

# Victoria Regional Transit Commission

BC Transit 520 Gorge Road East and WebEx  
August 10, 2021 | 10:00 a.m. to 12:00 p.m.

## DRAFT AGENDA

OPEN SESSION AND FIRST NATIONS ACKNOWLEDGEMENT		SPEAKER
1. Call to Order and Approval of the Agenda	APPROVAL	Susan Brice
2. Approval of Minutes from June 9, 2021	APPROVAL	Susan Brice
3. Chair's Remarks		Susan Brice
CORRESPONDENCE		
None		
NOTICE OF MOTION		PRESENTER
None		
REPORTS		PRESENTER
4. Financial and Performance Summary Q1	APPROVAL	Megan Hill
5. Three Year Service Expansion	APPROVAL	Lisa Trotter
6. 2022 Commission Meeting Schedule	APPROVAL	Lisa Trotter
7. Student Advisory Committee	APPROVAL	Lisa Trotter
8. Operations Update	INFORMATION	Kevin Schubert
9. ATAC Minutes and Update	INFORMATION	Kevin Schubert
10. Planning Update	INFORMATION	Levi Megenbir
11. Infrastructure Update	INFORMATION	James Wadsworth
12. Student Update (Verbal)	INFORMATION	Robin Pollard
NEXT SCHEDULED MEETINGS		
<ul style="list-style-type: none"><li>November 9, 2021   9:00 a.m.- 12:00 p.m.</li></ul>		

# Victoria Regional Transit Commission

BC Transit 520 Gorge Road East and WebEx  
June 8, 2021 | 9:00 a.m. to 12:00 p.m.

## DRAFT MINUTES

*The Victoria Regional Transit Commission conducts its business on the homelands of the Songhees and Esquimalt First Nations.*

### **Present:**

Susan Brice, Chair, Mayor Fred Haynes, Mayor Geoff Orr, Mayor Kevin Murdoch, Mayor Maja Tait, Mayor Rob Martin, Mayor Lisa Helps, Councillor Charlayne Thornton-Joe, Student Representative, Robin Pollard

### **BC Transit Staff:**

Christy Ridout, *Vice President, Business Development*; Kevin Schubert, *General Manager, Victoria Regional Transit*; Matt Boyd, *Director, Corporate and Strategic Planning*; Levi Timmermans, *Director, Infrastructure Management*; Lisa Trotter, *Senior Manager, Government Relations*; Megan Hill, *Director, Budgeting and Forecasting*; Chris Gregory, *Senior Revenue Advisor*; Levi Megenbir, *Senior Transit Planner*, Cara Weirmier, *Executive Assistant (Recorder)*

### **Regrets:**

None

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### **1. CALL TO ORDER AND APPROVAL OF AGENDA**

Chair Susan Brice called the meeting to order at 9:04 a.m.

**Motion MOVED by Mayor Helps and SECONDED by Mayor Tait to approve the agenda as written.**

**CARRIED**

### **2. APPROVAL OF MINUTES FROM FEBRUARY 23, 2021**

**Motion MOVED by Mayor Haynes and SECONDED by Mayor Murdoch to approve the minutes as written.**

**CARRIED**

### **3. CHAIR'S REMARKS**

I would like to acknowledge that several members will need to leave early due to other commitments.

There was great discussion at the workshop held in May. We will conclude the discussion from 9:00-10:00 a.m. August 10, before the official Commission meeting begins.

Welcome to Robin Pollard as the new Student Representative; we will make time at each meeting for a student report.

### **4. CORRESPONDENCE**

A piece of correspondence was submitted after the commission package was sent out to members prior to the meeting; a letter from the Graduate Students' Society of UVic.

**Motion MOVED by Mayor Haynes and SECONDED by Mayor Helps to receive the correspondences for discussion during item 7 on the agenda, the Student Transit Advisory Committee.**

**CARRIED**

### **5. NOTICE OF MOTION**

None

**6. 2020/21 ANNUAL PERFORMANCE RESULTS – FOR APPROVAL**

**MEGAN HILL**

Passenger revenue was reported at \$2M under budget; however, BC Bus Pass and advertising revenue are on budget. Fuel Tax revenue was also below budget due to 13 per cent less fuel sales in the Victoria region compared to the previous year.

Service hours were six per cent lower than the previous year due to COVID-19 reductions, the February snowfall and scheduling efficiencies.

The Provincial Safe Restart Funding totalling \$49.5M; \$21.3M of that was utilized in 2020/21.

The Finance team will prepare a three-year projection to be presented at the August, 2021 Commission meeting to show risks and options.

**Motion MOVED by Mayor Murdoch and SECONDED by Mayor Haynes to receive the 2020/21 Annual Performance Results for information.**

**CARRIED**

**7. STUDENT TRANSIT ADVISORY COMMITTEE – FOR APPROVAL**

**LISA TROTTER**

In a similar format to the Accessible Transit Advisory Committee (ATAC), the Student Transit Advisory Committee would provide feedback to the Commission regarding the experiences of the post-secondary ridership, and would be comprised of representatives from the post-secondary institutions that have UPass Programs.

A review was completed that encompassed other transit agencies across Canada, including Toronto, Ottawa and the Greater Vancouver area, all of which have subcommittees to guide the regions Commissions.

**Motion MOVED by Mayor Haynes and SECONDED by Mayor Helps to APPROVE the Student Transit Advisory Committee, with the provisions that:**

- i) the terms of reference be sent to the student body for review**
- ii) the student representation be brought forward at a later date**
- iii) the minutes from the committee be submitted to the Commission for review and approval, and that;**
- iv) BC Transit reach out to School Districts about their possible participation in the future.**

**CARRIED**

**8. PLANNING UPDATE – FOR INFORMATION**

**LEVI MEGENBIR**

The Planning and Scheduling teams have been working on reintroducing service levels over time, making sure service levels can be met in the fall when schools are back in session.

Notice has been received from the City of Victoria regarding moving the Legislature Exchange.

**Received the Planning Update for information with direction to staff to bring the bus shelter program information the workshop session on August 10, 2021.**

**CARRIED**

**9. INFRASTRUCTURE UPDATE – FOR INFORMATION**

*JAMES WADSWORTH*

Infrastructure updates for the following projects were provided: handyDART Centre in View Royal, CNG Fueling and Facility, BC Bus Shelter Program, Operations and Maintenance Facilities Master Plan, Westshore Transit Priority Plan, Uptown Mobility Hub and Ministry of Transportation and Infrastructure Transit Related Projects.

**The Infrastructure Update was received for information.**

**10. OPERATIONS UPDATE – FOR INFORMATION**

*KEVIN SCHUBERT*

Scheduled service delivered exceeded the target of 99.8 per cent, not including the three snow days in February. March saw new highs for on-time performance of up to 67.8 per cent.

Although the maximum capacity load was 66 per cent due to COVID-19 restrictions, only four per cent of trips hit capacity. There has been a slight increase in ridership recently, but pass-ups are still relatively low. Overload service has been deployed to mitigate the impact to passengers.

Victoria Operations team is working with Planning and Scheduling to ensure readiness for the upcoming fall service. Customer Service has been expanding their customer interaction through social media channels to respond to enquiries and keep customers informed of advisories.

To improve safety within the system, Transit Supervisors have increased their presence at exchanges and “hotspots” throughout the region.

**The Operations Update was received for information.**

**11. ATAC MINUTES – FOR INFORMATION**

*KEVIN SCHUBERT*

ATAC minutes from the March 12, 2021 ATAC meeting were provided.

**The ATAC minutes were received for information.**

**12. STUDENT UPDATE – FOR INFORMATION**

*ROBIN POLLARD*

A verbal update was given. The Students appreciate the motion to come back to the VRTC composition at a later date. The students hope to continue to be involved with the Commission and continue their advocacy. September 5, 2021 is the expected move-in date for universities and they are excited to see what happens.

**ADJOURNMENT**

Chair Brice called for adjournment at 10:33 a.m.

**Motion MOVED by Mayor Tait and SECONDED by Mayor Murdoch to adjourn the public meeting and move IN CAMERA.**

**ADJOURNED at 10:33 a.m.**

**NEXT SCHEDULED MEETING**

Tuesday, AUGUST 10, 2021 at 10:00 a.m.



# Victoria Regional Transit Commission #4 - Financial and Performance Report

Period Ending Jun 30, 2021

# Financial Summary

(figures in thousands)

	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
<b>Revenues</b>								
Passenger & Advert. Revenue	\$6,152	\$6,073	(\$79)	(1.3%)	\$25,866	\$27,050	\$1,185	4.6%
Use of Safe Restart Funding	5,331	5,331	0	0.0%	21,323	21,323	-	0.0%
Provincial Operating Contribution	10,595	10,865	270	2.6%	45,202	44,945	(257)	(0.6%)
Fuel Tax Revenue	4,711	4,228	(483)	(10.2%)	18,360	18,360	-	0.0%
Local Contribution	7,888	8,969	1,081	13.7%	36,474	34,739	(1,734)	(4.8%)
<b>Total Revenue</b>	<b>\$34,677</b>	<b>\$35,466</b>	<b>\$789</b>	<b>2.3%</b>	<b>\$147,224</b>	<b>\$146,417</b>	<b>(\$807)</b>	<b>(0.5%)</b>
<b>Expenses</b>								
Operations	\$19,576	\$19,801	(\$225)	(1.1%)	\$83,651	\$82,423	\$1,228	1.5%
Maintenance	7,346	7,764	(418)	(5.7%)	30,552	30,974	(422)	(1.4%)
Administration	3,673	3,883	(210)	(5.7%)	16,562	16,561	1	0.0%
<i>Total Operating Expenses</i>	30,595	31,448	(853)	(2.8%)	130,765	129,958	807	0.6%
Lease Fees	4,082	4,018	64	1.6%	16,459	16,459	-	0.0%
<b>Total Expenses</b>	<b>\$34,677</b>	<b>\$35,466</b>	<b>(\$789)</b>	<b>(2.3%)</b>	<b>\$147,224</b>	<b>\$146,417</b>	<b>\$807</b>	<b>0.5%</b>

# Revenue and Passenger Trips

*(figures in thousands, except ratios)*

	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger	\$5,982	\$5,903	(\$79)	(1.3%)	\$25,186	\$26,370	\$1,185	4.7%
Advertising	170	170	-	0.0%	680	680	-	0.0%
<b>Total Passenger &amp; Advertising</b>	<b>\$6,152</b>	<b>\$6,073</b>	<b>(\$79)</b>	<b>(1.3%)</b>	<b>\$25,866</b>	<b>\$27,050</b>	<b>\$1,185</b>	<b>4.6%</b>
<i>Passenger Trips (Total)</i>	3,205	3,224	19	0.6%	14,601	15,035	434	3.0%
<i>Passenger Trips (excluding Taxi)</i>	3,199	3,218	19	0.6%	14,571	15,012	441	3.0%
<i>Average Fare</i>	\$1.87	\$1.83	(\$0.04)	(2.1%)	\$1.73	\$1.76	\$0.03	1.7%

## Year to Date

- Passenger revenue is \$80,000 or 1.3% under budget which reflects an estimated 55% return to pre-COVID-19 operations revenues.
- Passenger trips are 0.6% over budget.

