

# TRANSIT *future*

▶ **action plan**

## VERNON REGIONAL TRANSIT SYSTEM

2021



# Territorial Acknowledgement

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

We would like to further acknowledge that the Regional District of North Okanagan is on the traditional territory of the Syilx and Secwépemc First Nations.

*We are grateful to live, work and play on their traditional lands.*

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# 01 Transit Vision

Transit is a preferred choice for residents and visitors, attracting riders through comfortable, safe, accessible and convenient service.

The North Okanagan Transit Future Action Plan upholds community goals and objectives contained in the Official Community Plans within the North Okanagan, and works to strengthen the link between transportation and land use in support of sustainable growth. The plan also serves to inform any future local or regional transportation plans.



Emissions and congestion are reduced through increased transit use



Coordinated approach to make transit the preferred choice



Transit-supportive land use policies



Development of transit to integrate with active modes



Transit links to villages, schools, and appropriate facilities at transit stops

## 02 Shaping Your Transit Future

The role of the Transit Future Action Plan is to:

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

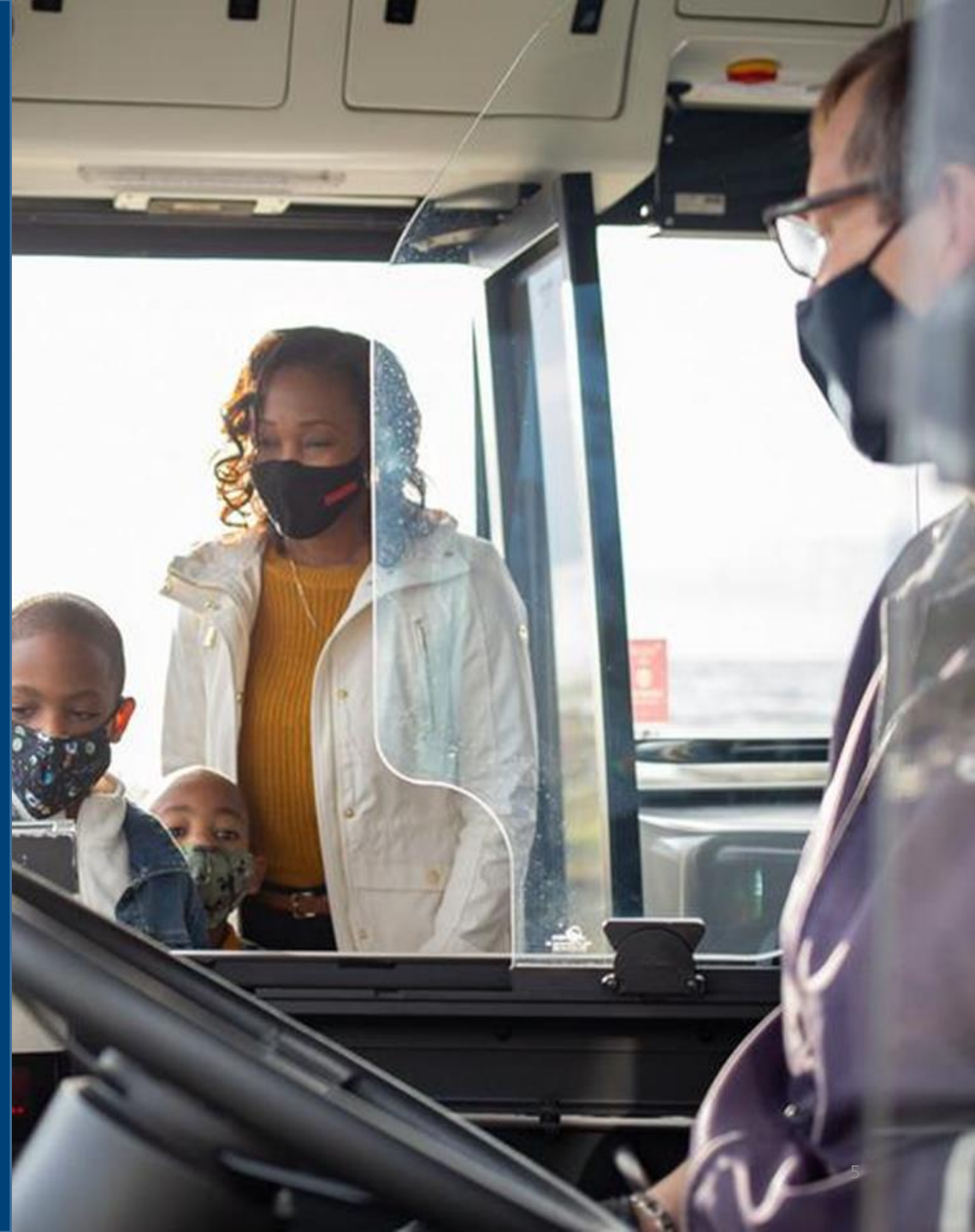
**Review** what has changed for the community

**Inform** planning and operational activities

**Drive** a range of objectives and actions that will create a strong transit network for the community

**Guide** decision making to create the desired network

**Engage** with the community.



# 03 BC Transit Future Initiatives

Over the next five years the City of Vernon, District of Coldstream, Regional District of North Okanagan and BC Transit will continue to evolve the transit system by introducing new programs and technologies to improve the customer experience and reduce the impact to the environment.

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

For more information, please visit:

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

## Low Carbon Fleet Program

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

## Digital On-Demand

## Electronic Fare Strategy

## NextRide

## BC Transit Development Referral Program

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

# BC Transit Future Initiatives

## Low Carbon Fleet Program

BC Transit's first deployment of electric buses will happen in the Victoria Regional Transit System in 2022.

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

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

## Electronic Fare Strategy

Smart ticketing will provide new ways to pay.

BC Transit is working to not only improve rider convenience but to enable mobility partnerships and create new data collection opportunities.

Systems will accommodate a mix of fare products, including cash fares. The system will also be able to operate in areas with low-cell phone coverage.

## Digital On-Demand

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

## NextRide

Door to door journey planning. Provides bus location information to customers via transit apps, enhances operation's control and route information for the operator.



## Development Referrals

Local governments or developers can send any referrals and supporting information to BC Transit for review.

BC Transit will provide comments to submitter about how the proposal may affect current or future transit service and infrastructure, and how the application could be modified to better support current or future transit service and infrastructure.

