



Fraser Valley Regional District Fall 2018 Transit Service Change Plan



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1. Introduction

To continue delivering on the 2012 Chilliwack Area Transit Future Plan and support the continued success of the transit system, the Fraser Valley Regional District (FVRD) approved the following transit service expansion item for Fall 2018:

- **Increased frequency on the FVX to double the existing Saturday, Sunday and Holiday service (1,200 expansion hours)**

The service expansion builds on the Fall 2017 expansion, where Sunday and holiday service was introduced on the FVX. This expansion item was informed by previous FVX background studies and service reports, input from public engagement, and feedback from the FVRD, City of Chilliwack, and Operating Company. The table below summarizes both the 2017/2018 (implemented) and 2018/2019 (upcoming) transit service expansion for the FVRD.

Table 1: FVRD Transit Service Expansion 2017-2019

Upcoming & Recent Implementations	Service Expansion	Annual Hours	Vehicles
Sept. 2018/2019 (upcoming)	FVX Increased frequency on the FVX to double the existing Saturday, Sunday and Holiday service	1,200	1
Sept 2017/2018 (implemented)	FVX Introduce weekend/holiday at existing Saturday service levels	700	0
	Route 22 Introduce service between Agassiz and Hope	1,800	2

2. Timeline

The Fall 2018 FVRD expansion involved the following timeline:

- **Summer/Fall 2017:** MOU for Fall 2018 Expansion Implementation Plan drafted/signed
- **Fall / Winter 2017:** Implementation of Fall 2017 service changes
- **Spring 2018:**
 - FVX Public Engagement (Online survey)
 - Expanded weekend & holiday schedules drafted, reviewed and finalized
 - Implementation MOU issued for review and signature

- **Summer 2018:**
 - Fall 2018 Service Change Plan provided to FVRD for review
 - Riders Guide drafted and reviewed for completion; website updated and marketing/media
- **Fall 2018: Service Implementation**

3. Service Expansion Details

The FVX 66 is a limited-stop express service that connects transit passengers between Chilliwack, Abbotsford and the Carvolth Exchange in Langley Township. At Carvolth, FVX passengers are able to connect to TransLink’s transit network which spans across Metro Vancouver.

The FVX was introduced in 2015 as the first regional bus service between Metro Vancouver and the Fraser Valley, offering 17 round trips on weekdays and four trips on Saturdays. Since opening, the FVX has been popular and well-used, with approximately 107,000 passengers (2016/2017) increasing to approximately 126,000 passengers (2017/2018), with continued future growth anticipated. When combined with ridership in Chilliwack’s conventional transit system, the FVX accounts for 12% of total system ridership.

The FVX weekday schedule is largely designed to serve morning and afternoon commuters. As the primary direction of the morning commute in the Lower Mainland is westbound, the first FVX weekday departure is 5:15 a.m. from Chilliwack’s Downtown Exchange. The FVX then runs every 30 minutes during weekday morning and afternoon peaks. Outside of these peaks, it has headways of 60 minutes or more (see **Appendix A**).

On Saturday, Sunday and holidays, the first FVX leaves Chilliwack at 9:00 am, and provides four round trips per day, running on a 2hr 45-minute frequency (see Table 2).

Table 2: 2017/2018 FVX Weekend & Holiday Schedule

66 FVX to Langley						66 FVX to Chilliwack					
(A)	(VL)	(L)	(MC)	(HI)	(CA)	(CA)	(HI)	(MC)	(L)	(VL)	(A)
Downtown Exchange: Yale and Spadina	Veeder at Luckakuck	Lickman Park & Ride	McCallum Park & Ride	Hightstreet Mall	Carvolth Exchange	Carvolth Exchange	Hightstreet Mall	McCallum Park & Ride	Lickman Park & Ride	Veeder at Luckakuck	Downtown Exchange: Yale and Spadina
Saturday, Sunday & Holidays						Saturday, Sunday & Holidays					
9:00	9:07	9:15	9:35	9:46	10:09	10:15	10:38	10:46	11:06	11:15	11:23
11:45	11:52	12:00	12:20	12:31	12:54	1:00	1:23	1:31	1:51	2:00	2:08
2:30	2:37	2:45	3:05	3:16	3:39	3:45	4:08	4:16	4:36	4:45	4:53
5:15	5:22	5:30	5:50	6:01	6:24	6:30	6:53	7:01	7:21	7:30	7:38

To address the low frequency of the weekends and holiday schedule, as well as customer feedback, the FVRD identified the need to double the Saturday, Sunday and holiday service with four additional round trips. Scheduling in the new trips was informed by key themes from public consultation (see Section 4.0 below), and required approximately 1,200 annual service hours.

