Band

The Lower Similkameen Indian Band lands are comprised of five distinct reserve locations. In total, the population on Lower Similkameen Indian Band reserves has experienced 36 per cent growth over the past 20 years, increasing from 179 in 1991 to 243 in 2011.

Upper Similkameen Indian Band

Population on Upper Similkameen Indian Band Lands has experienced 117 per cent growth over the past 20 years, increasing from 35 in 1991 to 76 in 2011.

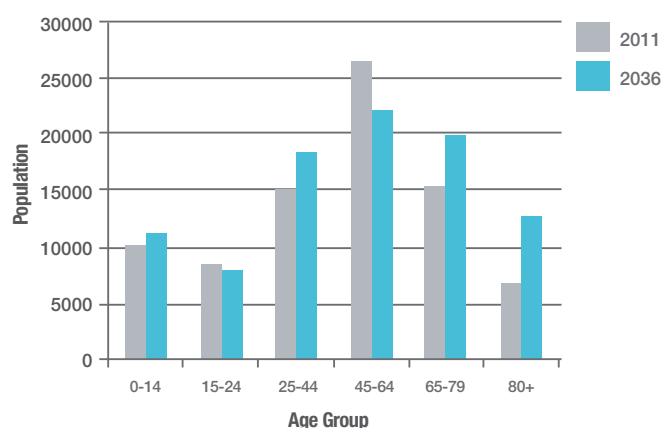
Population by Age

Okanagan-Similkameen

The Okanagan-Similkameen has a large population of seniors compared to other age categories. In 2011, 27 per cent of the population was aged 65+, considerably higher than the 16 per cent of people aged 65+ in the province. In keeping with this higher proportion of seniors, is the higher median age in the Okanagan-Similkameen of 52, as compared to the provincial median age of 41.9. As seen on Figure 5, there is a significant amount of population in the 45-64 range in 2011.

By 2036, the Okanagan-Similkameen will have as many people aged 65+ as the present total population of Penticton – about 33,000. Of these about 20,000 will be older than 75.

Figure 5: Population by Age Group 2011 and 2036



By 2040, one-third of the RDOS will be 65 or older, see Figure 6. This will result in a large impact to the public transit system as there will be a significant increased demand for accessible conventional services as well as handyDART.

Penticton

Penticton has a median age of 49.4 as of 2011, which is higher than the provincial median, but lower than the Regional District median. 25 per cent of the population is 65 years or older, which is eight per cent lower than the Regional District. Penticton has the youngest population in the region which could be due to the high concentration of services and employment in the City.

Summerland

Summerland has a median age of 52 as of 2011, which is higher than the provincial median and the same as the Regional District's median. Summerland has 28 per cent of its population 65 and over which is four per cent lower than the Regional District.

Oliver

Oliver has a median age of 56.3 in 2011, which is older than the provincial median and the Regional District's median. 34 per cent of the population is 65 years and over which is 26 per cent higher than the Regional District.

Osoyoos

Osoyoos has a median age of 60.3 in 2011 which is older than the provincial median and the Regional District's median and the second oldest in the region. 39 per cent of the population is 65 years and over which is 44 per cent higher than the Regional District.

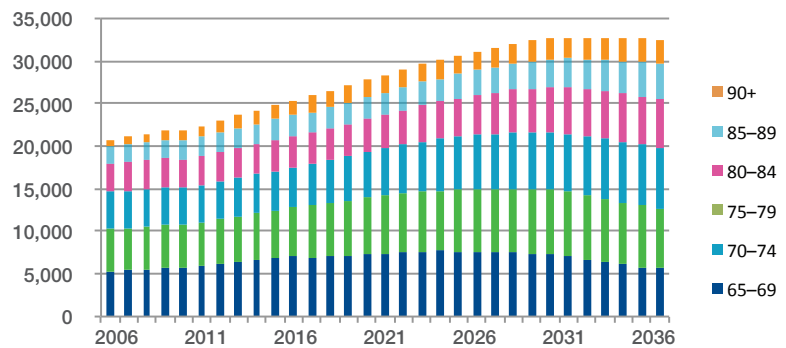
Princeton

Princeton has a median age of 52.5 in 2011 which is older than the provincial median and the Regional District's median. 28 per cent of the population is 65 years or older which is four per cent higher than the Regional District.

Keremeos

Keremeos has a median age of 60.8 in 2011 which is older than the provincial median and the Regional District's median, and the oldest in the region. 40 per cent of the population is 65 years or older which is 48 per cent higher than the Regional District. Keremeos has the oldest population in terms of amount of people who are 65 years or older.

Figure 6: Okanagan-Similkameen 65+ Population by Age Group 2006 to 2036



Penticton Indian Band

Residents on Penticton Indian Band lands have a median age of 55.9, which is older than the provincial median and also the Regional District's median age.

Osoyoos Indian Band

Residents on Osoyoos Indian Band have a median age of 49.6, close to the provincial median, and moderately lower than the Regional District's median age.

Lower Similkameen Indian Band

The Lower Similkameen Indian Band lands are comprised of five distinct reserve locations. Data for three of them is suppressed for privacy purposes, however Ashnola 10 and Lower Similkameen 2 have median ages of 29.7 and 37.2, which are respectively considerably lower than the provincial and Regional District medians.

Upper Similkameen Indian Band

Population on Upper Similkameen Indian Band Lands has a median age of 23.5, which is the lowest of any jurisdiction of the Okanagan-Similkameen, and less than half the median age of the province and Regional District.



Employment and Education

The Regional Growth Strategy for the South Okanagan outlines that employment in the Okanagan Valley portion of the RDOS is encouraged to develop evenly between Oliver, Osoyoos, Penticton and Summerland in existing and planned commercial, industrial and institutional growth areas. The largest employers in the South Okanagan are:

- Penticton Regional Hospital employs 900 people and provides core medical and surgical specialty services to patients in the area.
- Okanagan College provides students with a variety of courses to improve their credentials. This campus is located in Penticton and employs approximately 200 people, serving approximately 3,000 students.
- School District 67 employs 700 people and serves approximately 7,000 students in Summerland and Penticton.
- School District 53 employs 304 people and serves approximately 2,360 students in Hedley, Keremeos, Cawston, Osoyoos, Oliver and Okanagan Falls.
- The City of Penticton employs 305 people.
- The Canada Revenue Agency is located in Penticton and employs 305 people.
- Valley First Credit Union employs 290 people and has locations in Penticton, Keremeos, Oliver, Princeton and Okanagan Falls.
- The Osoyoos Indian Band has nine companies employing more than 500 people on reserve and is currently developing a corrections facility for the Province of British Columbia.

The National Household Survey identifies the following industries in Figure 7 as primary employment industries across the Okanagan-Similkameen Regional District:

Figure 7: Okanagan-Similkameen Employment by Industry - 2011 National Household Survey



Although not captured well in the National Household Survey due to the highly transient nature of employment (most workers only reside in the Okanagan-Similkameen seasonally), agricultural industries related to tree fruit and wine form a keystone of much of the Okanagan-Similkameen economy and identity.

Over the summer months, the fruit tree industry thrives, drawing an influx of employment and economic activity centered on picking, road side sales, and larger scale commercial distribution and processing. The fruit tree industry is composed of 800 growers operating orchards that generate \$130 million in wholesale revenue, contributes \$900 million in economic activity, and directly employs 1,500 people at the grower, packer and processor level. There are a total of 1,506 farms which is more than other regional districts in the Okanagan Valley.

Leveraging its unique ecosystem and picturesque agricultural landscapes, the Okanagan-Similkameen region is also a major tourist destination, which also offers year-round attractions including hiking, skiing, and fishing. There are approximately 130 vineyards in the Regional District, many of whom offer wine tours or tasting rooms, and which are a large contributor to the economy in terms of available jobs and revenue.

Penticton

Serving as the primary retail and service centre for the much of the Okanagan-Similkameen region, the labour force in Penticton has highest employment in the retail trade (16 per cent), followed by health care and social assistance (13 per cent). Other high-employment industries include construction (nine per cent), accommodation and food services (nine per cent), and manufacturing (seven per cent).

Summerland

Likely reflective of its high median age, the industry with largest employment within Summerland is the health care and social assistances industry (13 per cent of employed labour force). Other high-ranking industries include construction (13 per cent), retail trade (10 per cent) and likely owing to the agricultural research facility located at Trout Creek, scientific and technical services (seven per cent).

Oliver

Employment data by industry for the municipality of Oliver has been suppressed by the 2011 National Household Survey for data quality or confidentiality reasons. Agriculturally, the wine sector and fruit tree sectors share in the economy of the rural areas surrounding the town.

Osoyoos

The industry with greatest employment in Osoyoos is retail trade (11 per cent), followed by public administration (11 per cent), health care and social assistance (10 per cent), accommodation and visitor services (10 per cent), and agriculture (9 per cent).

Princeton

The nearby Copper Mountain Mine exerts enormous employment influence within Princeton, with 23 per cent of the employment in the community in the mining and manufacturing industry. Other high employment industries are educational services (17 per cent), retail trade (10 per cent), and agriculture, forestry, fishing or hunting (9 per cent). Princeton's higher elevation and surrounding pine forests result in forestry rather than fruit tree agricultural influences.

Keremeos

Employment data by industry for the municipality of Keremeos has been suppressed by the 2011 National Household Survey for data quality or confidentiality reasons. Agriculturally, the area around Keremeos, including Cawston, has retained a strong fruit orientation with a secondary wine sector.

Population & Demographic Challenges

Cultural Norms

Large proportions of residents currently aged 45-64 will increase the proportion of residents aged 65+ in future; many of whom will be aging out of driving. Gaining comfort with and understanding of transit among areas residents should be encouraged as much as possible to enable a smoother transition to non-driving lifestyles. Education and awareness-raising will be key pieces of this.

Additional pressure on accessible and custom transit service

Large proportions of residents currently aged 45-64 will increase the proportion of residents aged 65+ in future, expanding the population of older residents more highly reliant on transit. Accessible fixed route and custom transit service will be expected to expand and provide neighborhood-oriented transit options to accommodate riders age 65+ and with mobility challenges.

Low rural densities

Population concentrations are high in Penticton, but much lower elsewhere in the Okanagan-Similkameen. Providing conventional, fixed route transit service is financially challenging in areas of low density. Lower frequency conventional service and on-demand service may be more applicable in these areas.

Increases in medical, shopping and leisure trips

The older population demographic will likely lead to increased demand for travel for medical, shopping, and leisure purposes. This can be a difficult ridership market to serve due to relatively undefined trips times and destinations. The network of the future will need to better connect people to local centres to capture this market and increase ridership.

Seasonal Variation

The Regional District sees a large seasonal employment variation, particularly in the summer months when there is an increase in tourism, and hard labour employment in rural areas.

Winter conditions

Harsh winter conditions on some area highways are common occurrences and many older drivers are less confident with winter travel. Transit services connecting outlying communities to Penticton and community hubs will be needed to ensure safe access to regional needs and services.

Land Use + Planning

Okanagan-Similkameen

Sub Regional Growth Strategy, Bylaw No. 2421, 2007

The South Okanagan Regional Growth Strategy, Bylaw No. 2421, 2007 is a long term commitment to manage growth in the Okanagan Valley portion of the RDOS Okanagan-Similkameen. The strategy aims to keep urban settlement compact by encouraging and directing development to where services are located. Figure 8 illustrates those existing settlement areas where future growth should be directed. These areas are larger communities that have all the necessary services, infrastructure and amenities in place to accommodate future growth which are shown as Primary Growth Areas. These primary growth areas include Summerland, Penticton, Okanagan Falls, Oliver and Osoyoos.

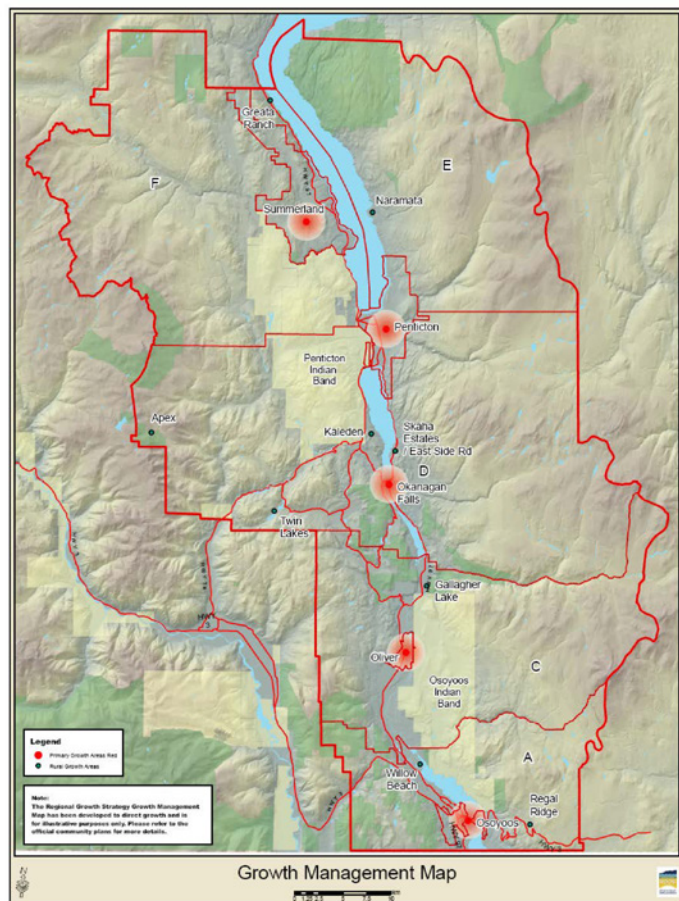
The following are policies outlined in the plan related to land use and transportation:

- Create walkable, livable mixed-use neighborhoods and communities (Policy H2.3).
- Integrate transportation infrastructure within and between communities (Policy H2.5).
- Support the creation of walkable neighborhoods and pedestrian/cycle/transit networks that offer both alternative transportation and recreational opportunities, and work with the Province to further develop the pedestrian/cycle network in conjunction with highway improvements (Policy I6.2).
- Encourage the identification of land in community cores appropriate for transit hubs (I6.4).
- Consider Light Rail Transit (LRT) as an option to improve community linkages and mitigate the effects of transportation on air quality and climate change (I6.5).

Trails Master Plan, 2012

The Trails Master Plan was created to define future direction, policies, priorities, standards and actions for the Regional District and its partners with respect to existing and potential future linear parks and trails and support of a regional trail network. Recommendations outlined in the trail plan are organized by first, second and third priority. First priorities focus on conflict resolution between motorized and non-motorized trail uses, safety, and collaboration of community groups. A portion of these priorities can be seen in Table 4.

Figure 8: Growth Areas in the Okanagan



A key trail feature in the region is the Kettle Valley Rail Trail (KVR), used by residents for recreation and commuting to work, and from one community to another. Highlights of the KVR include stunning vistas, an easy gradient and unique topography.

Table 4: Trail priorities in Okanagan-Similkameen

First Priority	Second Priority	Third Priority
Designate the Kettle Valley Rail (KVR) trail non-motorized from Penticton boundary to Arawana, eventually to Smethurst Road	Seek area based tenure for management of China Ridge	Designate specific routes and trail user types within Drenzi area to protect big horn sheep
Designate KVR non-motorized between Summerland boundary and Faulder	Work with landowners to establish right-of-way or beachfront connections through lands on west side of Skaha Lake	Install signage and develop maps for Coalmont area
Explore opportunities for establishing motorized recreation corridors, independent of the KVR between the following areas: <ul style="list-style-type: none"> • Princeton and Coalmont • Tulameen and Coalmont • Summerland and Osprey Lake • Osprey Lake and Princeton • Immediate area of Osprey Lake • Smelthurst and Little Tunnel 	Improve wayfinding signage and safety information on the KVR from Faulder to Crump	Negotiate stewardship agreement with SODC for McLean Creek Area
Initiate conflict resolution framework and continue discussions with local trail groups regarding motorized re-route in areas without established parallel trail opportunities.	Apply to establish the Three Blind Mice trail network with the Province of BC through Section 56 agreements. Support local stewardship groups or commercial operators to provide trail maintenance and stewardship	Establish permanent outhouse at Arawana
Develop and install safety signage and promote respect-based trail use in mixed use and conflict areas	Designate a route on the eastern edge of the trail network for dirt bikes accessing the Above the Mice area	Develop motorized staging areas at: <ul style="list-style-type: none"> • Coalmont Campground • End of proposed bypass on Princeton side • Coquihala at KVR RDOS Boundary • East of Tulameen

Penticton

Penticton Official Community Plan, Bylaw No. 2002-20

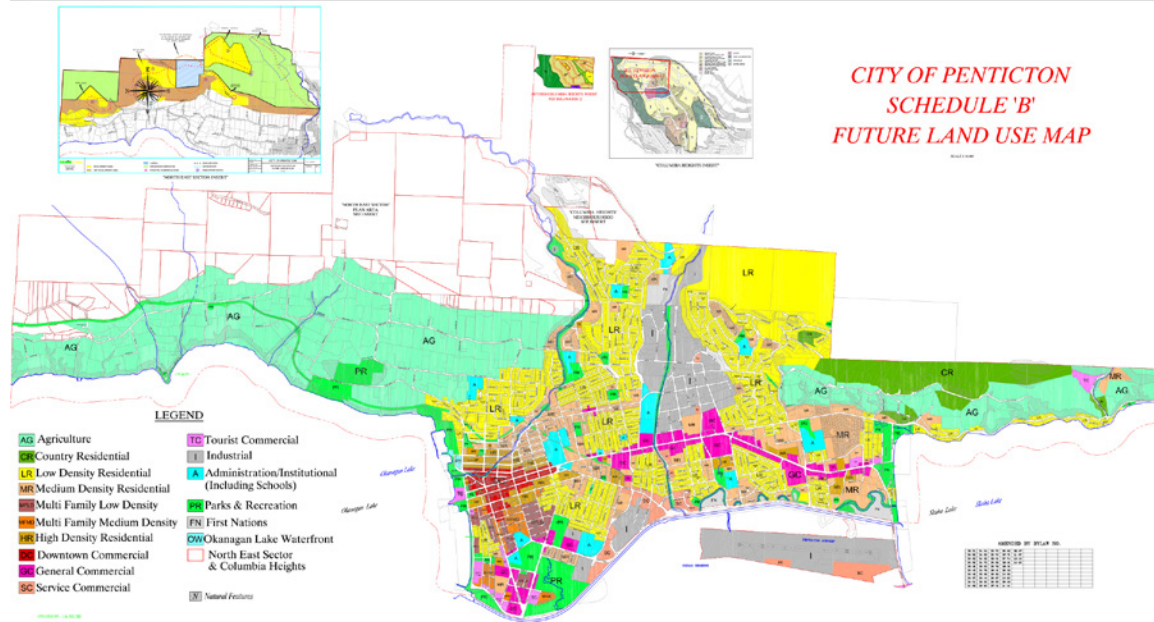
The City of Penticton Official Community Plan Bylaw, No. 2002-20 guides Penticton's development to meet its anticipated needs over the next decade and beyond.

A comprehensive Development Plan was prepared to assess the 20 year development capacity. As Penticton has the highest population in the region, it needs to be a priority in future land use planning to better serve the region as a whole. Growth management will occur using the following criteria:

- High density residential and mixed use development will be concentrated in the Urban Villages and Downtown areas with a focus on walkability, public transportation use, public realm enhancements and local business viability.

- Greenfield growth is to be directed to Upper Columbia, Upper Wiltse and the North East Sector.
- Planning for infrastructure, parks and public facilities needs to be coordinated with projected population growth to maintain service levels and enhance community amenities.

Figure 9: Penticton Land Use Plan



The following are policies included in the plan related to land use and transportation:

- Continue to plan complete neighborhoods in desired growth areas in the City.
- Encourage the concentration of pedestrian oriented commercial services in neighborhoods to generate strong neighborhood focal points and identity as well as enhance local business.
- Encourage growth and residential densification to occur in the vicinity of existing and proposed major transportation corridors, and will promote and encourage more efficient use of public transportation.
- Encourage intensification of residential land use and density along major arterials and transit routes.
- The City in conjunction with BC Transit will on a regular basis review public transit schedules, routes, accessibility and fees to ensure that public convenience, reasonable service levels and fees are maintained and attract new users.
- As an alternative to the traditional approach of expanding the capacity of roads to deal with traffic congestion, the City will endeavor to redistribute demand for transportation by increasing the range of choices for affordable, accessible transportation options.

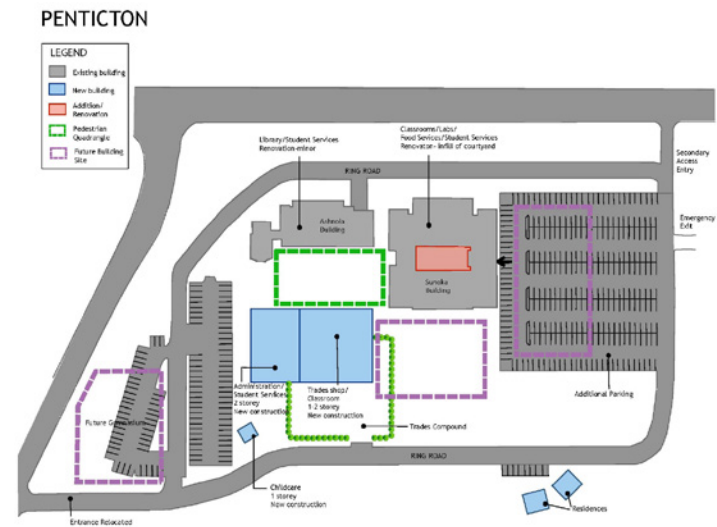
Okanagan College, Penticton Campus Master Plan

The Campus Master Plan (2007) recognizes that the current location of the Penticton Campus is on land leased from the Federal Government, which at the time of publication had 30 years remaining. Based on the current location the plan envisages:

- Four new academic and learning buildings*
- Student residence development on the east side of the campus
- A childcare centre for students and staff
- A re-orientation of the main entrance further east along Duncan street connecting to a ring road similar to those at the University of Victoria and Kelowna campuses

* The most recent new building is the Jim Pattison Centre for Excellence in Sustainable Technologies and Renewable Energy opened in 2013

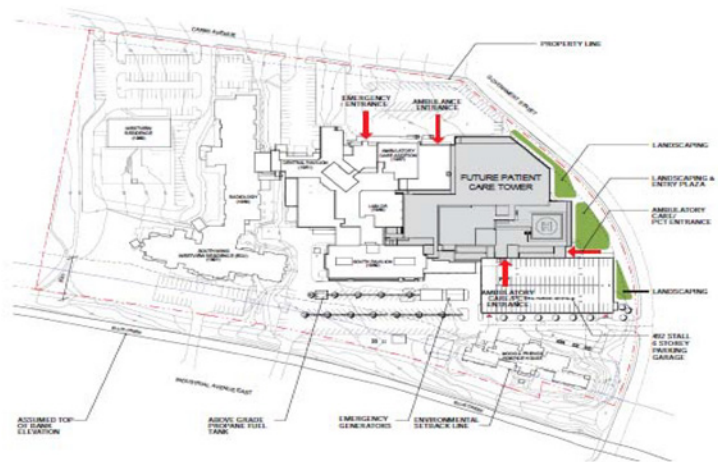
Figure 10: Okanagan College Land Use Plan



Penticton Regional Hospital Campus Expansion

Interior Health is undertaking a Two Phase improvement of Penticton Regional Hospital. Phase 1, currently underway is for the development of a new seven storey tower, offering expansion of in-patient care and hospital services and scheduled for completion in 2019. The new tower will be accompanied by a 5-story parking structure, providing 500 additional parking stalls. Phase 2 remains unscheduled, but is limited to renovation of existing units.

Figure 11: Penticton Hospital Campus



Penticton Indian Band Comprehensive Community Plan (2013)

The completion of a Land Use Plan is one of the key goals emerging from the Comprehensive Community Plan. This is to be developed in tandem with a land use code that will give the Penticton Indian Band the authority to develop land-use bylaws in relation to reserve lands.

Summerland

District of Summerland Official Community Plan, Bylaw No. 2000-310, 200

The District of Summerland Official Community Plan, Bylaw No. 2000-310, 2008 recognizes existing conditions and trends, notably the importance of the natural environment, regional and community growth management, and the preservation and enhancement of Summerland's social character and sense of place. Future growth is to be concentrated in Cartwright Mountain, Jersey Lands, and Victoria Road.

See Figure 12.

Policies that are outlined relative to land use and transportation include:

- The density and scale of development shall encourage walking and cycling within a 10-minute walking radius (about 800 meters) of the downtown core. A 10-minute walking radius is the standard used to promote walkability between services, amenities, and residences. (4.2.3.7)
- Based on the proposed transit route in the Transportation Master Plan, a Transit Plan should be prepared with maps to identify transit exchanges and bus stops based on issues of site design, connectivity, accessibility, signage, and safety. (4.3.2.11)
- Continue to work with neighboring communities, the Regional District, and the Provincial government for improved transit service including establishing an intra-city transit route, increasing the frequency of transit service between Penticton and Summerland and establishing a transit route to Kelowna via Peachland. (4.3.2.12)

Oliver

Oliver Official Community Plan, Bylaw No. 1070, 2003

The Town of Oliver Official Community Plan, Bylaw No. 1070, 2003 integrates all aspects of the town into a broad strategy to direct growth and development over the next decade and beyond. This plan must be a flexible document that evolves as conditions change in the community and the surrounding region including future land use changes which can be seen in Figure 13.

Figure 12: Summerland Land Use Plan

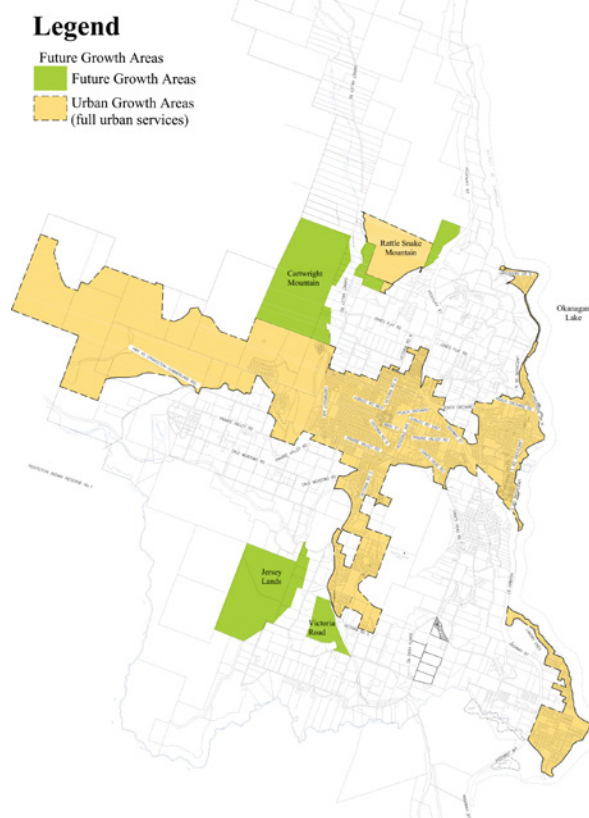
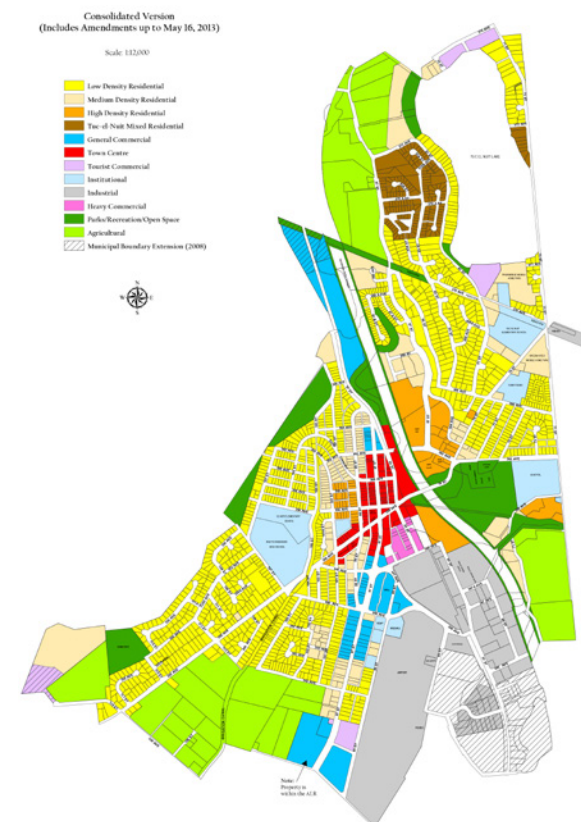


Figure 13: Oliver Future Land Use Map



Policies in the Plan related to land use and transportation include:

- Manage growth along transportation corridors to ensure the livability of existing commercial and residential areas (5.1.2.10)
- The Town will work with BC Transit to evaluate the need and viability of providing public transit opportunities within Oliver as well as more frequently scheduled public transit service from Oliver to larger centers in the Okanagan, including Penticton and Kelowna. (8.1.2.10)

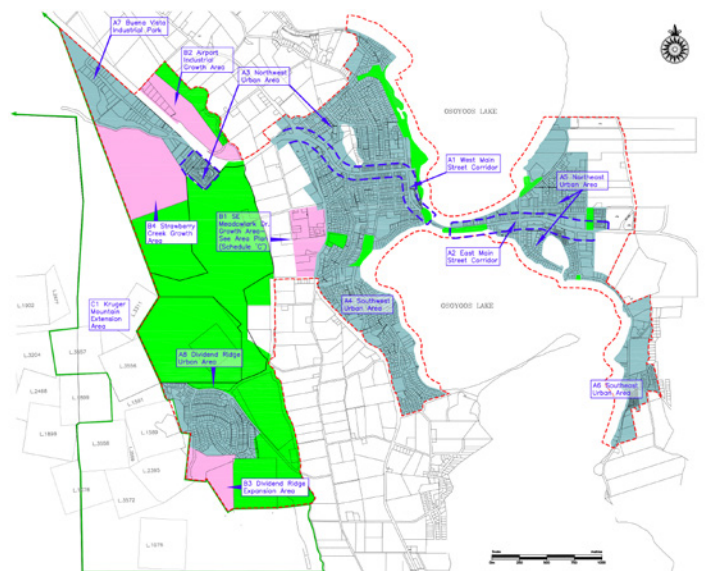
Osoyoos

Osoyoos Official Community Plan, Bylaw No. 1230, 2007

Town of Osoyoos Official Community Plan, Bylaw No. 1230, 2007 provides policies and objectives which support transportation and land use planning. Future growth is to be concentrated in the Airport Industrial Growth Area, Strawberry Creek Growth Area, Dividend Ridge Expansion Area, and Meadowlark Drive Growth Area as shown in Figure 14. The Town will follow “smart growth” principles for meeting community infrastructure needs. These include:

- Make full use of existing infrastructure, and upgrade and extend services to stay concurrent with growth needs (13-1)
- Encourage compact and orderly growth to economize on infrastructure costs (13-2)
- Osoyoos employs an Urban Growth Boundary to accommodate realistic projections of future growth, promote certainty for property owners and developers, encourage a compact urban form and discourage sprawl development.