## Forecast

- Passenger revenue is forecast to be \$1.2M above budget at year end. This reflects the early start to in-person sessions at post secondary institutions as of Sept 2021.
- Passenger trips are forecasted to be 3% above budget at year end due to the increase in associated UPass rides.

# Provincial Operating Contribution, Fuel Tax and Local Contribution

<i>(figures in thousands, except ratios)</i>	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Safe Restart Funding	\$5,331	<b>\$5,331</b>	\$0	0.0%	\$21,323	<b>\$21,323</b>	\$0	0.0%
Provincial Operating Contribution	10,595	<b>10,865</b>	270	2.6%	45,202	<b>44,945</b>	(257)	(0.6%)
Fuel Tax Revenue	4,711	<b>4,228</b>	(483)	(10.2%)	18,360	<b>18,360</b>	-	0.0%
Local Contribution	7,888	<b>8,969</b>	1,081	13.7%	36,474	<b>34,739</b>	(1,734)	(4.8%)

**Safe Restart Funding** in the amount of \$21.3M will be used in fiscal 2021/22.

**Provincial Operating Contribution** is 2.6% over budget year to date and is forecast to be below budget by 0.6% at year end due to lower operating costs.

**Fuel Tax Revenue** generated from a 5.5 cent per litre fuel tax is \$0.5M below budget year to date due to timing of revenue received. The full year forecast is on budget.

**Local Contribution** is \$1.1M over budget year to date due to the timing of operating costs and lower passenger and fuel tax revenues. By year end, local contribution will be \$1.7M below budget due to forecasted lower than budgeted operating costs and higher passenger revenues.



# Operations

(figures in thousands, except ratios)

	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Operations (excl. Fuel)	\$17,562	\$17,471	\$91	0.5%	\$75,429	\$72,252	\$3,177	4.2%
Fuel	2,014	2,330	(316)	(15.7%)	8,222	10,171	(1,949)	(23.7%)
<b>Total Operations</b>	<b>\$19,576</b>	<b>\$19,801</b>	<b>(\$225)</b>	<b>(1.1%)</b>	<b>\$83,651</b>	<b>\$82,423</b>	<b>\$1,228</b>	<b>1.5%</b>
Service Hours	239	234	(5)	(2.1%)	981	991	10	1.0%
Operations Cost/Service Hour	\$81.91	\$84.62	(\$2.71)	(3.3%)	\$85.27	\$83.17	\$2.10	2.5%

## Year to Date

- Operations expense excluding fuel is on budget.
- Fuel is 16% over budget with the average litre price of \$1.21 compared to a budget of \$1.03.
- Service hours are 5,000 (4,000 Conventional and 1,000 Custom) below budget.

## Forecast

- Operations expenses are forecasted to be \$3.2M below budget due to the capitalization of the Island Highway project, previously budgeted as an operating project, and favourable ICBC expenses.
- Fuel is forecasted to be \$2M over budget based on an average diesel price of \$1.28/litre, compared to a budget of \$1.03/litre. Current prices are approximately \$1.27/litre.
- Service hours are forecast to be 10,000 hours over budget due to unbudgeted post secondary service hours.

# Maintenance

*(figures in thousands, except ratios)*

	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Fleet Maintenance	\$6,325	\$6,683	(\$358)	(5.7%)	\$26,090	\$26,249	(\$159)	(0.6%)
Facilities Maintenance	1,021	1,081	(60)	(5.9%)	4,462	4,725	(263)	(5.9%)
<b>Total Maintenance</b>	<b>\$7,346</b>	<b>\$7,764</b>	<b>(\$418)</b>	<b>(5.7%)</b>	<b>\$30,552</b>	<b>\$30,974</b>	<b>(\$422)</b>	<b>(1.4%)</b>
<i>Service Hours</i>	239	234	(5)	(2.1%)	981	991	10	1.0%
<i>Fleet Maintenance Cost/Service Hour</i>	\$26.46	\$28.56	(\$2.10)	(7.9%)	\$26.60	\$26.49	\$0.11	0.4%

## Year to Date

- Fleet maintenance is \$0.4M over budget due to increased labour and parts expense.
- Facilities maintenance is \$60,000 over budget due increased utility and janitorial expense.

## Forecast

- Fleet maintenance is forecasted to be on budget with increased labour and parts expense offset by a forecasted decrease in Covid-19 related costs.
- Facility maintenance is forecasted to be \$0.3M over budget related to higher expenses for Victoria Facilities Master Plan and higher than budgeted facility cleaning costs.

# Administration

*(figures in thousands)*

	June 2021 Year to Date			2021/22		
	Budget	Actual	Variance (Un) Favourable	Budget	Forecast	Variance (Un) Favourable
Administration	\$3,673	\$3,883	(\$210) (5.7%)	\$16,562	\$16,561	\$1 0.0%

## Year to Date

- Administration expenses are over budget by \$0.2M due to timing of marketing, training and legal expenses.

## Forecast

- Administration expenses are forecast to be on budget.

# Lease Fees

*(figures in thousands)*

	June 2021 Year to Date			2021/22		
	Budget	Actual	Variance (Un) Favourable	Budget	Forecast	Variance (Un) Favourable
<b>Lease Fees</b>	\$4,082	\$4,018	\$64    1.6%	\$16,459	\$16,459	\$0    0.0%

**Lease Fees** are 1.6% below budget year to date due to in-service timing for equipment, information system and building projects.

Lease fees are forecasted to be on budget.

# Transit Fund

<b>VICTORIA REGIONAL TRANSIT COMMISSION</b>		
<i>(figures in thousands)</i>	<b>2021/22 Budget</b>	<b>2021/22 Forecast</b>
<b>LOCAL CONTRIBUTION</b>		
Total Local Contribution Required	\$36,474	\$34,739
Funds generated from Transit Levy	\$33,354	\$34,313
Balance from / (to) Transit Fund	\$3,120	\$426
<b>TRANSIT FUND</b>		
<b>Final Balance, March 31, 2021</b>	<b>\$50,140</b>	<b>\$50,140</b>
<b>Victoria Regional Transit System</b>		
Budgeted Contribution	(3,120)	(3,120)
Lower operating costs (Commission share)		550
Higher property tax revenue		959
Higher passenger revenue		1,185
<b>Cowichan Valley Commuter</b>		
Budgeted Contribution	(90)	(115)
<b>Other</b>		
Safe Restart funding usage (2021/22)	(21,323)	(21,323)
Interest & Other	100	100
<b>Balance, March 31, 2022</b>	<b>\$25,707</b>	<b>\$28,375</b>

# Victoria Regional Transit Commission

Performance and Benchmarking



# Conventional Transit Performance

<i>(figures in thousands, except ratios)</i>	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger Trips ('000)	3,161	3,179	18	0.6%	14,396	14,830	434	3.0%
Service Hours ('000)	207	203	(4)	(1.9%)	854	864	10	1.2%
Total Operating Cost ('000)	\$27,740	\$28,584	(\$844)	(3.0%)	\$118,787	\$117,983	\$804	0.7%
Passenger Trips per Service Hour	15.3	15.7	0.4	2.6%	16.9	17.2	0.3	1.8%
Operating Cost per Service Hour	\$134.01	\$140.81	(\$6.80)	(5.1%)	\$139.09	\$136.55	\$2.54	1.8%
Operating Cost per Passenger Trip	\$8.78	\$8.99	(\$0.21)	(2.4%)	\$8.25	\$7.96	\$0.29	3.5%
Operating Cost Recovery	22.1%	21.2%	(0.9%)	(4.2%)	21.7%	22.3%	0.7%	3.2%
Service Hours per Capita	n/a	n/a	n/a	n/a	2.5	2.5	0.0	0.0%
Passenger Trips per Capita	n/a	n/a	n/a	n/a	41.5	42.8	1.3	3.1%

Conventional Service Area Population of 346,684 used in per capita calculations

# Custom Transit Performance

<i>(figures in thousands, except ratios)</i>	June 2021 Year to Date				2021/22			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger Trips ('000) (Total)	44	45	1	2.3%	205	205	-	0.0%
Passenger Trips ('000) (excluding Taxi)	38	39	1	2.6%	175	182	7	4.0%
Service Hours ('000)	32	31	(1)	(3.1%)	127	127	-	0.0%
Total Operating Cost ('000)	\$2,855	\$2,864	(\$9)	(0.3%)	\$11,978	\$11,975	\$3	0.0%
Passenger Trips per Service Hour (excl. Taxi)	1.2	1.3	0.1	8.3%	1.4	1.4	0.0	0.0%
Operating Cost per Service Hour (excl. Taxi)	\$86.78	\$91.03	(\$4.25)	(4.9%)	\$90.73	\$91.73	(\$1.00)	(1.1%)
Operating Cost per Passenger Trip	\$64.89	\$63.64	\$1.25	1.9%	\$58.43	\$58.41	\$0.02	0.0%
Operating Cost Recovery (excl. Taxi)	1.05%	0.96%	(0.10%)	(9.2%)	1.13%	1.07%	(0.06%)	(5.3%)
Service Hours per Capita	n/a	n/a	n/a	n/a	0.33	0.33	0.0	0.0%
Passenger Trips per Capita	n/a	n/a	n/a	n/a	0.5	0.5	0.0	0.0%

Custom Service Area Population of 389,270 used in per capita calculations



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**SUBJECT: SERVICE EXPANSION REQUEST**

**PURPOSE**

This report requests **APPROVAL** from the Victoria Regional Transit Commission (the “Commission”) to confirm expansion plans for 2022/23 transit service plan, and to plan service levels for following two years for budget purposes.