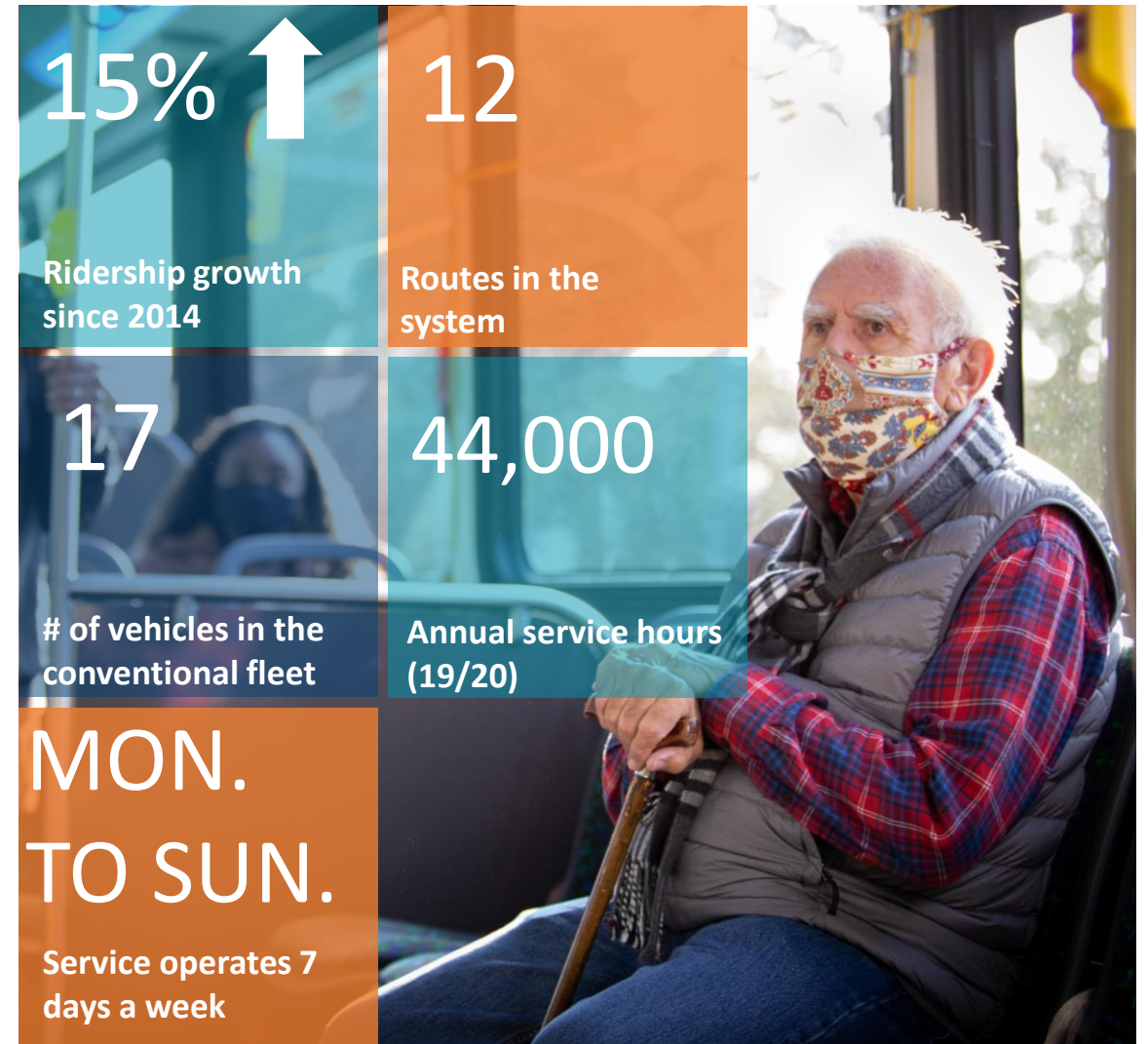
# 04 Transit Today

## Vernon Regional Transit Ridership is Growing

Launched in 1981, the Vernon Regional Transit System has seen ridership grow from 586,000 riders in 2014-15 to 691,000 riders in 2019-20. The system is delivered through BC Transit's innovative cost sharing model and in coordination with the Regional District of North Okanagan, City of Vernon and District of Coldstream. Final decisions on fares, routes, and service levels are made by the local government partners.

### Recent changes to the system include:

- Introduction of Route 9 North End and the realignment of Routes 2 Pleasant Valley and 3 Alexis Park to complement the Core Transit Network
- Addition of Sunday service on Route 90 UBCO/Vernon
- Modifications to Route 90 UBCO/Vernon by streamlining Oyama service and introducing service on Innovation Drive





# 05 Transit Need

## Demographics in the North Okanagan

The majority of the North Okanagan's population is concentrated within the City of Vernon. All routes within the system fan out from the downtown exchange, providing service within the city and to surrounding municipalities.

Key demographic information from the 2016 Census:

- The population in the North Okanagan grew by 3.8% between 2011 and 2016.
- 45 per cent of commutes in the North Okanagan are less than 15 minutes.
- 19.8 per cent of residents are 19 or younger, and 24.3 per cent are 65 or older.

**3.8%**

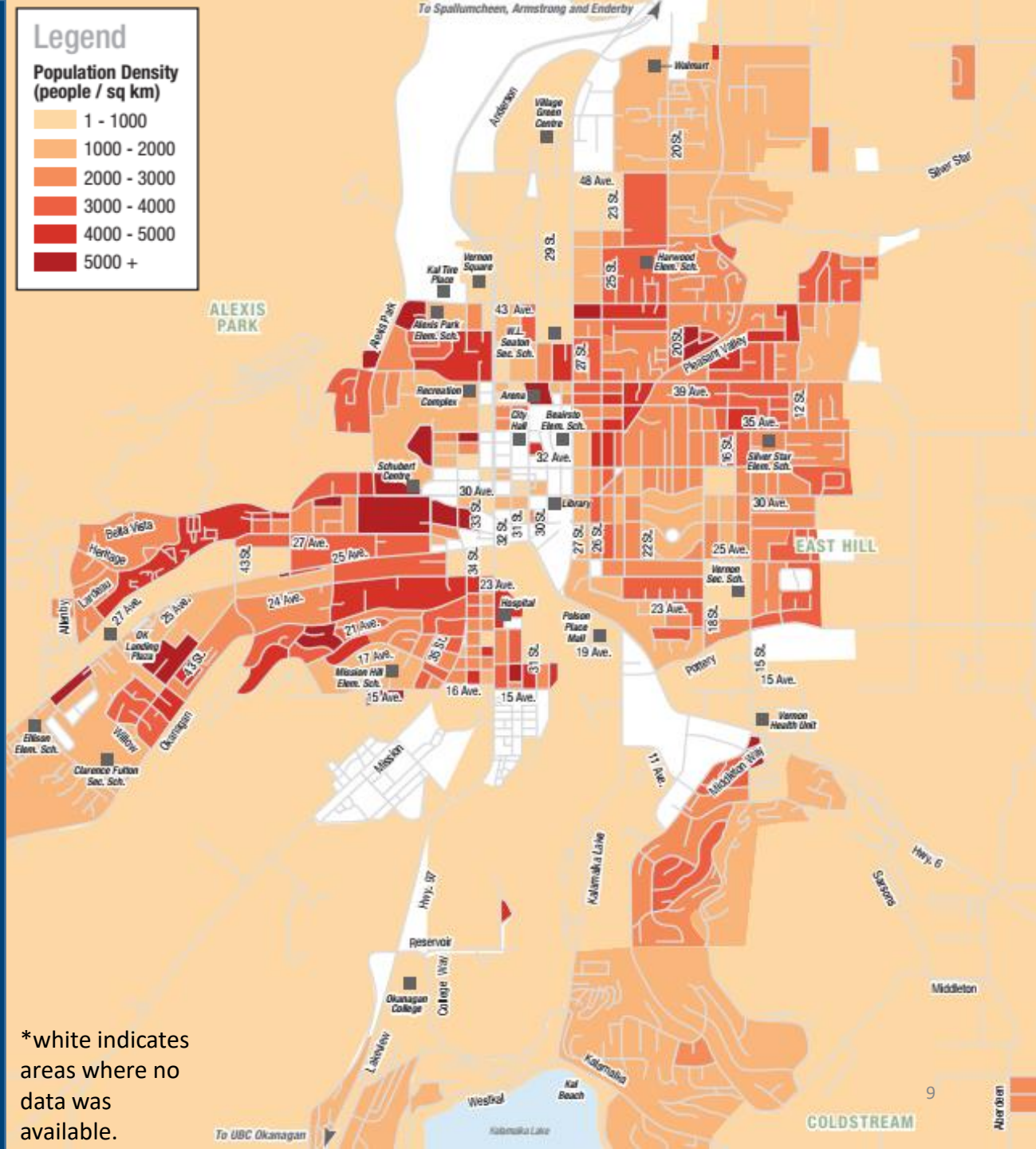
Population growth since 2011

**1.3%**

Transit mode share for the North Okanagan (2016)

**86%**

Of residents commute within the North Okanagan census division



# 06 System Performance

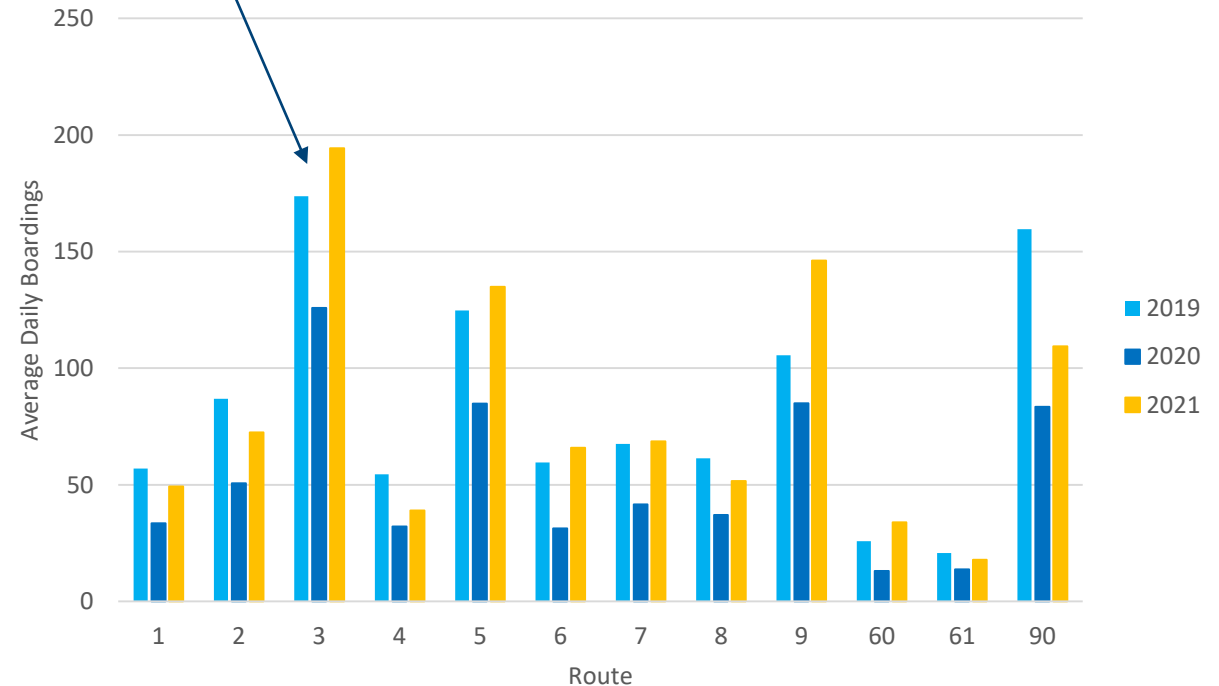
Route 3 Alexis Park has the highest ridership across the Vernon Regional Transit System, averaging 13 rides per service hour in 2021.