Figure 14: Growth Areas in Osoyoos



Integrated Community Sustainability Plan, 2011

Although not a municipal bylaw, the Integrated Community Sustainability Plan, 2011 is written to guide the community toward a desirable and sustainable future. The ICSP identifies strategies and actions for implementation, monitors progress, and is reviewed and updated every year. Actions outlined in the plan include:

- Provide clearly marked and accessible corridors for pedestrians, cyclists, and scooters for easy access between downtown core and recreation areas (2.1)
- Implement the revitalization plan for the downtown core (7.1)
- Create a community transit plan, incorporating public, private, local, regional and inter-regional services (8.1)
- Create a 5-year capital plan to provide accessible infrastructure that promotes walking, cycling, scooters, e-bikes, etc. (8.2)

Princeton

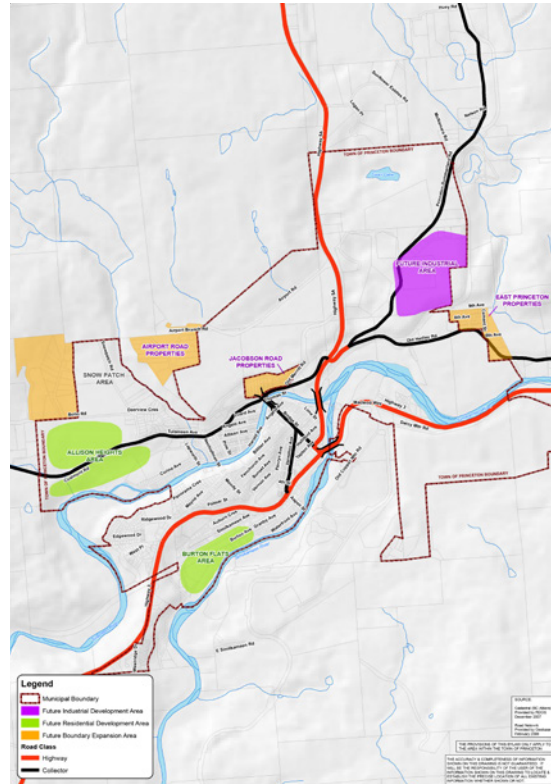
Princeton Official Community Plan Bylaw No. 808, 2008

Town of Princeton Official Community Plan Bylaw No. 808, 2008 outlines the following “smart planning” development criteria to evaluate future applications. (Policy 9.3.c) New developments should:

- Create an accessible environment where people of all ages, using a variety of transportation modes (including walking, cycling, motorized scooters, wheelchairs), can move with ease
- Plan future residential land uses with respect to the community’s existing infrastructure including roads, water and sewer
- Encourage residential densification in the Town Centre and in the neighborhoods immediately surrounding the Town Centre through infill and redevelopment.

As shown in Figure 15, new residential development should be directed in the Allison Heights and Burton Flats areas.

Figure 15: Princeton Future Development and Existing Transportation Network Map



Keremeos

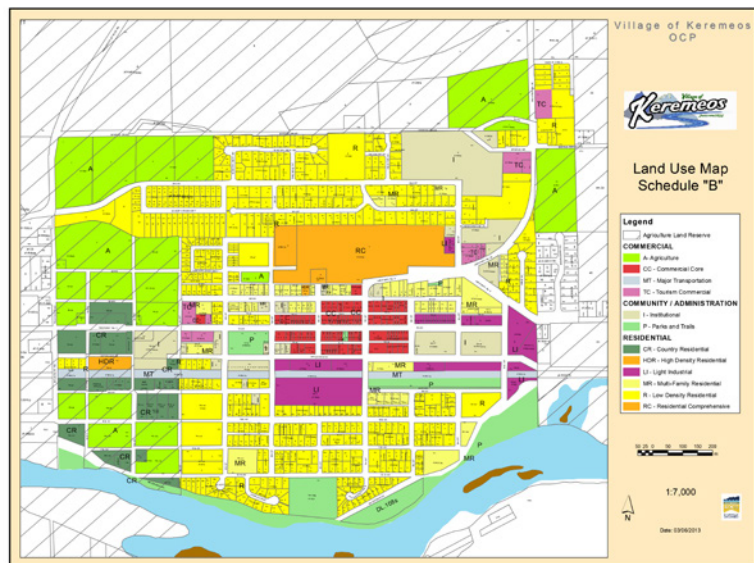
Keremeos, Official Community Plan, Bylaw No. 807, 2013

Village of Keremeos, Official Community Plan, Bylaw No. 807, 2013 will act as a policy guide to Council for short and long-term land use and development decision making, including associated social, economic, environmental and physical development. The Village recognizes the importance of planning for economic diversity, parks and green space, efficient land use, cost effective infrastructure and sustainable population growth. See Figure 16.

Policies in the plan include:

- Direct future residential growth to areas that have capacity with respect to municipal services (Policy 7.2.4)
- Discourage excessive use of automobiles for local transportation by encouraging residents and visitors to use other alternative transportation modes including walking, and bicycling.

Figure 16: Keremeos Land Use Map Schedule "B"



Electoral Areas

Transit, transportation and land use policies are summarized from community plans in the Electoral Areas. See Table 5.

Table 5: Summary of Electoral Area Community Plans

Area	Document	Summary of Key Policies
Electoral A Osoyoos Rural	Official Community Plan, Bylaw No. 2450, 2008	<ul style="list-style-type: none"> • Directs new urban residential growth to those urban communities within the Plan area that currently have the community infrastructure, services and employment opportunities to sustain higher densities. • Supports the enhancement of cycling and pedestrian systems in new and existing developments, and the improvement of safety for walking and cycling along roads.
Electoral Area C Oliver Rural	Official Community Plan, Bylaw No. 2452, 2008	<ul style="list-style-type: none"> • Directs new urban residential growth to those urban communities within the Plan area that currently have the community infrastructure, services and employment opportunities to sustain higher densities. • Recreational commercial development shall be permitted at suitable locations within the Community Plan area with due consideration of the impact of such development on the lifestyle and livelihood of local residents and on the environment.
Electoral Areas D	Electoral Area "D-2" East Skaha Vaseux, Official Community Plan, Bylaw No. 2454, 2008	<ul style="list-style-type: none"> • Recognizes that the existing amount of land zoned to permit residential development is enough to accommodate the target low to medium growth rate to 2016. • Ensure that rights of way acquired by the Province for major roads are wide enough to accommodate bicycle and pedestrian traffic as well as vehicular traffic. • Encourage the development of walkways and bicycle routes particularly within the Okanagan Falls town site.
	Electoral Area "D-1" Kaleden-Apex Southwest Sector, Official Community Plan, Bylaw No. 2456, 2008	<ul style="list-style-type: none"> • Generally manage and direct new urban residential growth to those urban communities in Electoral Area D, which presently have the community infrastructure, community services, and economic employment opportunities to sustain higher densities and residential growth. • Encourage new housing on existing vacant lots, or previously approved residential subdivisions, prior to considering more residential development on non-residential designations. • Support and encourage the provision of safe pedestrian and cycling opportunities along the major road networks as improvements are made to the roadways.
Electoral Area E	Electoral Area E, Naramata Area, Official Community Plan Bylaw No. 2458, 2008	<ul style="list-style-type: none"> • Encourage residential development within the existing land use designations, utilizing those lots and small parcels of land within developed area where services are available. The existing capacity is capable of accommodating approximately 1.5% per year population growth to 2026. • Encourage an evaluation of road, pedestrian, transit and other public use corridor requirements including any off-site impacts or necessitated improvements to match the 1.5% growth rate of the community. • Encourages the province to ensure efficiency of the existing transportation system, prior to any development of the Kettle Valley Railway Corridor including investments in transit, walking and cycling.

Area	Document	Summary of Key Policies
Electoral Area F	Electoral Area F, Okanagan Lake West, West Bench, Official Community Plan, Bylaw No. 2460, 2008	<ul style="list-style-type: none"> • Maintain the same overall site densities as existing Residential Designations while creating greater open spaces between development nodes and leaving more of the site undisturbed.
Electoral Area H	Official Community Plan, Bylaw No. 2497, 2012	<ul style="list-style-type: none"> • Encourages the development of existing vacant lots and those lands with development approval prior to re-designating new areas to permit residential use. • Generally, directs new urban residential growth to those urban communities within the Plan area that currently have the community infrastructure, services and employment opportunities to sustain higher densities.

Land Use Challenges

- There has been continued growth of residences, across all price points, located in areas that are heavily rural and isolated from daily amenities. The dispersed population and low transit demand makes transit cost-prohibitive to provide, and consequently residents purchasing in these areas are captive to auto-transportation. Aging in place is less realistic for people living in remote areas.
 - » In order to diminish this liability and ensure that new developments support independence and match the visions of the Transit Future Plan, the RDOS and area local governments are encouraged to extend the Regional Growth Strategy to all portions of the region, and update this as well as Community Plans to include transit as a priority.
- Pathways that provide residents of local streets with pedestrian shortcuts to larger streets and amenities are sporadic. This leads to unnecessarily long and circuitous transit routes to provide transit to residents.
 - » Local plans must emphasize pedestrian pathways from local to larger streets in order to support direct and fast transit routes while broadening the catchment of residents able to easily reach the nearest bus stop.
 - » New developments and public works improvements should create an inviting pedestrian environment to enable and promote active transport and pedestrian connections to transit and other amenities.
- Connections and transit amenities serving the Okanagan College Penticton campus are relatively undeveloped, particularly in light of the student demographic. Transit partners should work closely with Okanagan College Penticton campus plans to incorporate transit service into the planned Ring Road development in order to offset anticipated parking needs.
- There is pressure to provide transit to some low density areas; however providing transit to areas with lower density, can be difficult and costly without decreasing the efficiency of the entire transit system. Expansion of service into suburban and rural areas should consider more custom, on-demand options.

Service to Future Growth Areas

Local Governments are encouraged to focus a portion of new growth through intensification of established and central parts of the community to leverage existing amenities and further enable non-auto trips.

Transportation

What is “Mode Share”?

Mode Share is the proportion of all trips made by a specific form of travel.

For every 100 trips that Jane makes: 67 are by car, 18 are on foot, 10 are by transit and 5 are by bike. Jane’s car mode share is 67%, her pedestrian mode share is 18%, her transit mode share is 10%, and her bike mode share is 5%.

The transportation system is comprised of distinct elements operated and managed by different levels of government and authorities. Major components include provincial highways, local roads, BC Transit and inter-regional bus.

An overview of the Okanagan-Similkameen road network and Inter-regional travel is provided to formulate an understanding of travel options available to Okanagan-Similkameen residents, and to assess resident travel behavior, and the interconnectivity between the various modes.

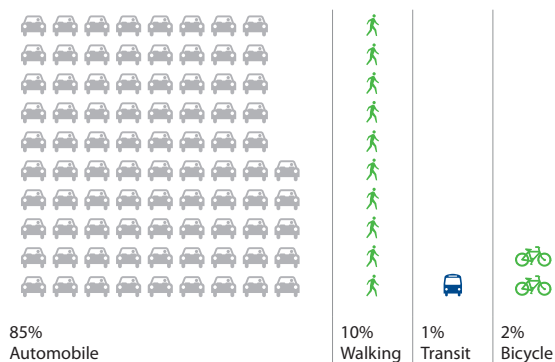
Travel Mode Share

Regional District of Okanagan-Similkameen

Travel in the Okanagan-Similkameen is highly dependent on single-occupancy vehicles. See Figure 17. As of 2011, driving represents 85 per cent of commuter trips, public transit represents one per cent, and walking/cycling represents 12 per cent.

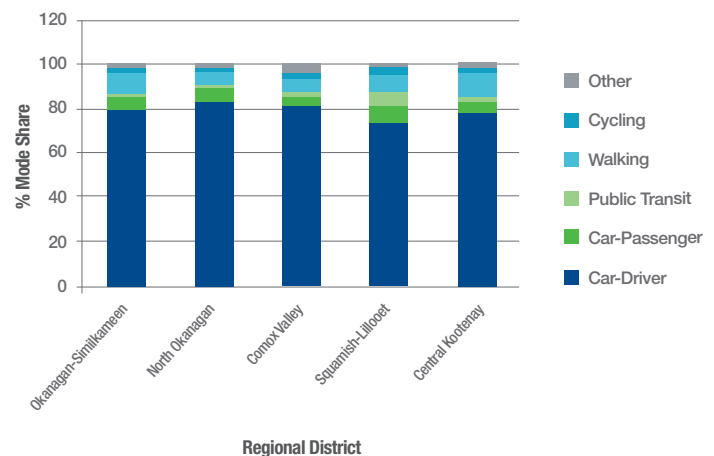
In Penticton, driving represents 80 per cent of commuter trips, public transit represents one per cent, and walking/cycling represents 17 per cent. When comparing Penticton to the rest of the Regional District, it has a lower per cent of people driving and a higher per cent of people walking or cycling. This could be due to the concentration of services which leaves less of a need to drive and is more convenient to walk or cycle.

Figure 17: Okanagan-Similkameen Travel to Work Mode Share, Statistics Canada



Source: Statistics Canada, 2013

Figure 18: Travel to Employment Mode Share in Peer Regional Districts, Statistics Canada



Commuter mode shares in comparable Regional Districts have similar patterns, with automobile trips accounting for 82 per cent to 90 per cent of trips, and transit trips accounting for one to two per cent of all trips, see Figure 18. However, among these, the Okanagan-Similkameen has the lowest share of commuter transit trips with one per cent.

Considering that a large proportion of Okanagan-Similkameen residents are retired and excluded from commuter mode shares, an alternate method of estimation based on average trips per household and total transit ridership has been used to estimate the region's and local municipal mode shares. Using this method, it is estimated that the transit mode share at a regional-scale is 0.6 per cent.

Penticton

Based on average trips per household, population and existing transit ridership, it is estimated that Penticton's transit mode share is about 1.5 per cent.

Summerland, Oliver, Osoyoos, Princeton, and Keremeos

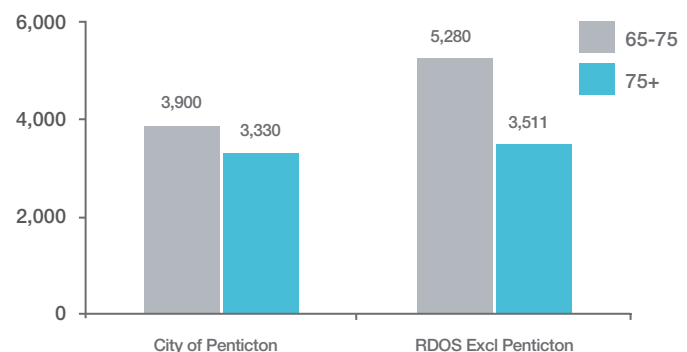
Based on average trips per household, population, and existing transit ridership, it is estimated that in communities served by transit outside of Penticton, the transit mode share is about 0.6 per cent.

Active Driver's Licenses

Examining numbers of people with active driver's licenses enables transportation planners to understand the quantity of people who may age out of driving over the life of the Transit Future Plan. Individuals who age out of driving typically become reliant on alternate modes of transportation such as walking, transit, and taxis to carry out daily living.

There are approximately 55,000 residents of the RDOS with active drivers licenses, of these, 16,000 or 30 per cent are people aged 65+. Many of these people will age out of driving during the life of the Transit Future Plan. See Figure 19.

Figure 19: Active Drivers Licenses by Age Group



A closer examination of the older population segment of driver's shows that the RDOS has more people aged 75+ (6,891) with active driver's licenses than the entire population of Osoyoos (4,895).

Trip Origins - Destinations

Origins

Travel originates at an individual's home or at access points to the Okanagan-Similkameen. As noted previously in Table 1 (page 10), resident population is concentrated in Penticton (41 per cent) and to a lesser extent, Summerland (14 per cent) Oliver (six per cent) and Osoyoos (six per cent).

Destinations

Travel destinations are the locations of employment, shopping, services, or recreation that residents access most commonly. The majority of employment and shopping/services are concentrated in Penticton. The most common regional destinations are as follows:

- Downtown Penticton
- Penticton Regional Hospital
- South Okanagan Hospital in Oliver
- Kelowna Hospital
- Okanagan College
- UBCO in Kelowna
- Agricultural Research Centre in Trout Creek
- School District 67
- School District 53
- Penticton Trade and Convention Centre
- Similkameen Recreation Centre
- Sonora Community Centre
- Oliver Community Centre
- Penticton Community Centre
- Apex Mountain Ski Resort
- Mount Baldy Ski Resort
- Penticton Regional Airport
- Kelowna International Airport
- Cherry Lane Shopping Centre in Penticton
- Penticton Plaza provides a collective of shops and services which cater to a diversity of needs
- Peachtree Mall (Wal-Mart) in Penticton
- Summerland
- Osoyoos Market
- New Corrections Facility near Oliver (240 jobs)

Road Network

The main provincial highways that travel through the Okanagan-Similkameen are Highway 97, Highway 3, and Highway 3A. Highway 97 (Okanagan Highway) is the longest provincial highway in any province running from the Canada/US border to the British Columbia/Yukon border. It travels north-south through Osoyoos, Oliver, Okanagan Falls, Penticton and Summerland. Highway 3 (Crowsnest Highway) travels east-west through Princeton, Hedley, Keremeos, and Osoyoos. Highway 3A runs from Keremeos north through Olalla and intersects with Highway 97 and then travels south past Okanagan Falls and Oliver to Osoyoos.

Provincial highways are under jurisdiction of the Ministry of Transportation and Infrastructure.

Approximate driving time and distance between regional destinations are

shown in Table 6. Driving time from Princeton in the west to Oliver in the south-east is 1 hour 37 minutes (125 km). Penticton to Summerland is 17 minutes (18 km), and Penticton to Osoyoos is 55 minutes (63 km).

To the north, Penticton is a 50 minute drive to Kelowna, a 1 hour 30 minute drive to Vernon and a 2 hour and 20 minute drive to Kamloops. To the south Penticton is a 1 hour and 15 minute drive to the USA Border.

Table 6: Approximate Driving Time and Distance between Regional Destinations*

	Penticton	Summerland	Oliver	Osoyoos	Princeton	Keremeos
Penticton		17 min 18 km	37 min 42 km	55 min 63 km	1 hr 26 min 112 km	44 min 48 km
Summerland	17 min 18 km		46 min 56 km	1 hr 3 min 77 km	1 hr 35 min 127 km	52 min 62 km
Oliver	37 min 42 km	46 min 56 km		20 min 21 km	1 hr 37 min 124 km	52 min 67 km
Osoyoos	55 min 63 km	1 hr 3 min 77 km	20 min 21 km		1 hr 25 min 114 km	38 min 48 km
Princeton	1 hr 26 min 112 km	1 hr 35 min 127 km	1 hr 37 min 124 km	1 hr 25 min 114 km		48 min 67 km
Keremeos	44 min 48 km	52 min 62 km	52 min 67 km	38 min 48 km	48 min 67 km	

*Drive BC

Other Travel Options

Active Transportation

Active transportation consists of multi-use trails and cycle paths. Commuter trails are provided with connections between the trail and road system, and features such as bike lanes and sidewalks are available after major corridor trails terminate. The main commuter corridors identified include Summerland to Penticton, Keremeos to Cawston and the Penticton-Okanagan Falls-Osoyoos corridor.

The Kettle Valley Rail Trail is a multi-use recreational rail trail which formerly was built for the now-abandoned Kettle Valley Railway. The Kettle Valley Railway Trail is an increasingly popular facility for hiking, cycling, horseback riding, cross country skiing and snowmobiling. It travels through Osoyoos, Princeton, Okanagan Falls, Naramata and Penticton. This portion of the trail travels along river channels, marshes and past rolling hills of vineyards and orchards. The trail not only connects municipalities, but it also connects major tourist destinations including vineyards and lakes in the region.

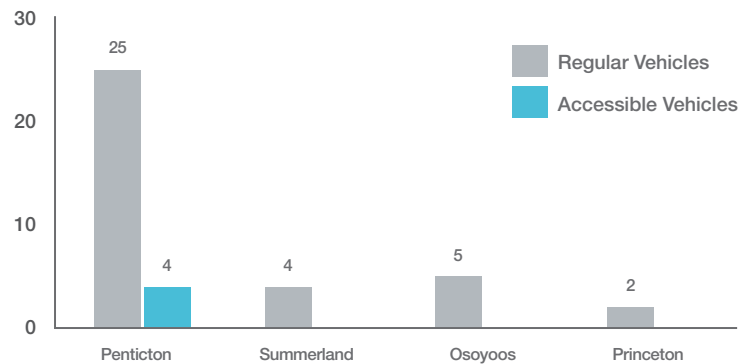


Marker post for the Kettle Valley Railway Trail

Taxi

Although there is good availability of regular taxi service in Penticton, taxi services are limited outside of the greater Penticton area. Two of the three taxi companies in Penticton offer accessible vehicles in their fleets, with a combined total of 4 vehicles in Penticton. See Figure 20.

Figure 20: RDOS Taxi Fleets by Community



Air

Penticton Regional Airport is located in Penticton approximately 10 minutes from the downtown core. This airport provides passenger air travel through Air Canada Jazz and Westjet. There are daily direct flights from Penticton to/from Vancouver costing \$150-\$200, and a daily flight from Penticton to/from Calgary costing \$150-\$200 per direction.

Passenger air travel is also offered at Kelowna International Airport which is a one hour drive north of Penticton and at Kamloops Airport, which is a two hour and 30 minute drive north of Penticton.

Bus

Intercity Coach: Daily Greyhound bus service is offered throughout the Okanagan-Similkameen. Bus stops are located in all major municipalities and buses operate daily seven days a week.

School bus: Students living outside of 4.5 kilometres of distance from schools are usually eligible for school bussing services. Within Okanagan/Skaha School District 67 bus service is provided by Berry & Smith Ltd., while Okanagan-Similkameen School District 53 and Nicola-Similkameen School District 58 provides bus transportation directly.

Other: There are numerous limousine and charter companies operating in the Okanagan-Similkameen, with service primarily focusing on wine and recreational tourism.

Transportation Challenges

Low transit mode share

The Okanagan-Similkameen has among the lowest transit mode shares compared to peer communities. Increasing efficiency and convenience of the system will increase ridership and increase the transit mode share while decreasing the vehicle mode share in the Okanagan-Similkameen.

Limited transportation data

RDOS Travel Patterns

To date there have been no origin-destination travel surveys conducted across the RDOS, or within any of the local jurisdictions of the RDOS. Data resources which capture the movement patterns and volumes of people between major origins and destinations at the local and regional scale are vital to both effective transportation development and informed decision-making. The RDOS and its jurisdictions will need to consider undertaking a comprehensive origin-destination travel survey examining movements within and between communities in order to invest future transportation funds effectively.

Transit Stop Activity

To date, route level passenger data is the only information easily available for the Penticton Transit System. Future efforts to improve service within urban settings need a clearer understanding of how stops are utilised.

Active transportation infrastructure in support of transit

Creating a more extensive, better signalised and connected sidewalk, bikeway, and trail network will enhance access to public transit, improving the transit experience and growing ridership. BC Transit, the Ministry of Transportation, local governments, and the Regional District must coordinate to ensure active transportation facilitates access to public transit and so that future transit services changes are communicated and supportive infrastructure can be provided.

Inter-regional commuting

There appears to be an increasing demand for inter-regional service connections for people making longer distance trips for work and particularly educational purposes.

Long distances between communities, particularly Princeton and Keremeos

Smaller communities in the Okanagan-Similkameen have a high dependency on Penticton and community hubs across the region for daily errands, work, education and medical services. The long travel time is inconvenient for many residents to access, particularly if a vehicle is unavailable to them.



Transit Today

As of 2015, Transit services in the RDOS are delivered by five transit systems each developed to serve residents of their respective communities. See Figure 21. Over time, market need buoyed by the changing landscape of medical services has led to the independent development of regional and limited inter-regional services which in some cases overlap, but have limited integration with transit systems in adjoining communities.

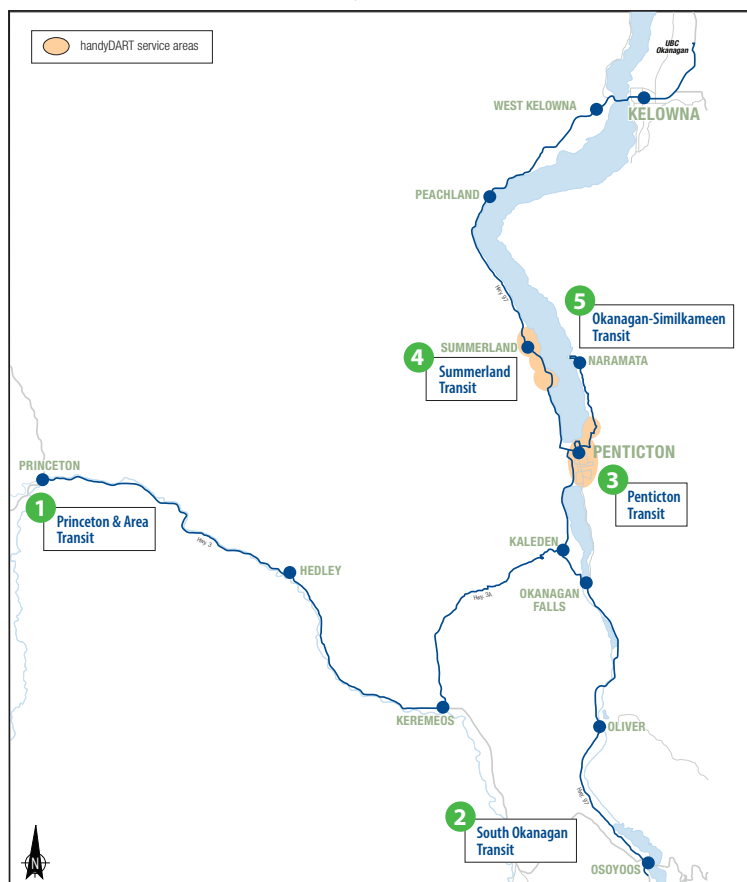
Of the five transit systems in the Okanagan-Similkameen, the Penticton Transit system (3) is the only fully conventional system; it is complemented by a separate custom (handyDART) service offered for those who are unable to use the conventional system.

Outside of Penticton the remaining transit systems are classed as paratransit offering blends of flexible and fixed service, and connections to rural communities. The two systems serving Summerland, Naramata and Okanagan Falls - the Summerland Transit System (4), and Okanagan-Similkameen Transit System (5) respectively - are classed as paratransit but function most closely to conventional systems with fixed routes and schedules. This conventional character is possible through the availability of custom (handyDART) services for residents in Summerland. Summerland handyDART service is offered directly by the Summerland Transit System.

Further south and west in the RDOS, the South Okanagan Transit System (2) and Princeton and Area Transit System (1) offer more typical paratransit with a blend of fixed and flexible transit which accommodates transit for conventional and custom passengers using the same vehicles and service.

Existing transit system performance and the degree to which it meets or does not meet the needs of the region must be understood in order to develop the future network. This section examines the existing conventional, paratransit, and custom services provided in the Regional District of Okanagan-Similkameen, outlining challenges and opportunities to support the development of an efficient and effective future system.

Figure 21: The five RDOS Transit Systems



Service Types and Operators of RDOS Transit Systems

Owing to the broad spatial spread between communities, and also to the independent evolution of each system, transit service in the RDOS is provided by four separate operating companies, which consist of a blend of commercial operators and community organizations. See Table 7.

Table 7: RDOS Transit Systems by Type

Transit System	First Priority	Second Priority	Third Priority
Penticton	Conventional	Conventional	Penticton Transit Service (Berry & Smith Ltd.)
	Custom* (handyDART)	Custom (handyDART)	Penticton & District Community Resources Society
Summerland	Conventional	Paratransit	Penticton & District Community Resources Society
	On-Request		
	Custom (handyDART)		
Okanagan-Similkameen (Naramata & Okanagan Falls)	Conventional	Paratransit	Penticton Transit Service (Berry & Smith Ltd.)
South Okanagan (Osoyoos)	Conventional	Paratransit	South Okanagan Transit Society
	On-Request		
Princeton & Area	Conventional	Paratransit	Princeton and District Community Services
	On-Request		

Systems Performance

Considered cumulatively across all five transit systems, ridership over the past ten years has grown to 493,312 in 2013/2014 from a low of 351,853 in 2005/2006, an increase of 141,549 or 40 per cent. See Figure 22 for more information.

Considered individually, all systems with the exception of the Okanagan-Similkameen Transit System (Naramata only) have experienced ridership growth trends or stability over the past ten years. See Table 8. In general, the system's ridership has responded well to increased service investment such as the jump from 2006 to 2008, which corresponds to the introduction of 30 minute frequencies in the Penticton Transit System. Conversely in smaller systems such as the Okanagan-Similkameen (Naramata) service, minor demographic shifts such as retirements of regular mature riders or newly licensed teen riders have also impacted ridership.

Figure 22: RDOS Historical Transit Ridership

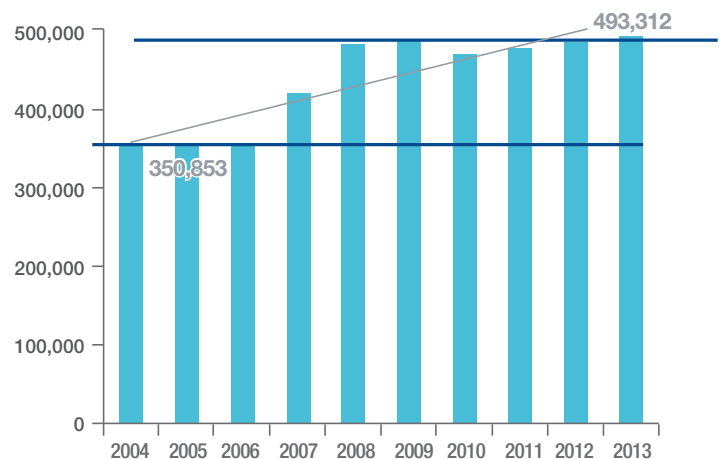








Table 8: RDOS Transit Ridership Overview 2004 -2013

Transit System		2004	Ridership Trend 2004–2013	2013/14
Penticton	Conventional	309,579		432,384
	handyDART	11,534		21,428
Okanagan-Similkameen*		8,014		7,839
Princeton & Area		6,749		8,671
South Okanagan (Osoyoos)		1,693		7,106
Summerland**				15,884

* Okanagan-Similkameen numbers only include Naramata only. The service expansion of this system to Okanagan Falls is too recent to produce annual statistics.

** Summerland data prior to 2010 has been suppressed owing to data quality issues.

The case for improved system intergration

Each transit system is composed of layers of transit provision:

- Transit Information/Rider's Guides
- Fares and Passes
- Schedules
- Resources – driver hours
- Resources – fleet
- Marketing and promotion



*These functions
are all carried
out in quintuplet
within the RDOS*

Is this redundancy and multiplicity needed?

Many residents are unaware of the transit services in neighbouring communities. Integration of some layers could make transit easier to use, while also making transit provision more efficient.