**BACKGROUND**

BC Transit confirms service expansion plans with local government partners on an annual basis to coordinate the development of three-year budgets and capital plans with the Provincial Service Plan and to allow BC Transit to request funding and resources to implement service expansion.

**DISCUSSION**

Service expansion priorities are collected through transit planning initiatives (e.g. the Transit Future Plan and Local Area Transit Plans) and feedback from local partners and the public. These activities have generated over 150,000 hours of transit service improvements. It is clear that local government engagement sessions in the Capital Region show widespread support and reinforce the need for expanded transit service. Proposed service improvements are ranked using a range of criteria including population served, potential ridership and impact on service reliability.

BC Transit is actively working towards the goal of achieving a 100% zero emission fleet by 2040. The CNG transition is nearing the tail end of its investment activity, and planning for the next phase of battery electric bus deployments is well underway. In 2022 the first 10 heavy duty battery electric buses deployed in Victoria, with plans to begin purchasing only electric buses in all fleet classification by 2028. Electrification transition planning is also underway to identify the opportunities and constraints associated with a rollout across the province. A change of this magnitude to the provincial fleet will have a significant impact on business, and in particular, the 3 year expansion planning process.

One of the key challenges that BC Transit will face in the coming years will be a higher probability that demand for expansion vehicles will exceed the availability in select fleet categories. More advanced lead times will be required for procurement and delivery of buses, and bus orders will need to be strategically timed in order to align with our deployment plans. While every effort will be made to align bus orders with demand, some expansion initiatives may be impacted by the limited availability of certain vehicle types. Despite these challenges, BC Transit will continue to work with our local government partners to identify and develop expansion priorities, and to align our expansion initiatives with our overall fleet procurement plans.

Despite a reduction in ridership due to COVID-19, it is anticipated ridership will continue to increase and stabilize over time. BC Transit recommends pursuing 20,000 hours of expansion in 2022/23 to pursue key expansion priorities, accommodate ridership growth on higher performing

routes within the transit system, and to ensure a more comfortable and reliable journey for passengers post pandemic.

The following table summarizes the general expansion initiatives identified for the VRTS, along with high level costing based on the hourly rates of the system. Confirmation of this general level of investment and intent to commit to the expansion and associated budget is required to request funding from the Province to implement service expansion.

**Expansion Initiatives Agreement**

Confirmation of expansion plans for 2022/23-2024/25 is required at this time to:

- Ensure expansion initiatives submit/ed by BC Transit as part of the provincial service planning process are aligned with the expectations of the Commission
- Attain a commitment from the Commission necessary for BC Transit to proceed with the procurement and management of resources necessary to implement any proposed expansion (bus purchases to support service expansion)
- Allow staff to develop the Three-Year Service and Financial Strategy for inclusion in the Commission’s annual budget presented in November.

PROPOSED EXPANSION INITIATIVES						
AOA Period	In Service	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2022/23	January	20,000	0	\$390,600	\$2,320,000	\$1,193,960
		<b>Description</b>	Annual service increase.			
2023/24	September	20,000	0	\$502,200	\$2,420,000	\$1,150,660
		<b>Description</b>	Annual service increase.			
2024/25	September	20,000	6	\$595,200	\$2,974,563	\$1,574,183
		<b>Description</b>	Annual service increase.			

**RECOMMENDATION**

It is recommended that the Commission:

- a) **APPROVE** BC Transit to include 20,000 service hours as part of the provincial funding request to the Ministry of Transportation and Infrastructure for future service expansion.

Respectfully,

Lisa Trotter

Senior Manager, Government Relations

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**SUBJECT: 2022 Victoria Regional Transit Commission Meeting Schedule**

**PURPOSE**

This report provides the Victoria Regional Transit Commission (the “Commission”) with meeting schedules for 2022 for **APPROVAL**.

**BACKGROUND**

The Commission’s purpose, as defined by Section 25 of the *British Columbia Transit Act*, is:

- To represent the regional transit service;
- To prepare plans and set service, fares and performance standards, in consultation with municipal officials and the public;
- To review and make recommendations to BC Transit on operating and capital budgets;
- To recommend the gas tax amount to government and prescribe the property tax to cover the Commission contribution amount, and maintain a fund for that purpose.

The Commission’s meeting schedule was reviewed to ensure it aligns with this purpose.

**DISCUSSION**

The attachment outlines the meeting schedules for 2022. Note that the final approved meeting this year is scheduled for November 9, 2021.

**RECOMMENDATION**

It is recommended that the Commission **APPROVE** the 2022 meeting schedule.

Respectfully,

Lisa Trotter  
Senior Manager, Government Relations

All meetings are from 9:00 a.m. to noon unless noted otherwise.

DATE	FOR APPROVAL	FOR INFORMATION
February 22, 2022 4th Tuesday	<ul style="list-style-type: none"> <li>• 2022/23 Base Budget &amp; Tax Regulation, Annual Service Plan and Tax Requisition</li> </ul>	<ul style="list-style-type: none"> <li>• Financial and Performance Summary: Q3 YTD</li> <li>• Operations Update               <ul style="list-style-type: none"> <li>○ Winter 2022 implementation</li> </ul> </li> <li>• Draft Three Year Service and Financial Strategy</li> <li>• Planning Update               <ul style="list-style-type: none"> <li>○ Spring 2022 Service Summary</li> <li>○ Ongoing/upcoming plans</li> <li>○ Capital/infrastructure update</li> </ul> </li> <li>• ATAC Minutes</li> </ul>
Optional: March 15, 2022 3rd Tuesday		<ul style="list-style-type: none"> <li>• Optional if further discussion/decisions required based on final provincial budget outcomes</li> </ul>
May 10, 2022 2nd Tuesday 12-4pm		<ul style="list-style-type: none"> <li>• Strategic Workshop</li> </ul>
June 15, 2022 3 <sup>rd</sup> Tuesday	<ul style="list-style-type: none"> <li>• 2021/22 Annual Performance Results</li> <li>• Three Year Service and Financial Strategy</li> <li>• Local Area Transit Plan</li> </ul>	<ul style="list-style-type: none"> <li>• Operations Update               <ul style="list-style-type: none"> <li>○ Spring 2021 implementation</li> <li>○ Canada Day, other events</li> </ul> </li> <li>• Planning Update               <ul style="list-style-type: none"> <li>○ Summer and Fall 2022 Service Summaries</li> <li>○ Ongoing/upcoming plans</li> <li>○ Capital/infrastructure update</li> </ul> </li> <li>• ATAC Minutes</li> </ul>
September 13, 2022 2nd Tuesday	<ul style="list-style-type: none"> <li>• 2023 Commission Meeting Schedule</li> </ul>	<ul style="list-style-type: none"> <li>• Financial and Performance Summary: Q1 YTD</li> <li>• Preliminary outlook on expansion budgets</li> <li>• Operations Update               <ul style="list-style-type: none"> <li>○ Summer and Fall implementation</li> </ul> </li> <li>• Planning Update               <ul style="list-style-type: none"> <li>○ Winter Service Summary</li> <li>○ Ongoing/upcoming plans</li> <li>○ Capital/infrastructure update</li> </ul> </li> </ul>
November 8, 2022 2nd Tuesday		<ul style="list-style-type: none"> <li>• Financial and Performance Summary: Q2 YTD</li> <li>• Draft 2023/2024 Base Budget</li> <li>• Draft Annual Service plan</li> <li>• 10 Year Vision</li> <li>• Operations Update</li> <li>• Planning Update               <ul style="list-style-type: none"> <li>○ Ongoing/upcoming plans</li> <li>○ Capital/Infrastructure update</li> </ul> </li> <li>• ATAC Minutes</li> </ul>

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**SUBJECT: POST SECONDARY STUDENT TRANSIT ADVISORY COMMITTEE**

**PURPOSE**

This report provides details of an approved Student Transit Advisory Committee through a motion arising from the June 8, 2021 Victoria Regional Transit Commission Meeting. The motion directed staff to bring forward membership for the student advisory committee to a future meeting. The proposed membership for a new committee is provided to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

**BACKGROUND**

At the June 8, 2021 VRTC meeting the Commission approved the Student Advisory Committee with the following provisions:

- i) the terms of reference be sent to the student body for review
- ii) the student representation be brought forward at a later date
- iii) the minutes from the committee be submitted to the Commission for review and approval, and that;
- iv) BC Transit reach out to School Districts about their possible participation in the future.

The terms of reference has been distributed to the student body for review and will be finalized and adopted at initial committee meeting (s). The student representation has been discussed with the students and been amended to reflect their proposed membership.

**NEXT STEPS**

The key benefits of a student led advisory committee are to ensure post-secondary students that represent a large portion of ridership and revenue can advise on ways to improve transit for students and therefore improve the customer experience and increase ridership. Staff will continue to work with student representatives to further develop a terms of reference for the Student Transit Advisory Committee and schedule meetings to align with the Victoria Regional Transit Commission meetings to receive minutes.

<b>Agency/Group</b>	<b>Title</b>	<b>Representative</b>	<b>Role</b>
<b>UVSS</b>	Director Campaigns and Community Relations		Member
<b>CCSS</b>	External Executive Camosun College Student Society		Member
<b>RRUSA</b>	Coordinator Student Engagement		Member
<b>GSS</b>	Member appointed by GSS Board		Member
<b>Stakeholder Groups</b>	TBD		As needed

<b>BC Transit</b>	Senior Manager Government Relations	Non-Voting Member
<b>BC Transit</b>	Senior Transportation Planner	As needed
<b>BC Transit</b>	Executive Assistant	Administrative Support

**RECOMMENDATION**

It is recommended that the Commission **APPROVE** the Student Transit Advisory Committee comprised of post secondary representation to advise the Commission.