The four new round trips added to the Fall 2018 schedule are shown below in Table 3:

Table 3: FVX Additional Trips – Weekends & Holidays

Route	New trips added – Depart Chilliwack Exchange	New trips added – Depart Carvolth Exchange
66 FVX	• Departs 10:15 am	• Departs 11:30 am
	• Departs 1:00 pm	• Departs 2:15 pm
	• Departs 3:45 pm	• Departs 5:00 pm
	• Departs 6:30 pm	• Departs 7:45 pm

By doubling the weekend & holiday service, the FVX frequency becomes 1hr15 - 1hr30, significantly improving the availability of FVX. The new schedule also provides more service in the late afternoon and early evening, a strong theme heard in survey feedback.

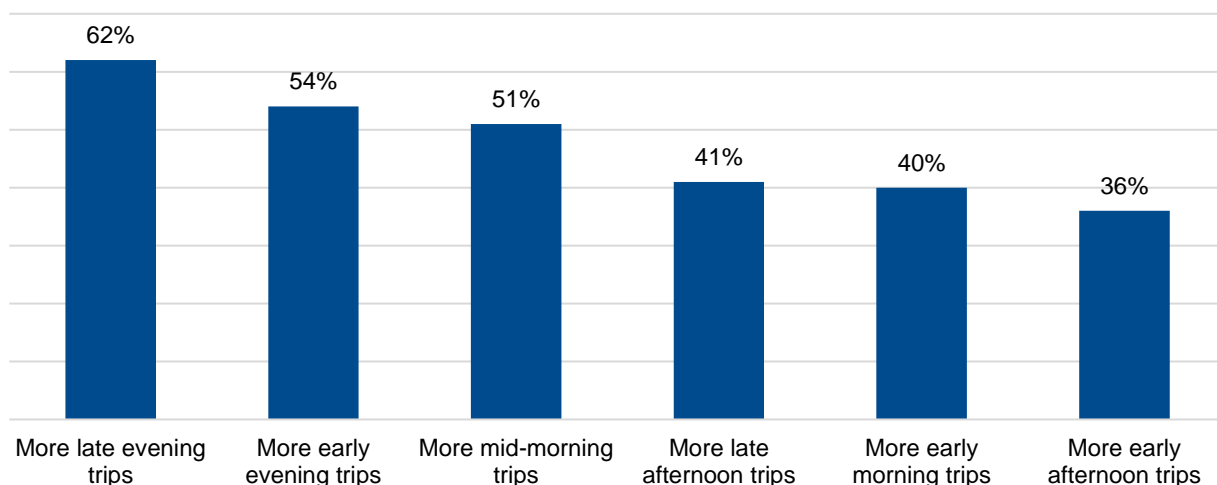
4. Public Engagement

To inform the expansion of weekend and holiday service, an online survey was available between April 3 - 15, 2018 to gather input and feedback about the proposed service expansion. The survey was advertised broadly, including on social media and posters on FVX buses. Nearly 200 people responded to the survey, providing a good understanding of current weekend/holiday transit use and customer needs.

There was a generally high level of support for the FVX weekend and holiday service expansion, with key themes as follows (detailed survey responses shown in **Appendix B**):

- Over half (53%) of respondents indicated that when they use FVX on weekends/holidays, their **primary trips starts in Chilliwack or Abbotsford and ends at Carvolth Exchange in Langley**. Similar to weekdays, this indicates that westbound is the primary direction of weekend travel. The second most popular weekend destination for users of the FVX was High Street in Abbotsford.
- 40% of survey respondents indicated that their **primary purpose of weekend/holiday FVX trips is shopping/recreation**. Family visits (22%) and work (10%) were identified as the next most common reason for using the FVX on weekends.
- Survey respondents were asked why they did not use FVX on weekends and holidays. By far, the most common reason, chosen by 57% of respondents, was because the **weekend/holiday schedule is inconvenient**. The second most stated reason was that it is more convenient to use another mode of travel, identified by 21% of respondents.
- Survey respondents were asked to identify weekend/holiday schedule improvements they would like to see, with the majority indicating **more evening trips**. Mid-morning and late afternoon trips were also a high priority. This indicates that, unlike weekdays, weekend/holiday ridership demand is largely for later afternoons / evening periods and less so in the early morning period.