Transit service is provided in the North Okanagan seven days a week, with Sunday-level service on selected routes on certain statutory holidays.

Service spans vary by route, but generally service operates from 6:30 AM to 8:30 PM, Monday through Friday, with reduced service levels on the weekends. Route 61 operates weekdays only, and routes 1 and 60 operate Monday through Saturday. Effective January 2022, Sunday service will be offered on route 90.

*\*The Vernon Regional fleet was equipped with automatic passenger counters (APC) in March 2021, but due to a low percentage of sampled trips, only 2021 data from July onwards is suitable for use in this review.*

As of September 2021, daily ridership on several routes has grown beyond 2019 levels, and has surpassed 2020 levels on other routes



2019 and 2020 source: GFI (farebox) data (routes 1-9, 60, 90), manual counts (route 61)  
2021 source: APC data (routes 1-9, 60, 90), manual counts (route 61)\*

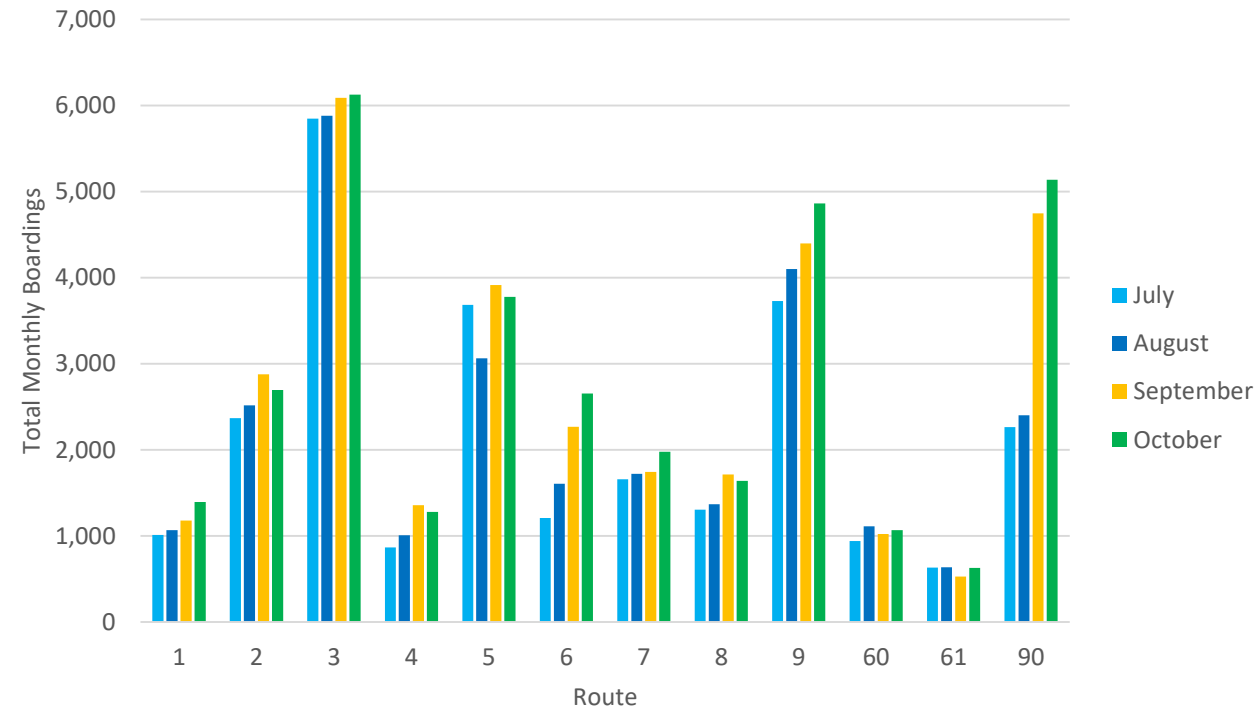
# 06 System Performance

## Key Takeaways – Monthly Ridership (July-October 2021)

Ridership patterns in the North Okanagan mirror those in many other systems: ridership peaks in the fall and drops slightly during the summer, with steady ridership in the months in between. Individual routes with specific ridership drivers, such as route 90's large student ridership base, may behave differently, but this trend can generally be observed across the system.

The graph to the right highlights the impact that the return to in-person classes had on ridership in the North Okanagan, particularly on route 90 which provides connections between Vernon, Okanagan College and UBCO.

*\*The Vernon Regional fleet was equipped with automatic passenger counters (APC) in March 2021, but due to a low percentage of sampled trips, only 2021 data from July onwards is suitable for use in this review.*



Source: APC data (routes 1-9, 60, 90), manual counts (route 61)

# 06 System Performance

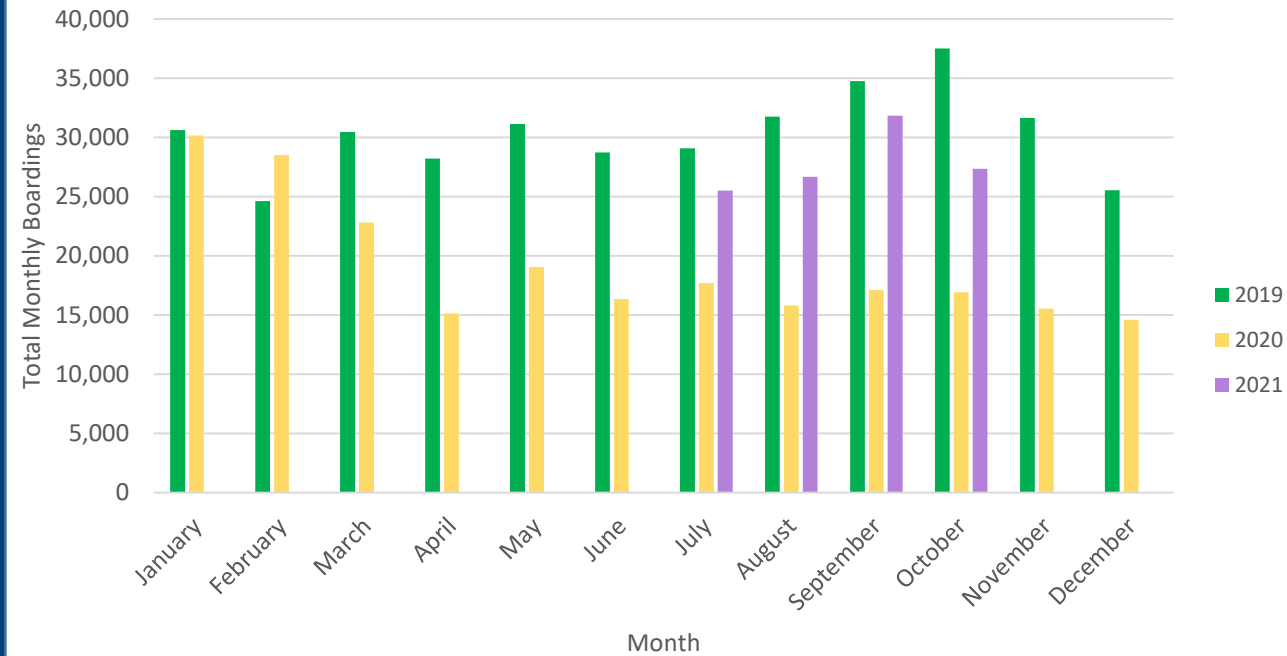
## COVID-19 Impacts

As expected given guidance from British Columbia’s Provincial Health Officer to limit non-essential travel, transit ridership in the North Okanagan dropped significantly and abruptly in March 2020. Service levels within the transit system remained at their pre-COVID levels, with seasonal reductions on route 90 proceeding as usual.

### Key Takeaways

- At its lowest point, monthly boardings fell by 55 per cent compared to 2019 levels, but ridership has seen an increase as services and some businesses reopened in summer 2021.
- Between January and February 2020, ridership levels surpassed 2019 levels by approximately 14 per cent.
- Ridership continues to grow, and transit continues to provide essential services to the community, including access to Okanagan College, UBCO, Vernon Jubilee Hospital and other key destinations across the region.