Conventional Transit System

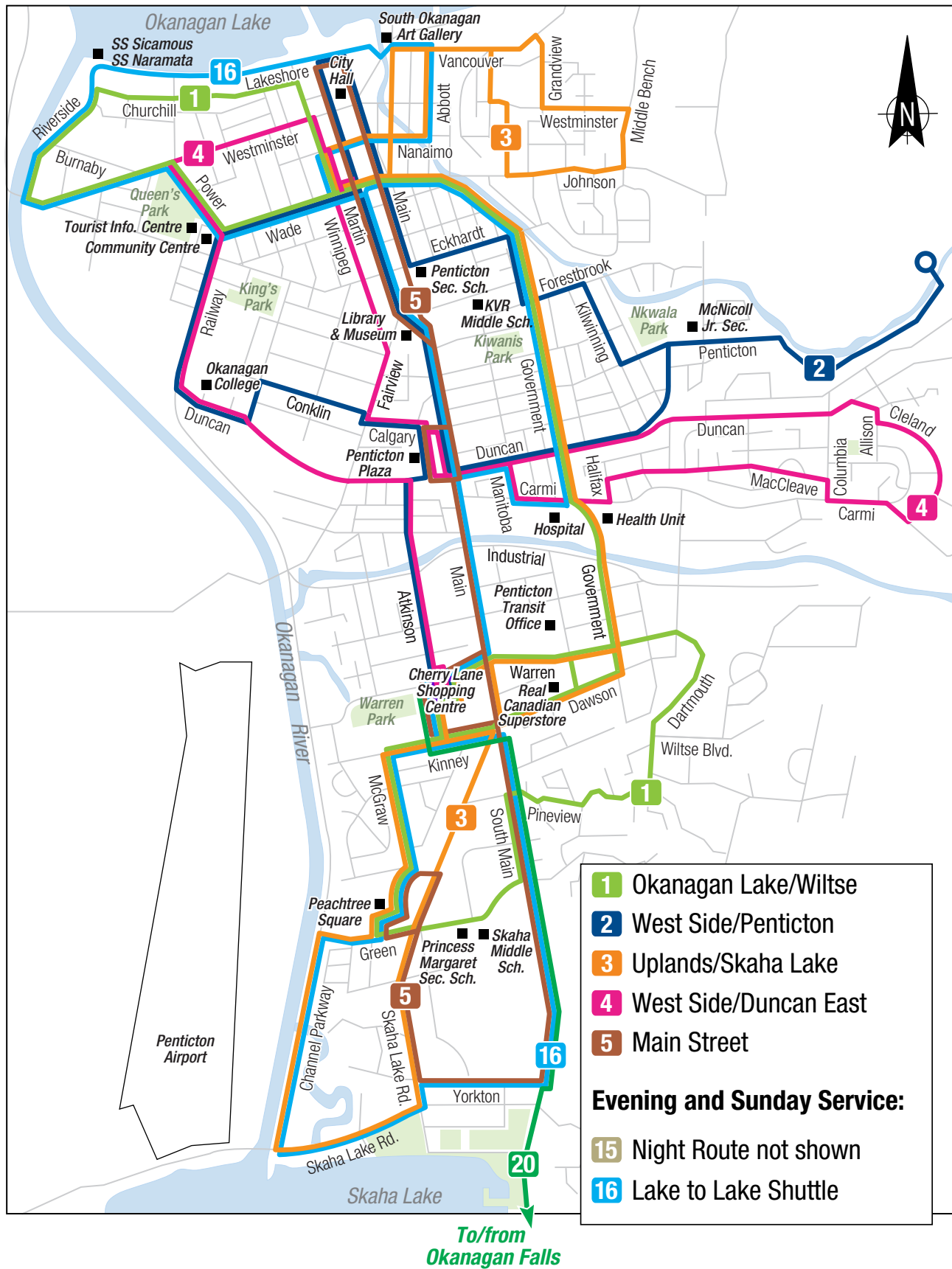
Conventional Service Description

Of the five transit systems in Okanagan-Similkameen, the Penticton Transit system is the only fully conventional system and is comprised of five regular fixed routes, plus two routes that provide either evening or Sunday service. Table 9 provides a summary of each route and Figure 23 details the Penticton Transit Map.

Table 9: Description of each route in the Penticton Transit System

Route	Description	Scale
1 Okanagan Lake/ Wiltse	Service from Wade at Martin with stops at the Community Centre, Hospital, Cherry Lane Shopping Centre and Peachtree Mall. This route also has a special school reverse routing.	Local
2 West Side/ Penticton Avenue	Service from Wade at Martin with stops at the Library and Museum, Community Centre, City Hall, Okanagan College, Penticton Plaza and Cherry Lane Shopping Centre.	Local
3 Uplands/ Skaha Lake	Service from Wade at Martin with stops at the Art Gallery, Hospital, Zellers, Cherry Lane Shopping Centre, Peachtree Square and Skaha Lake. This route also has a special route for Penticton Secondary Schools.	Local
4 West Side/ Duncan East	Service from Cherry Lane Shopping Centre with stops at Penticton Plaza, Okanagan College, and the Hospital.	Local
5 Main Street	Service from Martin at Wade with stops at City Hall, Penticton Plaza, Cherry Lane Shopping Centre and Peachtree Square. This route has a special school routing used at some points in the day.	Local
15 Night Route	Service from Wade at Martin with stops at IGA, Peachtree Square, Cherry Lane Shopping Centre, Penticton Plaza, Okanagan College and the Community Centre.	Local
16 Lake to Lake	Service from Wade at Martin with stops at the Library and Museum, Penticton Plaza, Hospital, IGA, Cherry Lane Shopping Centre, Peachtree Square, Penticton Plaza, Community Centre and Okanagan Lake.	Local

Figure 23: Penticton Transit Map



Conventional Fleet

The Penticton Conventional Transit System is comprised of heavy and medium duty vehicles charged with delivering transit service to the city's urban transit network. The fleet is funded through lease arrangements between the City of Penticton and BC Transit. Penticton was among one of several test locations used for medium duty Vicinity buses in its fleet. See Table 10 for more details.

Fleet vehicles are operated to deliver maximum service kilometers annually and over a defined period of operation. Once a vehicle has delivered the maximum service kilometres, it is replaced with a new vehicle.

The Penticton fleet is currently delivering more than the recommended annual service kilometres for the number of vehicles available.

Table 10: Penticton Conventional Fleet Summary

Number and Type	Vehicle Description	Passenger Capacity Seated/total	Accessible Spaces	Average Age of Fleet	Spare Ratio
6 Heavy Duty	12.5 m Nova Bus	32/69	3	6 yrs	- 1
2 Medium Duty	8.4 m Vicinity	23/39	2	2 yrs	

Conventional Fares

There is a single fare structure for transit services offered by the Penticton Conventional Transit System. Cash fares for adults and post-secondary students is \$2.00, while seniors, primary and secondary students pay \$1.75. Children aged 6 and under ride for free. Monthly pass fees are staggered from \$45.00 for adults, \$38.00 for post-secondary students \$32.00 for seniors, and \$27.00 for primary and secondary students. See Table 11 for further details. These fares are consistent with similarly-sized conventional systems in the province.

Table 11: Penticton Conventional Fares

	Adults	Post-Secondary Students	Seniors	Primary and Secondary Students	Children under 6
Cash	\$2.00	\$2.00	\$1.75	1.75	free
10 tickets	\$15.00	\$15.00	\$12.50	\$12.50	free
Day Pass	\$4.00	\$4.00	\$3.50	\$3.50	free
Month Pass	\$45.00	\$38.00	\$32.00	\$27.00	free

Conventional Hours of Operation

Hours of service are summarized in Table 12. Route 5 Main Street is the most frequent with 26 trips on weekdays. Saturday service operates on the same routes as weekdays, but is slightly reduced, while Sunday service is provided by the route 16 Lake to Lake Route only.

Table 12: Conventional Transit Hours of Service

Route		Monday–Friday		Saturday		Sunday and Holidays	
		Total Trips	Start/End	Total Trips	Start/End	Total Trips	Start/End
1 Okanagan Lake/ Wiltse	To Peachtree Mall	13	6:16 am/ 6:16 pm	10	8:48 am/ 6:16 pm		
	To Downtown	13	6:16 am/ 6:30 pm	11	8:30 am/ 6:30 pm		
2 West Side/ Penticton Avenue	To College	13	6:30 am/ 6:30 pm	11	8:13 am/ 6:30 pm		
	To Downtown	12	6:38 am/ 6:13 pm	10	8:38 am/ 6:13 pm		
3 Uplands/ Skaha Lake	To Skaha	13	6:30 am/ 6:25 pm	11	8:21 am/ 6:25 pm		
	To Haven Hill	12	6:48 am/ 6:21 pm	11	8:00 am/ 6:21 pm		
4 West Side/ Duncan East	To Duncan East	12	7:14 am/ 6:52 pm	11	8:14 am/ 6:52 pm		
	To Westside	12	6:42 am/ 6:14 pm	11	8:00 am/ 6:14 pm		
5 Main Street	To Skaha Lake	26	6:48 am/ 6:41 pm	20	8:48 am/ 6:41 pm		
	To Okanagan Lake	24	7:16 am/ 6:42 pm	19	9:16 am/ 6:42 pm		
15 Night Route	Eastside	3	6:50 pm/ 10:00 pm	3	6:50 pm/ 10:00 pm		
	Westside	2	7:14 pm/ 9:20 pm	2	7:14 pm/ 9:20 pm		
16 Lake to Lake	To Skaha Lake					10	9:18 am/ 6:49 pm
	To Okanagan Lake					11	9:00 am/ 7:00 pm

Conventional History

Dating back to 1977, the Penticton Transit System is among the oldest fixed-route public transit systems in B.C. and in 1993, became the first fully accessible transit system in Canada. The system continues to carry high proportions of customers who make use of this accessibility enabling a more efficient custom handyDART service. Compared to other systems of the RDOS, the Penticton Transit System is substantially developed. Service hours have increased from 12,394 in 1988 to 15,776 in 2003, to 17,400 in 2007, and to 22,741 in 2013; a 25 year increase of 84 per cent.

System growth was relatively steady between 1977 and 2007 and in 2008 there was a steep service expansion when the City of Penticton began to make transit improvements a priority and provincial funding was restored. While routes have been combined over the years, the coverage of the system has remained similar. In 1992 the system featured eight routes and the night route, which in 1986, were consolidated to form four routes and the night route, as well as the Sunday Route 16 Lake-to-Lake. Because original route alignments were maintained when the routes were combined, the result was a visually complex transit network. After 1986 changes were minor until the 2008 introduction of Route 5 Main Street, which now provided fast and direct service in both directions along the busiest parts of Penticton's north-south axis.

Conventional System Performance

Penticton Conventional Transit Ridership in 2013-2014 was 432,384, an increase of one per cent from the previous year. The system is resourced with 22,751 annual service hours, representing 19 passenger trips per service hour. See Table 13 for additional details.

Performance by Route

System performance is considered on a route-by-route basis. See Table 13. Route 5 Main Street, which is located along the primary north-south axis of Penticton, linking downtown and new higher density developments with Cherry Lane Mall and Wal-Mart, experiences the highest total ridership at double of any other route of the system and maintains the highest boardings per service hour at 23. Route 15 Night Route carries one percent of the system's total ridership, and has the lowest boardings per service hour at seven boardings. Considering that this is the only transit service operating after 6:30 pm, this is exceptionally low. Route 2 Westside carries the lowest proportion of daytime passengers, and also has the lowest boardings per service hour.

Table 13: Penticton Conventional Transit Daily Ridership Performance by Route

Route	Average Daily Ridership*	Per cent of System's Daily ridership	Daily Service Hours	Per cent of System Daily Service hours	Boardings per Service Hour
1 Okanagan Lake/Wiltse	251	17%	12.30	16%	20.4
2 West Side/Penticton Avenue	171	11%	12.00	16%	14.3
3 Uplands/Skaha Lake	263	18%	11.92	15%	22.1
4 West Side/Duncan East	221	15%	12.17	16%	18.2
5 Main Street	572	38%	24.83	32%	23.0
15 Night Route	22.3	1%	3.17	4%	7.0
99 School Shuttle	NA	NA	0.70	1%	
	1501	100%	77.09	100%	
16 Lake to Lake **	NA	NA	10.0	100%	

*Source GFI data calculation based on Fall 2014 ridership.

** Route 16 only operates on Sundays and has been excluded from this summary.

Performance in the Regional Transit Context

When considered in the context of all five transit systems in the RDOS, the Penticton conventional transit system accounts for 88 per cent of all rides, but uses 66 per cent of all the hours allocated to the various transit systems, see Table 14. This difference reflects higher densities, closer destinations, and higher rider turn-over in Penticton.

Table 14: Summary of Penticton Conventional Annual System Performance

Annual Ridership	Per cent of RDOS Transit Systems Ridership	Total Annual Service Hours	Per cent of RDOS Transit Systems Hours	Total Cost per Hour	Trip per Service Hour	Trips per capita	Operating Cost Recovery
432,384	88%	22,751	66%	\$93.19	19	0.76	25.5%

Source: 2013/2014 APS Report Card

Conventional Benchmarking

The Penticton conventional transit system performance measures are compared with peer communities in British Columbia for 2013/14. Peer communities are selected for having similar service area population size and annual service hours. Conventional system performance measures are compared to peer communities in British Columbia for 2012-2013. See Table 15 for the summary of key points.

Benchmarking also helps to inform the setting of the Network Design Standards and Performance Guidelines to be subsequently developed.

The Penticton Conventional transit system performance is slightly lower relative to its peer communities. This is due to the low frequencies on most routes, complex route structure, and the hours of transit offered relative to the population. One markedly positive aspect of the Penticton Transit System is that the system accommodates large proportions of passengers with accessibility needs. This results in a considerable cost savings in custom transit (handyDART) operation for Penticton since the hourly costs of custom transit are much higher than conventional transit.

- Total conventional passenger trips in Penticton were 432,384 in 2013-2014, 11 per cent less than average ridership among peer communities.
- 22,751 service hours were offered which is 12 per cent less than the average in peer communities.
- Total revenue is \$540,546 which is 9 per cent lower than the average among peer communities.
- Cost per ride is \$5.52 which is on par with the average among peer communities.
- Cost per hour is \$104.83, which is on par with the average among peer communities.
- Rides per capita are 14, which is about 9 per cent higher than the average among peer communities.
- Operating cost recovery is 25.5 per cent, which is on par with the average among peer communities.

Table 15: Summary of Conventional Annual Performance in Peer Communities

	Approx. Service Area Population	Service Hours	# Fixed Routes	Ridership	Revenue (\$)	Rides per Hour	Cost per Ride (\$)	Cost per Hour (\$)	Rides per Capita	Cost Recovery%
Penticton	30,296	22,751	8	432,384	540,546	19.0	5.52	104.83	14	25.5
Vernon Regional	35,656	25,979	12	432,829	645,126	16.7	6.88	114.60	12	26.2
Campbell River	30,900	23,295	9	599,856	641,147	25.8	3.86	99.37	41	31.5
Chilliwack	56,365	27,993	8	494,827	623,065	17.7	5.32	93.79	9	26.4
Comox Valley	44,174	28,019	12	589,441	647,762	21.0	4.88	102.71	13	25.2
Cowichan Valley	37,296	26,474	13	365,656	485,795	13.8	7.54	104.19	10	20.1
Average	39,115	25,752	10	485,832	597,240	20	5.50	103.25	13	25.82

Source: 2013/14 Annual Information and Performance Summary Paratransit

Conventional Transit Challenges

Penticton is already a demographically older community and will continue to age with many new transit users also using mobility aids; however space restrictions on conventional buses can make accommodating these passengers and their mobility devices difficult. This is further compounded by infrequent service: a passenger who could not be accommodated may be forced to wait up to one hour in outdoor summer heat or winter cold conditions.

Low frequencies make transit less attractive to riders because it does not allow personal schedule flexibility and can carry high costs if a bus is missed (missed appointment, late for work).

The lack of evening service on the regular routes limits the viability of the system for people working into the evenings or attending late classes and is less attractive to customers with other transportation choices.

Routes are complex to understand (with the exception of Route 5 Main Street) and this can make it harder to attract new users.

Maintenance – the nature of service and number of vehicles assigned to Penticton means that the system operates with fewer spare vehicles than is recommended to ensure fleet longevity.

Paratransit Service Description

Paratransit is an umbrella term for a range of transportation services used in small or low ridership communities and which typically functions as a shared service for passengers with and without disabilities. The Paratransit continuum offers a range of service from scaled-down conventional service to service that has flexible routes and flexible schedules. Paratransit services may work at both connecting residents with local services and daily needs and also as a form of targeted transit services connecting to Regional and Inter-regional destinations.

- **Fixed Route Fixed Schedule (Conventional)**

This type of Paratransit is similar to the Penticton conventional service with set trip times and a set route. Because of its consistency, this Paratransit form is easier for customers to understand and requires the least personal planning ahead. This type of model is used for the Okanagan Falls service and Route 1 Summerland service offered by the Okanagan-Similkameen Transit System and Summerland Transit System.

- **Fixed Schedule with On-Request Service Area (Flex Route)**

This type of Paratransit has set trip times and a usual route, but the schedule is designed to allow one or two deviations within one kilometer from the usual route to serve customers that are beyond walking distance, or who face mobility challenges. As of 2014, this type of model is used for the local Osoyoos service offered by the South Okanagan Transit system.

- **On-Request Paratransit (On Demand)**

This type of Paratransit has set operating hours, but routes and schedules are determined based on requests received. Since it is not consistent, this form of Paratransit is more difficult for customers to understand and requires the most planning ahead. As of 2014, local area transit in Princeton is operated in this fashion.

Table 16 provides a description of the paratransit services provided across the RDOS. The Paratransit systems outside of Penticton are heavily dominated by regional routes, and there remains considerable opportunity to grow and develop local-level transit services to improve closer-to-home mobility options for daily needs.

Local Service Local service in most communities is undeveloped, or receives minimal time. The Okanagan-Similkameen, South Okanagan and Summerland transit systems are most focused on regional service.

Regional Routes At the regional scale, there is overlap in several routes operated by different transit systems. The South Okanagan transit system Routes 2 and 3 contain segments which are also served by the Princeton and Area transit system (Princeton/Penticton Bus).

Table 16: RDOS Paratransit Service summary

Route Service Type	Description	Scale
Summerland Transit System		
On-Request <i>On-Demand</i>	Service within Summerland and to connect non-custom (handyDART) passengers to the fixed route service. Service operates Monday through Friday from 6:30 a.m. to 4:30 p.m.	Local
1 Summerland <i>Conventional</i>	Service from Summerland Library with stops at Nesters, Health Centre, Summer Fair Shopping Centre, Trout Creek, and Penticton.	Regional
Okanagan-Similkameen Transit System		
10 Naramata / Penticton <i>Conventional</i>	Service from Wade at Martin with stops at Cherry Lane Shopping Centre, Penticton Plaza, and Naramata. Service operates Monday through Saturday.	Regional
20 Okanagan Falls / Penticton <i>Conventional</i>	Service from Okanagan Falls to and from Penticton via Eastside Road with limited service to Heritage Hills. Service operates Monday through Friday.	Regional
21 OK Falls Local <i>Conventional</i>	Local service within Okanagan Falls. Service operates in Naramata Monday through Saturday and Okanagan Falls Monday through Friday.	Local
South Okanagan Transit System		
1 Osoyoos <i>Flex Route</i>	Service from Cottonwood with stops at Main at Cottonwood, Jonagold and Elementary School. This route also has areas which can be accessed by request only. 1 trip operates early morning Monday to Thursday and 1 trip operates 12:30 Tuesday to Thursday.	Local
2 Osoyoos /Penticton <i>Conventional</i>	Service from Osoyoos with stops in Oliver, Okanagan Falls, Penticton and Summerland. Service operates Monday, Tuesday-Thursday.	Regional
3 Osoyoos /Kelowna <i>Conventional</i>	Service from Osoyoos with stops in Oliver, Okanagan Falls, Penticton, Summerland and Kelowna. Service operates Mondays only.	Inter-regional
Princeton & Area Transit System		
On-Request <i>On-Demand</i>	Door-to-door service within Princeton. Service operates Monday through Friday from 8:30 a.m. to 4:30 p.m.	Local
1 Princeton/ Penticton <i>Conventional</i>	Service from Princeton to Penticton with stops in Hedley, Keremeos, Kaleden and Penticton. Service operates Monday, Wednesday and Friday.	Regional
Hedley <i>On-Demand</i>	On Request Service from Princeton to Hedley. Service operates Monday, Wednesday, and Friday.	Regional
Tullameen/Coalmont <i>On-Demand</i>	On Request Service from Princeton to Hedley.	Regional

At the regional scale, there is overlap in several routes operated by different transit systems. The South Okanagan transit system Routes 2 and 3 contain segments which are also served by the Princeton and Area transit system (Princeton/Penticton Bus) and the Summerland Transit system (1 Summerland). This is illustrated below in figures 24, 25 and 26.

- Overlap between Summerland Transit Route 1 and South Okanagan Transit Routes 2 and 3
- Overlap between Princeton Transit Route 1 and South Okanagan Transit Routes 2 and 3

Figure 24: Summerland and Area Transit Map

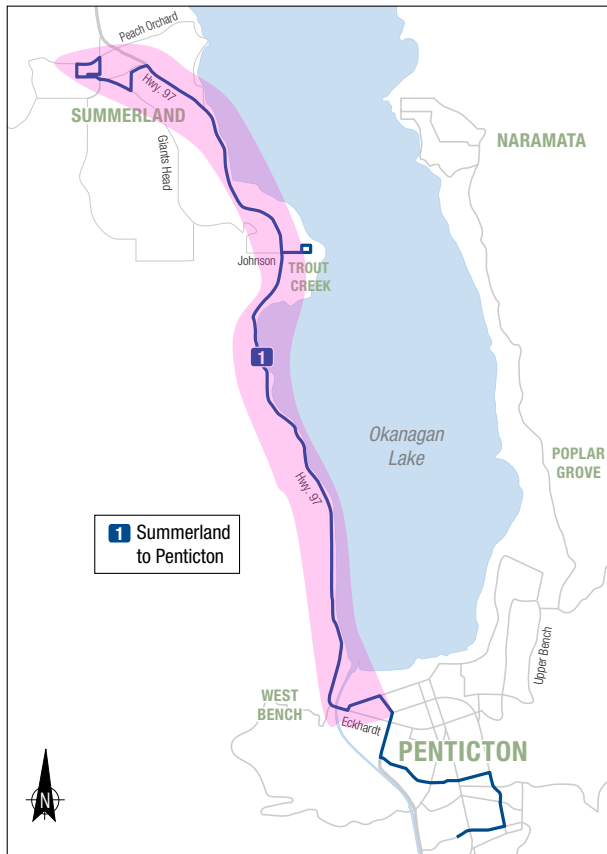


Figure 25: South Okanagan Transit Maps

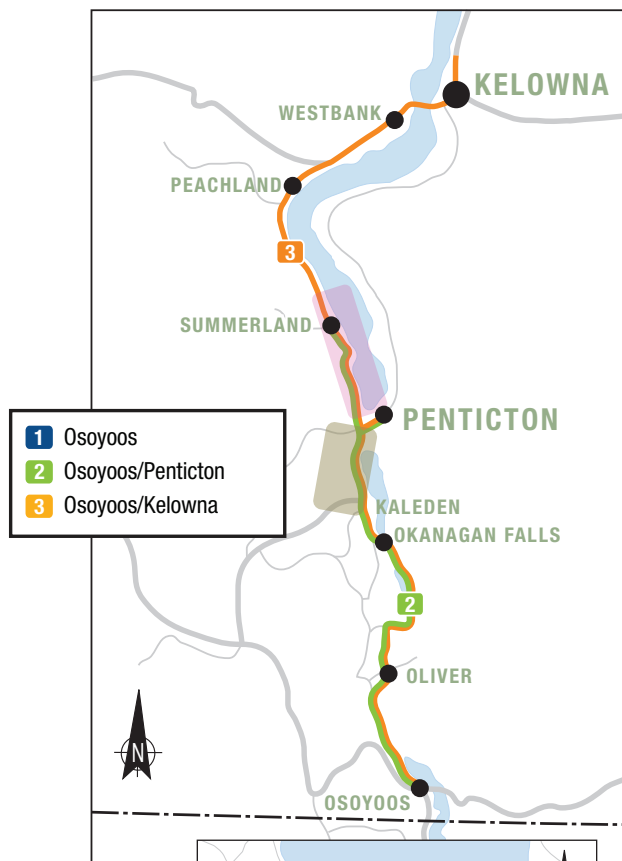
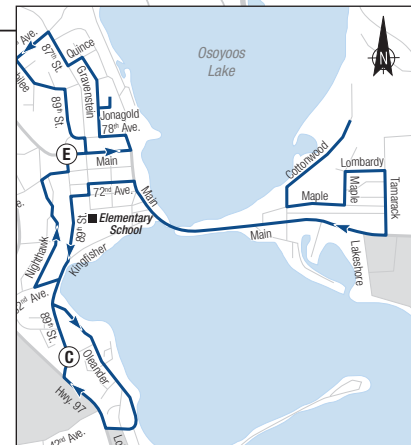
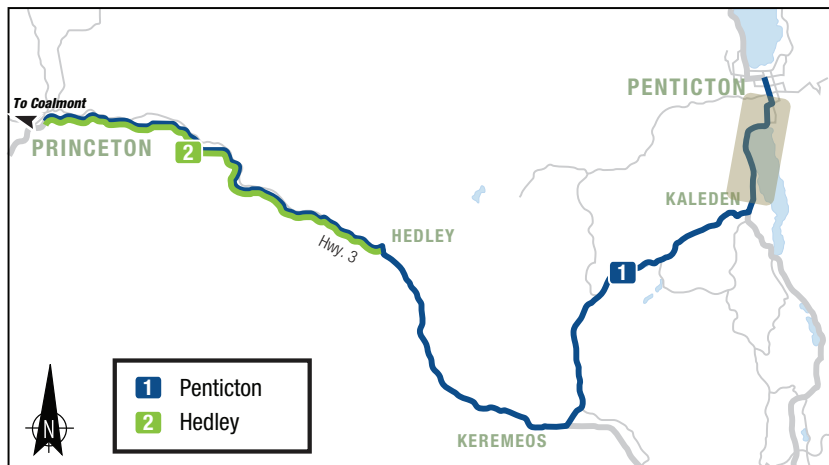


Figure 26: Princeton and Area Transit Map



Paratransit Fleet

Paratransit services are comprised of light duty vehicles, right-sized for their respective small communities and the diverse range of service types that are covered by these systems. Each system fleet is funded through separate lease agreements between their respective local government partner and BC Transit. See Table 17 for more details.

The vehicles are operated to deliver maximum service kilometers annually and over a defined period of operation. Once a vehicle has delivered the maximum service kilometres it is replaced with a new vehicle. Transit systems with small fleets are often challenged to maintain an adequate ratio of spare or contingency vehicles. This may lead to service delivery gaps when there are problems with the existing fleet. This challenge is endemic across all Paratransit systems in Okanagan Similkameen; however it is most acutely evident for the South Okanagan transit system due to the high kilometres travelled each week.

Table 17: RDOS Paratransit Fleet Summary

Number and Type	Vehicle Description	Passenger Capacity Total	Accessible Spaces	Average Age of Fleet	Is Spare Ratio Met in 2014?
Summerland Transit System* Lease Agreement Partner: District of Summerland					
3 Light Duty	2 Ford Polar	20	4-6	2009	Yes
	1 ARBOC	20	3-6	2014	
Okanagan-Similkameen Transit System Lease Agreement Partner: Regional District of Okanagan-Similkameen					
3 Light Duty	2 Ford Polar	20	4-6	2008	Yes
	2 ARBOC	20	3-6	2014, 2015	
South Okanagan Transit System Lease Agreement Partner: Town of Osoyoos					
1 Light Duty	1 Ford Polar	20	4-6	2009	No
Princeton & Area Transit System Lease Agreement Partner: Town of Princeton					
2 Light Duty	2 Ford Polar	20	4-6	2009	No

* The Summerland Paratransit fleet also includes vehicles used for handyDART service.

Paratransit Fares

There is good alignment of local fares across Paratransit systems of the RDOS. Okanagan-Similkameen, Princeton, and South Okanagan transit systems all charge \$1.50 for travel within their respective communities, while Summerland, which is considerably larger, charges \$2.00.

Regional-scale service fares are more disparate, with differences between systems most evident for longer distance and longer duration trips. The Princeton and Area Transit system offers service from Princeton to Penticton (112 km) for \$4, whilst the South Okanagan transit system offers service between Osoyoos and Kelowna (123 km) for \$10. See Table 18.

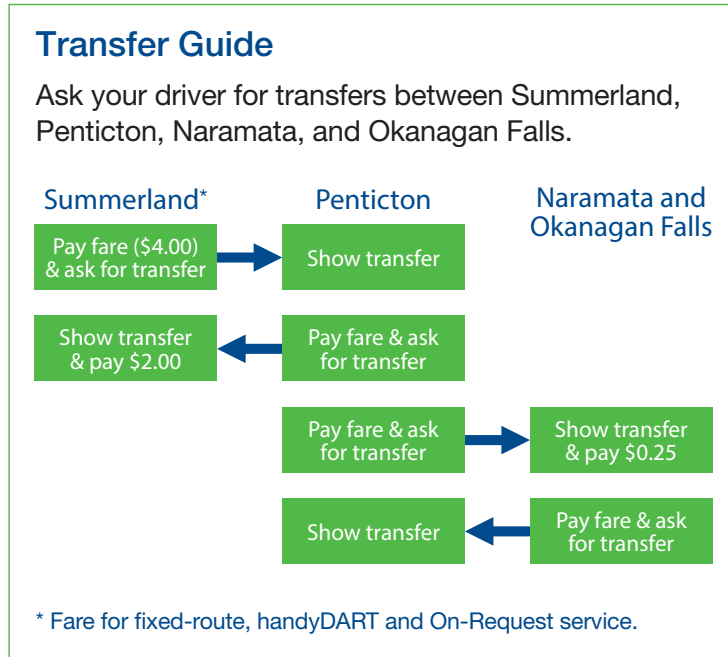
Table 18: RDOS Paratransit Fare Summary

Service Scale	Location	Fares
Okanagan-Similkameen Transit System		
Local	Within Naramata or Within Okanagan Falls	\$1.50
Regional	Naramata/Penticton	\$2.25
	Okanagan Falls/Penticton	\$2.25
Local	Within Princeton	\$1.50
Regional	Princeton/Hedley	\$3.00
	Hedley/Penticton	\$3.00
	Princeton/Coalmont	\$3.00
	Princeton/Penticton	\$4.00
South Okanagan Transit System		
Local	Within Osoyoos	\$1.50
Regional	Osoyoos/Oliver	\$2.50
	Osoyoos/Okanagan Falls	\$3.75
	Osoyoos/Penticton	\$5.00
	Osoyoos/Summerland	\$7.50
Regional	Osoyoos/Kelowna	\$10.00
Summerland Transit System		
Local	Within Summerland	\$2.00
Regional	Summerland/Penticton	\$4.00

Transfers

The fare structures in the RDOS Paratransit system were developed independently of one-another and Penticton. However the 2013 expansion of the Summerland transit system initiated the first transfer policy between systems - between Summerland transit and Penticton transit. This momentum has continued and in 2014 a second transfer policy was implemented between Okanagan-Similkameen transit and Penticton transit. See Figure 27.

Figure: 27: Transfer Policy between Penticton and Summerland Transit Systems, and Penticton and Okanagan-Similkameen Transit Systems



Paratransit Hours of Operation

As expected for smaller scale service, the hours of operation of Paratransit across most systems are limited when compared to Conventional transit services in Penticton. Most systems offer service four or five weekdays. See Table 19 for more information. The exception to this is the Okanagan-Similkameen Transit System which operates on Saturdays. This alignment in the span of days between the Okanagan-Similkameen transit system and the Conventional transit system of Penticton reflects the close alignment between these two systems.

Table 19: RDOS Paratransit Service Span

Route		Monday–Friday		Saturday		Sunday and Holidays	
		Total Trips	Start/End	Total Trips	Start/End	Total Trips	Start/End
Summerland Transit System							
Summerland On-Request	Within Summerland		7:30/ 4:30				
1 Summerland	To Penticton	4	7:15 am/ 5:10 pm				
	To Summerland	4	6:05 am/ 5:57 pm				
Okanagan-Similkameen Transit System							
10 Naramata	To Naramata	5	6:40 am/ 5:12 pm	3	8:01 am/ 5:12 pm		
	To Penticton	5	7:17 am/ 5:59 pm	3	8:49 am/ 5:59 pm		
20 Okanagan Falls/ Penticton	To Okanagan Falls	5					
	To Penticton	5					
21 OK Falls Local	To OK Falls	5					
South Okanagan Transit System							
1 Osoyoos	Local	2	7:00 am/ 12:30 pm	Operates Monday-Thursday only			
2 Osoyoos/ Penticton	To Penticton	2	7:30 am/ 2:15 pm	Tuesday, Wednesday, Thursday only			
	To Osoyoos	2	9:15 am/ 5:30 pm				
3 Osoyoos/ Kelowna	To Kelowna	1	7:30 am/ 10:20 am	Mondays only			
	To Osoyoos	1	3:00 pm/ 5:30 pm				
Princeton & Area Transit System							
Princeton On Request	Local		7:30 am / 4:30 pm				
1 Princeton/ Penticton	To Penticton	1	7:30 am/ 9:15 am				
	To Princeton	1	1:15 pm/ 3:15 pm				
15 Night Route	Eastside	1	8:00 am/ 2:05 pm	Tuesday only			
15 Night Route	Eastside			On request			

Paratransit History

Okanagan-Similkameen Transit System This system began operation in 1984. As indicated by the name, the cost-sharing partner of this system is the Regional District of Okanagan-Similkameen.