What types of schedule improvements to FVX weekend service would you like to see?



- Respondents were asked how they would prefer new weekend/holiday FVX trips to be scheduled, with 75% indicating **more trips distributed evenly throughout the day**.

5. Infrastructure

FVX bus stop infrastructure and maintenance is the responsibility of the City of Chilliwack, City of Abbotsford, and Township of Langley where the stops / exchanges are located. While the Fall 2018 service expansion of the FVX requires an additional fleet vehicle, it does not require any new bus stop infrastructure at any point along the FVX route. Any posted paper schedules available at the exchanges will need to be updated to reflect the new weekend & holiday schedule.

6. Next Steps

The Fall 2018 Expansion for doubling FVX weekend & holiday service will be implemented on Saturday, September 8, 2018. BC Transit, the FVRD, and the Operating Company will collaboratively monitor the impacts of this service change on ridership and service via customer comments, operator feedback, and data collection.

Looking ahead, BC Transit, the FVRD, and City of Chilliwack will be undertaking a refresh of the Transit Future Plan five-year priorities. Given the ongoing popularity and demand for the FVX service, continued expansion of the FVX schedule may continue to be a priority in years ahead.

Appendix A: FVX 2017/2018 Schedule

66 FVX to Langley					
Monday to Friday					
(A)	(VL)	(L)	(MC)	(HI)	(CA)
Downtown Exchange: Yale and Spadina	Vedder at Luckakuck	Lickman Park & Ride	McCallum Park & Ride	Highstreet Mall	Carvolth Exchange
5:15	5:22	5:30	5:50	6:01	6:26
5:45	5:52	6:00	6:20	6:31	6:56
6:15	6:22	6:30	6:50	7:01	7:26
6:45	6:52	7:00	7:20	7:31	7:56
7:30	7:37	7:45	8:05	8:16	8:41
8:45	8:52	9:00	9:20	9:31	9:54
10:00	10:07	10:15	10:35	10:46	11:09
11:30	11:37	11:45	12:05	12:16	12:39
12:50	12:57	1:05	1:25	1:36	1:59
2:20	2:27	2:35	2:55	3:06	3:29
3:20	3:27	3:35	3:55	4:06	4:29
3:45	3:52	4:00	4:20	4:31	4:54
4:15	4:22	4:30	4:50	5:01	5:24
5:00	5:07	5:15	5:35	5:46	6:09
6:00	6:07	6:15	6:35	6:46	7:09
7:01	7:08	7:16	7:36	7:47	8:10
7:45	7:52	8:00	8:20	8:31	8:54
Saturday, Sunday & Holidays					
9:00	9:07	9:15	9:35	9:46	10:09
11:45	11:52	12:00	12:20	12:31	12:54
2:30	2:37	2:45	3:05	3:16	3:39
5:15	5:22	5:30	5:50	6:01	6:24

66 FVX to Chilliwack					
Monday to Friday					
(CA)	(HI)	(MC)	(L)	(VL)	(A)
Carvolth Exchange	Highstreet Mall	McCallum Park & Ride	Lickman Park & Ride	Vedder at Luckakuck	Downtown Exchange: Yale and Spadina
6:40	7:03	7:11	7:30	7:39	7:47
7:10	7:33	7:41	8:00	8:09	8:17
7:40	8:03	8:11	8:30	8:39	8:47
8:20	8:43	8:51	9:10	9:19	9:27
8:59	9:22	9:30	9:49	9:58	10:06
10:15	10:38	10:46	11:05	11:14	11:22
11:35	11:58	12:06	12:25	12:34	12:42
1:05	1:28	1:36	1:55	2:04	2:12
2:05	2:28	2:36	2:55	3:04	3:12
3:45	4:08	4:16	4:36	4:45	4:53
4:46	5:09	5:17	5:37	5:46	5:54
5:15	5:38	5:46	6:06	6:15	6:23
5:48	6:11	6:19	6:39	6:48	6:56
6:30	6:53	7:01	7:21	7:30	7:38
7:30	7:53	8:01	8:21	8:30	8:38
8:30	8:53	9:01	9:21	9:30	9:38
9:05	9:28	9:36	9:56	10:05	10:13
Saturday, Sunday & Holidays					
10:15	10:38	10:46	11:06	11:15	11:23
1:00	1:23	1:31	1:51	2:00	2:08
3:45	4:08	4:16	4:36	4:45	4:53
6:30	6:53	7:01	7:21	7:30	7:38