*\*The Vernon Regional fleet was equipped with automatic passenger counters (APC) in March 2021, but due to a low percentage of sampled trips, only 2021 data from July onwards is suitable for use in this review.*



2019-2020 data source: GFI (farebox) data (routes 1-9, 60, 90), manual counts (route 61)  
 2021 data source: APC data (routes 1-9, 60, 90), manual counts (route 61)

## 14%

Pre-pandemic ridership increase (Jan-Feb 2020 compared to Jan-Feb to 2019)

## 55%

Monthly ridership decrease in ridership compared to 2019 levels

## 61%

Monthly ridership at the end of 2020, as a percentage of 2019 ridership

# 07 COVID-19 Response Plan

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

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

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

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

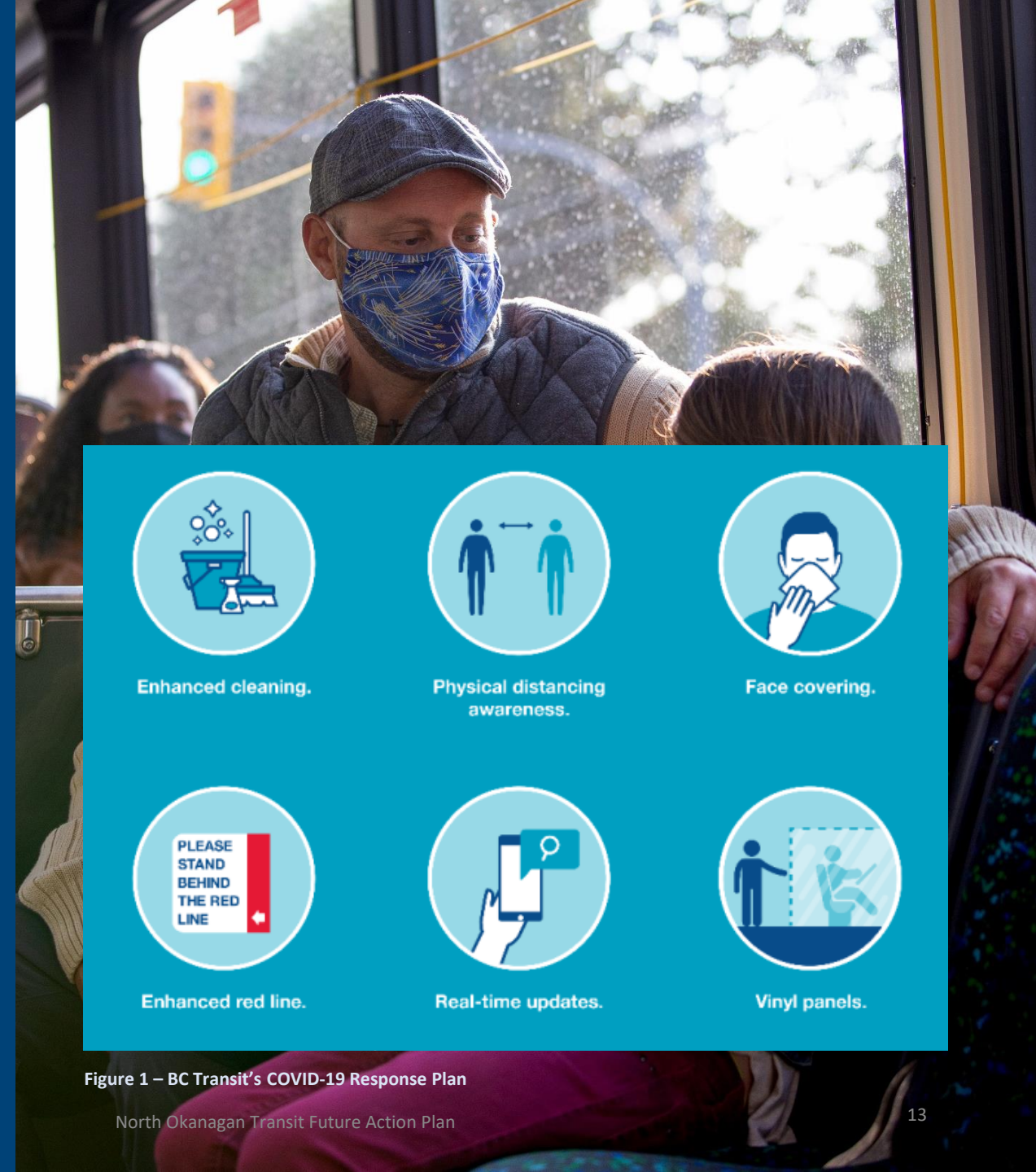


Figure 1 – BC Transit's COVID-19 Response Plan

# 08 How We Engaged

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

Public engagement was carried out online from August 19 to October 1, 2021. Due to the ongoing wildfires, public engagement was extended two weeks past BC Transit’s standard one month period.

BC Transit also worked with the City of Vernon, District of Coldstream, the Regional District of North Okanagan and its local municipalities to ensure paper surveys were available for those who needed them. Marketing to the community was facilitated through a variety of tools including: a project website, newspaper and radio ads, targeted mail-outs, internal bus ads, social media, BC Transit’s website and on the websites of select local municipalities.



**12** stakeholder workshop attendees



**11** online questions and comments



**526** online survey responses



**32** pins added to map



**9** on-board survey responses

**Stay engaged!**

Check out the full engagement summary report:  
<https://engage.bctransit.com/northokanagan2021>

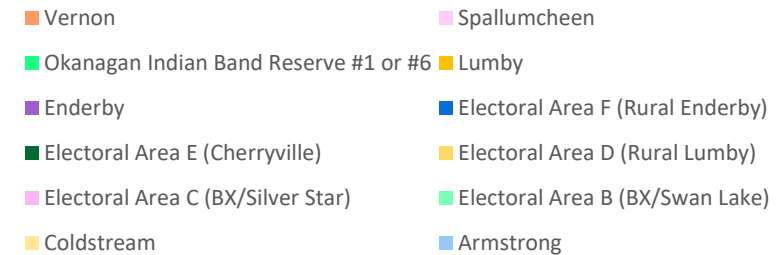
# 09 Who We Heard From

Over 500 responses were received from the public during engagement, with the majority submitting feedback through the online survey.

## Key findings:

- 35 per cent of respondents do not take transit, whereas 21 per cent take transit a few times a month. 10 per cent of respondents are regular transit users, taking the bus five or more times a week.
- Most respondents rely on transit to go shopping and run errands, rather than commute to work. This suggests schedules should not necessarily be oriented towards typical commuter patterns.
- Most respondents lived in Armstrong or the Vernon neighbourhood of East Hill, two areas impacted by route change proposals.