Princeton and Area Transit System This system began in 1982. The primary cost-sharing partner is the Town of Princeton, which funds in partnership with the Village of Keremeos and the RDOS.

South Okanagan Transit System Evolving from an earlier service which started locally in 1996, this system began operation by BC Transit in 2000 and has remained a blended custom and conventional service since that time. The system's primary cost-sharing partner is the Town of Osoyoos, which funds in partnership with Interior Health and the RDOS.

Summerland Transit System This system began in 1982 as an On-Request based Paratransit service. In 2013 the system was expanded and service was segmented between custom (handyDART), conventional, and limited on-request service. The cost-sharing partner is the District of Summerland.

Performance in the Regional Transit Context

When considered in the context of all five transit systems in the RDOS, the cumulative ridership in 2013 across all paratransit systems in the RDOS was 39,500, accounting for eight per cent of all transit rides. The cumulative hours across all paratransit systems accounts for 26 per cent of all transit hours in the RDOS. The low ridership for hours invested reflects the lower densities, spread out destinations, and short rider turn-over characteristic of systems dominated by small communities combined with high proportions of regional routes. Table 20 provides performance information for individual paratransit systems, and also a cumulative summary of these systems.

Table 20: Summary of Paratransit Systems within the RDOS

System	Annual Ridership	Per cent of Paratransit Ridership	Per cent of RDOS Transit Ridership	System Revenue Hours	Per cent of RDOS Transit Hours
Summerland Transit System	15,884	40%	3%	2,912	8%
Okanagan-Similkameen Transit System	7,839	20%	2%	1,707*	5%
South Okanagan Transit System	7,106	18%	1%	1,780	5%
Princeton & Area Transit System	8,671	22%	2%	2,416	7%
Total	3,500	100%	8%	8,815	26%

Paratransit Benchmarking

The RDOS Paratransit systems annual performance metrics are compared to each other and to similar sized communities throughout British Columbia (BC). Table 21 provides a summary of the RDOS comparative performance data. Table 22 provides a comparison of peer Paratransit systems communities within BC. Key points include:

Okanagan-Similkameen Transit System

- Okanagan-Similkameen has the highest cost per hour comparatively against the RDOS systems with a 39 per cent lower average cost per hour when compared against the BC peer systems.

Princeton Transit System

- The Princeton and Area transit system has the highest cost per ride at \$16.81 in the RDOS and has a 45 per cent higher cost per ride when compared to the average BC peer systems. See Table 22. This is likely due to the low fares that this system charges.

South Okanagan Transit System

- The South Okanagan cost per hours is commensurate with the Princeton and Area and Summerland transit systems. Total passenger trips in 2013/14 were 7,106 and trips per service hours are 4.0. This is lower than the average in the RDOS and peer communities.

Summerland Transit System

- Total passenger trips were 15,884, roughly twice as many rides than any of the other Paratransit systems across the RDOS.
- The Summerland transit system also has the lowest revenue of all of the paratransit systems in the RDOS and 57 per cent lower than the peer communities across BC.

Table 21: Summary of Paratransit System Performance within the RDOS

	Approx. Service area Population	Annual Service Hours	Annual Rides	Annual Revenue (\$)	Average Rides per Hour	Average Cost per Ride (\$)	Cost per Hour (\$)	Cost per Capita	Rides per Capita	Cost Recovery%
Okanagan-Similkameen*	1,844*	1,707	7,839	14,802	4.6	16.44	73.75	118.68	4.2	11.5%
Princeton and Area	2,724	2,416	8,671	17,319	4.0	16.81	57.49	62.51	3.1	10.2%
South Okanagan	4,845	1,780	7,106	28,915	4.0	14.51	57.92	21.91	1.4	27.2%
Summerland	11,280	2,912	15,884	13,190	5.5	10.06	54.87	15.45	1.4	7.6%
Average	5,173	2,204	8,875	19,616	4.5	16.38	61.01	54.64	2.6	14.13%

*Hours and Population for the Okanagan Similkameen Transit System represent the Naramata service only.

Table 22: Summary of System Performance in Peer Paratransit systems across British Columbia

Okanagan Similkameen, Princeton and Area, Osoyoos Paratransit Peer Communities										
	Approx. Service Area Population	Service Hours	Ridership	Revenue	Rides per Hour	Cost per Ride	Cost per Hour	Cost per Capita	Rides per Capita	Cost Recovery
100 Mile House	4,959	2,000	13,358	\$23,608	4.2	\$20.27	\$85.16	\$54.59	3	9%
Pemberton Valley	4,282	1,953	60,749	\$164,161	15	\$8.47	\$186.02	\$120.16	14	32%
Boundary	5,435	1625	6,942	\$10,339	4.3	\$15.44	\$65.97	\$19.73	1	10%
Merritt and Area	7,189	4,578	59,212	\$52,078	12.9	\$4.75	\$61.43	\$39.12	8	19%
Port Edward	700	2,095	34,915	\$59,140	16.7	\$7.20	\$119.94	\$435.49	49	24%
Average	4,488	2,450	35,035	\$61,865	11	\$11.23	\$103.70	\$133.82	15	19%

Summerland Paratransit Peer Communities										
	Approx. Service Area Population	Service Hours	Ridership	Revenue	Rides per Hour	Cost per Ride	Cost per Hour	Cost per Capita	Rides per Capita	Cost Recovery
Creston Valley	11,000	3,558	18,901	\$29,413	4.3	\$17.62	\$60.87	\$24.49	1.7	8.8%
Smithers & District	12,200	3,662	20,152	\$40,379	5.5	\$11.27	\$55.15	\$16.69	1.7	17.8%
Clearwater & Area	5,200	2,436	7,518	\$22,263	3.1	\$25.45	\$64.62	\$30.27	1.4	11.6%
Average	9,467	3,219	15,524	\$30,685	4	\$18.11	\$60.21	\$23.82	1.6	12.7%

Source: 2013/14 Information and Performance Summary

Paratransit Challenges

Service to rural settlements located between communities, or off of secondary roads. The aging population in rural areas will increase the demand for Paratransit service. Unfortunately the distances and low passengers carried per hour makes these areas very costly to serve unless they are adjoining to an existing fixed route.

Developing Local Service within Communities

With the exception of the Princeton and Area Transit System, the existing Paratransit service generally prioritises regional connections over local service, however the aging population will also increase demand for local transit service.

Paratransit versus Conventional From a customer perspective, where ridership warrants it, the easiest to understand form of Paratransit is service operated on a fixed route.

Maximizing Fleet Efficiency The fragmentation of Paratransit fleets imposes additional fleet costs to ensure service delivery. Unified fleet resources across all transit systems operating light duty vehicles would enable a more comprehensive fleet management.

Custom Transit

Service Description

HandyDART is a transportation service for persons who have a disability that is sufficiently severe that the person is unable to use conventional transit service without assistance. HandyDART service is provided to and from accessible building entrances. Riders must register with the handyDART office before using the service, however, registration is free.

There are two types of services:

- **Regular subscription** trips once a week or more often; and
- **One-time trips** for purposes such as shopping, social visits or recreational activities.

Customers using wheelchairs or scooters, registered handyDART customers, or CNIB pass holders may travel with an attendant. Attendants travel free but must board and exit at the same time as the customer who requires assistance.

Another service offered is the Taxi Saver Program which provides registered handyDART passengers with subsidized taxi service.

BC Transit also offers a Taxi Supplement Program, which enables the handyDART dispatcher to dispatch some handyDART trips to taxi when the handyDART vehicle is full or is otherwise unable to perform a trip. This option is only a possibility in communities which offer a reliable, and wheelchair accessible taxi operator. HandyDART services are offered as part of the Penticton and Summerland Transit systems.

Custom Fares

Table 23: Custom Transit Service Fares within the RDOS

Location	Services	Fares	Hours	Operating Company
Penticton Custom Transit	<ul style="list-style-type: none"> • handyDART • Taxi Saver Program • Taxi Supplement Program 	\$2.00	Monday through Friday from 8:00 a.m. to 4:00 p.m.	Penticton and District Community Resources Society
Summerland Transit	<ul style="list-style-type: none"> • handyDART • Taxi Saver Program 	\$2.00 – \$4.00	Monday through Friday from 6:30 a.m. to 4:30 p.m.	Penticton and District Community Resources Society

Custom History

The Penticton handyDART custom system began in 1982, and is administered as a separate service to the Penticton Conventional Transit service.

In 2005/2006 Penticton handyDART ridership was 12,250. Ridership fluctuated between 1986 and 2000, although the system averaged about 6,800 rides per year, with an average productivity of 3.4 rides per hour. The Taxi Saver/Taxi Supplement program was introduced in 2000/2001, when there was a large increase in ridership which is directly attributed to the success of the addition of these programs. In 2013/14 hours were increased from 2,000 per year to 3,000 per year.

The Summerland handyDART service was initiated in September 2013, and is administered as a part of the Summerland Paratransit system. The handyDART has evolved as a result of the ongoing segmentation of Summerland's former On-Request-only transit service, into conventional and custom services.



Custom System Performance

Penticton handyDART Considering the older demographic of Penticton, Custom (handyDART) ridership is moderate, with many accessibility-needs users opting to take advantage of accessibility of the Penticton Conventional transit system. This Penticton trend represents a considerable cost-savings since the per-passenger cost of conventional transit is much lower than the per-passenger cost of custom transit.

Custom Transit Ridership in Penticton has grown steadily since 2004 from 11,534 passengers to 21,428 in 2013.

Summerland handyDART RDOS comparative metrics in Table 23 examines the daily use between the Summerland and Penticton handyDART and indicates significant use of the Summerland Custom services comparatively to the Penticton Custom service. These high volumes in Summerland are relative to the Summerland population size and demographic and also reflect in part the absence of the local transit service within the Summerland community.

Table 24: Summary of RDOS Custom Transit Daily Service Performance

Service	Average Daily Passengers	Per cent of Region's Daily Custom Passengers	Daily Service Hours	Per cent of Region's Daily Custom Service hours
Penticton handyDART	38	58%	16.00	62%
Summerland handyDART	28	42%	10.00	38%
Total	66	100%	26.00	100 %

Source: 2014 Quarterly Performance Data

Table 25: Annual Performance Summary of Custom (handyDART) Service within the RDOS

System	Annual Ridership*	Per cent of RDOS Ridership	System Revenue Hours	Per cent of RDOS Hours
Penticton handyDART	21,248	4%	3,000	9%
Summerland handyDART	Annual data is still under development			

Custom Benchmarking

Custom system performance measures are compared to other similar British Columbia communities in Table 26. As a comparison against the standard annual performance metrics, the Penticton Custom transit system performs on par with its peers. Penticton however has a substantially large number of Taxi Saver riders compared to van riders; this is attributed to the older demographic, higher densities and closeness of key service destinations within the Penticton area. The following provides a summary of the key points:

- 3,000 service hours are offered annually, which is 50 per cent less than the average across peer communities.
- Total number of passengers in 2013/14 was 21,428, which is 16 per cent lower than the average passenger trips taken across peer communities.
- Average van riders per service hour are 2.2, which is slightly below the average across peer communities.
- Over 60 per cent of the total ridership in the Penticton custom transit system is attributed to Taxi Saver rides. This is substantially higher in comparison to the peer communities. However, when comparing all annual rides against scheduled annual service hours, Penticton rates as one of the higher performing custom systems in British Columbia.
- Cost per ride of \$11.06 is approximately 60 per cent lower than the peer average. This is attributed to the large number of total revenue rides (van rides plus Taxi Saver rides) comparative to the total cost for the scheduled custom service.

Table 26: RDOS Custom Transit System Performance Comparisons with Peer Transit Systems

Custom Transit Performance Across British Columbia										
	BC Transit Tier	Service Area Population	Annual Service Revenue Hours	Total* Trips	Revenue (\$)	Van Rides per Hour	Taxi Saver ridership % of total ridership	Cost per Ride (\$)	Cost per Hour (\$)	Cost Recovery
Penticton	2	36,683	3,000	21,428	14,786	2.2	60%	11.06	50.79	6%
Campbell River	2	36,238	5,310	21,851	18,249	3.5	14%	20.52	73.20	4%
Vernon	2	59,000	13,709	59,874	79,863	3.9	8%	17.96	69.38	7%
Alberni-Clayoquot	3	26,000	5,474	18,313	35,366	3.3	0	25.20	80.87	8%
Sunshine Coast	3	24,397	3,263	7,187	12,362	2.2	0	47.25	104.07	4%
Average		36,464	6,151	25,731	32,125	3	16%	24	76	6%

Source: 2013/14 Information and Performance Summary

Custom Transit Challenges

Distinguishing Custom Service in Summerland from Fixed Route Service

Data resources to enable benchmarking between the Penticton and Summerland Paratransit Services must be developed. Additionally, there remains some confusion among Summerland passengers about handyDART and non-handyDART service. Continuing efforts to distinguish handyDART users from other users will be important.

Achieving an equitable balance in funding between handyDART and non-handyDART services in the face of increasing demand for handyDART service

The aging population and the insistence on people wanting to age in place, will continue to increase the demand for coverage expansion of handyDART

services across the RDOS. Particularly in rural and semi-rural areas service is costly and demand is low. The RDOS and local government will need to consider the trade-offs in funding rural custom service expansion and funding expansions for higher demand and higher productivity local transit.

Land Use

Permitting residential developments in rural areas, where residents are isolated from daily amenities such as groceries, mail, medical services, and local transit service, creates difficult situations when unexpected health or aging-related declines occur.

Transit Infrastructure

The attractiveness of transit is based not only on transit service, but on the customer amenities that are provided at bus stops, exchanges and Park & Rides. Customer facilities frame the transit experience and should be universally accessible, include some form of weather protection (such as bus shelters), as well as benches, system information, garbage cans, bike racks and lighting for security at night. Beyond comfort, customer facilities can promote additional transit use by enabling multi-modal trips through the provision of bike racks and Park & Rides.

The hot, arid summer climate and high median age found across the Okanagan-Similkameen makes the provision of shade shelters and seating particularly important considerations.

Bus Stops

Bus stops are the primary access portals for transit passengers and collectively form the most visible fixed infrastructure elements denoting both availability of transit service within a community and level of service offered. At minimum, the level of amenities provided at stops should align with the level of use and importance of that stop. The most basic stop consists of a pole stop, while a complete stop consists of a shelter, bench, information or map display, trash cans and bicycle racks. Table 27 provides an inventory of the RDOS transit stops and infrastructure.

Penticton Transit System – Routes within this system have 291 stops of which few offer shelters. Upgrades to complete stops with shelters, a bench, trash cans and bicycle rack are essential for routes expected to have increased passenger activity such as along the Frequent Transit Network.

Summerland Transit System – Routes within this system have 9 transit stops located within the District of Summerland, and also make use of designated Penticton Transit System stops.

Okanagan-Similkameen Transit System – Routes within this system have 52 stops, with 20 serving the Naramata route, and 32 stops serving Okanagan Falls.

South Okanagan Transit System – This system has a small number of marked and unmarked local stops within the Town of Osoyoos. Stop signage and amenity upgrades will form an important part of increasing transit visibility within Osoyoos and other communities served by this system, particularly Oliver.

Princeton and Area Transit System – The Princeton and Area Transit system is an On-Request system without designated stops.



Table 27: RDOS Transit Stop Inventory

Transit System	Stops in Use*	Signed Stops	Shelters	Benches	Info/Map Display
Penticton Transit	291	263	27	131	0
Summerland Transit	9	9	6	7	0
Okanagan-Similkameen Transit System	52	52	1	2	0
Princeton and Area Transit System	10	0	0	0	0
South Okanagan Transit System	9	0	0	0	0
RDOS TOTAL	343	324	34	140	0

*Stops in use refers to stops which may be signed or un-signed that are known drop-off and pick up stops within each system. Most unsigned stops that are located on regional-scale routes are listed in the Rider's Guide, however there is no signage onsite to denote the formal stop place.

Exchanges

Exchanges are required when multiple buses converge on one location to facilitate transfer between buses in a safe and efficient manner. They also provide opportunity for vehicles to layover and for Transit Operators to take a break. They can be as simple as several bus stops on the side of the road and as complex as dedicated property with an island of bus shelters housing many vehicles at once.

Cherry Lane Mall in Penticton serves as a local-scale and regional-scale exchange. All Penticton transit system routes meet at the mall and the mall is the end point for Penticton-bound trips offered by the South Okanagan, Princeton and Area, and Summerland transit systems.

Secondary exchange opportunities within Penticton are the located at intersections of Wade and Martin and the Wade and Main in downtown Penticton, Penticton Plaza (Safeway), and Peachtree Square (WalMart).

Park & Rides

Park & Rides provide a facility for transit riders without service in their community to drive their vehicle to a Park & Ride facility in order to access transit. Park & Rides are valuable in rural areas where it is unfeasible to provide extensive transit service. Park & Rides should be conveniently located for commuters to access, free of charge, and there should be few transfers.

There are currently no formal Park & Rides provided in any of the transit systems found within the RDOS.

Operations & Maintenance Facilities

Maintenance facilities are designed to keep the fleet running safely, allowing for quality services and customer goods to arrive at their destinations on time.

Penticton Transit System: The Operations and Maintenance Facility is located at 301 Warren Avenue East in Penticton at the head office of Berry & Smith Ltd and is one of three transportation yards in the immediate area owned by Berry and Smith Ltd. This facility also services vehicles used for the Okanagan-Similkameen Transit system, Summerland Transit System, and Penticton handyDART service.

South Okanagan Transit System is operated by the South Okanagan Transit Society (SOTS) which is located at 6210 97th Street in Osoyoos. The bus is stored at the SOTS property (Osoyoos Baptist Church); maintenance for the bus is done by OK Truck Centre and Bowtie Tech Corp in Osoyoos.

Princeton and Area Transit System is operated by the Princeton & District Community Services Society which is located at 47 Harold Street in Princeton. Buses for this system are stored in a secure compound located adjacent to Princeton Fire Hall, and maintenance is done by Huffy's Auto Repairs.

Summerland Transit System is operated by Penticton and District Community Resources Society, which is located at 330 Ellis St, Penticton. The buses for the system are stored at the District of Summerland's public works yard, and maintenance is done by Berry & Smith of Penticton.



Transit Infrastructure Challenges

Absence of shelter and seating and information at many stops

Amenities provided across systems of the region are very minimal. Given the existing older-than-average demographic and an aging population, more benches and shelters are needed to ensure adequate waiting spaces.

Low-visibility stops and sparse stops

Some stops in the system are poorly marked or not marked at all. Efforts should be made to update these stops in order to raise visibility and awareness of the transit service.

Integrated way finding and information

Although some Penticton stops located on Lakeshore drive offer way-finding signage, service levels to these stops are low. Way finding - which links pedestrian, cyclists, and transit routes to key destinations located at high-use stops - will improve the user-friendliness of the transit system.

Park & Rides

Park & Rides serve to enable multimodal trips by allowing customers from low or no service areas to connect with existing transit services. As the regional networks and connections between towns are further developed, Park & Ride facilities should be considered.

Vision and Goals

Vision Statement

“By the year 2040: Transit in the Regional District of Okanagan-Similkameen connects people and communities locally, regionally, and inter-regionally through cost-effective, convenient, integrated, accessible, and user-friendly services.”

The development of the transit vision statement and goals was a collaborative effort, which included input from a broad representation of stakeholders from communities of the Region. The vision builds upon the direction outlined within the South Okanagan Regional Growth Strategy and across the suite of Official Community Plans throughout the region.

Goals

Three transit plan goals have been created to support the achievement of the vision statement. They work towards a vision that encompasses more than simply carrying more transit passengers in the most cost efficient manner. The goals look to leveraging existing and future transit resources cohesively to get more people on the bus by making transit an easy-to-use, convenient and enjoyable option that they continue to choose as their preferred travel mode.

Transit across the Okanagan-Similkameen:

Goal 1: The transit system complements the goal of compact complete communities and is integrated with local government land use and transportation plans

- Aligns with local and regional land use and transportation plans
- Focuses on built up neighborhoods
- Links key population centres and destinations
- Integrates with all other forms of active transit such as cycling and walking
- Complements land use and road upgrades – transit is taken into consideration

Goal 2: The transit system is efficient

- Maximizes ridership for the amount of resources available
- Matches travel service levels to demand
- Draws from a diverse set of service and vehicle types to meet community needs

Goal 3: The transit system is a viable alternative to the private vehicle

- Easy to use
- Convenient and reliable
- Accessible to everyone
- Comfortable



Goal 1: The transit system complements the goal of compact complete communities and is integrated with local government land use and transportation plans

How do we do that?

Aligns with local and regional land use and transportation plans

- Support transit-oriented design principles that increase density around town centres, urban villages and corridors; support design principles to manage parking to incentivize the use of more sustainable methods of transportation.
- Provide support and transit input to the Regional District and local municipalities in the review of development applications and the creation of land use plans and policy.
 - » All communities are encouraged to use BC Transit's land use development assessment service at the start of the development process. Email: developmentreferrals@bctransit.com
- Augment town vibrancy by locating and designing transit exchanges to contribute to busy mixed-use hubs of activity, which supports local business.
- Contribute to ongoing employment lands development by improving transit service and infrastructure to support, attract and facilitate new and diverse business.

Focuses on built up neighborhoods

- Design the long-term transit network to spatially align with and serve OCP-designated medium and higher density development.
- In Penticton:
 - » Provide Frequent Transit connections to and from downtown, urban villages, and a regional scale exchange.
 - » Ensure local transit connections to Frequent Transit, commercial and industrial districts, and activity centers as indicated in the Official Community Plan and Local Area Plans.
- Outside of Penticton: Ensure new and existing local transit services connect neighborhoods designated with higher residential densities to local services and regional-scale exchanges.

Links key population centres and destinations

- Improve targeted transit to connect town centers of the Okanagan-Similkameen to Penticton and one another.
- Introduce new service connecting transit originating in Okanagan-Similkameen to the Central Okanagan Regional District via the Kelowna Regional Transit System.
- Connect outlying areas with limited or low levels of transit service to the transit network by integrating Park & Ride facilities as part of the regional network.

Integrates with all other forms of active transit such as cycling and walking

- Enable and promote active transport by providing wayfinding, and pedestrian and cycling network information at Frequent Transit stops, other key transit stops and exchanges, and supporting integration of the transit network with regional and local cycling networks.
- Provide sufficient bicycle parking and secure bicycle storage at appropriate stops and exchanges.
- Facilitate active transport by integrating the transit network with facilities providing capacity for combined mobility of transit with cycling, walking and driving, or any combination of these.

Complements land use and road upgrades - transit is taken into consideration

- Align transit improvements with upgrades such as the provision of sidewalks and crosswalks to ensure safe connections to transit and accessibility for those with mobility challenges or strollers.
- Work with regional and local governments to ensure future transit improvements and amenities as directed in this plan are considered during early project stages.

Goal 2: The transit system is efficient

How do we do that?

Maximizes ridership for the amount of resources available

- Within urban areas, focus the majority of investment on corridors with transit-supportive land use and where service changes will result in the highest ridership and revenue per service hour.
- Prioritize new service proposals according to a number of service performance indicators (e.g. rides per service hour, cost per passenger trip, cost recovery etc.).
- Support the use of pathways and pedestrian connectivity to enable a broader catchment area for transit ridership while keeping routes direct.
- Working with regional and local governments, partner with other agencies to deliver targeted awareness and travel training to raise comfort and knowledge of transit among newcomers, aging residents, and the broader community.
- Develop the Transit Future Network to ensure changes made in the short term are not redundant in the future years. Plan transit infrastructure that can respond to increased capacity over the 25 year horizon and beyond if required.

Matches travel service levels to demand

- Focus transit investments on corridors with transit supportive land uses and which already contain a high proportion of existing movements.
- Match service levels to demand by creating a transit network with distinct layers of service.
- Support and compliment forms of independently operated transportation better suited to non-urbanized areas.
- Minimize transit service duplication along corridors.
- Encourage regional and local governments to explore the unique movement patterns across the region by conducting an Origin-Destination travel survey.

Draws from a diverse set of service and vehicle types to meet community needs

- Consider needs of the heavily senior demographic of the broader community and transit market when selecting vehicles
- Utilize smaller transit vehicles where appropriate
- Remain open to assessing new innovations in on-board and vehicle technologies for different types of services
- Consider new service types to ease future demand for custom transit (e.g. demand responsive service)

Goal 3: The transit system is a viable alternative to the private vehicle

How do we do that?

Easy to use

- Improve schedules to enable connections between regional-scale services
- Design easy to follow routes
- Have consistent spacing between trips whenever possible
- Ensure accessible and easy to understand route, fare and schedule information, through tools such as: a web-based trip planner, real-time information at the stop level, and way finding information at Frequent Transit stops, key stops, and transit exchanges
- Actively work to change the perception of transit through education, creative marketing campaigns and the delivery of a quality transit service

Convenient and reliable

- Ensure trip times line up with busy times at key destinations
- Introduce convenient and technologically-advanced payment options
- Design direct transit routes between key destinations and ensure bus stops are spaced at appropriate distances to balance customer accessibility and efficient operations
- Assess transit priority measures such as traffic signal priority for Frequent Transit as required

Accessible to everyone

- Maintain a bus fleet that is 100 per cent wheelchair accessible
- Invest in technology to make transit vehicles more accessible, such as audible stop announcements on vehicles and at stops
- Build transit infrastructure that is universally accessible
- Provide customer information in formats for people with hearing and visual impairments to make the transit system easier to use
- Ensure bus stops are spaced at appropriate distances to balance customer accessibility and efficient operations
- Provide courtesy seating on board transit vehicles for users with mobility issues or other disabilities

- Extend the availability of custom (handyDART or Paratransit) services to enable access to local services and the regional-scale transit network
- Review custom service area boundaries to reflect future network changes in the conventional system

Comfortable

- Ensure a safe and secure environment at transit facilities and on board buses
- Continue training transit operators to handle unsafe situations that may arise on board the bus or at passenger transit facilities
- Provide adequate weather protection, seating, and lighting at Frequent Transit stops, key local transit stops and transit exchange, utilize CPTED (Crime Prevention through Environmental Design) principles
- Ensure the inside of the bus is kept at a comfortable temperature throughout the year
- Ensure buses and transit facilities are clean

Ridership and Mode Share Target

Setting a ridership target is a critical component of the Transit Future Plan, as it is an effective way to measure progress towards achieving the goals of the communities and to ensure that the plan is implemented as needed. Achieving the target is dependent on factors such as transit system growth and investment and ongoing commitment to transit supportive land uses.

The Okanagan-Similkameen Transit Future Plan recognizes that the region contains urban and rural character areas, and has different mode share targets to reflect this. Based on stakeholder input the ridership targets for transit in and outside of Penticton are 1.2 million and 550,000 passenger trips respectively, for a total of 1.75 million trips in 2040.

In Penticton, transit ridership growth will need to increase nearly three-fold from 454,000 annual passengers over the next 25 years, raising mode shares from about 1.5 per cent to 3 per cent. Outside of Penticton, where transit has more opportunities to develop, targets are more ambitious with an eight-fold increase from the current 40,000 annual passengers to 540,000, raising transit mode shares from less than one half per cent to 2 per cent.

Penticton

Rides: 454,000 → 1.2 million
Mode Share: 1.5% → 3%

Outside Penticton

Rides: 40,000 → 540,000
Mode Share: 0.35% → 2%

Transit in most Okanagan-Similkameen communities outside of Penticton has only begun developing in recent years, and despite strong ridership increases represents a low base with most trips still made by automobile. Accordingly, transit advancements should focus on a balanced investment between improvements that yield high ridership and those that work to support basic connectivity with and between communities.

The Network

To achieve the vision and goals of the Transit Future Plan and its three per cent and two per cent transit mode share targets, the Transit Network must meet the future transportation needs of the Okanagan-Similkameen and be competitive with automobile travel. As such, it should support the strategic growth policies such as the Regional Growth Strategy (where applicable) and align with the Official Community Plans and Transportation Plans of local governments.

Service layers

The Okanagan-Similkameen Transit Future Network includes four distinct layers of transit service to better match transit service to demand. The network is designed to be easy to use and competitive with automobile travel by improving the directness, reliability and frequency of the transit system. The network focuses on service along key corridors, service connecting neighbourhoods and major destinations and service which connects town centres to one another. The Transit Future Plan may require some customers to transfer from one route to another to complete their journey, with the trade-off that trips will be more frequent and overall travel will be more direct.

Frequent Transit Network (FTN)

The Frequent Transit Network (FTN) provides medium-to high-density mixed land use corridors with a convenient, reliable, and frequent (15 minute service) transit service operating weekdays between 7:00 am and 6:00 pm. The goal of the FTN is to allow customers to spontaneously travel between major destinations and reach the inter-regional exchange without having to consult a transit schedule. The FTN will carry the majority of total ridership in the Okanagan-Similkameen and for this reason justifies capital investments such as a high level of transit stop amenities, service branding, and transit priority measures.

Local Transit Network (LTN)

The Local Transit Network (LTN) is designed to connect neighbourhoods to local destinations and to the FTN. LTN services allow customers to plan a trip to work, school, or the local shopping centre. Frequency and vehicle types are selected based on demand, with LTN routes sub-categorized into either an Urban or Small Town LTN.

Targeted Services

Urban Local Transit Network

- Frequency 30 minutes or greater
- Connection to local destinations, FTN
- Conventional fixed-route, fixed-schedule service

Small Town Local Transit Network

- Frequency 60 minutes or greater
- Connection to local destinations, FTN, or Regional/Inter-regional services
- May include Paratransit options:
 - » **Fixed schedule with On-Request service.** This type of service has set trip times and a usual route, but the schedule is designed to allow one or two deviations within one kilometer from the usual route to serve customers that are beyond walking distance, or who face mobility challenges.
 - » **On-Request service.** This type of Paratransit has set operating hours, but routes and schedules are determined based on requests received. Because it is not consistent, this form of Paratransit is more difficult for customers to understand and requires the most planning ahead, however it can be an effective form in very low density areas.