Appendix B: FVX Online Survey Results

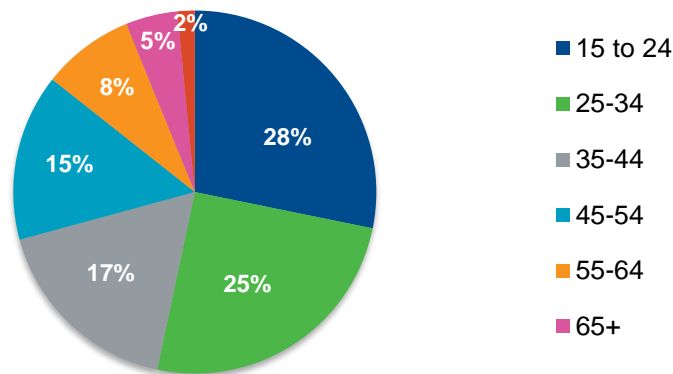
To inform the expansion of weekend and holiday service, BC Transit hosted an online survey between **April 3 - 15, 2018** to gather input and feedback about the proposed service expansion. Nearly 200 people responded to the survey, with the results summarized below.

1. Respondent Characteristics

Respondents of the online survey were asked demographic questions and their patterns of transit use. Results indicated the following:

- **Age:** The largest age group of respondents was 15 to 24 (28%), with another 25% of respondents being in the age group of 25 to 34, and 17% being in the age group of 35 to 44.

Which age group are you?

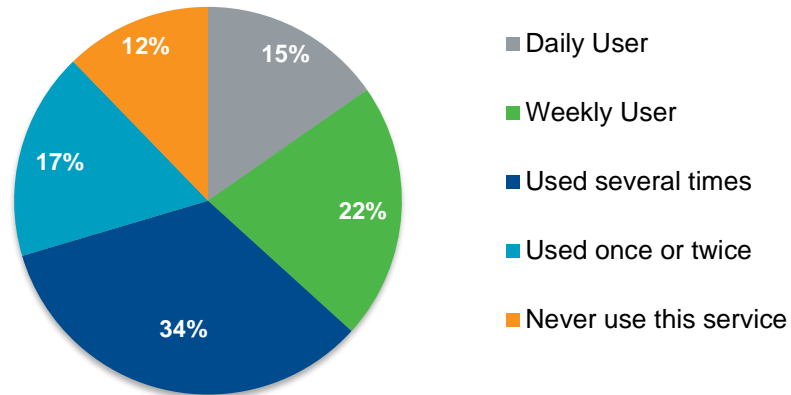


- **Transit use:** 48% of respondents indicated being daily transit users, 27% use transit weekly, 18% used transit within the last month, 6% used transit within the last six months, and 1% never use transit.
- **Community lived in:** Nearly half (43%) of respondents live in Abbotsford, with other respondents from Chilliwack (37%), Langley (5%), as well as respondents elsewhere (15%), including Vancouver, Port Coquitlam and Surrey.
- **Form of payment:** 35% of respondents use cash as their primary form of fare payment, 31% monthly passes, 19% tickets, 15% other. UPass and BC Bus Pass were common other answers
- **Location of ticket vendors:** Participants were asked where they primarily purchased tickets, with 24% purchasing from an Abbotsford / Mission vendor, 22% from a Chilliwack Vendor, 11% purchased online, while 5% purchased from a Langley vendor. The remaining 9% indicated from another location.