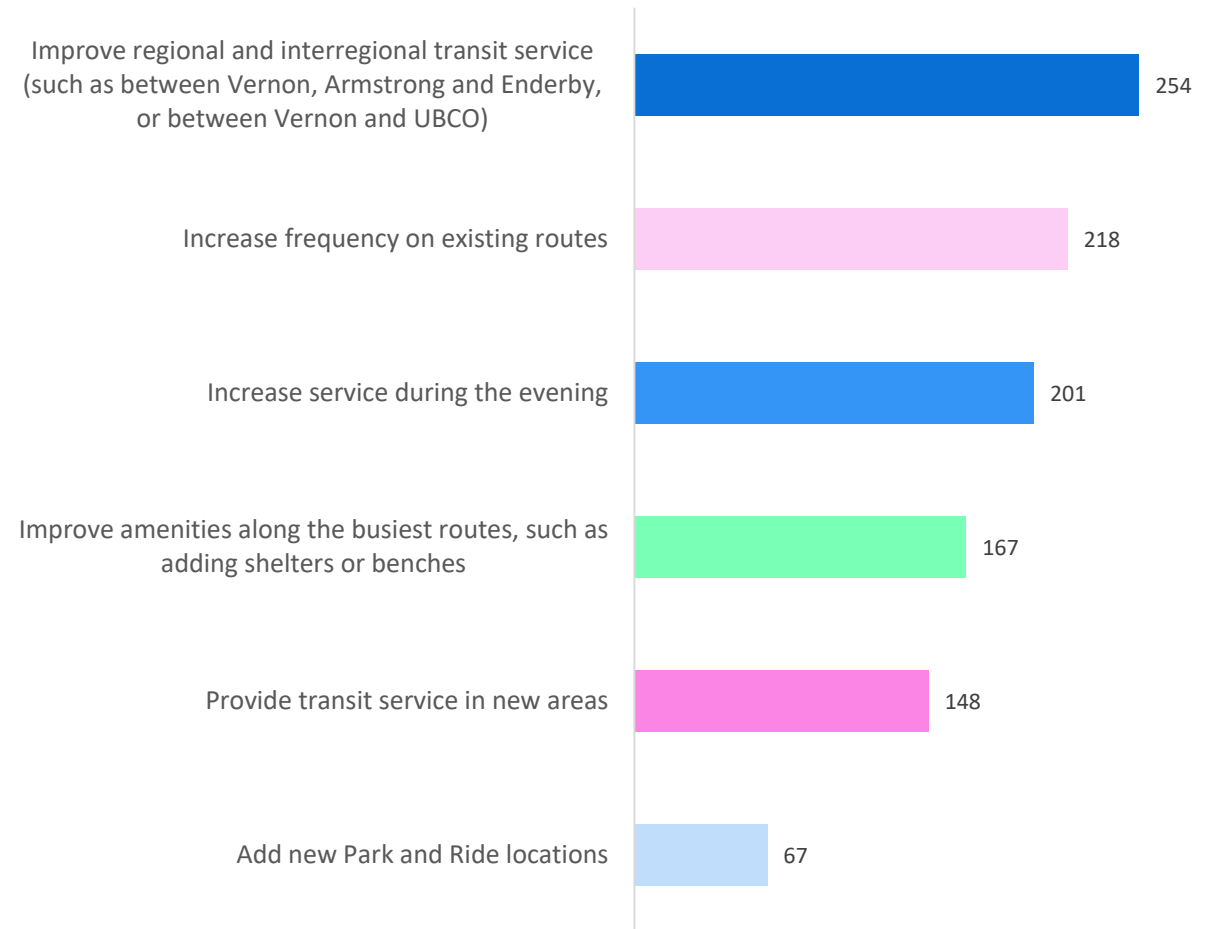
Survey respondents place of residence



# 10 What We Heard

- Non-transit users do not ride the bus because it does not run in their area, because the schedule does not work for them or because there are no stops near their house. In particular, there were a number of requests for service to the Foothills.
- There was a desire for increased weekend service, particularly on routes 1, 9, 60, 61 and 90. Note that Sunday service will be introduced on route 90 in January 2022.
- Respondents would also like to see increased weekday frequency on routes 90 and 60.
- There was some concern about removing the Vernon Health Unit from route 4 service. This concern is reflected in the phasing of this priority, which recommends these changes occur after service level improvements occur on route 10, which will serve the Health Unit.

## General improvements to transit service








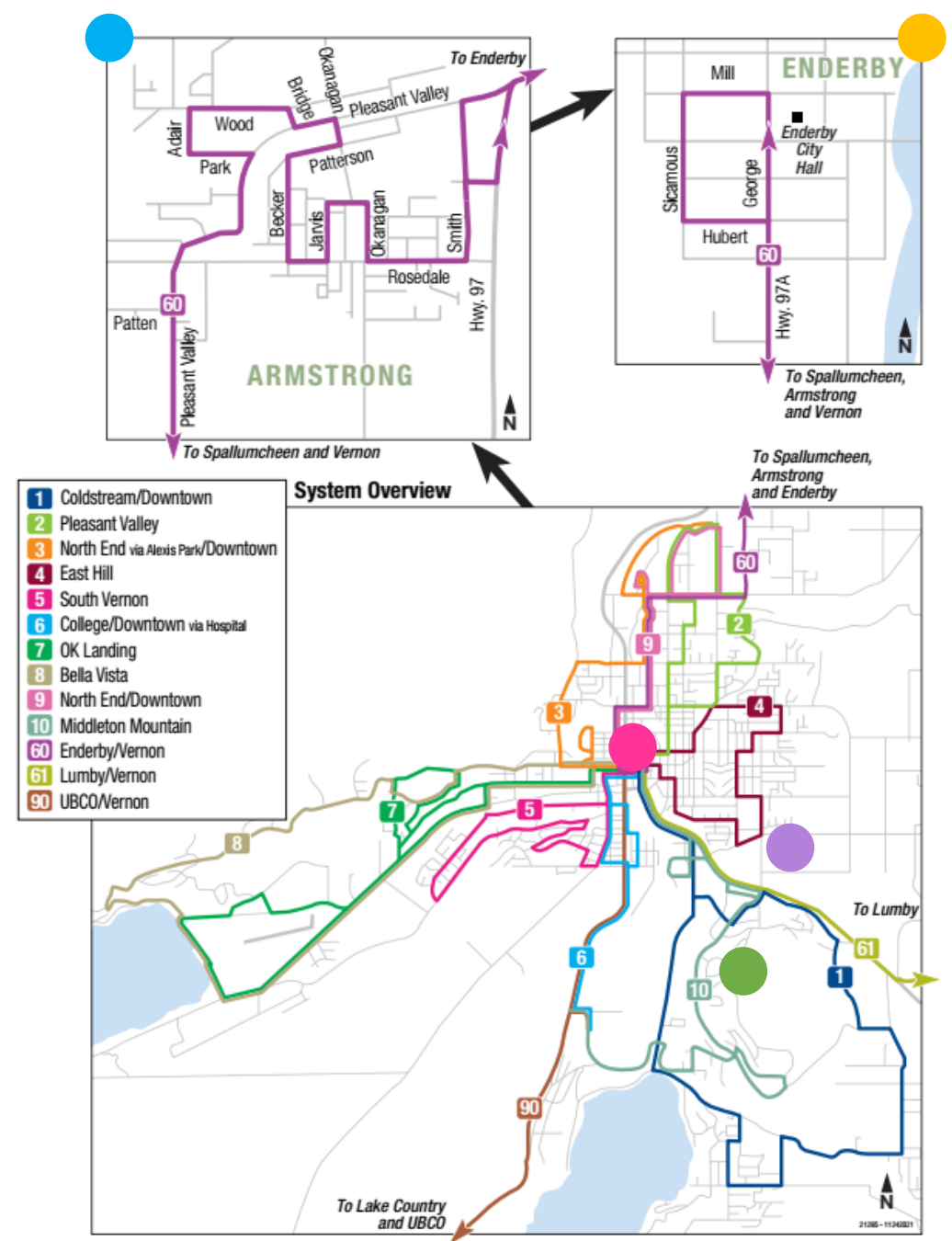


# 11 Future Transit Network

This map details the future transit network in the North Okanagan, once all new and modified routes have been implemented.

These service priorities will help to shape the North Okanagan over the next seven years, providing improved transit service.

-  New route 10 Middleton Mountain
-  Modified route 60 in Armstrong
-  Realigned routes 9 and 60 in downtown Vernon
-  Modified route 60 in Enderby
-  Shortened route 4



# 12 Service Priorities 2022-2025

Priority	Description	Expansion Resources
Implement Route 10 Middleton Mountain	Introduce new route 10 Middleton Mountain, providing service between the downtown exchange, Coldstream and Okanagan College and introducing new service to Middleton Mountain.	2600 additional annual service hours 1 medium duty vehicle
Modification of route 60 in Armstrong	Modify how route 60 serves Heaton Place Retirement Community, shifting transit service off of Wright Street and onto adjacent Okanagan Street.	Cost-neutral change
Modification of route 60 in downtown Enderby	Modify how route 60 operates in downtown Enderby by shifting routing from the east side of George Street/Highway 97A to the west side. This would involve removing the existing stops in downtown Enderby and replacing them with new stops.	Cost-neutral change
Service span and frequency increases on local and core transit routes (1-10)	<p>Invest in service span and frequency improvements on local and core transit routes to align with the transit system's short-term service standards, developed in the Transit Future Plan (2014). The local transit network consists of routes 1-8 and 10, with route 9 forming the core transit network.</p> <p>Transit service on these routes will run from 6 a.m. to 10 p.m. during the week and 7 a.m. to 10 p.m. on weekends, with improved frequency on all days.</p> <p>Implementation dates for these improvements will be determined annually and in accordance with ongoing route performance review. In total, this represents a 48 per cent increase in annual service hours on these routes.</p>	<p>10,895 additional annual service hours (weekday)</p> <p>5800 additional annual service hours (weekend)</p> <p>Minimum 3 medium duty vehicles*</p>

\*Additional vehicles may be required to maintain spare ratios, or if multiple routes are improved simultaneously.

# 12 Service Priorities 2022-2025

Priority	Description	Expansion Resources
Modification of route 9: downtown Vernon and Village Green Centre	<p>Route 9 currently only serves Village Green Centre on outbound trips. This proposal would introduce inbound service to the mall, adding three minutes to each trip. Simultaneously, route 9 would be modified so the bus travels inbound via the newly completed 29<sup>th</sup>/30<sup>th</sup> Street roundabout.</p> <p>This constitutes a 13 per cent increase in annual service hours on this route.</p>	700 additional annual service hours*
Improve regional connections to Kelowna	<p>Increase frequency on route 90, providing hourly weekday service between 7 a.m. and 7 p.m.</p> <p>This constitutes a 23 per cent increase in annual service hours on this route.</p>	1200 additional annual service hours
Modification of route 60 in downtown Vernon	<p>Modify route 60 to travel inbound via the newly completed 29<sup>th</sup>/30<sup>th</sup> Street roundabout. Buses would enter downtown via 30<sup>th</sup> Avenue and leave downtown via the pre-construction routing on 33<sup>rd</sup> Street.</p>	-100 annual service hours

\*assumes statutory holiday service has been implemented, as approved by Vernon Council prior to the completion of this plan. Assumes existing service levels otherwise.