Targeted services are a collection of transit services that do not fit into the frequent or local transit network definition and are more focused on the needs of specific customers. These services include:

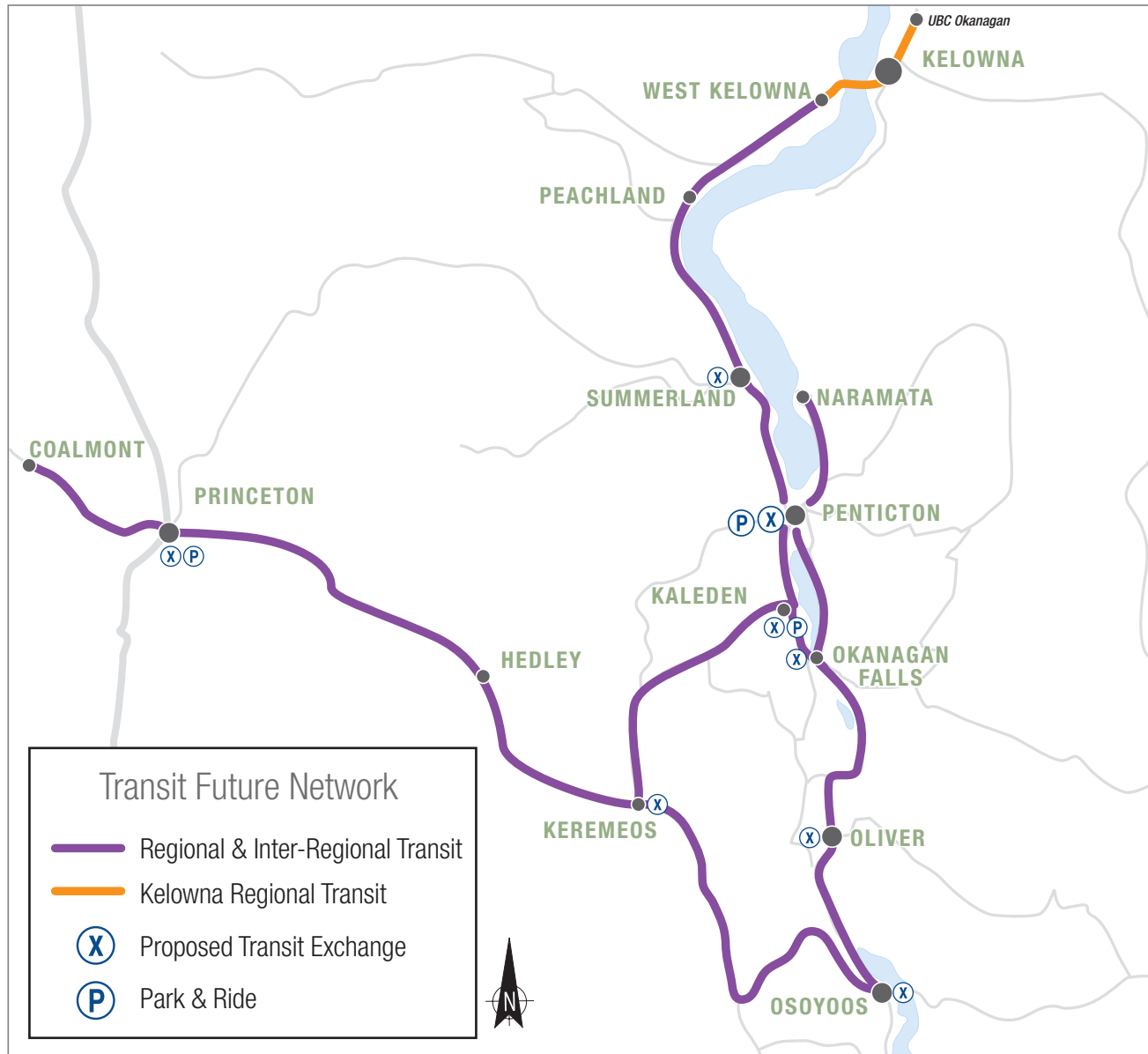
Regional and Inter-regional Transit

- **Regional transit services** designed to provide access between communities of the region. The target market includes a mix of people travelling for health services, personal shopping, and for some communities, commuter services for post-secondary students and employees.
- **Inter-regional services** are designed to provide commuter connections for post-secondary students and employees working outside of the Okanagan-Similkameen, as well as access to advanced medical services and specialized shopping not available in Penticton or other regional hubs.
- **School or Employee Shuttle Services** are trips focused on servicing destinations which attract high volumes of commuters, but may be located outside of a regular service area, and often include cost-sharing or special fare structures based on agreements with the school or employer.

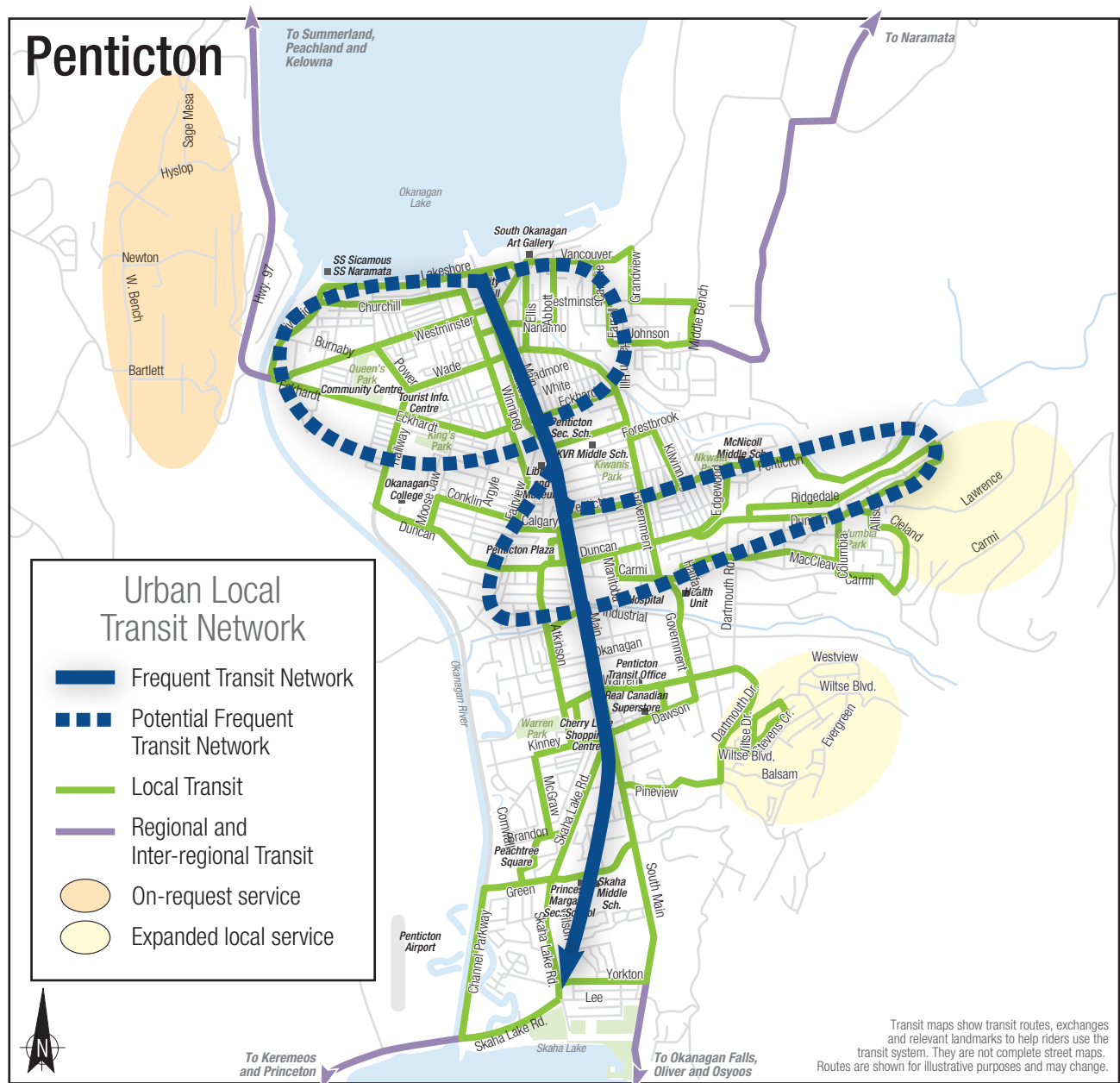
Custom Transit

- **handyDART** Door-to-door services for customers unable to use the Frequent Transit or Local Transit Network services.

Okanagan-Similkameen Transit Future Regional and Inter-Regional Network



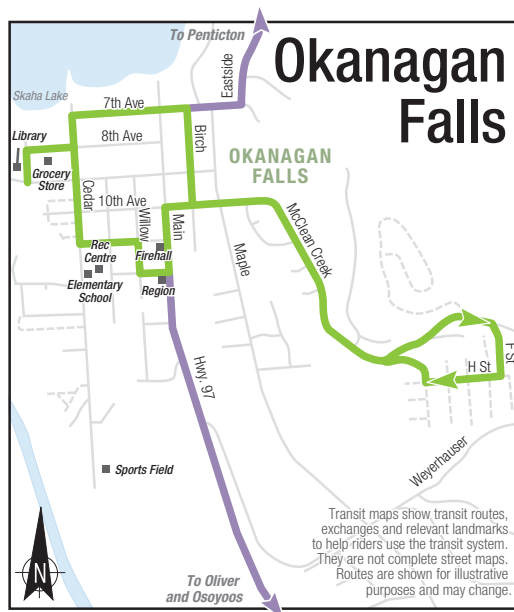
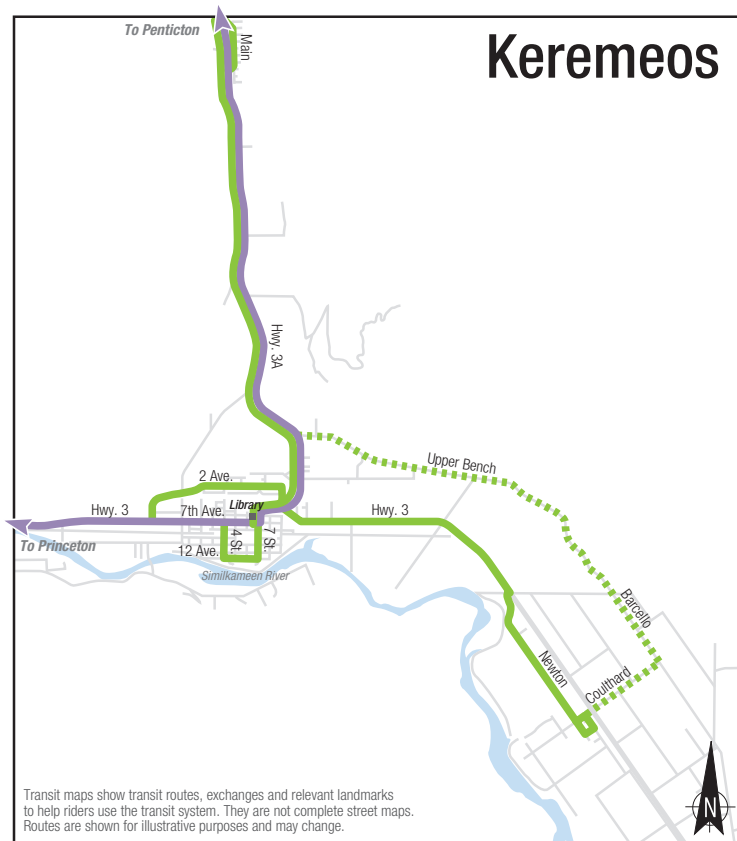
Penticton: 25 year Network Vision



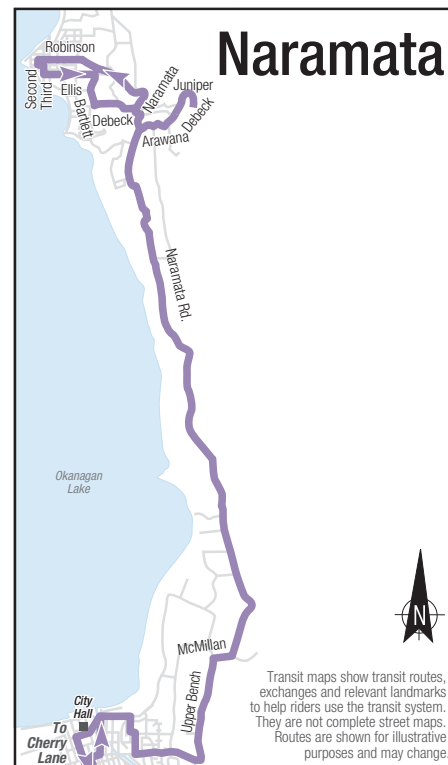
Keremeos & Area: 25 year Network Vision

Small Town Local Transit Network

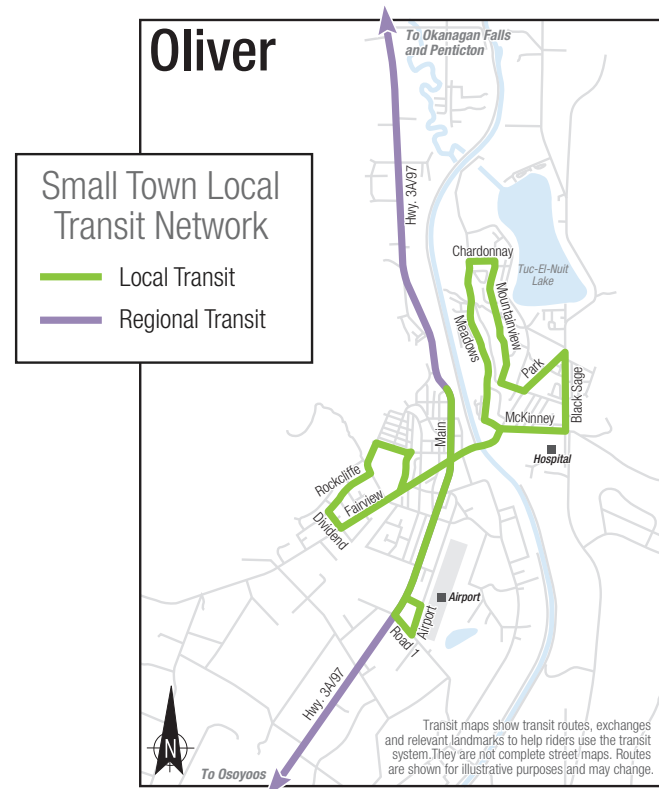
- Local Transit
- Regional Transit



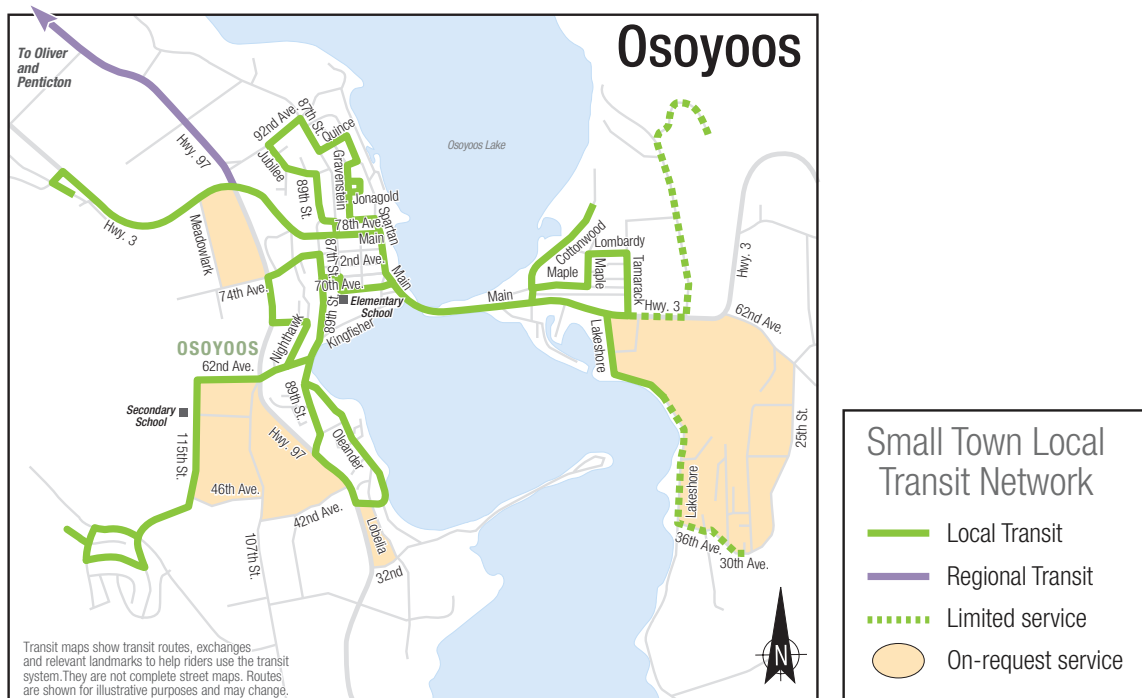
Okanagan Falls & Naramata: 25 year Network Vision



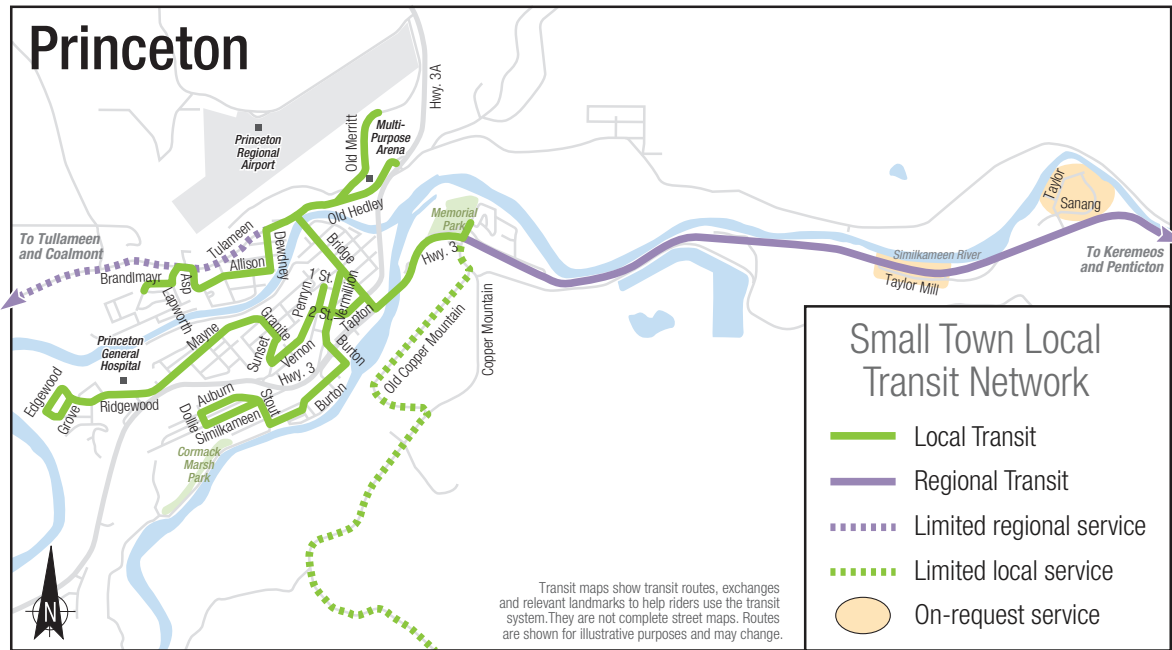
Oliver: 25 year Network Vision



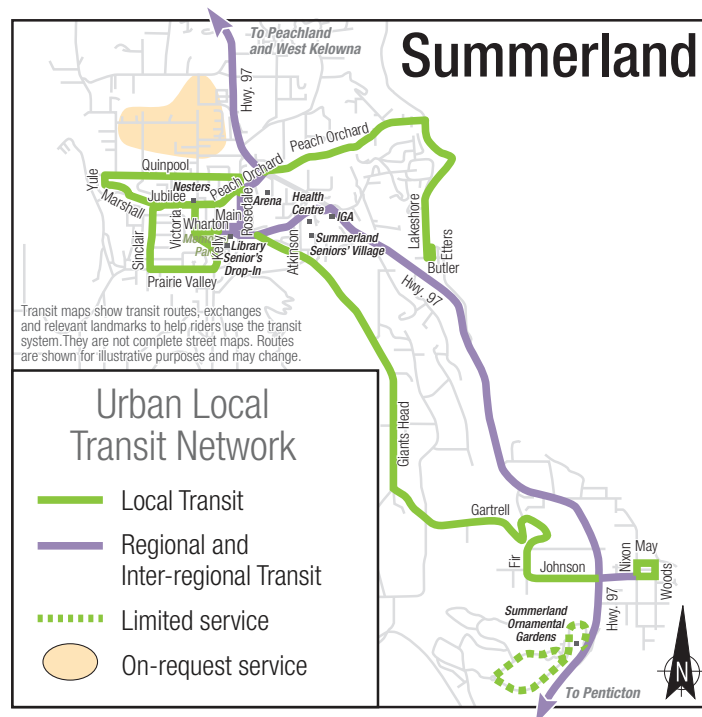
Osoyoos: 25 year Network Vision



Princeton & Area: 25 year Network Vision



Summerland: 25 year Network Vision



Benefits of the Transit Future Plan Network

Transit underpins a range of social objectives by enabling people to participate in their local community without the use of a car. Importantly, access to good transit allows people with lower incomes, aged people and people with disabilities to live independently and be able to affordably access medical, health, community, social and economic opportunities with minimal government subsidy.

It is now generally accepted in various transport planning and urban planning fields, that car dependence and urban sprawl are, in turn, linked to fossil fuel use for transport, and resource-heavy development. Increasing links are also being found between car dependence, and public health. There are growing research links to the lack of transit access and increased car dependence with social justice issues – people with limited income and decreased mobility struggle to participate in work and community life.

Similarly, and of specific concern in the RDOS, increased car-dependence builds daily travel patterns and habits which will cause isolation and distress for older residents whom abruptly age out of driving and lose that form of transportation.

Investment in the Okanagan-Similkameen Transit Future Network will introduce or improve local transit in communities across the region enabling not only local trips, but connections to regional and inter-regional transit services. Table 28 provides information on the catchment population of the proposed fixed Local Transit network across the RDOS.

Table 28: 2011 Population within walking distance of Proposed Local Transit Networks

2011 Population Within Walking Distance of Proposed Local Transit Networks		
Route	200 meters (3 minute walk)	400 meters (6 minute walk)
URBAN		
Penticton FTN	4,454	11,834
Penticton LTN	23,469	29,563
SMALL TOWN		
Okanagan Falls LTN	792	1,663
Oliver LTN	3,708	4,865
Osoyoos LTN	3,950	4,710
Princeton LTN	1,914	2,370
Summerland LTN	4,338	7,224

These transit connections have a number of associated benefits, all of which positively affect the Okanagan-Similkameen residents of today and tomorrow. Transit impacts and benefits are multifaceted and collectively these benefits create more livable communities.

Building communities

Social capital

A key consideration in designing a transit network is the provision of services to residents of high transportation disadvantage. Transport disadvantage is defined as either someone who is too young to drive, too old to drive, financially unable to use private transport, or who has a disability which prevents them from driving.

By providing transit in areas of high need, people can connect to the broader community, building both individual and collective social capital. This results in an improved lifestyle as a direct result of additional personal travel options that would not otherwise exist, particularly for those who are transport disadvantaged.

Benefits include:

- Assists the elderly in maintaining independence through providing an accessible transit option.
- Access to essential community services, especially since this subset of the community traditionally has a greater need for these services.
- Access to training and employment opportunities.
- Access to entertainment, commercial and other social events to reduce social exclusion and build social capital.

Improving health

The health benefits of using transit are well researched. The conclusions show that transit users on average walk or cycle more than those who use private transport.



Walking to and from the bus will help transit users get some of the Canadian Heart and Stroke Foundations suggested minimum of 30 minutes of physical activity a day needed to stay healthy.

Decreased congestion

It is generally accepted that road congestion decreases with increased use of transit. As congestion is most prevalent during peak hour travel, improved traffic flow as a result of mode share shifts will improve economic productivity. Additionally, travel times during peak hour will speed up for commuters, resulting in more time spent at home and less time in traffic.

From an environmental perspective, decreased congestion will also result in decreased idle time on roads, thus lowering emissions. From a financial perspective, the improved efficiencies on the road network will mean lower demand for investment in road infrastructure so funds can be directed to other community-building investments.

Economic resilience

Oil is a finite and non-renewable resource. As global oil reserves are limited there is a point, or 'peak', in the productive life of the industry in which the cost-benefit of extraction begins to decline. Once this peak is passed it cannot be reversed.

The transport sector is almost 100 per cent dependent on fossil fuels for energy. This degree of oil dependency is largely due to the level of car dependency in our communities: 85 per cent of all household trips in the Okanagan-Similkameen are made by private motor vehicle.

Abrupt changes in world energy pricing may also affect demand for transit, however in the Okanagan Similkameen this will be secondary to transit demand shift brought on by a large aging demographic.

Development outcomes

Transit serves an important role in the urban systems that make centres function. It is often hard to define where a system, is either supportive or directive, and in the case of the transit system it plays both roles. For instance, as new developments occur in the urban areas, particularly in Penticton, transit services need to expand and cater to change in mobility patterns.

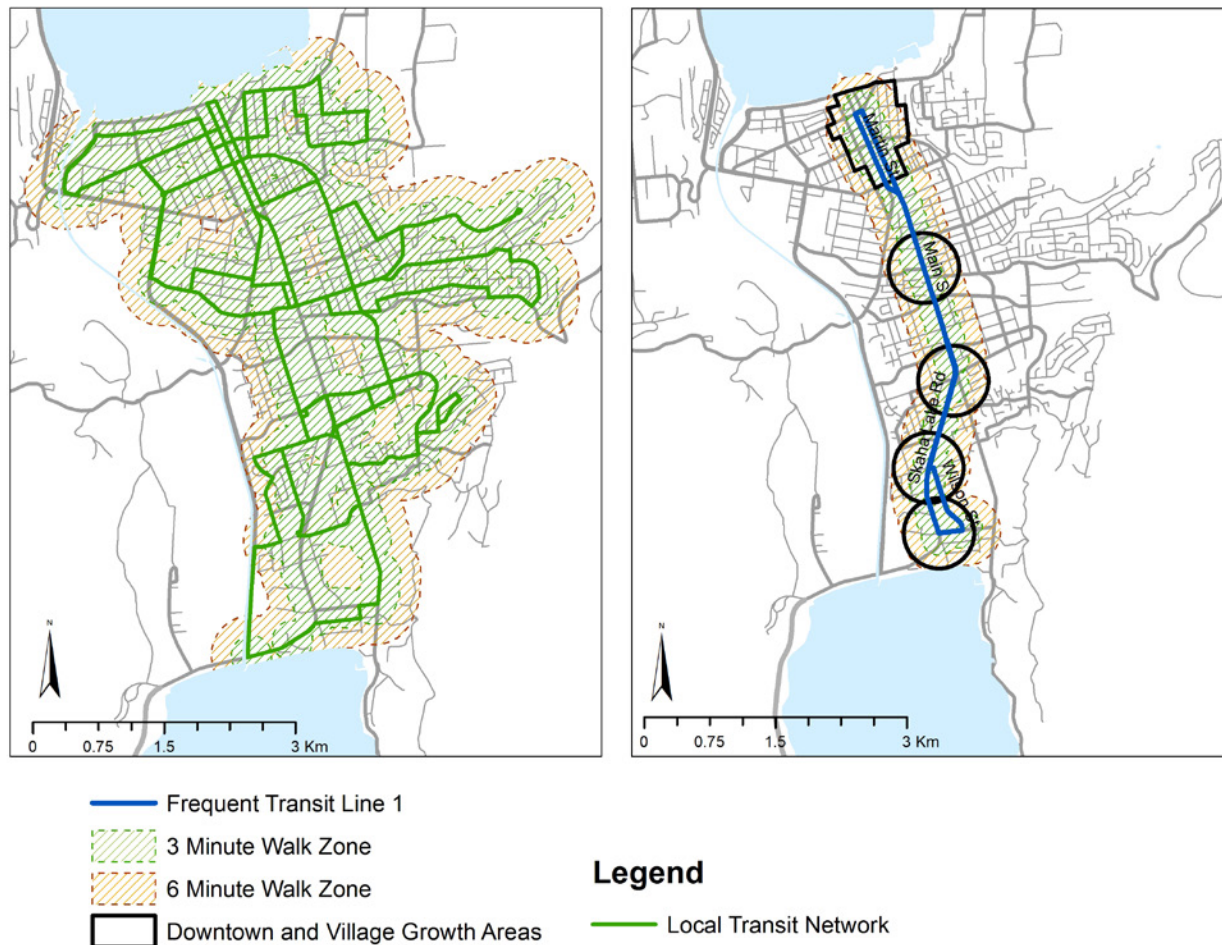
Where there is an intensification of the transit network, transit-oriented developments will emerge around key nodes and corridors. These developments foster a more livable community with a greater variety of land use options around transit corridors. The City of Penticton's OCP strategically encourages density and growth including mixed use development along key points of the proposed frequent transit network. See Figure 28.

Okanagan College also envisages significant campus expansion and growth in the coming years – enhancing transit connections to the campus will increase the liveability and attractiveness of Penticton to post-secondary students.

Transit-oriented developments also reduce the need for car parking space around activity centres. This can make way for other uses such as park land and community or commercial spaces. **Transit today is a major factor in determining how liveable our communities will be tomorrow.**

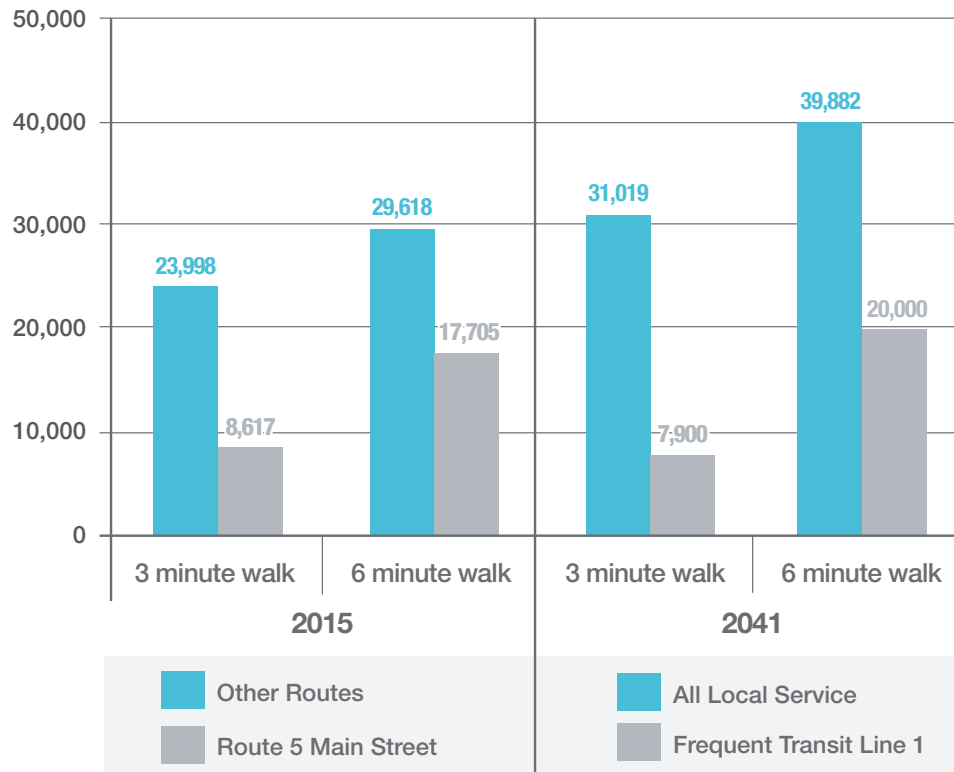
Penticton is forecast to gain the most population during the lifetime of the Transit Future plan. How will the transit future network coincide with much of this new growth?

Figure 28: Pedestrian coverage of Penticton's Local Transit and Frequent Transit Networks, with Downtown and Village growth areas shown.



The fulfillment of the City of Penticton's Official Community Plan means that by 2040, nearly 8,000 people will be within a three minute walk of 15 minute peak service on the FTN, and over 31,000 will be within a three minute walk of 30 minute service on the LTN. Looking at a six-minute walk, these numbers grow to 20,000 and 40,000, respectively.

Figure 29: Present and 2040 Penticton population estimates within walking distances to transit, based on peak transit frequencies.