Respectfully,

Lisa Trotter  
Senior Manager Government Relations

Attachment: June 8, 2021 Staff Report

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**SUBJECT: POST SECONDARY STUDENT TRANSIT ADVISORY COMMITTEE**

**PURPOSE**

This report provides details of a proposed Post Secondary Student Transit Advisory Committee through a motion arising from the February 23, 2021 Victoria Regional Transit Commission Meeting. The motion directed staff to bring options for an Educational Advisory Committee to a future meeting. The proposed format for a new committee is provided to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

**BACKGROUND**

In 1999, students at Camosun College and the University of Victoria approved their participation in the U-Pass program by referendum. The U-Pass agreements were then developed with BC Transit and the program officially began in 2001. The U-Pass agreements were developed with the following primary objectives: provide a lower cost sustainable transportation option for students; general reduction of automobile use to relieve traffic congestion and pollution; easing traffic congestion and automobile parking demands at the post-secondary institutions and surrounding area; support provincial and regional environmental objectives; and to increase transit ridership. Subsequently, Royal Roads completed the same steps to offer the program to their students in 2011.

In February of 2015, the Commission passed a resolution to engage BC Transit to undertake a review of the Commission representation to look at including post-secondary students and expanded membership for Westshore communities based on population. It was determined legislative change would be required by the Province of British Columbia in accordance with the BC Transit Act to include non-elected officials as voting members. The VRTC expanded membership to include an additional member to represent the Westshore and amended the Charter to include a non-voting student member rotating between the University of Victoria and Camosun College

On February 23, 2021, a motion was brought on behalf of post-secondary students that the Commission Chair write a letter to the Minister of Transportation and Infrastructure requesting the student seat on the Victoria Regional Transit Commission be made into a voting seat. A motion was approved directing staff to bring forward options for an educational advisory committee with the purpose of providing insights on the needs and experience of post-secondary students.

**DISCUSSION**

An existing committee structure already exists with the VRTC. The Commission established the Accessible Transit Advisory Committee (ATAC) in 2002 with the purpose to provide feedback to the Commission on the transit experience for those with accessibility challenges. This advisory committee has been running successfully for many years, and has been fundamental in providing insights that support decision-making.

As part of this analysis, how other urban transit systems solicit post-secondary student input was explored. The City of Toronto Board oversees the matters of policy, planning, and operation of the Toronto Transit System. The board consists of six elected officials and four



citizens. The appointment of the Board is at the direction of council in the City of Toronto, and funding is provided by the municipality. Similar to the Victoria Regional Transit Commission they have an advisory committee for accessible transit. There is currently no student advisory committee.

The City of Ottawa is governed by a Transit Commission consisting of eight elected officials and four citizen members appointed by City Council. They have joint and sub committees and appointments are made by council. Transit is a component of the transportation committee and the citizen members are non-voting. The Commission recommends transit service levels, fares, and budget to council for approval and funding is provided by the City of Ottawa.

The Metro Vancouver area transit is governed by the Mayor's Council and members include representatives of the area municipalities. Translink is the transportation authority, and funding is provided through municipal and provincial taxation, motor fuel tax, hydro levy, fares, and advertising. There is currently no student advisory committee and post-secondary students are engaged through regular stakeholder engagement including surveys, online engagement, and on site engagement.

After reviewing the governance and committee structures for these transit agencies, the Commission could endorse the creation of a Post-Secondary Student Transit Advisory Committee in similar fashion to a committee of council, and operate as the ATAC committee currently operates. Comprised of representatives from each of the post-secondary institutions with UPass programs, members would meet a minimum of twice a year to provide insights regarding post-secondary student experiences on transit, and areas for continued improvements to best meet the needs of this demographic.

In addition, the Student non-voting representative is able to bring forward items from the advisory committee in the student update portion of the VRTC meeting agendas. The VRTC Charter established non-voting membership be rotated between University of Victoria and Camosun College annually. Royal Roads University has been an UPass post-secondary institution since 2011 and represents the Westshore post-secondary community. As such, it is recommended the Commission consider amending the VRTC Charter to include Royal Roads University as part of the non-voting student rotation on the Commission.

A Draft Terms of Reference is attached for consideration, and to support collaborative discussions with the student representatives on the development of a final terms of reference.

The key benefits of a student led advisory committee are to ensure post-secondary students that represent a large portion of ridership and revenue can advise on ways to improve transit for students and therefore improve the customer experience and increase ridership. The challenges in having a post-secondary student advisory committee are the increased pressure on time of staff to prepare for meetings, minute meetings, and facilitate coordination and orientation with the students.

## **NEXT STEPS**

Staff will work with student representatives to further develop a terms of reference for the Post-Secondary Student Transit Advisory Committee and schedule meetings to align with the Victoria Regional Transit Commission meetings to receive minutes.

The development of a Post-Secondary Student Transit Advisory Committee involves the following phases:

1. Develop a terms of reference for advisory committee to define purpose, mandate and scope in collaboration with post-secondary student representatives
2. Committee Chair will be the non-voting VRTC member
3. Establish meeting schedule to align with VRTC meeting schedule
4. BC Transit staff to provide meeting minutes and staff representation
5. Representative of the member agencies are outlined in the table below

Agency/Group	Title	Representative	Role
<b>UVSS</b>	Director Campaigns and Community Relations		Member
<b>CCSS</b>	External Executive Camosun College Student Society		Member
<b>RRUSA</b>	Coordinator Student Engagement		Member
<b>Stakeholder Groups</b>	TBD		As needed
<b>BC Transit</b>	Senior Manager Government Relations		Non-Voting Member
<b>BC Transit</b>	Senior Transportation Planner		As needed
<b>BC Transit</b>	Executive Assistant		Administrative Support

**RECOMMENDATION**

It is recommended that the Commission **APPROVE** the non voting student rotation be amended to include Royal Roads University, and;

It is recommended that the Commission **APPROVE** the Student Transit Advisory Committee comprised of post secondary representation to advise the Commission on their priorities based on their contribution to UPASS revenue.

Respectfully,

Lisa Trotter  
Senior Manager Government Relations

Attachment: DRAFT Terms of Reference

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**SUBJECT: OPERATIONS UPDATE**

**PURPOSE**

This update on the operating activities in the Victoria Region is provided to the Victoria Regional Transit Commission (the “Commission”) for **INFORMATION**.

**SUMMARY**

**Spring Schedule**

Service reliability fell below target for much of the Spring schedule. While still sustaining a high level of service throughout, a correlation was observed in the increased number of complaints related to “Lack of Service” when scheduled service delivery dropped below 99.4%. Nearly half of the missed service was as a result of Operator availability due to the increased operator requirement for the Spring schedule, combined with attrition exceeding recruitment. This was only amplified by other factors including an increase of time lost during vaccinations.

Despite this, the average number of reported pass-ups declined from the Winter schedule. The average number of pass-up occurrences per month was 110 with an average of 34 passengers impacted per day; down 34%. Less than 5% of trips reached capacity during the Spring schedule; only a slight increase from the winter schedule.

On-time performance continues to outperform the previous two years hovering at around 60%. The increased volume of traffic on the road has seen a slight shift in the number of buses running beyond the three minute parameter for late arrivals.

**Summer Schedule**

Over the last three weeks we have experienced a steady improvement in performance indicators. Scheduled service delivery returned to above target in the last week. This correlated with a steady decline in complaints related to lack of service. On-time performance continues to hover around 60% but has been noticeably impacted by the increased volume of traffic.

On July 1<sup>st</sup>, in alignment with the Province’s move to Step 3, BC Transit increased capacity on board our buses to a full seated load with standees up to the retreated redline and masks are now recommended. Our team of Transit Operators and Supervisors have handled the transition to Step 3 with professionalism and minimal incident.

**Fall Schedule**

Our focus remains on preparing for the Fall schedule and the return of post-secondary schools in full session. New running times have been incorporated into the Fall schedule in support of improving schedule reliability. With retirements most prevalent in June and August, we are working with our team in People & Culture to support recruitment efforts to support service reliability. While recruitment is posing a challenge across the industry, finding a way to increase our numbers throughout the Fall schedule will be important to not only maximize the availability of flexible service, but also meet the required support for any expansion initiatives in January. Recruitment campaigns will continue throughout the Summer and Fall in support of this objective.

**RECOMMENDATION**

It is recommended that the Commission receive this report for **INFORMATION**.

Respectfully,

A handwritten signature in blue ink, appearing to read 'K Schubert', is written in a cursive style.

Kevin Schubert  
General Manager, Victoria Operations

## **SPRING SERVICE SUMMARY**

### **Conventional Transit Service** April 6 to July 4, 2021

- 99.40% of scheduled service delivered
  - 0.47% of cancellations due to Operator Availability
  - 0.10% of cancellations due to Bus Availability
  - 0.03% of cancellations due to On Road Conditions (ie. Congestion, Construction)

### **Custom Transit Service** April 1 – June 30 2021

- 43,782 Total trips delivered
  - Prior year 17,750
- 99.1% Requested trips delivered
  - Prior year 98%
- 0.12% Unmet trips (Total of 52 trip)
  - Prior year 0.43%
- 1.5 Rides per hour
  - Prior year .49
- 0.31% Taxi Supplement (142 total trips)
  - Prior year 0.002% (19 total trips)

### **Customer Service** April 2021 – June 2021

- 987 complaints vs 1,009 last year
  - April 321 vs 239 for the same period last year
  - May 320 vs 341 for same period last year
  - June 346 vs 429 for the same period last year
- 111 schedule adherence complaints
  - Average 37/month vs 33/month for the same period last year
- 70 Lack of Service complaints vs 50 for the same period last year
- 159 customer pass up complaints
  - Average 53/month vs 45/month for the same period last year
- 8 overcrowding vs 21 for the same period last year

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**SUBJECT: Proposed ATAC Charter Revisions**

**PURPOSE**

To present to the Victoria Regional Transit Commission (the “Commission”) proposed changes to the Accessible Transit Advisory Committee (ATAC) Charter **for APPROVAL**.