# 12 Service Priorities 2022-2025

Priority	Description	Expansion Resources
Expand weekday service on regional routes 60 and 61	<p>Expand weekday service on regional routes 60 and 61, providing service between 7 a.m. and 7 p.m. Additionally, replace the route 61 short-turn trip to Lavington with a full trip.</p> <p>This constitutes a 68 per cent increase in annual service hours on these routes, and can be phased over a longer period of time as appropriate.</p>	<p>3500 additional annual service hours*</p> <p>1 light duty vehicle</p>
Expand weekend service on regional routes 60 and 61	<p>Expand weekend service on route 60 to offer Sunday service between 10 a.m. and 4 p.m.</p> <p>Additionally, introduce weekend service on route 61, providing transit service on Saturdays between 9 a.m. and 5 p.m. and Sundays between 10 a.m. and 4 p.m.</p> <p>This constitutes a 41 per cent increase in annual service hours on these routes, and can be phased over a longer period of time as appropriate.</p>	<p>2100 additional annual service hours*</p>
Introduce statutory holiday service on regional routes 60, 61 and 90	<p>Introduce statutory holiday service on regional routes 60, 61 and 90, providing Sunday-level service on Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Truth and Reconciliation Day and Remembrance Day.</p> <p>This constitutes a 2 per cent increase in annual service hours on these routes.</p>	<p>230 additional annual service hours*</p>

\*assumes route 60 travels inbound via the 29<sup>th</sup>/30<sup>th</sup> Street roundabout.

# New route 10 Middleton Mountain

This proposal looks to implement a new route that would provide frequent service between downtown Vernon and Coldstream, bringing transit service to Middleton Mountain and introducing additional opportunities to access Okanagan College.

This proposal, originally introduced in the 2014 Transit Future Plan, received implementation sign-off from both Vernon and Coldstream Councils prior to the completion of this plan.

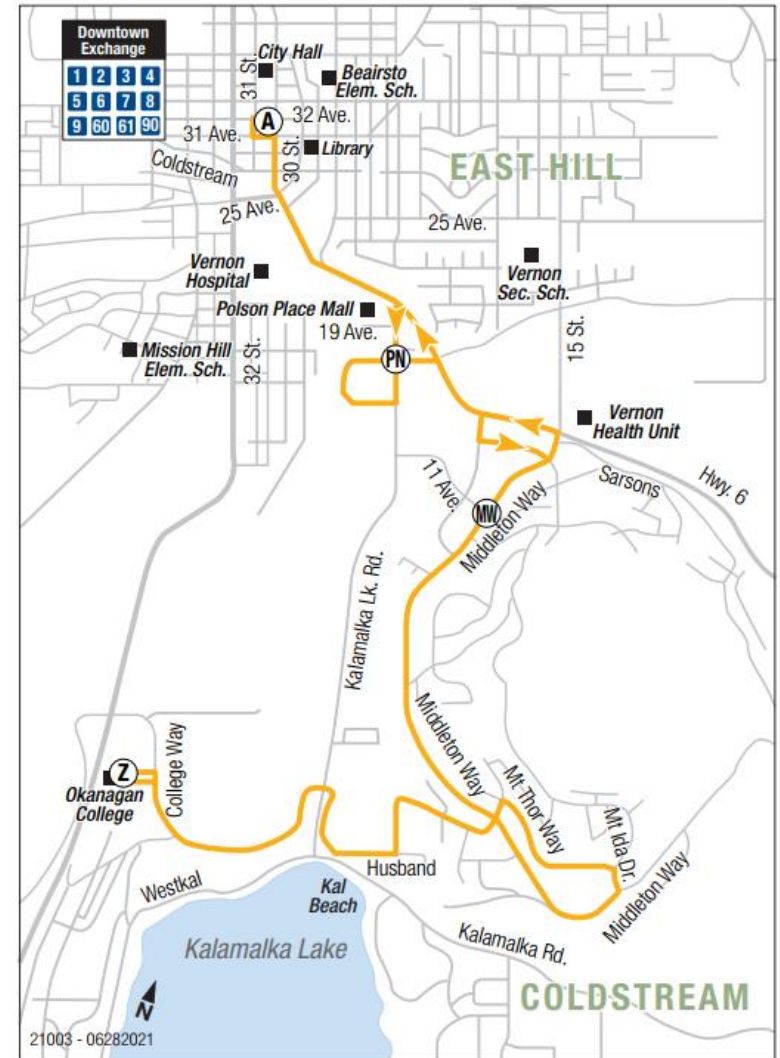
2600

Annual service hours

1

Medium-duty vehicle

10 Middleton Mountain

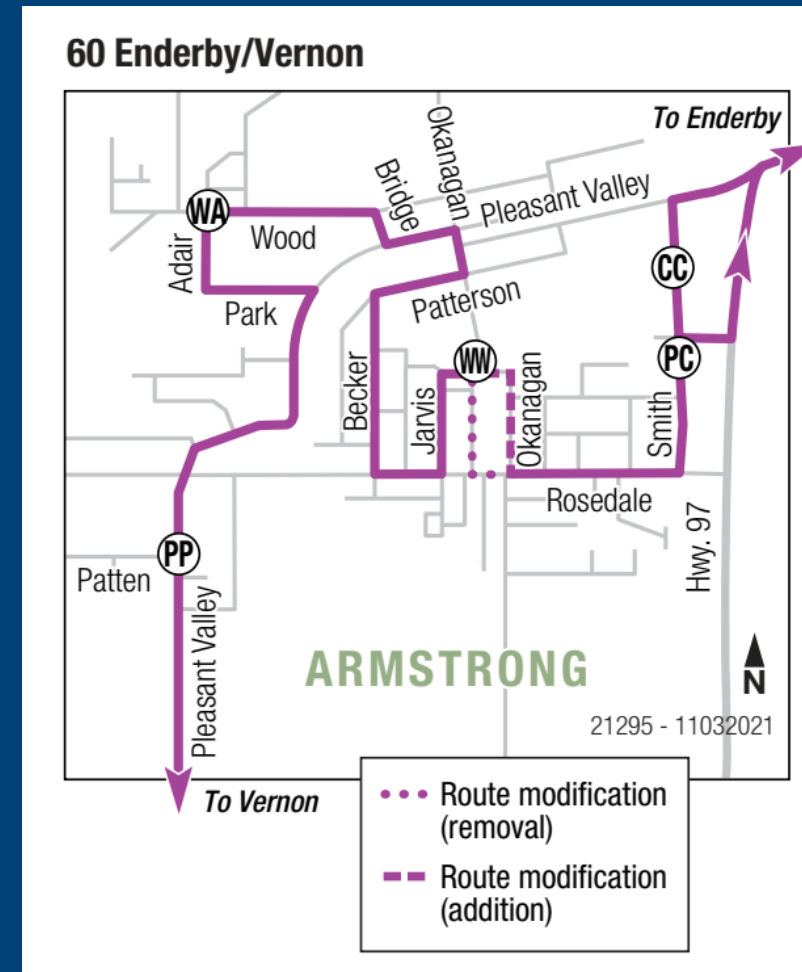


# Modification of route 60 in Armstrong

This proposal would modify how route 60 serves Heaton Place Retirement Community in Armstrong, shifting service off of Wright Street and onto Okanagan Street.

This modification addresses concerns that stemmed from bus service on Wright Street while maintaining transit access for those visiting, working or living at Heaton Place.

This is a cost-neutral change that can be implemented as part of BC Transit's service change process.





# Service span and frequency increases on local and core transit routes

This proposal seeks to bring the local and core transit routes up to their short-term service standards, in alignment with the frequency and span targets developed in the Transit Future Plan (2014). Per the Transit Future Plan, the local transit network consists of routes 1-8 and 10, with route 9 forming the core transit network.

Once implemented, local and core transit service will operate from 6 a.m. to 10 p.m. during the week, and from 7 a.m. to 10 p.m. on weekends, with improved peak and off-peak frequency on all days.

Specific phasing of these improvements will be determined annually, informed by ongoing route performance reviews. These improvements do not have to happen simultaneously.

Resource requirements are estimates, and are subject to change through further planning and scheduling analysis. Note that this assumes statutory holiday service, approved by Vernon and Coldstream Councils prior to the completion of this plan, has been implemented on these routes.

Route	Expansion Resources*
1 Coldstream	2120 additional annual service hours, 1 vehicle
2 Pleasant Valley	900 additional annual service hours
3 North End via Alexis Park	1250 additional annual service hours
4 East Hill	1175 additional annual service hours
5 South Vernon	825 additional annual service hours
6 College	1100 additional annual service hours
7 OK Landing	1675 additional annual service hours
8 Bella Vista	2175 additional annual service hours, 1 vehicle
9 North End	1325 additional annual service hours
10 Middleton Mountain	4150 additional annual service hours, 2 vehicles

\*Additional vehicles may be required to maintain spare ratios, or if multiple routes are improved simultaneously.