2. FVX Use

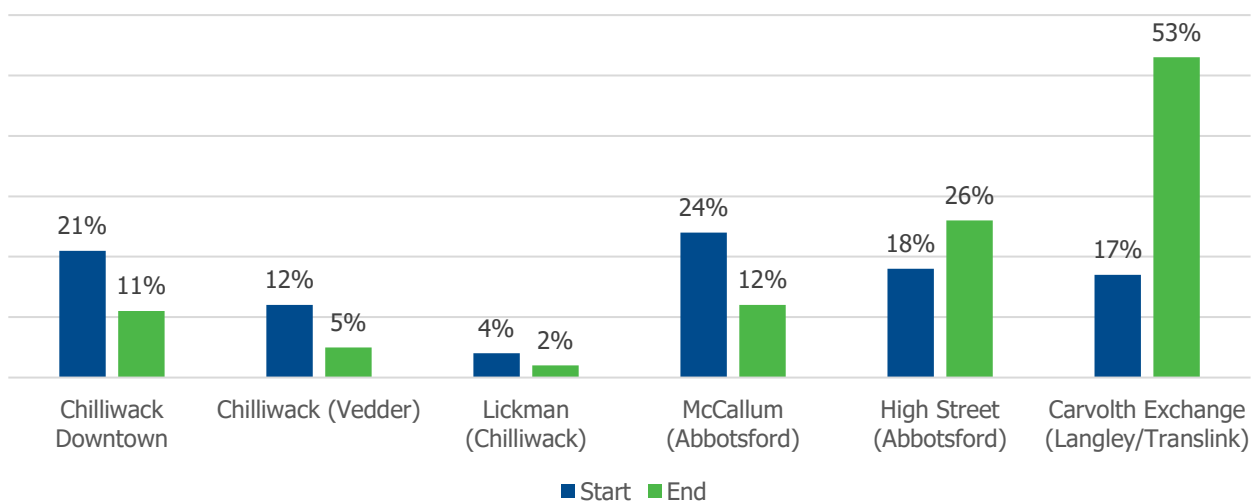
- FVX patterns:** The survey asked participants to identify their typical experience with the FVX in terms of ridership patterns. As can be seen in the chart below, one third (33%) of respondents indicated they have used the 66 FVX several times, 21% identified as weekly users, 17% use the service once or twice while 15% reported as being daily users.

What best describes your experience with the 66 FVX?



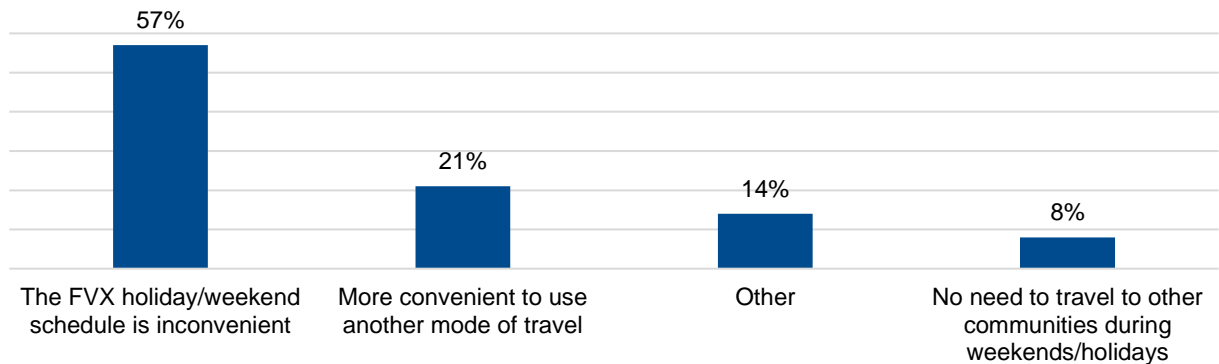
- FVX Use by time of day:** Survey respondents were asked to indicate what times they typically use the FVX service, and were able to choose all times that applied to them:
 - Weekdays: Morning peak (48%); Midday (58%) ; Afternoon peak (53%); Evenings (50%)
 - Weekends (82%)
 - Holidays (40%)
- Trip Origin & Destination:** As per the chart below, over half of respondents (53%) indicated that their trip ends at Carvolth Exchange, while the start of the trip had more variability:

If you use the FVX on weekends/holidays, where does your primary trip start and end?