**BACKGROUND**

The last version of the ATAC Charter was approved by the Commission in September 2017. Since that time, ATAC has experienced both changes in membership and the way in which the Committee conducts its meetings. It has become apparent to the current ATAC members that the ATAC Charter requires updating to reflect how the business of the committee has changed in the last four years.

As it is good governance to review the guiding documents of the committee on a regular basis, proposed changes to the Charter have been reviewed and accepted by the ATAC at their meeting on June 11, 2021. This report, and the attached draft of the Charter, outline the proposed changes.

**DISCUSSION**

There are three areas of the Charter with proposed changes for the Commission’s consideration:

1) Appointment Process, Composition and Term

**A.** Reduce minimum number of committee members to seven (7) from nine (9) and include a maximum number of four (4) consecutive 2 year terms.

While committee members agreed that nine (9) members was optimum, allowing for seven (7) members would provide flexibility to continue the work of the committee during years when qualified applications were in short supply and still allow for robust discussion to support sound feedback to the Commission. Allowing committee members to serve a maximum of eight (8) consecutive years, will allow the committee to be agile and responsive to the changing community with new members who represent different accessibility challenges.

**B.** Improve the application process by requiring applicants to include a letter of endorsement from a current/former employer or a relevant community organization that supports their application and the specific community they represent.

**C.** The current Charter requires the ATAC Chair and Vice-Chair be designated by the Commission Chair. The ATAC has requested that the Vice-Chair be appointed by the

Committee on an annual basis for the purpose of serving as the Chair when the Chair is absent.

2) Meeting Attendance and Frequency

**A.** The current Charter does not require members to attend a minimum number of meetings per year. Unfortunately, this affects quorum and the committee loses the participation and insight of a valued member. Adding that a committee member cannot miss more than two (2) meetings in a calendar year and provisions for what happens if this occurs will improve the commitment of each member of the ATAC.

**B.** ATAC was no different from almost every other entity that had to make adjustments and pivot the way it conducted its business during the COVID-19 pandemic. During the last 18 months, ATAC meetings were held virtually. This meeting platform worked well, and as a result, the committee recommends that:

- A virtual meeting attendance option be listed in the ATAC Charter; and,
- Committee members need to have the capability to attend virtually if the committee should choose to meet virtually exclusively.

This addition will provide flexibility to committee members and potentially increase attendance at meetings and the number of applicants for the committee.

3) Housekeeping

**A.** Change reference to Chief Operating Officer to General Manager, Victoria Operations

**B.** Item 9. - Add: "Supplemental Attendees will be invited by the Chair to attend all or part of any meeting."

**C.** New Item 11 – The ATAC Charter will be reviewed by the committee once every two (2) years. Any proposed changes will be brought to the VRTC for their consideration.

## OPTIONS

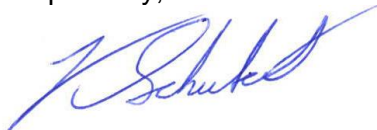
The Commission may choose to:

- 1) NOT accept any of the proposed changes;
- 2) Accept SOME of the proposed changes;
- 3) Submit their own changes to the ATAC Charter; or,
- 4) Accept ALL of the proposed changes.

## RECOMMENDATION

It is recommended that Option 4, ALL the proposed changes to the ATAC Charter, be APPROVED.

Respectfully,



Kevin Schubert  
General Manager, Victoria Operations

# ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

## CHARTER

### Proposed Charter Amendments - June 2021

*Red text notes proposed changes*

*Highlighted text notes proposed additions*

#### PURPOSE

The purpose of the Accessible Transportation Advisory Committee (ATAC) is to provide advice to the Victoria Regional Transit Commission (VRTC) and BC Transit related to the application of recognized accessibility standards to the Victoria Region. This includes planning, projects, policies and guidelines to ensure persons with disabilities can safely access and utilize transit services.

#### OPERATING PRINCIPLES

**Appointment Process, Composition, and Term** – Members are appointed by the VRTC for a 2-year term, through a publicly-advertised application process administered by BC Transit. The Committee shall consist of **seven (7)** to a maximum of eleven (11) members. **Committee members can apply for re-appointment up to 3 times or for a total of 8 consecutive years.**

**Selection Criteria** for ATAC members shall include, but not be limited to, the following criteria:

- a user of the Victoria Regional Transit System (and/or handyDART system);
- a person with a physical, sensory, cognitive, or mental disability;
- a person aged 16 years or older;
- a parent, guardian or caregiver of a person with a disability;
- a person who is/was employed in a vocation that provided rehabilitation, instruction, education, training, advocacy management and/or the care of either seniors or persons with disabilities.

**Applications must include a letter of endorsement from a community organization or a current or former employer which identifies their experiential knowledge of accessibility issues.**

**Applicants** who are nominated for committee membership by a specific organization or agency are required to present a nomination letter from that organization or agency. A selection committee will review applications and forward a recommendation to the VRTC for approval. The selection committee shall consist of the ATAC Chair and the **General Manager of Victoria Operations** or designate.

- 2. Chair and Vice Chair** – The Chair of the ATAC shall be designated by the Commission Chair. **The Vice Chair will be selected by the ATAC Committee through an in-camera process at the first meeting following the annual appointment of committee members.** If the ATAC Chair is absent from any meeting, the Vice Chair of the ATAC shall preside and have all the powers of the Chair. **In the event that the Chair can no longer perform their duties on an ongoing basis, the Commission Chair shall designate a new Chair.**
- 3. Quorum** – The presence of the majority plus one (1) of the ATAC members shall constitute a quorum. In the event any ATAC Member declares a conflict of interest with respect to any one or more matters under consideration by the ATAC, the presence of at



least the majority plus one (1) member shall constitute a quorum with respect to any recommendation(s) made with respect to such matter or matters.

4. **Conflict of Interest** – Every Committee member of the ATAC must act honestly and in good faith. Decisions should not be influenced in any way, or appear to be influenced in any way, by the opportunity for personal gain and/or conflicting obligations owed to other organizations. Where a member of the ATAC is in conflict of interest(s), such person shall declare the conflict(s) at the beginning of each committee meeting and abstain from voting on related matter(s).
5. **Voting** – Each member of the ATAC shall have one (1) vote on each motion. A matter put to a vote at a meeting of the ATAC shall be decided by a majority of the votes cast. In the case of a tie vote among the members, the Chair will not have an additional deciding vote and the subject matter shall not resolve.
6. **Agenda** – BC Transit, in consultation with the Chair, will provide notices, agendas and minutes of each meeting. Agendas will be distributed in advance of Committee meetings.
7. **Frequency of Meetings** – The ATAC will meet at the discretion of the Chair, but not less frequently than four (4) times each year. Meetings may be held in person or virtually at the discretion of the Chair.
8. **Member Attendance** – Committee members must be able to attend meetings both in person or virtually and should be comfortable using virtual meeting platforms. If a member misses more than two meetings (either virtually or in person) in a calendar year, their position on the committee may be declared vacant at the discretion of the Chair. Members are expected to apprise themselves of decisions taken at meetings they are unable to attend, so they can come prepared to the next meeting.
9. **Supplemental Attendees** – Any person who may possess information that would be useful to the ATAC in carrying out its duties may be invited by the Chair to attend any meeting of the ATAC. The Chair may invite Supplemental Attendees to attend all, or part, of any meeting.
10. **Staff Liaison and Invited Stakeholders** – The General Manager of Victoria Operations, or designate, is the primary staff liaison for the Committee. The handyDART transit management company manager, or designate, and BC Transit Travel Training Consultant shall be standing invited stakeholders to each ATAC meeting.
11. **Charter Review** – The ATAC Charter will be reviewed by the committee once every two (2) years. Any proposed changes will be brought to the VRTC for their consideration.
12. **Effective Date** – This Charter takes effect on the date it receives formal approval by the VRTC.

# ACCESSIBLE TRANSPORTATION ADVISORY COMMITTEE

Video/Conference Call (Teams), 520 Gorge Road East

## MINUTES (Unapproved)

For June 11, 2021, 10:30am – 12noon

**In attendance:** D. Monsour (Chair), S. Jennings, J. Robertson, K. Highsted, B. Pratt, M. Kang (Supplemental Committee Member)

**Regrets:** L. Collett, S. Sowdon (Supplemental Committee Member)

<b>1</b>	<b>Call to Order at 10:30am</b>		Chair
<b>2</b>	<b>Confirmation of Quorum</b> <u>6 voting members:</u> Don Monsour, Suzan Jennings, Jan Robertson, Isabel Sommerville, Barney Pratt and Kelsey Highsted <u>Staff and Supplemental Members:</u> Christopher Welch (HandyDART), Mohan Kang, Danielle Harricot (BCT Staff) and Kelli-Ann Armstrong (BCT Staff)		Chair
<b>3</b>	<b>Approval of the Agenda</b> Motion: B. Pratt 2 <sup>nd</sup> : S. Jennings - Carried	Approval	Chair
<b>4</b>	<b>Approval of Minutes from December 11, 2020</b> Motion: I. Sommerville 2 <sup>nd</sup> : K. Highsted - Carried	Approval	Chair
<b>5</b>	<b>Chair's Remarks</b> Welcome Everyone.		Chair
<b>6</b>	<b>Business Arising from Previous Meeting</b> <ul style="list-style-type: none"><li>- Kelli-Ann will email the three (3) questions from Ryan Drake's presentation to committee members (COMPLETED)</li><li>- ATAC Charter - Kelli-Ann will draft amendments for discussion at the next meeting (To be discussed under New Business)</li></ul>		
<b>7</b>	<b>Standing Items</b> <u>HandyDART Report</u> <ul style="list-style-type: none"><li>• Reported statistics for info to committee for January – March 2021 (since last ATAC meeting)</li><li>• Reported that while total ridership is still approximately 50% from 2019, starting to see an increase in ridership (80% increase in March 2021 compared to March 2020)</li><li>• Reported there was some missed service in Q1, but that is improving as well (Jan 2021 – 7, Feb 2021 – 8 and Mar 2021 - 5)<ul style="list-style-type: none"><li>○ Also seeing this trend improving in Q2</li></ul></li><li>• On time performance average 92.5% in Q1</li><li>• Questions and Comments from Committee:</li></ul>	For Info	<ul style="list-style-type: none"><li>• Christopher Welch – Project Manager (First Group) HandyDART</li></ul>