# Modification of route 9: Downtown Vernon and Village Green Centre

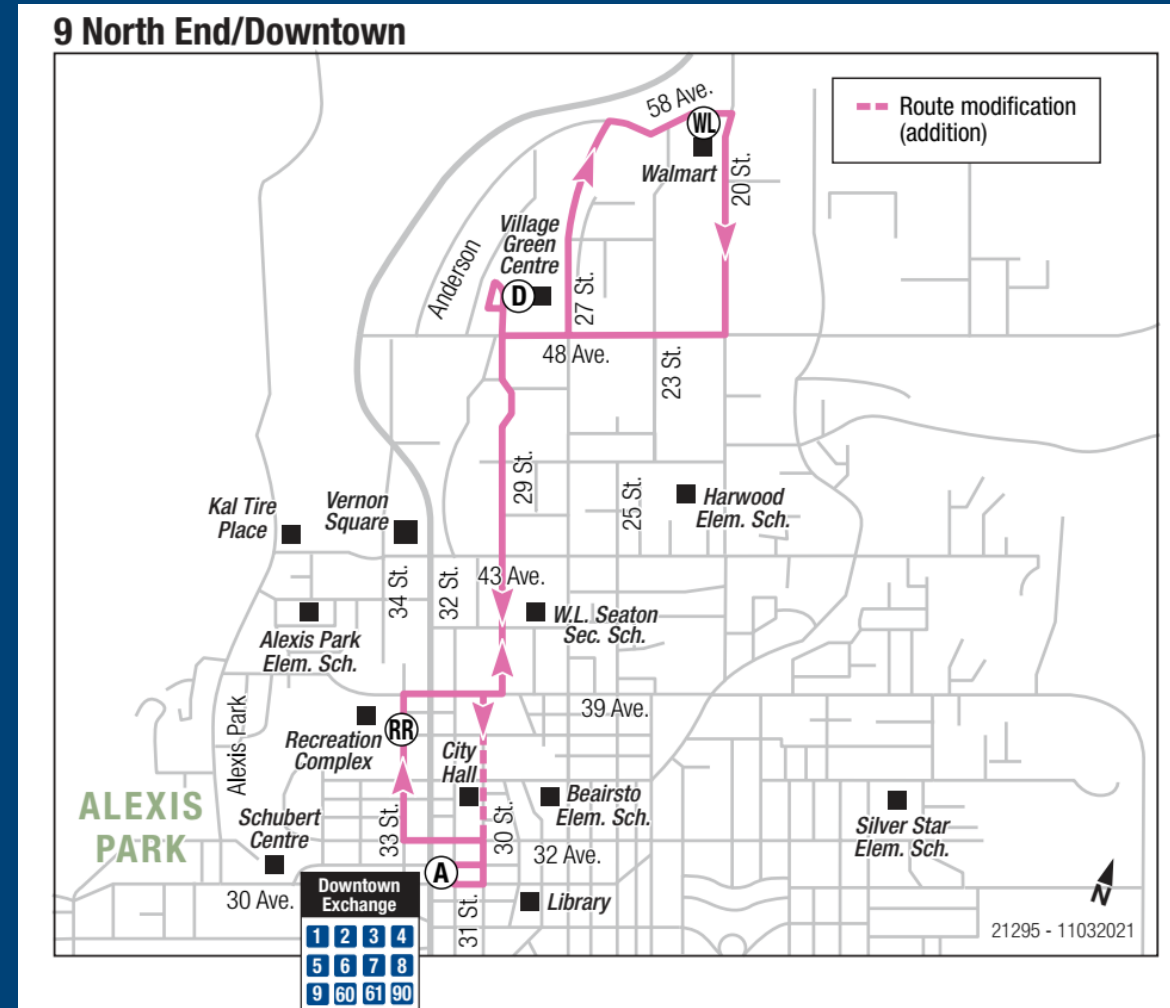
This proposal seeks to modify the inbound routing of route 9 in two key ways:

- Route 9 currently only serves Village Green Centre on outbound trips; this proposal would modify the routing so that buses stop at the exchange on inbound trips as well.
- Route 9 would travel inbound via the newly completed roundabout at 29<sup>th</sup>/30<sup>th</sup> Street. Outbound trips would use the existing, pre-construction routing via 33<sup>rd</sup> Street.

It is recommended that these changes happen simultaneously so that the time savings associated with the 29<sup>th</sup>/30<sup>th</sup> Street roundabout partially offset the additional hours required to introduce bi-directional service to Village Green Centre.

700

Annual service hours



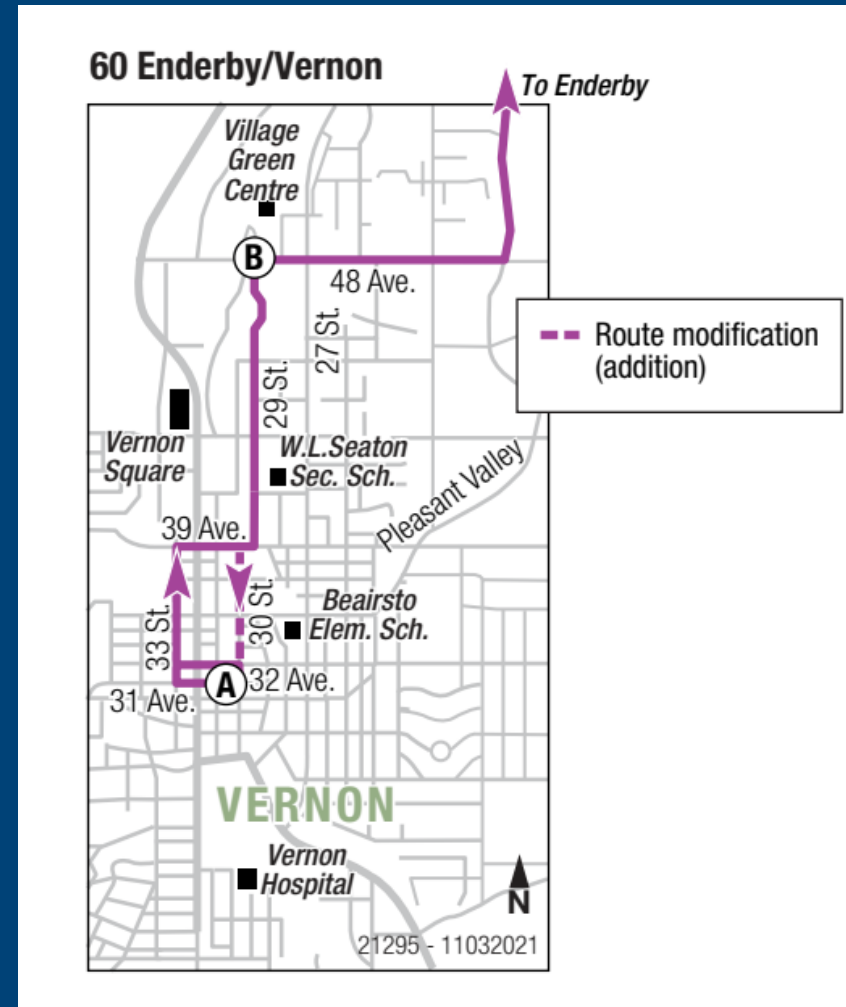
# Modification of route 60 in downtown Vernon

This proposal would modify the inbound path of route 60. With this change, route 60 would travel inbound via the newly completed roundabout at 29<sup>th</sup>/30<sup>th</sup> Street. Outbound trips would use the existing, pre-construction routing via 33<sup>rd</sup> Street.

This route change will result in a savings of 100 service hours annually, which can be directed elsewhere within the transit system.

**-100**

Annual service hours



# Improvements to regional transit routes

There are four short-term proposals for service improvements to regional transit routes, as outlined below. These improvements do not have to happen simultaneously.

1. Improve regional connections to Kelowna by increasing weekday service on route 90. Service will be provided hourly between 7 a.m. and 7 p.m., allowing for better access to UBCO and transfers to routes within the Kelowna Regional Transit System. This constitutes a 23 per cent increase in annual service hours on this route.
2. Expand weekday service on routes 60 and 61, providing service between 7 a.m. and 7 p.m. Additionally, replace the route 61 short-turn trip to Lavington with a full trip. These changes will improve connectivity between Enderby, Armstrong, Spallumcheen and Vernon on route 60, and between Lumby, Lavington, Whitevale and Vernon on route 61. This constitutes a 68 per cent increase in annual service hours on these routes, and can be phased over a longer period of time as appropriate.
3. Expand weekend service on route 60 to offer Sunday service between 10 a.m. and 4 p.m. Additionally, introduce weekend service on route 61, providing transit service on Saturdays between 9 a.m. and 5 p.m. and Sundays between 10 a.m. and 4 p.m. This constitutes a 41 per cent increase in annual service hours on these routes, and can be phased over a longer period of time as appropriate.
4. Introduce statutory holiday service on regional routes 60, 61 and 90, providing Sunday-level service on Easter Monday, Victoria Day, Canada Day, BC Day, Labour Day, Truth and Reconciliation Day and Remembrance Day. This constitutes a 2 per cent increase in annual service hours on these routes.