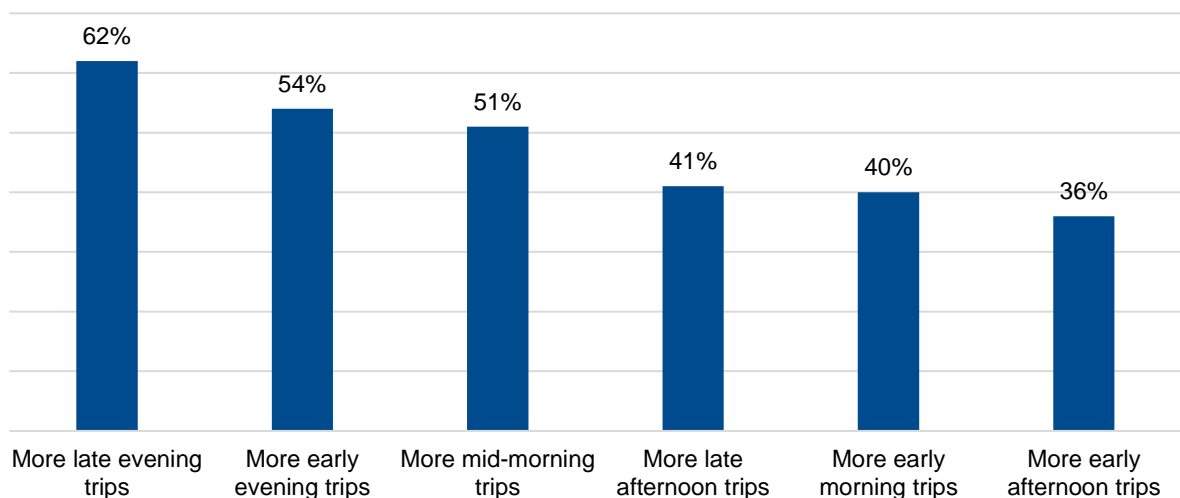
- Participants were asked what the primary purpose of their **weekend/holiday FVX** trip was, with results showing:
 - 40% of respondents identified shopping/recreation
 - 22% Family purposes
 - 10% Work
 - 5% School
 - 4% Health appointment
 - 5% chose other
- Participants were asked why they **did not currently use the FVX on weekends/holidays**, the reasons are shown below, with the dominant reason being the current inconvenience of the weekend schedule.

If you do not currently use the FVX on weekends / holidays, why not?



- **Weekend service improvements:** Respondents were asked to identify weekend schedule improvements they would like to see, and were able to choose multiple answers. The majority of respondents indicated they would like more late evening trips, and/or more early evening trips. Mid-morning and late afternoon trips were also a high priority.

What types of schedule improvements to FVX weekend service would you like to see?



- **New trip distribution:** Respondents were asked to pick if they would prefer new weekend FVX trips to be distributed evenly throughout the day or clustered during certain parts of the day.
 - 75% indicated more trips distributed evenly throughout the day, and
 - 20% indicated more trips clustered during certain parts of the day.
 - The remainder indicated a preference for more trips earlier in the morning and later in the evening.
- Participants were asked if **improvements to the weekend FVX schedule would encourage taking the service more**, with results as follows:
 - Yes (70%)
 - Maybe – depending on schedule (27%)
 - No (3%)

3. Open-ended Survey Feedback: Comments and Suggestions

Survey participants were also able to provide open-ended feedback and comments at the end of the survey. In general, participants were largely supportive of the proposed weekend/holiday service expansion for the 66 FVX. Key themes that emerged through these comments included:

- Improve the frequency of 66 FVX in general (filling in weekday gaps, longer service spans in the evening, support for more weekend frequency)
- Having a direct connection to a TransLink's system – including linking to a Skytrain or West Coast Express station was identified by many respondents
- Better integration with TransLink's fare structure (Compass card), identified as a reason that can make using transit difficult
- Expensive fare, better fare integration with TransLink
- Explore more than doubling to the service – desire for late-late night service between Metro Vancouver and the Fraser Valley on weekends (to accommodate late evening weekend events in Vancouver, working schedules)
- More FVX stops

Appendix C: FVX Fall 2018 Schedule by Stop Location

Weekend Holiday Service – FVX 66

Route: 66 Fraser Valley Express (FVX)
 Garage: CHW Chilliwack Garage
 Direction: West - East

Block	From	Note	DWTN	VDLK	LICK	MCCA	HIGH	CARV	CARV	HIGH	MCCA	LICK	VDLK	DWTN	Note	To
7000	(8:52)		9:00	9:07	9:15	9:35	9:46	10:09	10:15	10:38	10:46	11:06	11:15	11:23		
7001	(10:07)		10:15	10:22	10:30	10:50	11:01	11:24	11:30	11:53	12:01	12:21	12:30	12:38		
7000			11:45	11:52	12:00	12:20	12:31	12:54	13:00	13:23	13:31	13:51	14:00	14:08		
7001			13:00	13:07	13:15	13:35	13:46	14:09	14:15	14:38	14:46	15:06	15:15	15:23		
7000			14:30	14:37	14:45	15:05	15:16	15:39	15:45	16:08	16:16	16:36	16:45	16:53		
7001			15:45	15:52	16:00	16:20	16:31	16:54	17:00	17:23	17:31	17:51	18:00	18:08		
7000			17:15	17:22	17:30	17:50	18:01	18:24	18:30	18:53	19:01	19:21	19:30	19:38	(19:46)	
7001			18:30	18:37	18:45	19:05	19:16	19:39	19:45	20:08	20:16	20:36	20:45	20:53	(21:01)	