	<ul style="list-style-type: none"> <li>- Kelli-Ann Armstrong advised that the work of the Committee must be within the Charter that is approved by VRTC, and that ATAC is first and foremost an advisory committee</li> <li>- Committee members committed to scheduling a meeting in July to discuss committee's goals and to get to know one another's interests and skill sets</li> </ul>		
	<p><u>Review of Proposed Changes to ATAC Charter</u></p> <ul style="list-style-type: none"> <li>- Committee members reviewed the proposed amendments to the Charter that were included in the agenda package</li> <li>- All proposed changes were accepted by the Committee, with the addition of: <i>Charter will be reviewed every 2 years or as required</i></li> <li>- Moved by S. Jennings / Seconded by B. Pratt that the Committee accept the revisions to the ATAC Charter as presented – Carried</li> </ul>	For Discussion and Approval	<ul style="list-style-type: none"> <li>▪ Kelli-Ann Armstrong, Service Delivery Manager, VRTS BCT</li> </ul>
9	<p><b>Review of Action Items from Current Meeting</b></p> <ul style="list-style-type: none"> <li>○ K. Highsted and Kelli-Ann Armstrong will discuss parameters of a survey for committee members to complete in preparation for a goal setting meeting in July</li> </ul>		
10	<p><b>Adjournment</b>  Motion: B. Pratt ; 2<sup>nd</sup>: S. Jennings  Meeting adjourned 11:52am</p>		

**SUBJECT: PLANNING UPDATE**

**PURPOSE**

This update on transit planning activities in the Victoria Region is provided to the Victoria Regional Transit Commission (the “Commission”) for **INFORMATION**.

**SERVICE CHANGES**

**Fall 2021 Seasonal Service Change (Effective September 6, 2021)**

With a return to in-person learning for post-secondary institutions and a further resumption of normal activities in the region, services have been scheduled based on anticipated demand and service will be added to meet increased needs in the Victoria Regional Transit System as required.

This change will provide increased service over and above the current summer-level service in the Victoria Regional Transit System, and includes additional trips implemented on a number of routes serving the University of Victoria and Camosun College, as well as an increased number of trips on many routes serving the Westshore and Saanich Peninsula.

**PLANNING INITIATIVES**

Work undertaken or proposed since the last Commission meeting includes:

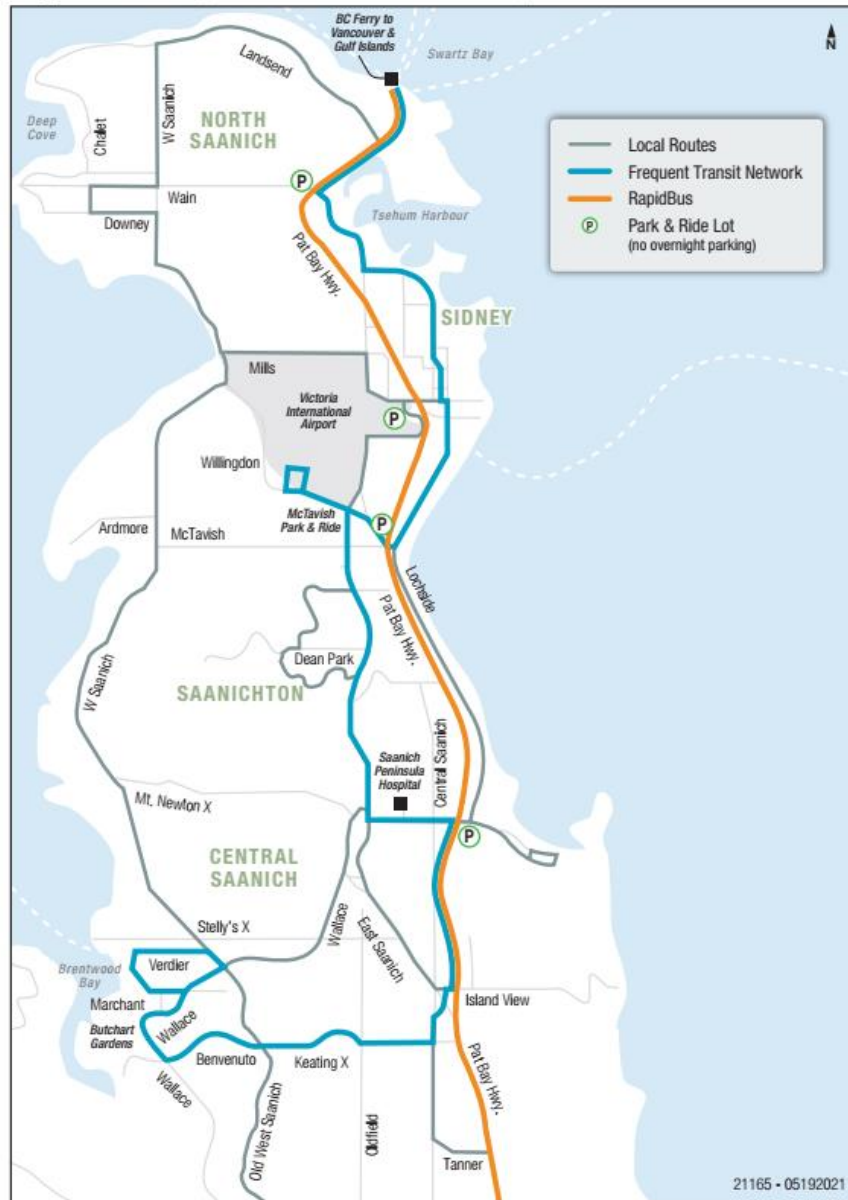
**Local Area Transit Plans**

Peninsula Local Area Transit Plan

Work on the Peninsula Local Area Transit Plan continues, with public engagement conducted from June 30 to July 28. Engagement was seeking additional feedback from the public on a number of elements including the following:

- Short-term proposed routing changes
- Service level improvement priorities
- Airport service
- Peninsula RapidBus
  - Included development of a new supporting Frequent Transit Network route on the Peninsula, connecting key origins and destinations on the Peninsula at a higher level of service while also integrating effectively with the proposed future Peninsula RapidBus Line
  - Included RapidBus routing options for Sidney
  - Included proposed infrastructure priorities such as Park & Rides and other RapidBus supportive infrastructure

## RapidBus Longer Term Network Concept



### West Shore Local Area Transit Plan Update

The West Shore Local Area Transit Plan Update process began in June. Watt Consulting Group was the successful proponent, and has been contracted to provide support on this project. Key goals for this plan include the following:

- Better aligning the transit network to recent and anticipated future development;
- Supporting the implementation of the Westshore RapidBus Line; and

- Confirming details for the April 2022 Westshore service expansion and network realignment<sup>1</sup>

### **Related Municipal Work and Transit Initiatives**

BC Transit participated in a number of local initiatives on behalf of the Commission over the last few months, including the following:

- **RapidBus Implementation Strategy** – This [strategy](#) is now complete. The strategy was made public on June 30<sup>th</sup> through a joint-release between BC Transit, the VRTC, the Province, and the Capital Regional District (CRD).
  - RapidBus is transit service that outperforms the personal automobile in speed, comfort and reliability. Over time, the RapidBus system will be implemented across several corridors to create a high capacity transit system.
  - The strategy introduces the flagship West Shore-Downtown Victoria Line in the next three years and then subsequent RapidBus lines across the region. Other possible RapidBus corridors include McKenzie and Peninsula routes, with possibilities of a long-term RapidBus service along many major roadways that connect to areas throughout the region.
  - Next steps include the formation of a committee and working group structure to support the implementation of the West Shore RapidBus Line, including staff from the Ministry of Transportation and Infrastructure (MOTI), the CRD, and all adjacent local governments. Initial meetings for these groups is planned for September 2021.
  - Public engagement is proposed for fall 2021 in collaboration with the West Shore Local Area Plan.
  - Additional details on RapidBus infrastructure-related projects are summarized in the Infrastructure Update
- **Bus Stop Improvements** – BC Transit continues to work closely with local government partners within the Victoria Region to coordinate improvements to stop configurations and layout to improve accessibility and customer experience.
- **Development Referral Process** – BC Transit receives and responds to development referrals from local governments considering rezoning and large-scale development proposals. BC Transit provides comment on opportunities for transit supportive development, improvements to transit supportive infrastructure such as bus stops and sidewalks, and provides comments on the feasibility of future transit service to the proposed development.

Planning staff have received approximately 25 development referrals since the last Commission Meeting between June and August and provided comment to five local governments.

### **SERVICE MONITORING Ridership Performance Report**

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<sup>1</sup>As indicated in the 2021/22 Annual Service Plan which was approved conceptually by the Commission in February 2021. Additional details on the April 2022 expansion and realignment will be presented to the Commission for endorsement at the November 2021 VRTC meeting.

The attached Ridership Performance Report provides information on ridership performance. It summarizes ridership over the spring 2021 service period from April 5 to June 28, 2021 and provides some evaluation of ridership trends through the period impacted by the COVID pandemic to June 28, 2021.

**RECOMMENDATION**

It is recommended that the Commission receive this report for **INFORMATION**.

Respectfully,

Levi Megenbir  
Senior Transit Planner – Work Lead

Attachment: 12b Spring 2021 Ridership Performance Report



August 10, 2021

**Attachment: Victoria Regional Transit System  
Spring 2021 Ridership Performance Report**

**1.0 Introduction**

This report compares the system-level ridership performance for the Victoria Regional Transit comparing 2019, 2020, and 2021. Further, this report provides more detailed ridership information at the route-type level for the spring 2021 service period, occurring between April 5, 2021 and June 27, 2021.

**1.1 Data**

Ridership information is collected through Automated Passenger Counter (APC) units, which are in place on over 60 per cent of the buses assigned to the Victoria Region's conventional fleet. This system counts the number of persons boarding and disembarking from a vehicle. If a person boards multiple buses in a single journey or in a specific day, this is reflected as multiple boardings.