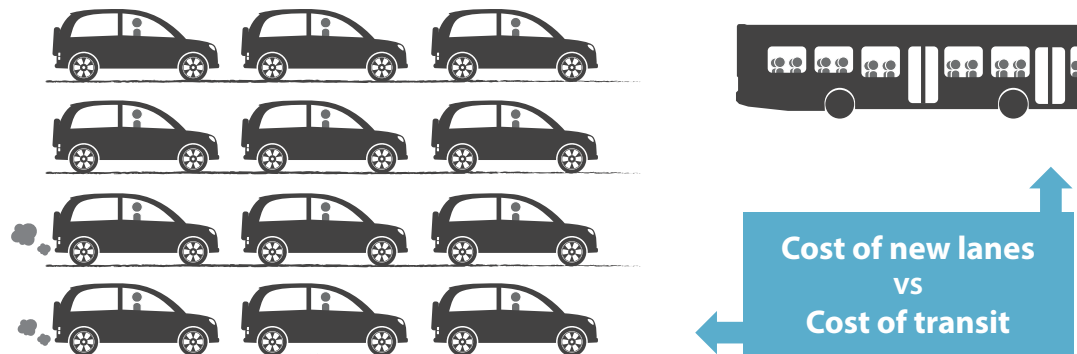
Based on anticipated population growth within the Penticton Downtown and Village Growth areas and the Local and Frequent Transit Future networks, it is estimated that by 2040, 8,000 people will reside within a three-minute walk of Frequent Transit operating at a 15 minute peak intervals, and 31,000 will reside within a three-minute walk of Local Transit operating at 30 minute intervals.

The catchment broadens significantly looking at a six-minute walk with 20,000 people estimated to be residing within a six-minute walk of Frequent Transit operating at a 15 minute peak interval, and nearly 40,000 people residing within Local transit operating at 30 minute peak intervals.

Cost saving benefits

Investment in low-cost transit options can create cost savings to both local governments in the Okanagan-Similkameen and transit users themselves.

Savings for local governments: In most instances, the cost of upgrading road infrastructure to carry higher capacities of private vehicles is higher than the cost of investing in a more intensive transit network to carry those same people.



Savings for residents: From a customer's point of view, residents who redirect their travel from personal vehicles to transit can reduce costs of maintenance, depreciation, and annual fixed costs. The Canadian Automobile Association in its 2013 driving cost estimate has suggested that the average annual ownership and operating costs for a personal vehicle ranges from between \$8,000 to \$14,000 per year. These costs are based on depreciation values, finance payments and operating costs estimated over a range of actual kilometers driven by a vehicle per year.

These personal savings can be even greater in small towns where there is a greater reliance on cars for personal transit. Distances travelled by car between small communities are typically further than in metropolitan areas. Directing a greater proportion of household daily trips to transit would dramatically increase the savings from having to own and maintain multiple vehicles per household. In comparison transit cost for an adult monthly pass would be approximately \$540 annually.



Cost of owning 2 cars.....	\$16,000 to \$28,000
Cost of owning 1 car + 1 bus pass...	\$8,540 to \$14,540



Resources

To meet the mode share and ridership targets set out in the plan requires significant investment in transit operating and capital resources. This section of the plan outlines at a high level the estimated 25-year service hour and vehicle requirements and benchmarks them with those of other communities of a similar size.

Service Hours

Future Service Hours

Future service hours are forecast to the year 2040. Service hours for each existing transit system were calculated based on existing level of ridership and target ridership goals. Transit services composed of mostly long distance routes typically produce fewer riders per service hour than compared to transit services that are mostly urban. Urban transit systems achieve a higher turnover of passengers per trip because they connect numerous destinations over a shorter distance.

Owing to lower ridership levels, lower population densities and often longer routes, it will take more resources to grow transit ridership in areas outside of Penticton; however consultation has shown there is strong latent interest in outlying communities, particularly in the face of aging population and the low or absent levels of transit services.

Table 29 compares the existing Okanagan-Similkameen systems ridership and hours and projects ridership and service hours for the years 2020 and 2040. It is estimated that ridership will increase by over 67,000 trips on the Local Transit services, by 75,000 trips on the Targeted Transit routes (Regional and Inter-regional) and by 4,500 trips on Custom Transit services with the implementation of the short term strategies.

Table 29: Existing and Projected annual service hours by Service Layer

	Local Urban Transit (Penticton FTN + LTN)		Local Small Town (Outside of Penticton)		Targeted Transit (Regional and Inter-regional)		Custom Transit		TOTAL	
	Service Hours	Ridership	Service Hours	Ridership	Service Hours	Ridership	Service Hours	Ridership	Service Hours	Ridership
Today 2014/15	22,866	432,384 (Actual)	8,100	39,500 (Actual)	See local transit		3,000	21,428	30,966	476,136
Short -Term 2020	+ 4,250	+ 47,400 ¹	+ 1,800	+ 5,400 ¹	+ 4,050	+ 36,300 ¹	+ 500	+ 3,571 ²	+ 10,600	+ 92,671 ¹
Projected 2040	43,000	1,200,000 ³	28,000	543,000 ⁴	See Local Small Town		6,500	45,000	71,000	1,750,000

1. Based on BC Transit 13/14 AOA cost estimations for Transit Future Plan short term service changes and expected ridership

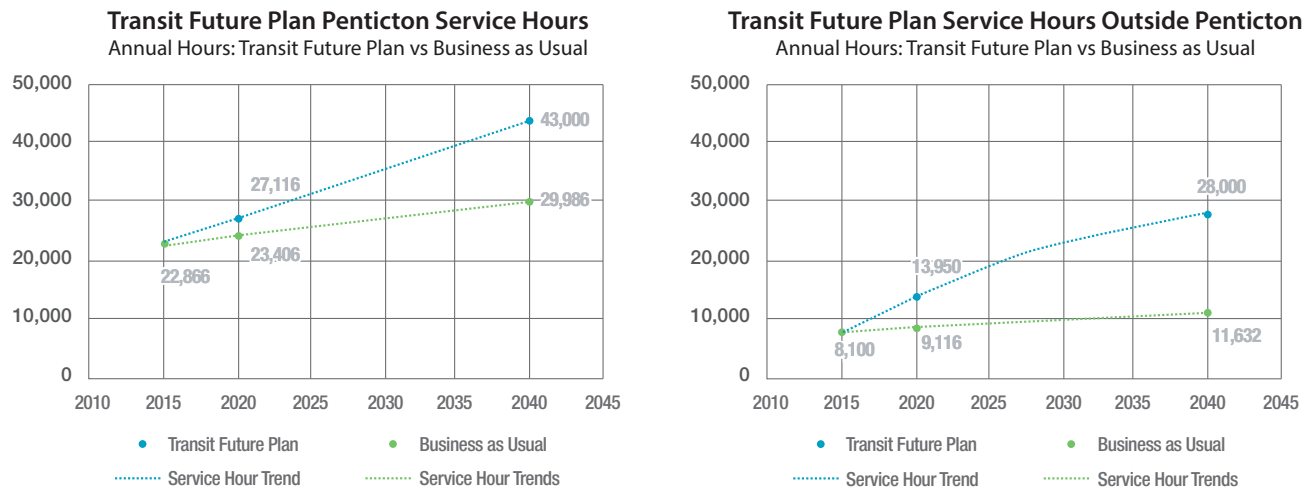
2. Based on current Custom ridership trends per service hour

3. Penticton (Frequent Transit Network and Local Urban Transit): Based on 3% mode share by 2040 with 23 passengers per service hour

4. Outside of Penticton (Local Small Town Transit and Targeted Transit): Based on 2% mode share by 2040 and 19 passengers per service hour

Figure 29 shows the difference between Transit Future Plan service hours in relation to the existing growth rate of service hours. Although annual service hours in Penticton will nearly double from 22,866 in 2015 to 43,000 in 2040, it is the services outside of Penticton which will experience the most growth relative to their historic trend. The combined Small Town Urban Service and Targeted Regional and Inter-Regional service will see a combined growth from 8,100 annual hours in 2015 to 28,000 hours by 2040.

Figure 30: Conventional Transit Existing and Projected annual service



Benchmarking the Transit Future System

The Okanagan-Similkameen 2040 Transit Future Plan projections were compared to other similar communities in Canada operating in 2013 and with similar British Columbia Transit Systems with Transit Future projections to 2038. Table 30 provides a forecast of the consolidated hours and ridership projected for services in the Okanagan-Similkameen Regional District against peer regions.

Table 30: Benchmarking the Okanagan-Similkameen Transit Future Plan

Regional System	Approx. Service Area Population	Annual Service Hours	Annual Ridership	Rides per Service Hour	Rides per Capita
Okanagan-Similkameen Transit Future Plan 2040 (all services)	95,134	71,000	1,750,000	24	18
Comox Valley Transit Future 2038	87,428	80,000	2,400,000	30	27
Vernon/Coldstream – Forecast 2038	71,600	57,800	1,400.00	24	27
Red Deer, AB (2013)	91,877	143,978	3,776,354	25.2	41
Nanaimo (2013)	98,500	101,404	2,750,000	24.5	27.9
Lethbridge, AB (2013)	90,417	106,510	1,220,426	11.45	13.5
Average	85,826	93,449	2,379,356	23	26

Fleet Requirements

Future Fleet Requirements

The Transit Future Plan also estimates fleet requirements for Local, Targeted and Custom services over the next 25 years. See Table 31, 32 and 33. The Okanagan-Similkameen fleet is estimated to increase from the existing 21 light, medium and heavy vehicles to 47 light, medium and heavy duty vehicles by 2041. See Figure 30 below for a description of these vehicle types.

The short term forecasted requirements are based on BC Transit's 2013 Fleet Usage Guidelines of 70,000 kilometers and 2,500 hours annually per bus as well as location and service specific spare vehicle ratios.

Fleet Composition

Various routes and demographics have diversified fleet requirements. For example South Okanagan Transit Route 2 (Osoyoos to Penticton), and Princeton and Area Transit Route 1 (Princeton to Penticton) requires a vehicle better suited to the long stretches of limited stop highway driving; routes within Penticton need more spacious vehicles able to accommodate the space needs of many passengers using mobility devices. Similarly, smaller sized vehicles have a place in the network on routes with lower ridership, or serving rural communities, such as the Okanagan-Similkameen Transit Route 20 Okanagan Falls/Penticton.

Looking forward, all vehicles will continue to be fully accessible, and while heavy duty, medium duty and light duty vehicles will be required, the exact fleet composition will continue to evolve beyond the projections shown here as the transit services develop and ridership increases.

Figure 30: BC Transit Fleet Options




Heavy Duty	Medium Duty	Light Duty
		
Low Floor/Accessible Minimum of 2 wheelchair positions 13 – 15 year lifespan 30 or more seats, 70 passengers with standees 35 feet or greater in length 2,500 maximum annual operating hours 75,000 maximum annual kms	Low Floor/Accessible Minimum of 1 wheelchair position 8 – 10 year lifespan Fewer than 25 seats, 40 passengers with standees Less than 35 feet in length 2,500 maximum annual operating hours 75,000 maximum annual kms No midlife extension	Low Floor/Accessible Capable of having more than 2 wheelchair positions 5 year lifespan Up to 20 seats, No standees Less than 35 feet in length 2,000 maximum annual operating hours 60,000 maximum annual kms (300,000 km life) No midlife or life extension

Table 31: Existing and Projected Heavy and Medium Duty Fleet Requirements

Time frame	Local Urban Transit Penticton			Targeted: Penticton ↔ Kelowna		TOTAL	
	Heavy	Medium	Spare	Heavy	Spare	Heavy	Medium
2013/14 (Existing)	4	1	2 Heavy 1 Medium	0	0	6	2
Short-term	5	1	2 Heavy 1 Medium	1	1 Heavy	9	2
Listed Medium-term & Long term	12	1	3 Heavy 1 Medium	2	1 Heavy	18	2

Table 32: Existing and Projected Light Duty Fleet Requirements

Custom Transit (handyDART)				
Time frame	Penticton		Summerland	
	Active	Spare	Active	Spare
2013/14 (Existing)	3	1	1	See Targeted
Short-term	3	1	1	See Targeted
Listed Medium-term & Long-term	6	2	2	1

Small Town Local Transit							
Transit System	Okanagan-Similkameen	Princeton & Area		South Okanagan		Summerland	
		Active	Spare	Active	Spare	Active	Spare
2013/14 (Existing)	See Targeted	1	0	0	0	0	0
Short-term	See Targeted	2	1	0	0	0	0
Listed Medium-term & Long-term	See Targeted	2	1	1	1	2	1

Targeted Regional Service								
Time frame	OK Falls/ Naramata ↔ Penticton		Princeton ↔ Penticton		South Okanagan ↔ Penticton		Summerland ↔ Penticton	
	Active	Spare	Active	Spare	Active	Spare	Active	Spare
2013/14 (Existing)	2	1	1	0	1	0	1	1
Short-term	2	1	1	See Local	1	1	1	1
Listed Medium-term & Long-term	2	1	1	See Local	2	1	1	See Local

Fleet Considerations

The projected fleet is dominated by light duty vehicles as shown in Table 32. Spare vehicles are required for both service reliability purposes, and also to ensure that vehicles will endure to their planned end-of-life. Small transit systems needing one or two vehicles for active service must maintain one spare vehicle, while larger systems with higher quantities of fleet vehicles typically require spare ratios of 20 to 25 per cent, the quantity of vehicles needed for active service. Given the close proximity of the systems there exists considerable opportunities to create greater efficiency in fleet resources across the Okanagan-Similkameen Regional District by integrating the fleet. An integrated Light Duty Fleet would result in fewer total spare vehicles, diminishing vehicle lease fee costs for local governments. See Table 33 below.

Table 33: Existing and Projected Light Duty Fleet Requirements – showing an integrated fleet

Time frame	Separate Systems Fleet			Integrated Fleet		
	Active	Spare	TOTAL	Active	Spare	TOTAL
2013/14 (Existing)	10	3	13	10	3	13
Short-term	11	5	16	11	3	14
Listed Medium-term & Long-term	19	7	26	19	4	23



Transit Infrastructure Requirements

The attractiveness of transit is based not only on transit service, but on the customer amenities that are provided at bus stops, exchanges and Park & Rides. Customer facilities frame the transit experience and should be universally accessible, include some form of weather protection (such as bus shelters), as well as benches, system information, garbage cans, bike racks and lighting for security at night.

The hot arid summer climate and high median age found across the Okanagan-Similkameen makes the provision of shade shelters and seating particularly important considerations. Table 34 provides a summary of existing and future infrastructure capacity requirements across the region.

Transit Exchanges

Transit exchanges are typically located within the activity centres of the community, such as downtown, village centres, and shopping malls in order to reinforce the relationship between transit and land use patterns. If properly planned and designed, transit exchanges can become effective multi-modal exchanges and pedestrian-oriented sites.

Primary Exchange: Cherry Lane Mall

- The north side of Cherry Lane Mall has served as the historic primary exchange for the Penticton transit system, and, as they have developed, the terminus point for routes arriving from other RDOS transit systems. A formal exchange configuration has not been developed and buses are presently accommodated in a mixture of formal and informal stops. One shelter is located on Warren Ave, while the remaining stops, include one purpose built-shelter, are accommodated at close but separate locations within the mall parking lot.
- Cherry Lane mall continues to be a primary regional destination in the Transit Future Plan, but exchange facilities must be considerably reconfigured and upgraded in order to provide adequate information for local and regional scale passengers seeking transfer between Penticton transit routes and routes departing to other communities.

Secondary Exchanges

Key transfer points within all communities of the Okanagan-Similkameen should be prime considerations for future secondary exchange development. Within Penticton, these sites include Okanagan College, and Transit Future Intersections (future).

In smaller towns such as Summerland, Okanagan Falls, Oliver, Osoyoos and Princeton, these secondary exchanges will serve as the primary transit hubs for their respective communities, and will be located in a pedestrian-friendly location near the busiest part of the community.

Park & Ride

Park & Rides provide a facility for transit riders without local transit service in their community to drive their vehicle to a Park & Ride facility in order to access transit. Park & Rides are valuable in rural areas where it is unfeasible to provide transit service.

There are currently no formal Park & Ride facilities in the Okanagan-Similkameen, however arising from improvements of Regional and Interregional service, the Transit Future Plan identifies three new Park & Ride Facilities. Park & Ride Facilities may be purpose-built or accommodated by existing infrastructure such as underutilized parking areas in vacant lots, churches, or municipal sporting facilities.

Primary Park & Ride

The Park & Ride will be located on the western edge of Penticton, in the vicinity of Okanagan College and the Canadian Tire. Proximity to Okanagan College suggests a purpose-built facility that will serve as valuable access to the College for students arriving on Regional or Inter regional transit from outside of Penticton.

Secondary Park & Rides

Secondary Park & Rides are typically smaller and may be more easily accommodated by existing infrastructure. The Kaleden Park & Ride located near the junction of Highway 3A and Hwy 97, the Princeton Park & Ride and the Summerland Park & Ride would be examples of these.

Kiss & Ride

Kiss & Rides are safe pull-outs for automobiles where transit customers may be easily dropped off by a family member or friend in order to continue their trip using transit.

New or Improved Stops

Frequent Transit Route and Secondary Exchanges

The higher level of service and strategic location of the frequent transit route requires enhanced stop amenities requires basic shelter and benches, and enhanced transit information, multi-modal integration, and way finding at each stop.

Local Transit Stops (Urban & Small Town)

The Transit Future Plan calls for upgrades to existing stop locations within Penticton and also in small towns. The first priority is to install appropriate signs indicating the presence of stops along existing (and new) Regional and Local fixed route services. Secondary to this will be the provision of shelter, benches, and raised pads for accessibility, beginning with the busiest stops.

Highway Side Stops

The Transit Future Plan identifies safe highway-side stops at strategic points on Highway 3 between Keremeos and Princeton, on Highway 3A near Twin Lakes, and on Highway 97 near Gallagher Lake. Design and installation of these stops will require participation of the Ministry of Highways.




Stop Facility	Short-term	Medium-term	Long-term
Frequent Transit 	<ul style="list-style-type: none"> Transit shelters and benches Universally accessible Quality customer information about transit schedules and routes 	<ul style="list-style-type: none"> Bike storage Elevated boarding platform Transit shelters and benches Universally accessible Quality customer information about transit schedules and routes 	<ul style="list-style-type: none"> Real-time schedule information Customer way-finding Bike storage Universally accessible – elevated boarding platform Transit shelters and benches Quality customer information about transit schedules and routes
Local Transit – Urban	<ul style="list-style-type: none"> Transit shelters and benches at the busiest stops Universally accessible 	<ul style="list-style-type: none"> Bike storage Universally accessible Transit shelters and benches 	<ul style="list-style-type: none"> Customer information about transit schedules and routes (at the busiest stops) Bike storage Universally accessible Transit shelters and benches
Local Transit – Small Town 	<ul style="list-style-type: none"> Bus Stop Signage – all communities 	<ul style="list-style-type: none"> Universally accessible Transit shelters and benches at the busiest stops 	<ul style="list-style-type: none"> Bike storage Universally accessible Transit shelters and benches Customer information about transit schedules
Targeted Transit (Regional and Inter-regional) 	<ul style="list-style-type: none"> Transit shelters and benches Universally accessible Quality customer information about transit schedules and routes 	<ul style="list-style-type: none"> Bike storage Transit shelters and benches Universally accessible Quality customer information about transit schedules and routes 	<ul style="list-style-type: none"> Bike storage Transit shelters and benches Universally accessible Quality customer information about transit schedules and routes

Table 34: Summary of Transit Infrastructure. Existing Capacity and Future Requirements

Location	Type	Current Capacity	Future Capacity	Priority
Warren Avenue (Cherry Lane Mall)	<ul style="list-style-type: none"> Primary Exchange between Penticton Local Urban Transit and Regional Transit 	<ul style="list-style-type: none"> One formal conventional stop and shelter inside the parking lot Three informal community shuttle stops inside the parking lot One formal conventional stop and shelter on the south side of Warren Avenue 	<ul style="list-style-type: none"> Three conventional buses or three community shuttle size buses curbside along Warren Avenue Associated integrated shelter, bench, and customer information amenities Bicycle Storage Layover space for three community shuttle size buses 	<ul style="list-style-type: none"> Short Term
Okanagan College	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Curbside Pull out with capacity for two conventional buses, located on Ring Road 	<ul style="list-style-type: none"> Medium or Long Term
Downtown Osoyoos	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> One community shuttle 	<ul style="list-style-type: none"> Two community shuttle buses 	<ul style="list-style-type: none"> Medium or Long Term
Downtown Oliver	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Two community shuttle buses 	<ul style="list-style-type: none"> Medium or Long Term
Downtown Okanagan Falls	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> Signed stop within OK Corral parking lot 	<ul style="list-style-type: none"> One community shuttle buses 	<ul style="list-style-type: none"> Medium or Long Term
Downtown Princeton	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> Signed stop within Coopers parking lot 	<ul style="list-style-type: none"> Two community shuttle buses 	<ul style="list-style-type: none"> Medium or Long Term
Downtown Keremeos	<ul style="list-style-type: none"> Secondary Exchange 	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> One community shuttle buses 	<ul style="list-style-type: none"> Medium or Long Term

Downtown Summerland	<ul style="list-style-type: none"> • Secondary Exchange 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • One community Shuttle Bus and one Conventional Bus 	<ul style="list-style-type: none"> • Medium or Long Term
Penticton, near Canadian Tire and Okanagan College (near to Okanagan College Exchange)	<ul style="list-style-type: none"> • Large Park & Ride • Kiss & Ride 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 30 vehicle capacity, with potential for expansion to 50 spaces • Bicycle Storage 	<ul style="list-style-type: none"> • Medium or Long Term
Hwy 97 near the 3A Junction (Kaleden)	<ul style="list-style-type: none"> • Primary Exchange • Small Park & Ride • Kiss & Ride 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 15 vehicle capacity with capacity to expand to 30 vehicles 	<ul style="list-style-type: none"> • Medium & Long Term
Osoyoos (TBD)	<ul style="list-style-type: none"> • Small Park & Ride • Kiss & Ride 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 15 vehicle capacity 	<ul style="list-style-type: none"> • Medium & Long Term
Princeton (TBD)	<ul style="list-style-type: none"> • Small Park & Ride • Kiss & Ride 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 15 vehicle capacity 	<ul style="list-style-type: none"> • Medium & Long Term
Summerland (TBD)	<ul style="list-style-type: none"> • Small Park & Ride • Kiss & Ride 	<ul style="list-style-type: none"> • None 	<ul style="list-style-type: none"> • 15 vehicle capacity with capacity to expand to 30 vehicles 	<ul style="list-style-type: none"> • Medium & Long Term

Implementation Strategy

The implementation strategy outlines how transit investments will be staged and prioritized over the life of the plan in order to meet transit mode share and ridership targets. The implementation strategy identifies short, medium and long-term network priorities, as well as on-going improvement initiatives.

The prioritization of transit investments was based on the needs and challenges identified throughout the plan and the feedback received from the, public, elected officials, and Regional District of Okanagan-Similkameen (RDOS), City of Penticton, District of Summerland, Town of Osoyoos, Town of Princeton, and the stakeholders group across the region during the planning process.

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

- The availability of funding from local government, the provincial government and the federal government
- Changes in decision-making structures across transit partners in the RDOS
- Community growth factors (e.g. community development, shifts in demographic factors)
- Phasing of major projects (e.g. Village Centers in Penticton, Corrections Facility near Oliver)
- Operational and capacity demands of the system
- Opportunities for value-added partnerships that may arise (e.g. road improvement projects by local government)

Implementation actions for medium and long-term priorities will be further reviewed and refined during regular plan updates (occurring every five years). As a result of partnerships catalyzed during the initial Transit Future Plan process, updates may include options for service to RDOS-area First Nations communities.

Structure of this section: This implementation section is presented in three time horizons:

- **Immediate Priorities** to be implemented in the current and very near term, and which will enable the maximum benefit to be leveraged from subsequent priorities
- **Short Term Priorities** to be implemented within the first five years of plan completion
- **Medium and Long Term Priorities** to be implemented over the longer horizon, and which will be further detailed in subsequent updates to this plan.

Each time horizon addresses **service priorities**: Improvements or expansions for frequent transit networks, local transit networks, targeted regional and interregional networks, and custom transit service; as well as **supporting priorities**: development and expansion of related infrastructure and customer information.



Immediate Priorities (2015)

Immediate Service Priorities: Local Transit Network

1. Introduce Local transit to Okanagan Falls.

Implemented January 19, 2015

This service is an expansion to the Okanagan-Similkameen Transit System, expanding the system from 1 regional connector route (Targeted service) between Penticton and Area A (Naramata), to include local service within Okanagan Falls and an additional regional connector route between Penticton and Area D as described in Option 2.

- Route 21 OK Falls Local
- Monday – Friday between 7:00 am – 6:00 pm
- Five circuits of Okanagan Falls per day, with service to Peach Cliff Estates from 8:30 am onwards.



Immediate Service Priorities: Targeted Transit – Regional and Inter-regional

2. Okanagan Falls ↔ Penticton: Introduce new daily and commuter connections along Eastside Road between Okanagan Falls and Penticton.

Implemented January 19, 2015

In conjunction with Option 1, this service is an expansion to the Okanagan-Similkameen Transit System, adding an additional regional connector route between Penticton and Area D (Okanagan Falls).

- Route 20 Okanagan Falls/Penticton
- Monday – Friday between 6:30 am – 6:30 pm
- Five round trips between Penticton and Okanagan Falls per day, with morning north bound service to Heritage Hills and afternoon southbound service to Heritage Hills.

Resource:
one vehicle and
1,350 service hours

Immediate Supporting Priorities

3. Adopt a revised governance structure to streamline implementation actions contained in this plan and enable more comprehensive system management and performance monitoring.

Decision-making, administrative transit knowledge, transit resources, public information, fares and schedules are largely fragmented across the five separate systems in the RDOS. Better integration is an essential step to implementing the Transit Future Plan and enabling services that coordinate seamlessly for transit customers.

Governance-related decisions fall into several layers of transit provision including Customer Information and Rider's Guides, Fares and Pass Structures, Schedules,

Driver Hours, and Fleet Resources. **For the future, integrating service on one or more of the topic areas will have an overwhelming impact on the efficiency and effectiveness of transit in Okanagan-Similkameen and how it serves the community.** See Appendix One for further details regarding the existing issues and the benefits of integration.

Therefore it is strongly recommended that the first priority out of this Transit Future Plan is to begin a regional discussion about levels of integration and potential strategies. Recent successes in the West Kootenay area could form a model to guide this process. See System Integration In the West Kootenays, page 153.

System integration can be achieved while maintaining multiple operating companies. Given the spatial extent of transit service in Okanagan-Similkameen and blend of existing operators (one commercial and three not-for-profits), this would be the recommended condition for system amalgamation.

If supported, in order to move forward on regional integration, a number of steps are required in terms of approval and agreement. These steps would be confirmed with local government partners but would likely use the following path:

- Step 1** Regional District of Okanagan-Similkameen receives and endorses the RDOS Transit Future Plan
- Step 2** A Regional Transit Advisory Committee is formed and elected officials are appointed as members. The members and municipalities they represent agree to recognize the Committee as responsible for setting regional fares, processes and products as well as respect recommendations of the Committee for regional planning initiatives, expansion priorities and service hour allocation
- Step 3** The Committee endorses a Terms of Reference which agrees to participate in a single schedule for the system, and in doing so, acknowledge local service changes must be done in line with scheduled regional changes. Further, the committee honors a regional fare structure approved by the committee, but in doing so, not give up the right to set a local fare
- Step 4** BC Transit would then work with the local government partner staff to develop a preliminary integrated schedule for transmittal to the Transit Committee for their review and discussion
- Step 5** The proposed service implementation and integration is discussed and approved by the Transit Committee.

This path would then enable implementation of the integrated service. Since the costs for service options presented in this Plan have been determined based on a non-integrated state, a more integrated transit system and governance structure would not only bring a more positive passenger experience and higher ridership but also a more cost-effective service.

Note that a number of the service options contained in this plan look at extending service to area and neighbouring jurisdictions such as the Penticton Indian Band Lands and the Central Okanagan Regional District. These initiatives will require the formation of new partnerships. These partnerships could be formed inclusive to a Regional Transit Advisory Committee or separately from it. Regardless, it would be supportive of transit in the area to:

- Seek broader involvement of RDOS local governments in transit partnerships, including municipalities and Indian bands currently not involved
- In partnership with other local governments in the North Okanagan and Central Okanagan Regions look for opportunities to conduct long-term transportation planning collaboratively, including an assessment of future demand and potential modes/vehicle types (bus, rail, cycling, park and rides).

System Integration in the West Kootenay Region

"An example of unprecedented regional cooperation in the West Kootenay area"

History

Transit in the West Kootenay region has evolved significantly. Smaller systems which were predominantly initiated to service those with mobility issues to medical appointments have become relied upon services to get to work and run errands in nearby larger communities. As the needs of riders changed so did their expectations. This resulted in increased demand on resources and funding. In 2010 BC Transit approached local governments with the idea of better tying together the services from Nelson to Trail to Nakusp. In June of 2012, the West Kootenay Transit Committee held its inaugural meeting to start planning the integration. The Integration of these West Kootenay Transit Services in 2013 was in response to need for improved services in the region which addressed these changing needs and expectations while addressing the increasing costs to deliver them.

2013 Integration

The new West Kootenay Transit system brings together three local governments and nine transit systems together under a single Rider's Guide covering Nakusp to Rossland and from Kaslo to Fruitvale. Previously nine individual operating agreements existed with BC Transit to deliver transit service in the Area. Larger local service zones were created with Castlegar and Trail becoming the Colombia Zone, Nelson, Playmor Junction and Balfour becoming the Kootenay Zone and the introduction of the Slocan Zone. Improvements in frequency included two added trips on the corridor between Nelson and Castlegar which connect to Trail. A further six daily return trips between Nelson and Trail were introduced, an additional service on Tuesdays between Salmo and Nelson and midday trips were added on Tuesdays and Thursdays from Kaslo to Nelson.

A new fare structure accompanied the integration with single zone riders paying \$2 (a 25 cent increase), while a multi-zone ride become \$3.50

4. Adopt service standards and route performance guidelines for transit services in Penticton and outside of Penticton.

Service standards and route performance guidelines provide a consistent tool to measure the performance of new and existing services. These standards and guidelines will ensure services are effective and in line with community goals and enable the provision of evidence based service planning recommendations to local government partners across the RDOS.

Short Term Priorities

The Priorities section of the plan identifies the key priorities for establishing the Transit Future Plan Network, with the highest level of detail provided on the short-term initiatives. As the plan is updated over time, medium and long term initiatives will be further revised to include further partnership and service details.

Each transit improvement will require a more detailed service plan that will finalize associated details of the implementation. For service priorities this includes the route structure, service levels, scheduling, and customer information and associated costs.

Supporting Priorities across the RDOS (Contingent on Governance):

5. INTEGRATION: Consolidate Rider's Guides across the region to include all transit systems (see West Kootenays Rider's Guide).

Develop a single Rider's Guide for all transit services across the RDOS so that transit customers will be able to plan ahead to use transit services in adjoining communities.

6. INTEGRATION: Determine and adopt a comprehensive and consistent menu of fares and fare products for local, regional and inter-regional transit services.

7. INTEGRATION: Improved coordination of schedules.

- a. **Review schedules** for minor cost-neutral changes to enable greater connectivity between transit services.
- b. **Introduce Online/Smart phone trip planner** In tandem with consolidating all schedule and route information for the region, introduce an online/smart phone trip planner.

What is trip planner?

A trip planner is a computerized system in which people enter in their starting location and desired destination, then receive customized information on

- Where to catch the nearest bus
- What time to leave
- What time they can arrive at their destination.

Smartphone technology, which is gaining popularity, enables people to use the trip planner wherever they have service.