1200

Annual service hours

3500

Annual service hours

1

Light duty vehicle

2100

Annual service hours

230

Annual service hours

# 13 Service Priorities 2026-2029

Priority	Description	Expansion Resources
Route 4 restructure	Restructure route 4 East Hill to short-turn after Vernon Secondary School, travelling inbound via 21 <sup>st</sup> Avenue.	-400 annual service hours
Route 6 schedule optimization	Optimize the schedule of route 6 College to better match Vernon Jubilee Hospital shift times and Okanagan College schedules. Resource requirements would be determined after implementing span and frequency increases on route 6.	TBD
Routes 7 and 8 restructure – Bella Vista Road and Heritage Drive loop	Investigate opportunities to streamline routes 7 and 8, enhancing rider clarity and reducing service duplication. Options include optimizing routing in the Heritage Drive loop and introducing route 8 bidirectional service along Bella Vista Road. This priority would be subject to further public engagement.	TBD

# 13 Service Priorities 2026-2029

Priority	Description	Expansion Resources
Expand evening and weekend service on regional routes 60 and 61	<p>Expand evening and weekend service span to 9 p.m Monday through Saturday and to 8 p.m. on Sunday, providing more opportunities for regional travel.</p> <p>This represents a 39 per cent increase in annual service hours on these routes, and can be phased over a longer period of time as appropriate.</p>	<p>2000 additional annual service hours</p> <p>1 light duty vehicle</p>
Expand statutory holiday service on regional routes 60, 61 and 90	<p>Expand statutory holiday service on these routes, providing Sunday-level service on New Years Day, Family Day, Good Friday, Thanksgiving, Christmas and Boxing Day.</p> <p>This represents a 3 per cent increase in annual service hours on these routes.</p>	<p>270 additional annual service hours</p>
Expand transit service to areas of new demand	<p>Introduce new Local Transit (LTN) routes to Waterfront Neighbourhood Centre, Foothills, Blue Jay, BX and Paddlewheel.</p>	<p>TBD depending on future routes</p>

# 14 Infrastructure Priorities 2022-2025

Priority	Description
Invest in bus stop infrastructure	<p>Improve accessibility, safety and provide additional amenities at bus stops.</p> <ul style="list-style-type: none"> <li>• Seek investment in shelters through the BC Shelter Program</li> <li>• Seek investment through municipal capital planning streams</li> <li>• Minor Betterments funding</li> </ul>
Implement secondary exchange at Polson Neighbourhood Centre	<p>Provide transfer opportunities between routes 1 and 10 via a secondary exchange at Polson Neighbourhood Centre.</p>
Identify and develop formalized Park & Ride site near Okanagan College	<p>Continue monitoring for future opportunities to provide a Park &amp; Ride at Okanagan College for route 90 users.</p>
Examine the feasibility of Kiss and Ride Stations at the downtown Vernon exchange	<p>On and off-street parking currently meets the demand at the downtown Vernon transit exchange. In the medium-term, consider providing Kiss and Ride stations at the exchange as a transportation demand management tool.</p>



# 15 Beyond 2025 Infrastructure Priorities

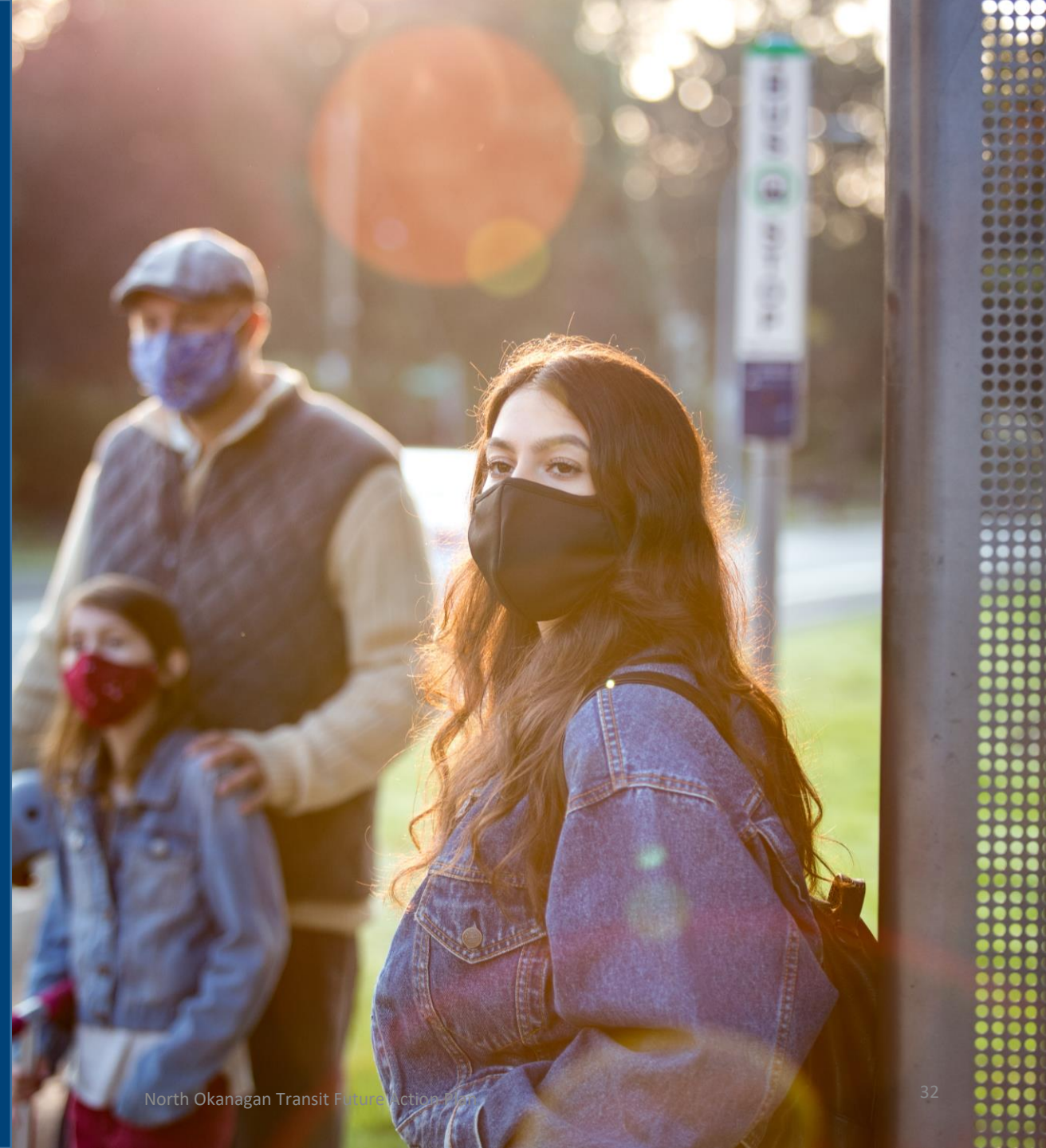
Priority	Description
Examine construction of Kiss & Ride stations at Foothills, Okanagan Landing and Waterfront Neighbourhood Centre	<p>Provide drop-off opportunities as service is introduced to the Foothills and Waterfront Neighbourhood Centre, and as demand develops at Okanagan Landing.</p> <p>Longer-term, examine transfer points and/or secondary exchange possibilities at Okanagan Landing and Waterfront Neighbourhood Centre.</p>
Identify and develop formalized Park & Ride sites in Armstrong, and investigate the possibility of a site in Swan Lake	Provide opportunities for riders to park in Armstrong and possibly Swan Lake and access transit services. Note that this would require additional investments from the City of Armstrong.

# 16 Investment Strategy

To achieve the goals of this plan, sustained capital and operating investments in the transit system will be required over the next five years and beyond.

This plan calls for approximately 29,000 additional annual service hours and at least six additional vehicles by 2029. The resources required to fully implement this plan may increase as service proposals are developed for areas of new demand.

In order to achieve the goals laid out in this plan, consistent provincial and local funding is required. BC Transit will continue working with the City of Vernon, District of Coldstream and Regional District of North Okanagan to further develop the Vernon Regional Transit System.





# 17 Moving Forward

## Monitoring

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

## Implementation

Service improvements will be integrated into the three year Transit Improvement Process (TIPs), which is updated on an annual basis and guides how expansions are implemented across BC Transit systems.

Through TIPs, the priorities outlined in this plan will be costed and presented in a Memorandum of Understanding to local government Boards and Councils for approval. Once approved, BC Transit will proceed with the request to secure Provincial funding required to implement these priorities. Through TIPs, local governments commit financially to their first year of expansions (subject to provincial funding), while items in Years 2 and 3 are presented for budgeting and planning purposes and are re-costed annually.

At the start of the annual TIPs process, BC Transit staff will work with local government staff to identify service improvements for implementation. Additional targeted engagement may be conducted as required to ensure that priorities align with community need at that time.

Service improvements will be informed by an annual route performance review, guided by the service standards and performance guidelines embedded in the 2014 Transit Future Plan. Infrastructure improvements will be incorporated into BC Transit's Capital Plan.



# 18 Acknowledgments

Thank you,

The development of this Transit Future Action Plan provides the planning overview for the continued development of the Vernon Regional Transit System.

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

- UBC Okanagan
- Interior Health
- Vernon Seniors Action Network
- Ministry of Transportation and Infrastructure
- School District 22
- Okanagan College
- United Way
- Vernon Chamber of Commerce
- The Downtown Vernon Association
- Kal Tire