**1.2 External Factors**

In addition to service changes, there are a number of external factors that may affect transit ridership. Some of these include fare increases, changing fuel prices, changing community economics, land use changes and major interruptions, such as the COVID-19 pandemic.

**2.0 Performance Trends**

This report presents ridership performance information at the system, sub-regional, and route-type level.

**2.1 System Level Performance Trends**

For the purposes of this report, overall system ridership has been presented weekly from since the beginning of 2019. As of March 12, 2020, when non-essential travel was discouraged, the transit system experienced a significant decline in ridership of about 75 per cent. During that time, BC Transit moved to enact measures that would support safe and reliable travel options – from the introduction of vinyl barriers to the phasing of physical distancing standards. Through the implementation of these measures and the reopening of the economy via the Province's Safe Restart Plan, BC Transit has since realized a gradual and steady return of ridership, recovering to 52 per cent in comparison to 2019 by the end of June 2021.

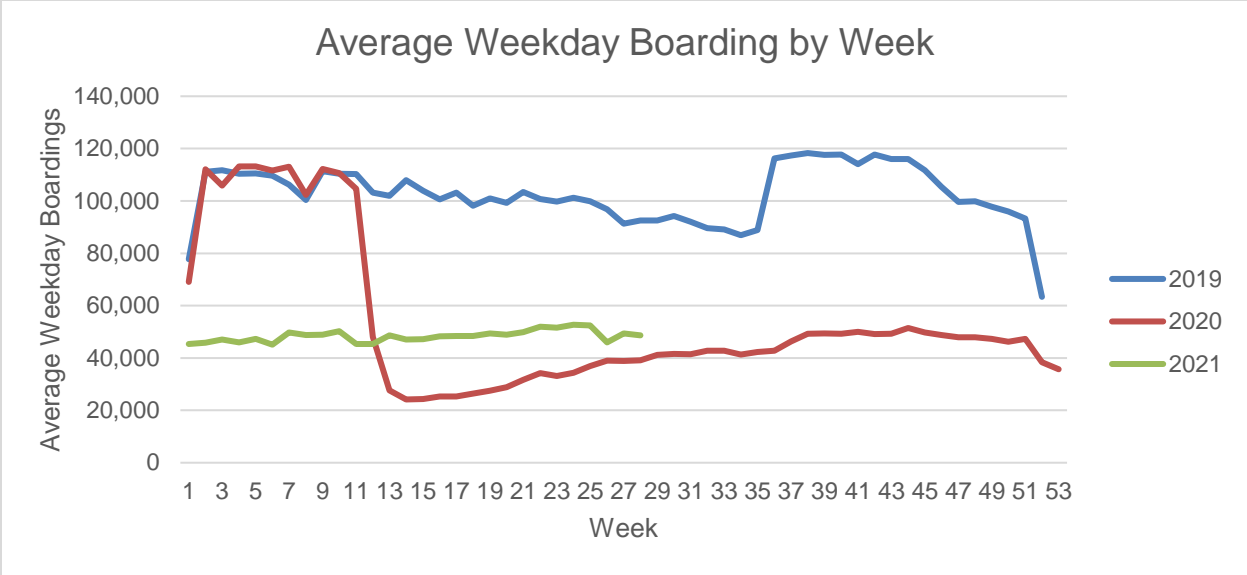


Figure 1: Victoria Average Weekday Boardings

**2.2 Route Level Performance**

For the purposes of this report, ridership has been aggregated and presented in five route-type categories for spring 2021, including Rapid Transit, Frequent Transit, Local Transit (Ridership), Local Transit (Coverage) and Targeted Transit. These route-type categories were developed originally in the [2013/14 Service Review](#), and included associated performance targets.

The red line shown on the following graphs indicates a modification of the original performance guideline for that route class, and have been adjusted to reflect the overall decrease in performance due to the COVID-19 pandemic by route class. Routes exceeding or failing to meet the modified performance targets by +25% have been flagged for monitoring, and may be considered for future corrective action.

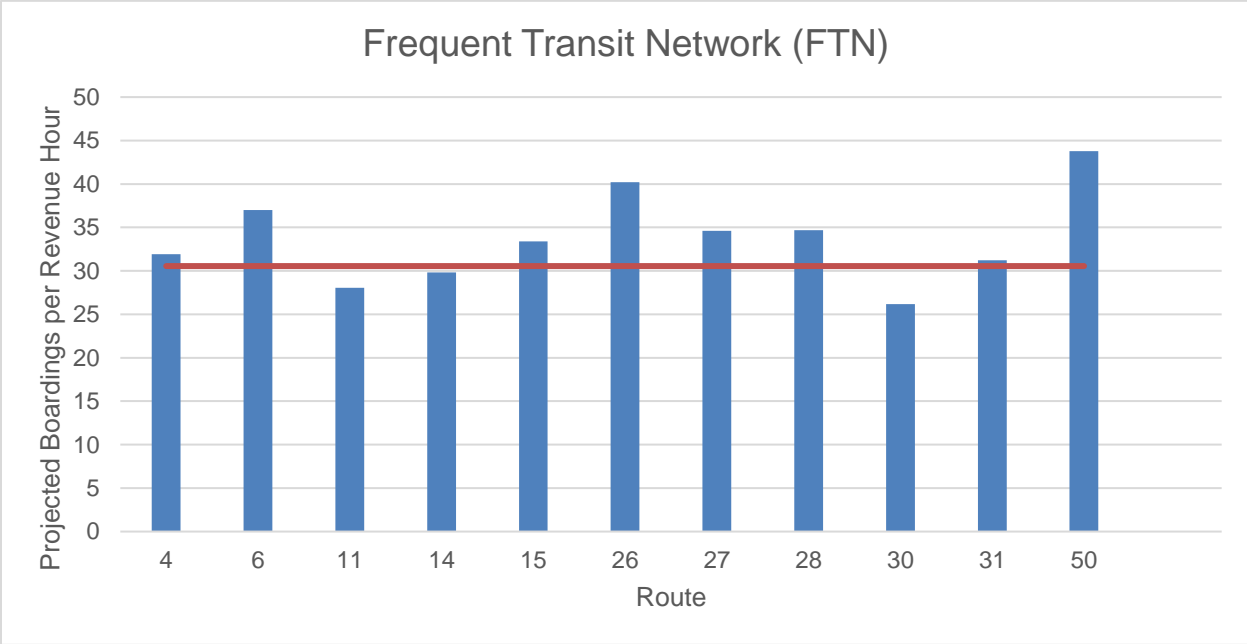


Figure 2: Projected Boardings per Revenue Hour for the Frequent Transit Network, Spring 2021

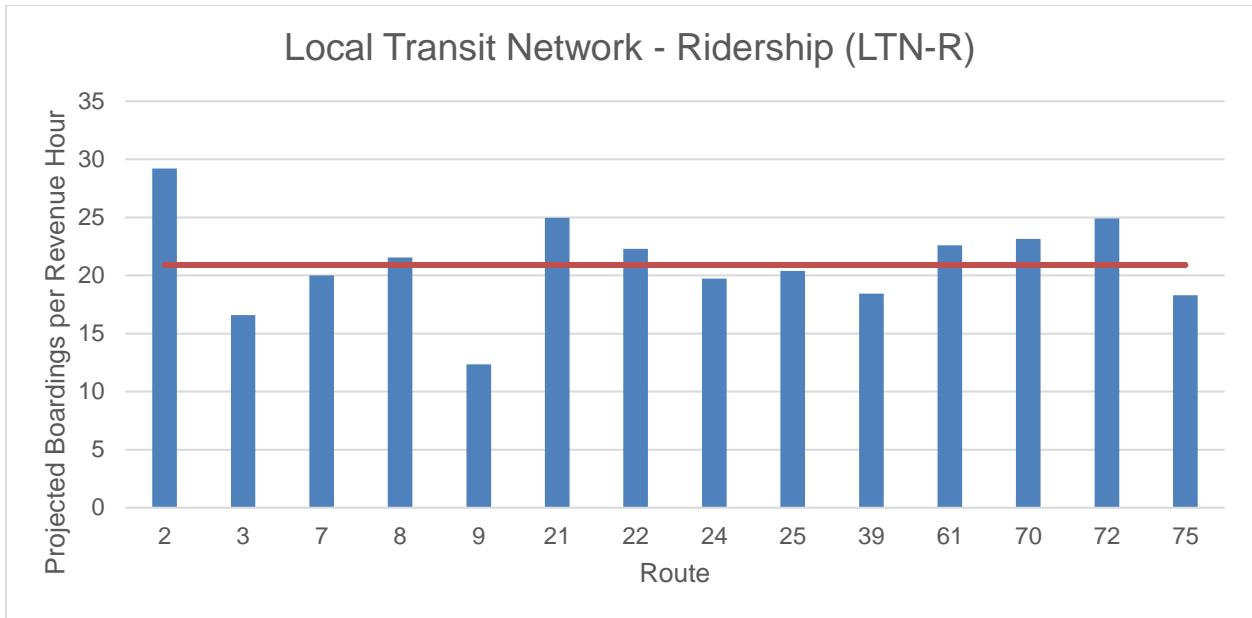


Figure 3: Projected Boardings per Revenue Hour for the Local Transit Network - Ridership, Spring 2021