8. Develop a region-wide strategy to adopt enhanced long term education and ridership programs designed to introduce area residents to transit.

Consider innovative ideas to leverage existing resources and organizations to introduce transit to non-users. Some examples might be:

- Pilot program for providing certification to travel-training volunteers on a biennial basis such as regularly scheduled travel training, and longer term pass programs
- Promote travel-training workshops in partnership with ICBC Drivable program
- Encourage pass holders to introduce a friend to transit by providing them with a free complimentary ticket with each monthly pass purchase.

Service Priorities: Frequent Transit Network

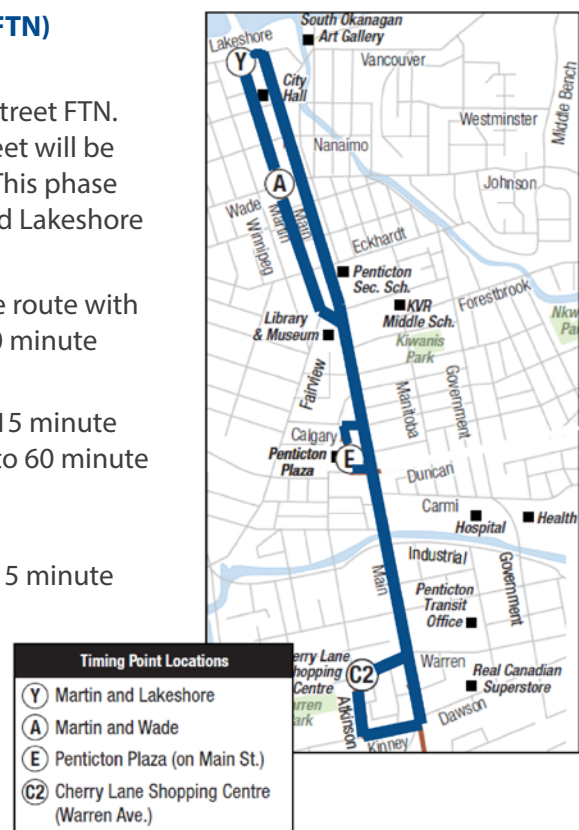
9. Phase One of Main Street Frequent Transit Network (FTN) Development (Two Phases).

This is the first major step to implement the primary Main Street FTN. Transit service frequencies on the existing route 5 Main Street will be adjusted and expanded to create a Frequent Transit route. This phase focuses on service expansion between Cherry Lane Mall and Lakeshore Drive.

The restructuring will focus primarily on the schedule of the route with frequencies being staggered from 15 minute intervals to 60 minute intervals depending on the time of day.

- Weekday service between 6:30 am and 8:30 pm with a 15 minute frequency during peak and commuter periods, and 30 to 60 minute frequency at other times.
- Saturday service between 8:00 am and 9:30 pm with a 15 minute frequency during the afternoon peak period and 30 to 60 minute frequency at other times.

Resources: One vehicle and 2,620 additional annual service hours



Service Priorities: Local Transit Network

10. Penticton: Improve Sunday Service.

Hourly service on Route 5 Main Street will be introduced for four hours on Sunday afternoons. This will operate on a staggered time table with the existing hourly Route 16 Lake to Lake Sunday Service to provide (between both routes) 30 minute service along the Main/Government corridor from noon until 4:00 pm. This will augment north/south travel during the busiest times on Sundays.

- Sunday Route 5 Main St.

All Year: service between 12 noon and 4:00 pm with 60 minute frequency.

Resources: 260 additional annual service hours

11. Penticton: Improve late night service to 12:00 am on Fridays and Saturdays and during Peachfest.

Additional hours and schedule adjustments to Routes 5 Main Street and 15 Night Route for late night service connecting to downtown and the entertainment district.

This option will consider a minor re-alignment of Route 5 or 15 to avoid redundancy in coverage and improve access to this service.

Resources: One vehicle and 650 additional annual service hours

12. Penticton: Introduce Service to the Wiltse Area.

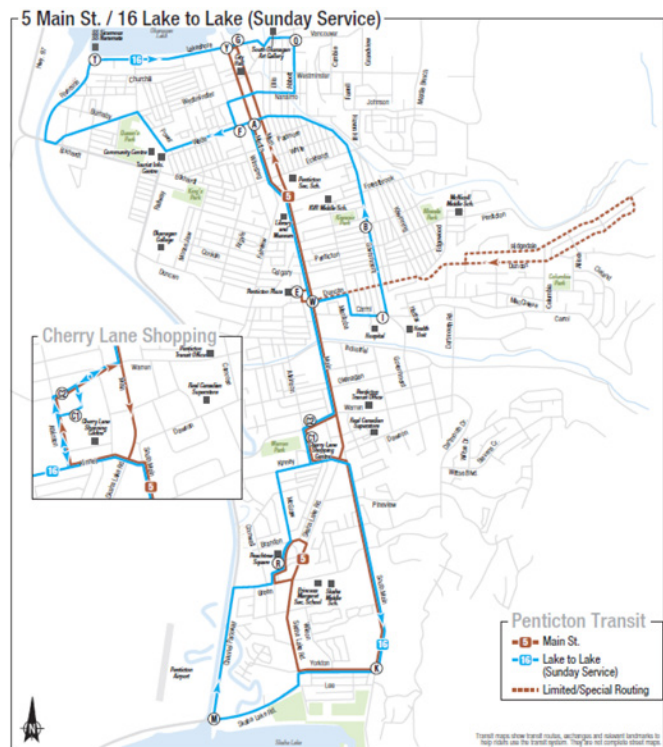
Local Transit service will be extended to include more coverage in the Wiltse area. The most likely candidate for extension is Route 1 Okanagan Lake/Wiltse.

- Service levels and routing will be determined based on an examination of ridership demand to be conducted as part of the Service Change Service Discussion Document for this expansion.
- The service discussion document will include an exploration of potential re-alignment and streamlining of Route 1 to make it more user-friendly.

Resources: Vehicles TBD and 400 annual service hours

13. Greater Penticton: Examine opportunities to extend conventional and handyDART transit service to developments located on adjoining Penticton Indian Band lands.

Working in tandem with the Penticton Indian Band (PIB) and the City of Penticton, conduct a feasibility study to assess possibilities for future expansion to connect residents of and retail locations on PIB lands with the Penticton



Transit System. Potential sites include Redwing Estates and Green Avenue Channel developments; further sites will be identified using the PIB's Land Use Plan as a guide.

Any implementation options leading from the study will be included in the first update to this Transit Future Plan.

14. Greater Penticton: Introduce service to the West Bench.

The transit service area will be extended to include the West Bench. Owing to its location, the West Bench is most easily served by the Targeted Regional Connector service operating between Penticton and Summerland.

- Service levels and service delivery will be determined based on an examination of ridership demand to be conducted as part of the Service Change/Service Discussion Document for this expansion, but are preliminarily estimated at four trips per day, Monday to Friday.

Resources: Vehicles TBD and 300-400 annual service hours

15. Keremeos: Introduce service two days per week within Keremeos, and to Cawston and Olalla.

This new service would use a vehicle stationed in Princeton, which would travel to the Keremeos area two days per week to enable access to daily needs, post office, and medical service for residents of Keremeos, Cawston and Olalla.

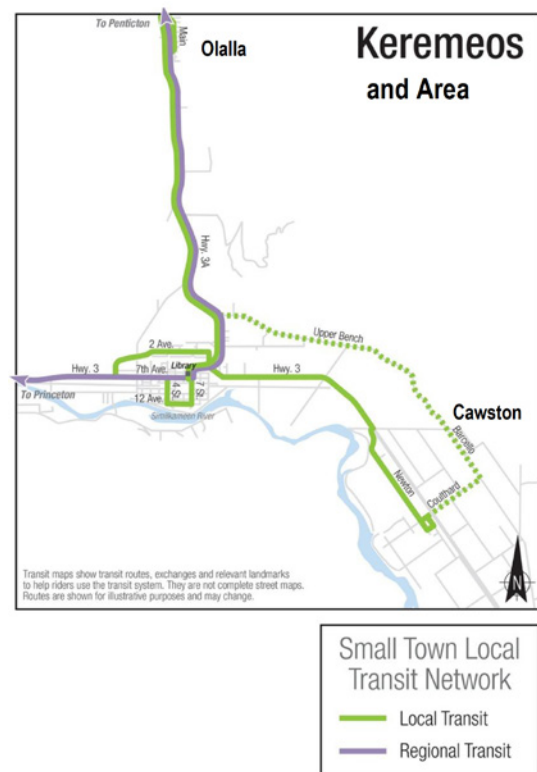
Note: This option must be implemented in conjunction with service expansion to Keremeos because both expansions rely on the same new additional vehicle.

- Tuesday and Thursday service 9:45 am – 2:45 pm
- Four loop trips around Keremeos: 9:45 am, 11:00 am, 1:15 pm, and 2:30 pm
- Three trips to Cawston and Olalla, departing Keremeos at 10:00 am, 12:15 pm, and 1:30 pm

Resources: 700* additional annual service hours, and one vehicle

**200 hours of these may be designated as targeted service hours because they account for regional-scale travel between Princeton, Hedley, and Keremeos.*

➞ Also see: **Local Transit Network Option 16, Targeted Transit Option 19**



16. Princeton: Introduce weekday scheduled service within Princeton interspersed with period of on-request service for people with a disability.

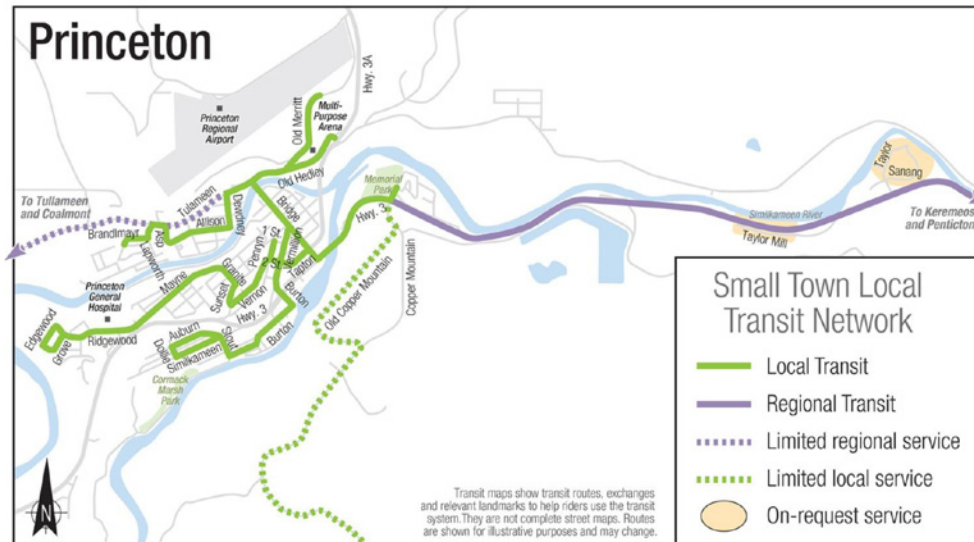
Existing service hours within Princeton would be re-allocated in combination with new hours in order to offer scheduled fixed-route service. Peak trips will be offered Monday through Friday, while daytime scheduled service will be offered on Monday, Wednesday and Friday. Scheduled service will be designed to connect with Targeted Transit Regional Connectors operating between Princeton and Penticton.

Note: This option must be implemented in conjunction with service expansion to Keremeos because both expansions rely on the same new additional vehicle.

Three new routes will be developed:

- Route 1 serving Riverside Recreation Centre, Princeton High School and the Allison Road neighbourhood
- Route 2 serving Mayne Street and the Princeton Regional Hospital
- Route 3 serving Waterfront and Memorial Park

Resources: 1,300 hours, the vehicle for this expansion is listed in Option 15.



➔ Also see: Local Option 15, Targeted Option 19

Targeted Transit Service Priorities: Regional and Inter-regional

17. Penticton ↔ West Kelowna: Add two round trips per day, Monday to Friday at commuter hours.

This option introduces a new service for Penticton and Summerland residents working, studying, and going to Kelowna for medical reasons. Service will begin in Penticton and offer timed connections to Kelowna Regional Transit Rapid Bus in West Kelowna. Rapid Bus offers express limited stop service to downtown Kelowna and UBCO, and connections to regular transit routes in Kelowna.

The service will also enable residents of Kelowna to visit Summerland and Penticton for the day, supporting visitor opportunities from Kelowna, and adding options for residents of Summerland to travel to Penticton for education and personal reasons.

- Target Market: Commuters
- Monday – Friday, Two return trips
- Morning trip:
 - » Penticton Departure: 6:45 - 7:00 am
 - » Return from West Kelowna: 8:10 am

- Afternoon:
 - » Penticton Departure: 4:00 pm
 - » Return from West Kelowna: 5:15 pm

Resources: 1,260 additional annual hours, and two vehicles

Osoyoos ↔ Kelowna: Re-assess the need for this Monday trip . Consider reallocating Monday service hours to with two trips Osoyoos ↔ Penticton on Monday

Inter-System Considerations

The possibility of integrating the Penticton ↔ West Kelowna service with existing Central Okanagan Transit System service in Peachland should also be explored.

Recommended Simultaneous Service Change (subject to Governance)

Summerland ↔ Penticton: Redistribution of service trip times to avoid schedule redundancy with the Penticton ↔ Kelowna service.

Osoyoos ↔ Penticton: Change terminus point from Summerland to Penticton.

- Passengers seeking to travel onwards to Summerland may transfer to the Penticton ↔ Summerland service.

18. Penticton ↔ West Kelowna: Add three additional midday rounds trips Monday, Wednesday, and Friday.

The addition of midday services on select days of the week enables RDOS residents from communities south and west of Penticton, in addition to Penticton and Summerland residents, to access Kelowna for medical purposes and shopping.

- Target Market: Medical trips and personal trips
- Trips will be timed to connect with other targeted services arriving from Osoyoos and Princeton
 - » Morning Penticton Departure: 9:45 am
 - » Afternoon West Kelowna Departure: 2:00 pm

Resource: 760 additional annual service hours

➞ Also see: Targeted Transit Option 14

19. Princeton ↔ Keremeos: Introduce one return trip between Princeton and Keremeos on Tuesdays and Thursdays.

Note: This option must be implemented in conjunction with local service expansion to Keremeos and in Princeton because the vehicle used for these expansions will be housed in Princeton.

This option will benefit eastbound travel between Princeton and Hedley to Keremeos. Local Government partners and BC Transit should also contact the Ministry of Transportation and Infrastructure to explore opportunities to install stops to serve smaller communities along the way.

Resources*: 200 hours, 0 vehicles (the vehicle for this expansion is listed in Option 11)

*These 200 hours have been accounted for as part of the 700 total hours shown in Option 11. *total time for the Targeted and Keremeos Local Service is 700 hours: 500 hours are allocated to local service in the Keremeos area, leaving 200 hours to form the Targeted service, the additional 100 hours*

➞ Also see: Local Transit Option 11 & 12, Infrastructure Option 3

20. Princeton ↔ Penticton: Adjust existing schedule for more time in Penticton to enable connections to the Penticton ↔ West Kelowna midday trips.

Designed to be carried out in conjunction with Option 14, this option extends the hours of service for targeted transit service operating between Princeton and Penticton, so that trips are slightly later. This will enable RDOS residents originating in the Similkameen to access the midday targeted service operating between Penticton and West Kelowna.

- Target Market: Medical trips and personal trips to Penticton and Kelowna
- 90 minutes will be added to the service span to meet connecting service to West Kelowna
 - » Arrival in Penticton: 9:30 am
 - » New departure time from Penticton: 3:00 pm

Resource: 230 additional annual service hours

21. Osoyoos ↔ Penticton: Increase service to two round trips per day Monday to Friday and connecting with midday Kelowna service from Penticton.

a. Phase One: Addition of one trip on Fridays

This option adds an additional round trip on Friday between Osoyoos and Penticton. In combination with the scheduled service to Kelowna, which operates on Mondays, residents of the South Okanagan will have 8 trips per week to Penticton.

- Target Market: Medical trips and personal trips to Penticton
- Friday Schedule:
 - » Depart Osoyoos 7:30 am
 - » Depart Penticton: 10:45 am

Resources: 170 hours, zero vehicles

➞ Also see: Targeted Transit Option 17 – Simultaneous Service Changes
Infrastructure Option 25

b. Phase Two: Addition of second trip on Fridays.

Service to include a second additional round trip on Fridays.

Friday Schedule:

- Depart Osoyoos: 12:30 pm
- Depart Penticton: 4:30 pm

Resources: 140 additional annual service hours, and one vehicle

c. Phase Three: Conversion of Monday Kelowna trip to two Penticton trips, connecting with Kelowna Service from Penticton.

With the conversion of the existing Monday Kelowna trip to two trips between Osoyoos and Penticton, residents of the South Okanagan will have 10 trips per week to Penticton with connections to Kelowna available on Mondays, Wednesdays and Fridays.

Target Market: Medical trips and personal trips to Penticton

Resources: 30 Additional annual service hours

22. Osoyoos ↔ Penticton: Increase service to four round trips per day, Monday to Friday to provide northbound and southbound commuters access to major employers in the Oliver area.

This expansion provides the opportunity for residents living north and south of Oliver access to new employment in the Oliver area at the new corrections facility. Service viability and trip times will be confirmed and determined by shift structure.

- This service will also provide improved options for trips by Penticton area residents to the South Okanagan.

Resources: 1,260 additional service hours, and one vehicle

Supporting Priorities: Infrastructure

23. Improved Bus Stop Amenities along the FTN Corridor in Penticton, between Downtown and Cherry Lane Mall.

Invest in on-street customer amenities such as transit shelters and shade, benches, and enhanced customer information. Transit information should include transfer locations for service to Okanagan College, Penticton Regional Hospital, civic facilities, and also transfer locations to access targeted transit to other communities. Other transportation information should include active transportation maps and way-finding within a 200-400 m radius of each principle FTN stop.



Given the dry sunny climate, offering ample shade is an important consideration
Location: University of British Columbia, Vancouver



City and local wayfinding information in shelters can be helpful to transit users, visitors, and also new residents.
Location, Bath, UK

24. Reconfigure the existing Cherry Lane Exchange in order to enable sufficient capacity for integrating targeted regional transit services with local transit, as well as active transportation facilities (pedestrian, bicycle racks, and local transit information).

Sufficient space is needed to accommodate three conventional vehicles, and layover space for up to three community-shuttle sized vehicles.

25. Highway-side transit stops.

Explore opportunities with the Ministry of Transportation and Infrastructure to develop highway-side stops for:

- Manufactured home and LSIB communities between Princeton and Keremeos (Hwy 3)
- Twin Lakes (Hwy 3A)
- Gallagher Lake (Hwy 97)
- Agricultural Research Centre (Hwy 97, near the pedestrian underpass at Trout Creek)

26. Continue to improve transit customer facilities.

Continued improvement and maintenance of transit facilitates and on-street customer amenities are important for the successful operation and future growth of the transit system. Some improvements that have been identified are:

- Space transit stops along a corridor at appropriate intervals between 300m – 400m. In some locations, transit stops are spaced too closely together, leading to slower transit trips and higher transit stop maintenance costs. Corridor transit and transportation projects should include a review of stop locations prior to investing in infrastructure
- Invest in on-street customer amenities such as transit shelters, customer information, benches. Bike racks at key stops and pedestrian-oriented lighting at transit stops.

27. Install universally accessible transit stops.

BC Transit buses are all accessible, but basic stop infrastructure such as sidewalks (or concrete pads), are required for these features to be used. Establish criteria to prioritize the universal accessibility of transit stops and implement a program of annual upgrades and installations of sidewalks or pads across the RDOS.



Raised curbs or pads enable safer, easier, and faster boarding for passengers using mobility devices, travelling with shopping carts, or wheeling infant strollers.

The priorities listed in this section, and subsequent Custom Transit sections apply to the Penticton and handyDART system which serve urban Penticton and Naramata, as well as handyDART services in Summerland. Implementation information for custom service for communities in the South Okanagan and Similkameen communities of the RDOS is included under the Local Priorities sections of this plan, however this does not preclude future exploration for the development of custom transit in the South Okanagan.

28. Support ongoing conventional travel training among applicants for Custom Transit.

Transit customers in Penticton with accessibility challenges make excellent use of the existing conventional transit system which operates on a much lower hourly cost than custom transit. This culture should continue to be encouraged as it offers benefits of both convenience (schedules are known) for transit users, and cost efficiency for transit partners.

29. Custom registration and re-certification of existing handyDART registrants.

BC Transit is developing a revised handyDART registration process which is currently being implemented as a pilot project in several transit systems. Based on the outcomes this new approach will be fine-tuned and implemented in communities providing handyDART service as a separate service from conventional and paratransit.

30. Penticton handyDART: Aligning the hours of operation Mondays through Fridays and service area with the regular conventional service (excluding night service).

A review of custom handyDART services in Penticton will be conducted to examine the effectiveness of the current service span, and determine if there are opportunities to align hours of operation more closely with the regular conventional service.

Resources: 380 annual service hours

31. Penticton handyDART: Expand handyDART to include service on Saturdays.

Introduce Custom handyDART service on Saturdays with service limited to the Penticton Transit System service area. Service span limited to 6 hours per day.

Resources: 320 annual service hours

Medium and Long Term Implementation Priorities (6-25 years)

Service Priorities: Frequent Transit Network

32. Penticton: Phase Two of Main Street Frequent Transit Network (FTN) Development.

This represents the last phase in completing the primary Main Street FTN and focuses on developing service between Cherry Lane Mall and Peach Tree Square.

Undertake a study of the alignment of the south end of the FTN route to determine options for:

- Shifting the primary FTN portion south of Kinney Road from South Main Street and Skaha Lake Road, to Skaha Lake Road only
- Elimination of routing around Cherry Lane Mall.

These changes will increase the directness and shorten the travel time for FTN users, making the FTN more attractive and usable to new residents in the Peach Tree village and Skaha village areas. Additionally these changes offer an annual time savings of up to 33 per cent per trip over the route 5 Main Street alignment as of 2015. The FTN Service design will reflect that implemented in Phase One of the project.

- Weekday service between 6:30 am and 8:30 pm with 15 minute frequency during the peaks and 30 to 60 minute frequency at other times
- Saturday service between 8:00 am and 9:30 pm with 15 minute frequency during the peaks and 30 to 60 minute frequency at other times

➞ Also see: [Frequent Transit Option 9](#)

33. Penticton: Investigation of Secondary FTN – potentially serving Okanagan College.

Option 23 shown for Local Transit (expansion of two LTN routes to 30 minutes) would provide the opportunity to conduct preliminary investigation of a future secondary FTN route. This will include identification of major origins and destinations, the preferred alignment and key stop locations.

BC Transit and the City of Penticton should ascertain the status of Okanagan College Ring Road development at this time and investigate which neighbourhoods generate the highest post-secondary ridership.

➞ Also see: [Local Transit Option 36](#)

34. Penticton: Phase One Secondary FTN Network development.

Based on Option 17 above, begin a phased introduction of a Secondary FTN Network. Phase 1 will introduce the Secondary FTN alignment at an LTN level of service.

35. Penticton: Phase Two of Secondary FTN development will expand service hours in order to reach FTN level of service.

- Weekday service between 6:30 am and 8:30 pm with 15 minute frequency during the peaks and 30 to 60 minute frequency at other times
- Saturday service between 8:00 am and 9:30 pm with 15 minute frequency during the peaks and 30 to 60 minute frequency at other times

Service Priorities: Local Transit Networks

36. Penticton: Extend select local Penticton routes to 30-minute service Monday to Saturday.

The benefits of the Main Street FTN can be further leveraged beyond its immediate catchment by improving connection times to Local Transit Network (LTN) routes.

- Investigation to determine which two LTN routes offer the greatest opportunity to boost system ridership with a focus on capturing unmet trip demand to Okanagan College
 - » Conduct a review of system ridership (routes, stop use, transfers to/from the Main Street FTN), and demographic-driven transit need
 - » Conduct public consultation (passengers, post-secondary students)
 - » Consider minor realignments of LTN routes to improve the directness and ease of understanding of the Penticton LTN
- Increase weekday daytime service to 30 minutes intervals
- Increase daytime Saturday service to 30 minute intervals

➡ Also see: [Frequent Transit Option 32 & 33](#)

37. Penticton: Extend regular routes to 8:00 pm, Monday to Saturday.

Increase span of services of LTN routes with further consideration given to later night service on routes serving Okanagan College.

38. Penticton: Introduce service to Sendero Canyon.

Local Transit service will be extended to include coverage in the Sendero Canyon area. The most likely candidate for extension is Route 4 West Side/ Duncan East.

Service levels and routing will be determined based on an examination of ridership demand to be conducted as part of the Service Change Service Discussion Document for this expansion.

39. Penticton: Improve Sunday service by introducing service at 2014 levels.

Upgrade service coverage, span, and frequency on Sundays by reallocating and expanding on existing service to offer 60 minute service on LTN routes and 30 minutes service on the Main Street FTN.

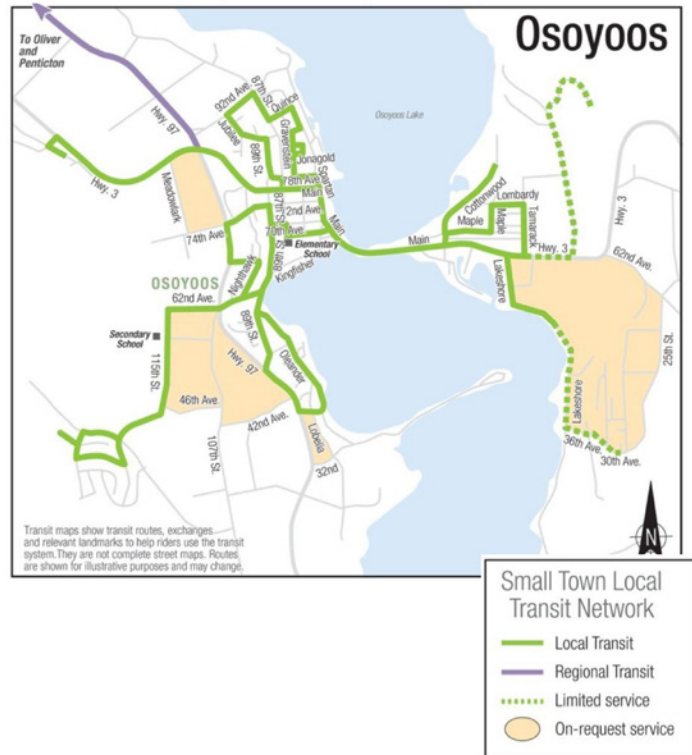
40. Penticton: Extend service to Spiller Road.

Service coverage will be extended to the Spiller Road area. Service levels and service delivery will be determined based on an examination of ridership demand to be conducted as part of the Service Change Service Discussion Document for this expansion.

41. Osoyoos: Improve daytime local service within Osoyoos Monday to Friday.

Expand local transit services within Osoyoos to provide four to five trips per day to enable access to daily needs, groceries, and local medical services for residents.

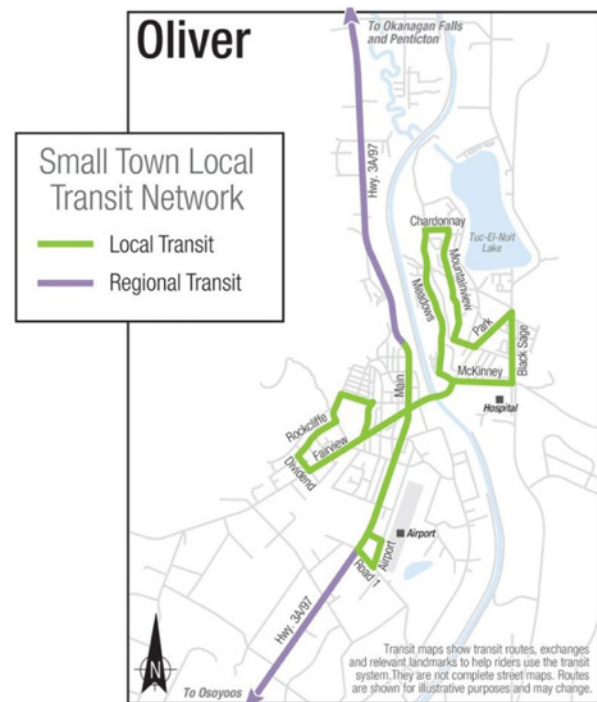
- Local service will continue to provide residents of Osoyoos with access to the targeted transit service regional connectors.
- Service expansion should explore route options to provide access to employment and residential development located on adjoining Osoyoos Indian Band lands.
- Limited areas of On-Demand service should be maintained.
- Note that this expansion must be implemented in conjunction with new local service expansion to Oliver because both expansions will rely on the same vehicle.



42. Oliver: Introduce daytime local service within Oliver Monday to Friday.

Expand local transit services within Oliver to provide three to four trips per day to enable access to daily needs, groceries, local medical services, and targeted regional transit services for residents of Oliver.

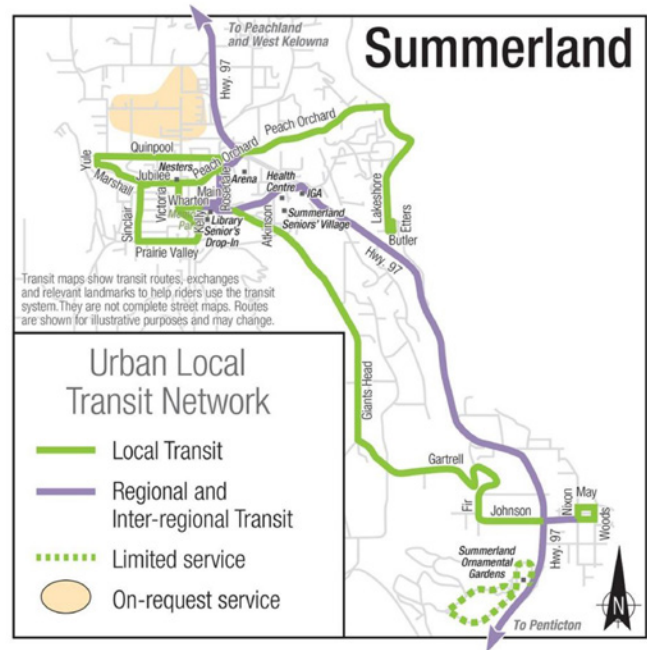
Note that this expansion must be implemented in conjunction with new local service expansion to Oliver because both expansions will rely on the same vehicle. This shared vehicle will also enable local transit travel between Oliver and Osoyoos.



43. Summerland: Introduce dedicated local transit service to Summerland Monday to Saturday.

Introduce local Summerland transit service by developing routes within Summerland for daily needs, groceries, local medical services and to provide connections to the targeted transit service regional connectors (to Penticton and Kelowna).

- Monday - Saturday
- Three routes connecting to downtown Summerland, the recreation centre and High school.
 - » Route 1 - serving Lakeshore and connecting the upper town with the lower town
 - » Route 2 – a bidirectional upper town circulator
 - » Route 3 – a Trout Creek Route via Giant's Head Road.
- Limited areas of on-demand service.



➔ Also see: [Custom Transit Option 30](#)

44. Osoyoos & Oliver: Expand local transit service to Saturdays.

Expand local transit service to Saturdays shifting the service span to fall later in the day than the Monday to Friday service.

45. Okanagan Falls: Introduce service on Saturdays within Okanagan Falls

Expand service within Okanagan Falls to include Saturday. This is to be done in conjunction with targeted transit service regional expansion to Penticton.

46. Princeton: Introduce evening service on Friday night.

Expand service hours on Fridays to 10:00 pm.

47. Osoyoos & Oliver: Introduce evening service on Friday and Saturday.

Expand service hours on Fridays and Saturdays to 10:00 pm in Osoyoos and Oliver.

48. Princeton: Introduce service on Saturdays.

Expand service within Princeton with a service span starting later in the day and ending later in the day than the Monday to Friday service.

49. Keremeos: Introduce service on Saturdays.

Expand local service within Keremeos to Saturdays with a service span starting later in the day and ending later in the day than the Monday to Friday service.

50. Summerland: Introduce evening service Friday and Saturday.

Expand local service hours on Fridays and Saturdays to 10:00 pm in Summerland. Consider doing this in conjunction with expansion of service between Summerland and Penticton.

➞ Also see: Targeted Transit Options 56 and 57

51. Summerland: Introduce service on Sunday.

Expand local service within Summerland to Sundays, offering a shorter service span than the Monday to Saturday service to match lower demands found on Sundays.

52. Osoyoos & Oliver: Introduce service on Sunday.

Expand local service within Osoyoos and Oliver to Sunday, offering a shorter service span than the Monday to Saturday service to match lower demands found on Sundays.

Service Priorities: Targeted Transit – Regional and Inter-regional**53. Penticton ↔ West Kelowna: Increase service on weekdays to four round trips.**

Increase service to offer consistent four round trips per day, Monday to Friday, serving medical, post-secondary, work and personal trips.

54. Princeton ↔ Penticton: Increase service to five days per week.

Increase service to one round trip per day, Monday to Friday, and connect with midday service to Kelowna. Assumes driver is getting paid for 8 hours.

55. Osoyoos ↔ Penticton: Introduce three round trips on Saturday.

Introduce three round trips on Saturday to serve personal and shopping trips.

56. Summerland ↔ Penticton: Introduce three round trips on Saturday.

Expand service between Summerland and Penticton to Saturdays.

57. Summerland ↔ Penticton: Introduce evening service on Friday and Saturday.

Expand service between Summerland and Penticton to 10:00 pm on Friday and Saturday. Ensure schedule coordination between regional and local services.

➞ Also see: Targeted Transit Option 50

58. Keremeos ↔ Osoyoos: Introduce service between Keremeos and Osoyoos.

Introduce service between Keremeos and Osoyoos offering timed connections with the Princeton ↔ Penticton service to enable residents of the Similkameen to go to Osoyoos for personal and shopping purposes.

59. Naramata ↔ Penticton: Introduce evening service on Friday and Saturday.

Expand service between Naramata and Penticton to 10:00 pm on Friday and Saturday.

60. Okanagan Falls ↔ Penticton: Introduce evening service on Friday and Saturday.

Expand service between Okanagan Falls and Penticton to 10:00 pm on Friday and Saturday. Ensure schedule coordination between regional and local services.

Service Priorities: Targeted Transit - Employee Shuttles

61. Conduct feasibility study for an employee shuttle between Summerland or Trout Creek to the Agricultural Research Centre.

Examine demand for transportation to the research facility and explore the costs and feasibility of limited-service routing of either the Regional Summerland bus or a Local Trout Creek route to the research centre. Examine opportunities for cost-sharing with the Agriculture Canada.



62. Conduct a feasibility study for an employee shuttle timed to meet shift changes between Princeton and Copper Mountain Mine.

Examine demand to Copper Mountain and explore the costs and feasibility of limited-service routing to meet work shifts. Examine opportunities for cost-sharing with the Copper Mountain Mining Corporation.



Supporting Priorities: Infrastructure

63. Secondary Exchanges.

Introduce enhanced regional/local transfer facilities with information, bicycle parking, seating and shelter/shade, at:

- Okanagan College

And in:

- Summerland
- Oliver
- Osoyoos
- Keremeos
- Princeton



64. Park & Rides.

Penticton: Develop a multi-modal Park & Ride facility with bicycle access for Penticton area residents looking to use the commuter service to Kelowna. Seek out public lands near Okanagan College/Canadian Tire.

Princeton: Develop a smaller multimodal Park & Ride with bicycle access for Princeton area residents looking to use the commuter service to Penticton.

Osoyoos: Develop a smaller multimodal Park & Ride with bicycle access for Osoyoos area residents looking to use the commuter service to Penticton.

Summerland: Develop a smaller multimodal Park & Ride with bicycle access for Summerland area residents looking to use the commuter service to Penticton or Kelowna.

65. Hwy 3A/Hwy 97 Exchange/ Park & Ride.

Develop a transfer facility with parking spaces near the Kaleden weigh scales similar to Playmor Junction in the Kootenay Transit System. This transfer facility would serve to gather Penticton and West Kelowna-bound passengers arriving from Princeton, Osoyoos, and also provide Park & Ride access for residents in the Kaleden and Twin Lakes area.

Service Priorities: Custom Transit (handyDART)

66. Assess the need for Penticton/Okanagan-Similkameen expansion to align with the coverage area of Okanagan-Similkameen Routes 20 and 21.

Examine demand for handyDART along the east Skaha Lake corridor as far south as Okanagan Falls and including Heritage Hills and Skaha Estates. Introduce service based on select days.

Resources: 500 annual service hours

67. Summerland: Formal re-classification of custom services into Tier 3 Custom.

Upon initial development of local transit routes within Summerland, custom service should be formally separated and re-classified into Tier 3 Custom Transit service, analogous with custom systems in Cranbrook, Prince Rupert and other Tier 3 Custom communities.

68. Summerland: Continue to expand service over time to meet demand.

Improve handyDART availability to keep pace with the conventional service area and hours of operation as local routes in the Summerland Transit System are further developed.

69. Penticton Urban: Continue to expand service over time to meet demand.

Improve handyDART availability to keep pace with the hours of operation as service on Sunday improves.

70. Conduct a feasibility study to assess unmet trips within the Osoyoos and Oliver area that would be met by the introduction of Custom (handyDART).

Ongoing Initiatives

The following initiatives are aspects of the Transit Future Plan that require continuous effort throughout the life of the plan.

Make transit more accessible

Transit services across the Regional District of Okanagan-Similkameen strives to be accessible to all. With the mobility requirements of an aging population, there will be an increasing need for more accessible transit solutions. Accessibility should be improved over time by:

- Upgrading key bus stops to be universally accessible
- Improving fleet access for mobility aids and strollers
- Upgrading existing and new transit infrastructure to meet BC Transit's Infrastructure Design Guidelines
- Improving written and online material for those with visual impairments
- Implementing audible stop announcements on transit vehicles and at major stops
- Coordinate transit access improvements in line with pedestrian and bicycle master plans
- Improving accessibility for cyclists to use the transit system and exploring the future potential for more than two bikes to be used on transit vehicles.



Match vehicle type to demand

Establishing the Main Street Frequent Transit Network (FTN) will likely result in the re-alignment of some Local Transit Network (LTN) services. High proportions of accessibility users require more space than other users. However, some Local Transit Network (LTN) routes or service during off-peak times, such as late night, may need less space for mobility devices, presenting a different opportunity to use smaller vehicle types. That can increase efficiencies and reduce capital costs.



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

Improve customer information

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

- Route and timetable information at bus stops
- Complete transit system maps and clocks at transit exchanges
- Real-time notifications of delayed or “no show” transit services
- On-board stop announcements or electronic signs for key destinations
- Improved printed and online information

Improve transit facilities

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

- The provision of shade and weather protection at transit stops and future exchanges
- The provision of seating at transit stops and future exchanges
- The provision of lighting at key transit stops and future exchanges
- The provision of bicycle lockups at key transit/ bicycle localities



Improve fare product availability:

- Support and encourage a U-PASS initiative for Penticton Okanagan College students
- Conduct a fare review of services across the RDOS

Establishing a U-PASS program at Okanagan College Penticton would help BC Transit and RDOS area transit services meet the transit ridership targets set in the plan.

U-Pass programs have been successfully implemented at several post-secondary institutions across the province. Communities that have implemented a U-PASS have realized significant growth in ridership. Consultation with the students at colleges with broad regional movement indicates that the students will generally consider a U-PASS program if it is linked with improved Inter-regional services.

Implementing a U-PASS program will require BC Transit, the RDOS, City of Penticton, Okanagan College Administration and the Student Unions to work together to determine the movement patterns of students, and based on this, develop a proposal for service. A student referendum will be required to approve the proposal. The U-PASS program could strategically be implemented with frequency improvements to the Penticton Conventional LTN, and the completion of the primary Main Street FTN. These are slated to occur as medium and long-term priorities.

Cost of Short Term Implementation Priorities

Preliminary costs have been developed for the short- term service improvement priorities requiring expansion hours. See Table 36. Cost and revenue projections are based on the 2013/14 Annual Operating Agreement (AOA) budget figures, and actual costs and impacts may vary depending on the finalization of service and operating details. Ridership projections are also estimates, based on analysis of current ridership trends and expected trends associated with the proposed service change. Actual implementation is subject to the available local and provincial funding.

Table 36: Short Term Implementation Priorities and Preliminary Cost estimates*

Service Option	Buses **	Additional Total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs***	BC Transit Share of Costs****
Frequent Transit								
9. Penticton: Phase One of Main Street Frequent Transit Network (FTN) Development.	1	56,800	2,620	36,700	\$26,700	\$257,100	\$128,600	\$101,800
Urban Local Transit								
10. Penticton: Improve Sunday Service.	0	5,700	260	2,600	\$1,900	\$26,300	\$12,200	\$12,200
11. Penticton: Improve late night service to 12:00 am on Fridays and Saturdays and during Peachfest.	1	14,100	650	5,200	\$3,800	\$96,200	\$65,700	\$26,700
12. Penticton: Introduce service to the Wiltse Area.	0	8,700	400	2,000	\$1,500	\$32,700	\$15,900	\$15,300
13. Greater Penticton: Introduce service to the West Bench.	0	8,700	400	1,200	\$900	\$32,700	\$16,500	\$15,300
Small Town Local Transit								
15. Keremeos: Introduce service two days per week within Keremeos, and to Cawston and Olalla.	1	11,600	500	1,500	\$3,000	\$51,400	\$31,700	\$16,700
16. Introduce scheduled transit service in Princeton on Monday, Wednesday and Friday with limited scheduled Tuesday and Thursday service.	0	30,000	1,300	3,900	\$7,700	\$68,900	\$22,200	\$39,000

Service Option	Buses **	Additional Total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs***	BC Transit Share of Costs****
Targeted Transit: Regional and Inter-regional Service								
19. Princeton ↔ Keremeos: Introduce one return trip between Princeton and Keremeos on Tuesday and Thursday. Note: This option must be implemented in conjunction with local service expansion to Keremeos and in Princeton (Option 15) because the vehicle used for these expansions will be housed in Princeton.	0	4,700	200	600	\$1,200	\$10,600	\$3,400	\$6,000
20. Princeton ↔ Penticton: Adjust existing schedule for 90 more minutes in Penticton to enable connections from Princeton to the Penticton West Kelowna midday trips.	0	5,400	230	700	\$1,400	\$12,200	\$3,900	\$6,900
17. Penticton ↔ West Kelowna: Introduce two round trips per day, Monday to Friday at commuter hours.	2	66,800	1,260	18,800	\$14,100	\$223,700	\$141,600	\$68,000
18. Penticton ↔ West Kelowna: Add three additional midday rounds trips Monday and Wednesday, and Friday to connect with services originating in Osoyoos and Princeton.	0	40,300	760	11,400	\$8,500	\$82,700	\$35,600	\$38,600
21. Osoyoos ↔ Penticton: Increase service to two round trips per day Monday to Friday and connecting with midday West Kelowna service from Penticton.	0	8,700	400	1,200	\$900	\$32,700	\$16,500	\$15,300
a) Add one Friday morning trip.								
b) Add one Friday afternoon trip.	0	8,700	400	1,200	\$900	\$32,700	\$16,500	\$15,300

Service Option	Buses **	Additional Total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs***	BC Transit Share of Costs****
c) Convert existing Monday Osoyoos ↔ Kelowna trip into two Osoyoos ↔ Penticton trips.	0	1,300	30	100	\$300	\$1,700	\$400	\$1,000
22. Osoyoos ↔ Penticton: Increase service to four round trips per day, Monday to Friday to provide northbound and southbound commuter's access to major employers in the Oliver area.	1	53,500	1,260	3,800	\$9,600	\$95,000	\$44,000	\$41,400
Custom Transit: HandyDart								
30. Penticton handyDART: Aligning the hours of operation Monday through Fridays more closely with the regular conventional service (excluding night service).	0	10,200	700	4,500	\$3,000	\$32,300	\$7,800	\$21,500
31. Penticton handyDART: Consider introducing handyDART on Saturdays.								

Notes:

*Estimate based on 2013/14 budgets. Final costs may change based on budgets at the time of implementation and confirmation of final operational details.

**The vehicle requirements shown here appear feasible but would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date.

*** Net Local Share of Costs represents local share of costs less estimated revenue.

****BC Transit share of costs do not include BC Transit share of Vehicle Lease fees.

Moving Forward

Service Monitoring

Service Design Standards and Performance Guidelines

As part of the ongoing management of the transit network, service standards and route performance guidelines are being developed for transit systems across British Columbia, as tools that can be used to help make service planning decisions and measure how well the transit system is progressing towards achieving its vision, goals and targets.

- Service standards define service levels: the service area and when new service should be introduced to an area.
 - » Service span (the hours and days of service when it operates).
 - » Frequency of routes or groups of routes.
 - » Walking distance to bus stops.
 - » Level of accessibility.
 - » How new service will be triggered for additional areas of service (subdivision density, population, etc.).
- Performance guidelines measure service effectiveness and monitor how well the transit system is progressing to achieving the vision of the Transit Future Plan.

These measures are meant to ensure an acceptable level of service quality to the customer, and along with the Transit Future Plan, guide planning decisions and recommendations for transit. The performance guidelines are monitored and inform the Annual Performance Summary (APS) reports presented to transit partners on an annual basis.

Owing to the comprehensive nature of the Okanagan-Similkameen Transit Future Plan, Service Design Standards and Performance Guidelines will be developed once the new governance model has been established, providing an integrated forum for RDOS review of these guidelines. Upon completion, the service standards and route performance guidelines will be re-examined and renewed in time with updates to the Transit Future Plan. This is necessary since standards and performance guidelines are evolutionary and should grow with the system and development of the community and its changing needs.

Funding the Plan

To meet the mode share and ridership targets of the Transit Future Plan, capital and operating investments in the transit system will be required over the next 25 years. Annual operating costs are based on service hours. Hours within Penticton are projected to increase from the existing 22,866 hours to approximately 43,000 hours, while hours for services outside of Penticton, including regional services, are projected to increase from the existing 8,100 hours to 28,000 hours.

The plan also calls for capital investments that include:

- Expanding the combined medium and heavy duty transit fleet from the existing 8 vehicles to 20 vehicles
- Expanding the combined light duty fleet from the existing 13 vehicles to 26 vehicles (or if the fleet is integrated, to 23 vehicles)
- A new integrated primary transit exchange at Cherry Lane Mall (Warren Ave.) in Penticton
- New secondary transit exchanges at Okanagan College and within the downtown areas of Oliver, Osoyoos, Princeton, and Summerland
- Improvements to accessibility and customer amenities at transit stops
- Pedestrian-friendly improvements to streetscapes in areas undergoing intensification and re-development, particularly urban villages adjacent to the frequent transit network
- Park & Ride facilities on the edges of Penticton, Kaleden, Osoyoos, Princeton, and Summerland.

Given the increase in transit investment expected over the coming decades, the way in which transit is and will be funded needs to be reviewed. BC Transit and its funding partners will need to work together to achieve stable and predictable funding sources beyond the existing mechanisms.

Transit in the Okanagan-Similkameen is funded through a combination of provincial funding, local property taxes, passenger fares and advertising revenue. BC Transit's budgets are confirmed on a year-by-year basis making it difficult to plan for future growth. Local-share funding is also confirmed annually and is heavily dependent on property tax. A limitation on future funding is the ability to continuously raise taxes to help fund the cost of transit projects and operations.

As a part of BC Transit's 25-year Strategic Plan, one of the priorities is to "develop stable and predictable revenue sources."

The proposed actions for this are to:

Develop stable revenue sources

- Assess various approaches to developing stable, secure provincial investment in transit
- Work to identify and implement new revenue sources
- Assess various approaches to developing stable, secure local investment in transit
- Initiate a revenue committee to manage fare revenue strategies in partnership with local authorities

Increase predictability of revenue sources

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

Implement new partnerships and revenue opportunities

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

Alternate Local Funding Options

BC Transit has heard from local government that continuously increasing property taxes to fund the local share of transit projects and operations, particularly for major capital investments, is a challenge. Reducing the local share funded through property taxes might be achievable through alternate funding sources. While transit is funded by a range of approaches around the world, the BC Transit Act provides two funding avenues to local government partners; property tax and fuel tax. In addition, the BC Transit Act does not restrict local governments from establishing a capital reserve. The RDOS currently funds their portion of transit through property tax, supplemented by fare revenue. However, more information on fuel tax and capital reserve is provided below for further consideration.

Local Fuel Tax

A tax on fuel could be collected at the pump at all gas stations in the RDOS to help fund transit in the area. A transit tax is levied on fuel in Greater Victoria and Vancouver to help fund transit services in these regions. The BC Transit Act allows local government to seek funding from a motor fuel tax to support funding and development of local transit systems. The implementation of a fuel tax requires the cooperation of the Province and a request to the Province to amend the Motor Fuel Tax Act to create a dedicated fuel tax to be applied in the region under the BC Transit Act.

Capital Reserve

A portion of property taxes could be put aside each year to build a capital reserve to cover the local government share of cost for future transit infrastructure investments. The BC Transit Act does not restrict local governments from establishing a capital reserve. BC Transit is also interested in developing concepts for alternative funding methods with local partners and the provincial government. However, these options may require legislative change and/or provincial government approval and may be less desirable in smaller communities with lower transit mode share. Information is provided on these additional funding options below:

Vehicle Levy

An annual vehicle levy could be collected when vehicle insurance is renewed. This is not permitted under the existing BC Transit Act and legislative change would be required to implement a vehicle levy.

Parking Tax

A parking tax could be introduced to offset transit costs. This acts as an incentive to decrease parking demand, which in turn can make transit more attractive. Under existing BC Transit Act a parking tax is not permitted and would require legislative change to implement.

Community Pass

Each household could receive an annual transit pass paid for as part of their property taxes. The cost of this pass could be approximately half the cost of an annual transit pass.



Budget Development Process

The RDOS Transit Future Plan Implementation Strategy section establishes milestones over the next 25 years which strategically guide the system from today to the Transit Future Vision. Supporting annual plans and three year service budget and initiative letters will provide the operational and budget details necessary to implement service changes.

Once the Transit Future Plan is approved it will act as a source of initiatives that drive BC Transit's operational and capital expansion process. This in turn guides budget development for BC Transit and the RDOS, as well as BC Transit's annual provincial budget submissions. Since provincial funding for transit is confirmed on an annual basis, implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, normally confirmed by the province in mid-February each year.

Implementation of specific service options and packages is also dependent on allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by all required parties including BC Transit. This MOU outlines the service changes to be developed for implementation and the roles and timeline for implementation. Once signed, changes to scope may change timelines. Detailed costing will be confirmed throughout implementation. Figure 31 provides a summary of the budget and planning processes and the indicative timing.

Figure 31: RDOS and BC Transit Budget and Service Planning Process



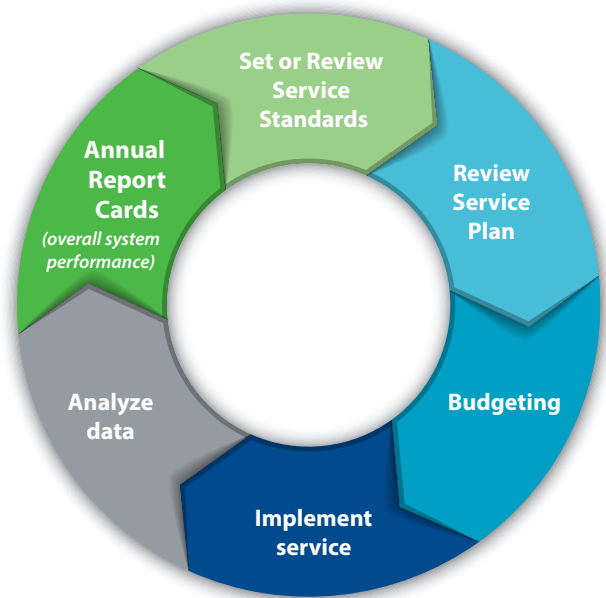
Keys to Success

To guide the plan from vision to reality will require an on-going dialogue between the Province, BC Transit, the RDOS and its local governments, and local authorities on transportation policy, funding and the linkage between land use and transit planning.

The Transit Future Plan builds upon previous plans (Official Community Plans, the South Okanagan Regional Growth Strategy, and Neighbourhood Land Use Plans) and will be used to communicate the vision and direction for transit in the RDOS. This plan identifies transit supportive policies outlined local OCPs and the South Okanagan Regional Growth Strategy. Other steps required for the success of the plan include integrating the transit strategy into other municipal projects, land use and development decisions, supporting travel demand management measures, transit oriented development and transit friendly land use practices.

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

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



Appendix 1

Existing state of separate transit systems and the benefits of integration

Customer Information/Rider's Guides

Issue: Many of the 1900+ residents of the RDOS who were consulted were unaware of transit services in adjoining communities; and many expressed surprise to learn that some connections they wanted were already being offered.

Existing State: Information for each transit system is provided in four separate Rider's Guides:

- The Penticton Transit System Rider's Guide has historically incorporated the (then) single Okanagan-Similkameen Transit System route
- The Summerland Rider's Guide
- The South Okanagan Transit System Rider's Guide
- The Princeton and Area Rider's Guide.

Benefits of Integration:

- One-stop awareness of transit services funded and delivered across the Regional District of Okanagan-Similkameen for anyone who picks up a Rider's Guide
- Simplified hardcopy trip-planning for residents interested in using routes offered by separate systems
- A single Rider's Guide would provide a centralized repository of fares, existing transfer agreements, transfer facilities and amenities across the regional district
- Integration would directly support the development of online transit trip planning for transit travel across the RDOS
- The Rider's Guide review process would include all partners whose services appear in an integrated Rider's Guide – this means that local partners are systematically informed of transit service changes in adjoining transit systems.

Fares and Passes

Issue: Transit users and residents learning about the transit system were often confused by needing to “pay twice” or have different transfer policies to keep track of while moving between bus routes. In Princeton, some people consulted felt that the rates for regional travel were too disparate between systems.

Existing State: Each transit system sets its own fares for local-scale and regional-scale trips. Small steps towards integration have already been taken since such as the transfer policy between the Summerland, Penticton and the Okanagan-Similkameen Transit Systems established in 2014.

Benefit of Integration:

- Consistent local fares will be developed, enabling simple, more understandable fares for residents
- Consistent approaches to determining regional-scale fares reflective of distance or travel-times of regional routes
- Integration would provide a single forum to develop consistent system-wide transfer policies
- Integration would directly support development of fare products such as regional-scale transit passes useful to commuters or college students
- Integration would provide a unified body to negotiate transfer policies to the Kelowna Regional Transit System for transit passengers originating in the Regional District of Okanagan-Similkameen.

Schedules

Issue: Despite service being provided that connects origins with desired destinations, transit users cannot make timely transfers between routes operated by different transit systems to reach desired destinations.

Existing State: Each transit system sets schedules independently.

Benefit of Integration:

- Easier trip planning for residents with fewer waits at key transfer nodes
- Efficiency gains by enabling more trips by enabling connections using the existing transit trips and routes
- Where near-service redundancy exists, schedule integration will allow redundant trips to be re-allocated to other times of the day. This is particularly relevant because the Regional and Inter-regional service expansions contained in this plan will add to or develop route redundancies.

Resources – Driver Hours

Issue: Transit resources are not being fully maximized across the region owing to system fragmentation. Drivers on existing Regional and Inter-regional routes are on salary throughout the day despite long in-service pauses in Penticton.

Existing State: Driver hours and trip tasks are structured separately by each transit system.

Benefit of Integration:

- Strategic service expansions could be provided at low cost by taking advantage of existing underused driver resources
- Integration would minimize future services with under-used driver resources and enable better use of new expansion resources because it would consider transit needs comprehensively across the regional district.

Resources – Fleet

Issue: The very small and separate systems means that each local partner should maintain a high spare ratio of vehicles in order to reliably deliver transit service. This applies specifically to light duty vehicles which are the only vehicle type used across all transit systems.

Existing State:

1. The Penticton Custom Transit System operates four vehicles
2. The Summerland Transit System operates conventional and custom transit service with four vehicles
3. The South Okanagan Transit System has one vehicle
4. The Princeton and Area Transit System has two vehicles.

Benefit of Integration: Integration of the fleets across the systems of the region by vehicle type will enable a total lower number of spare vehicles, and also create potential for maintenance efficiencies.

Appendix 2

Glossary of Terms

Accessible Transit	Transit service utilizing vehicles that can be accessed by persons using a wheelchair or other mobility device.
Ambulatory	Individuals capable of walking.
Arterial	A high-capacity urban road. The primary function of an arterial road is to deliver traffic from collector roads to freeways.
Articulated Bus	A bus with two sections linked by a pivoting joint. Articulated buses are typically longer overall than a conventional bus, resulting in a higher passenger capacity while still allowing adequate maneuverability.
Bus Bulge	A section of sidewalk that extends from the curb of a parking lane to the edge of a through traffic lane to maintain the bus location in the travel lane to avoid buses merging with through traffic, as well as increasing space for bus stop amenities (i.e. shelter, bench, etc).
Captive Rider	A transit rider who does not have immediate access to private transportation or due to some other circumstances, must use public transit.
Choice Rider	A transit passenger who has other modes of travel available for a particular trip (especially access to a private vehicle) and has chosen to use public transit.
Conventional Transit	A transit service using regularly scheduled, "fixed route" vehicles (operating according to published route maps and timetables).
Corridor	A linear tract of land that contains lines of transportation like highways, railroads, trails, or canals.
Cost Recovery	A measure of the financial performance of the transit system usually expressed in terms of total operating revenue/total operating expense.
Cycle Time	The length of time for a transit vehicle to complete one round trip, including recovery time.
Custom Transit	Door-to-door transit service for those persons whose physical disability prevents them from using conventional transit service.
Deadhead	Dead mileage when a bus route starts or finishes in a location away from the bus operations and maintenance facility and the start or end of the shift requires driving the bus to and from the facility "out of service".
handyDART	The BC Transit custom transit program.
Interlining	Where one bus is used to go from one route to another. For instance, to most effectively use schedule time, a bus may operate as a route 6 and then become a route 2 trip, and then do further trips on other routes.

Kiss & Ride	Kiss & Rides are safe pull-outs for automobiles where transit customers may be easily dropped off by a family member or friend in order to continue their trip using transit.
Greenhouse Gas Emissions	Greenhouse gas emissions (GHGs) refer to human-made emissions of four gases attributed to global warming and climate change - carbon dioxide, methane, nitrous oxide, and ozone.
High Occupancy Vehicle (HOV)	Vehicles carrying at least two people (i.e. a driver plus at least one passenger) in any of the following passenger vehicles: cars, minivans, motorcycles, pickup trucks, taxis, and limousines.
Inter-regional services	Designed to provide commuter connections for post-secondary students and employees working outside of the region, as well as access to advanced medical services and specialized shopping not available within the region or other regional hubs.
Level Door Boarding	Level door boarding is achieved through either low floor buses or higher boarding platforms, which increase passenger boarding speed and enhance accessibility.
Mode Share	Mode share describes the percentage of travelers using a particular transportation mode, typically walking, cycling, transit or automobiles.
Node	Characterised by a wide range of services and facilities, these places have good passenger transport connections to multiple destinations.
Off-board Fare Payment	Payment is made prior to boarding to reduce bus wait time during boarding. Passengers enter through a gate, turnstile, or checkpoint upon entering the station where their ticket is verified or fare is deducted, or "proof-of-payment," where passengers pay at a kiosk and collect a paper ticket which is then checked on board the vehicle by an inspector. This is also referred to as "barrier-controlled" fare payment.
Paratransit	<p>A general name for a class of transportation service offering a more flexible and personalized service than conventional fixed-route transit but not including private, exclusive use systems such as private car, exclusive ride taxi or chartered bus.</p> <ul style="list-style-type: none"> • Fixed schedule with On-Request service This type of service has set trip times and a usual route, but the schedule is designed to allow one or two deviations within one kilometre from the usual route to serve customers that are beyond walking distance, or who face mobility challenges. • On-Request service This type of Paratransit has set operating hours, but routes and schedules are determined based on requests received. Because it is not consistent, this form of Paratransit is more difficult for customers to understand and requires the most planning ahead, however it can be an effective form in very low density areas.
Park & Ride	Vehicle parking with connections to public transportation that allow passengers to leave their vehicles and transfer to transit for the remainder of the journey. A Park & Ride facility may also provide bicycle parking.
Passenger Productivity	A measure of ridership per revenue hour of service.

Population Served	The total population within a defined proximity of a bus stop, typically 400 metres or 5-minutes walking distance.
Regional Transit Services	Designed to provide access between communities of the region. The target market includes a mix of people travelling for health services, personal shopping, and for some communities, commuter services for post-secondary students and employees.
Revenue Hours	The total number of scheduled hours that a transit vehicle is available for passenger service.
Ridership	A measure of the number of passengers using public transit.
Right-of-Way	A right to make a way over a piece of land, usually to and from another piece of land. A right-of-way is a type of easement granted or reserved over the land for transportation purposes.
Small Town Local Transit Network	Frequency 60 minutes or greater, offers connections to local destination, Frequent Transit Network, or Regional and Inter-regional services. May include Paratransit options.
Single Occupant Vehicle (SOV)	A privately operated vehicle whose only occupant is the driver.
Taxi Saver	A program providing subsidized taxi rides to eligible registered handyDART users. Registered users may purchase taxi coupons at 50% of the face value. There is a limit to the amount of taxi coupons that can be purchased each month. Registrants call participating taxi companies to arrange rides.
Taxi Supplement	A service where a privately owned taxi is dispatched through the transit operator for custom transit service when the regular handyDART service is not available.
Transit Exchange	A place where passengers switch between transit routes or transportation modes.
Transit Hub	A place where passengers and cargo are exchanged between vehicles or between transport modes.
Transit Supportive Land Use	Land use types defined by density, diversity and design regulations best suited to encourage transit ridership. Typically refers to compact, mixed land use with high residential density and an employment base.
Transit Terminal	The end (or terminus) of a transit route. Often coincides with an exchange point allowing passengers to connect with other routes.
Transit Oriented Development (TOD)	Development that is generally mixed-use residential and commercial, is designed to maximize access to public transport, and often incorporates features to encourage transit ridership. A TOD neighbourhood typically has a center with a transit station or stop surrounded by relatively high-density development and progressively lower-density development spreading outward from the center. TODs generally are located within a radius 400m from a transit stop.
Transit Priority	Physical and operational improvements that give transit vehicles priority over general vehicle traffic.

Transit Service Area	Established under the terms of the TSA and designated by the BC Transit Board as an area where transit service operates and which a Municipality, Regional District or other Local Government, can levy a property tax to cover their portion of operating cost.
Travel Demand Management (TDM)	The application of strategies and policies to reduce or redistribute travel demand (specifically that of single-occupancy vehicles).
Universal Accessibility	The goal of creating a built environment that can be navigated by all people, including those with physical, sensory, or cognitive disabilities.
Urban Local Transit Network	Frequency 30 minutes or greater, connections to local destinations, and Frequent Transit Network. Operates as conventional fixed-route , fixed-schedule service
U-PASS	A mandatory and universal transit passes for post-secondary students that all students pay for through student fees. A student population typically approves the U-PASS by referendum.

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





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