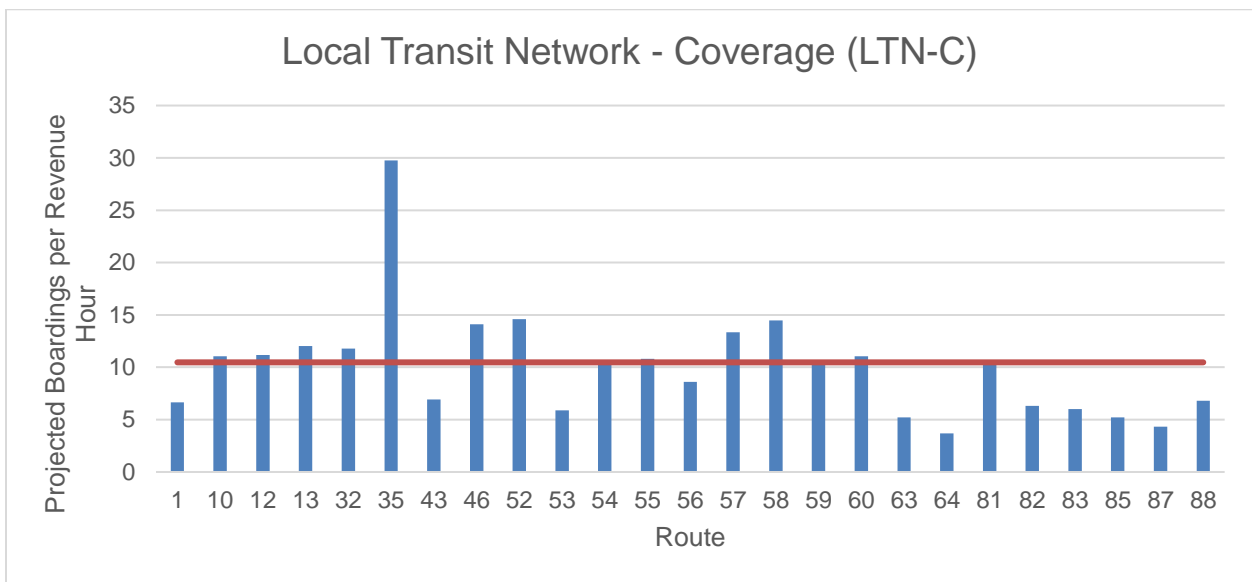


Figure 4: Projected Boardings per Revenue Hour for the Local Transit Network - Coverage, Spring 2021

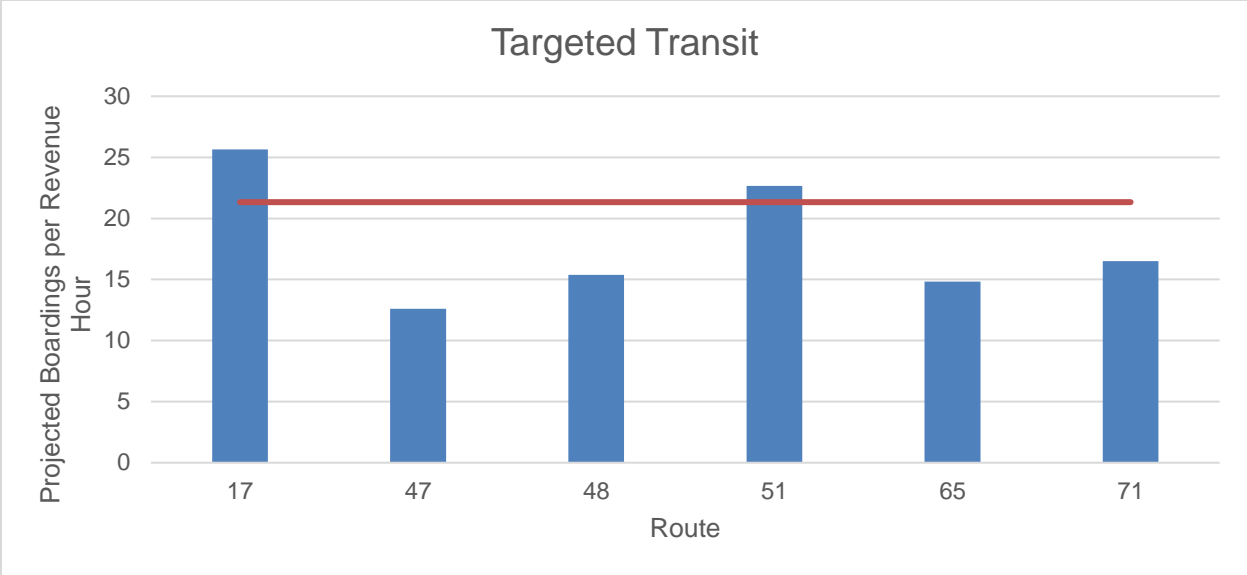


Figure 5: Projected Boardings per Revenue Hour for Targeted Transit, Spring 2021

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**SUBJECT: INFRASTRUCTURE UPDATE**

**PURPOSE**

This report on transit-related infrastructure projects in the Victoria Region is provided to the Victoria Regional Transit Commission (the “Commission”) for **INFORMATION**.

**ACTIVE PROJECTS:**

**handyDART Centre at 2401 Burnside Road**

Project planning for the new handyDART centre in View Royal continues to advance. Two early works tender packages are being prepared for site work this fall with full construction mobilization in the spring of 2022. The first will include off-site improvements including improvements to Burnside Rd, realignment of the Galloping Goose, early landscaping and the addition of two new bus shelters. The second will see the creek realignment and site grading pending receipt of Federal and provincial permit applications for the creek realignment. The Environmental Development Permit will be submitted to the Town of View Royal in late July.

The project team continues to advance discussions with Esquimalt and Songhees Nations to inform cultural recognition opportunities on site in the coming month and provide project updates as well as upcoming economic opportunities associated with the above tender packages.

The third phase of public engagement occurred July 2021 and a consultation report will be shared with the Commission in early August. Material shared included site renderings, landscaping, stormwater management, traffic management and neighbourhood integration measures.

Due to significant design challenges, site preparation works is now anticipated to commence in the fall of 2021, with full construction mobilization in the spring of 2022.

**University of Victoria Transit Exchange Refurbishment**

The University of Victoria (UVIC) issued a Request for Proposal (RFP) on June 29, 2021 for the design phase of the UVIC Exchange Refurbishment Project. The project will bring the outstanding portions of the exchange to a similar standard as Phase 1 on the opposite side of Finnerty Road. The project includes replacing bus pads, curbing and paving, new shelters, addressing pedestrian concerns, and adding designated layover bays. The project also enhances three bus stops located on Ring Road at the university.

The RFP submission deadline was July 22, 2021. UVIC is expecting to complete evaluations of the submissions collaboratively with BC Transit to be ready to enter into a contract to complete the design by early 2022 and proceed with construction in summer of 2022. Project completion is planned for September 2022. Additionally, further to terms outlined in the Project Term Sheet, BC Transit and UVIC are finalizing both a Project Agreement and a post project completion operating agreement.

## **Island Highway Priority Transit Upgrades**

A full design has been completed for the Island Highway upgrades to construct transit priority improvements along the Island Highway between the interchange with Highway 1 and 6 Mile Road and Atkins Road in the Town of View Royal, and at the Wale Road intersection in the City of Colwood. The business case for funding approval to move into construction project phase is at a final review status. Once approved an Investing in Canada Infrastructure Program funding request will be submitted to the Province.

## **PROJECTS IN PLANNING OR DEVELOPMENT**

### **Operations and Maintenance Facilities Master Plan**

BC Transit is in the process of developing an update to the 25-Year Operations and Maintenance Facilities Master Plan. The final report will be complete in late summer of 2021 and will provide a roadmap for facility investment and provide key inputs for future project business case(s) and funding application(s). The plan will support the implementation of battery electric buses, provide recommendations to advance additional operations centres and a number of improvements to modernize existing facilities.

The plan is in the process of being finalized with options being refined and evaluated through a multiple account evaluation. BC Transit has received a technical report with recommendations for a number of investments at both the Victoria \$8.7 million dollars and Langford Transit Centres \$5.6 million to modernize transit operations and improve maintenance capacity. These recommended investments include workshop space & equipment, office space, parts storage, battery electric bus charging equipment and are being programmed into the long term capital plan. Design options for a new operating centre are also continuing to be advanced.

### **Rapid Bus and Transit Priority Projects**

There are a number of transit infrastructure planning activities that support advancing transit priority and RapidBus.

- **RapidBus Stations** – An infrastructure exploration agreement is being developed to advance plans for RapidBus Stations on Douglas Street. This agreement is a precursor to a study to develop concepts and costs.
- **Westshore Transit Priority Study** – Phase 2 detail design planning will begin later this year for advancement of transit priority concepts approved in principle for Sooke Rd. and Goldstream Ave. A plan will be developed to complete detailed design process that includes retaining an engineering consultant and working with local government staff to further develop a design that is agreeable to all stakeholders, and is ready for tendering and construction.
- **McKenzie Corridor Study** - An infrastructure exploration agreement is being executed to advance plans for developing McKenzie Ave. with concepts for Transit Priority and RapidBus Stations. Procurement of planning services is underway. The study is expected to begin this fall and take approximately 18 months to complete.

### **Uptown Mobility Hub Planning**

There are two planning initiatives underway to advance the Uptown Multi-Modal Hub.

- **Transit Priority** - MOTI is advancing planning work to develop transit and active transportation priorities and improvements to serve near-term goals that will align with the future development of the Uptown site and not preclude the long-term plan. The plan includes a proposal for bus only lanes on Ravine Rd, RapidBus stations on Highway 1

and expanded bus zone capacity on Carey Rd. This plan will support BC Transit advancing long-term plans for the Uptown Transit Hub and Transit Oriented Development (TOD) opportunities.

- **Transit Oriented Development Plan** - BC Transit/MOTI have initiated a study for a preliminary concept design of a multi-modal hub with TOD. The objective is to establish a concept design to advance to Saanich, VRTC and MOTI for pre-approval. The study will include estimated costs, land implications and commercial feasibility of preferred concept design. Future steps may include a development proposal, stakeholder engagement, and preparing a business case. The project team has also had discussions with British Columbia Transportation Finance Authority (BCTFA) and TransLink on learning/lessons for TOD projects in the Lower Mainland.

### **Ministry of Transportation and Infrastructure Transit Related Projects**

There are a number of transit infrastructure initiatives that MOTI is advancing that supports the development of the Victoria Regional Transit System including:

#### **Projects**

- **Highway 14 Connie Rd to Glinz Lake Rd Realignment and Park & Ride** – The highway 14 realignment includes a new park & ride near Connie Rd and new transit stops with bus pullouts to improve safety and passenger amenities are under construction.

#### **Planning Studies**

- **Highway 1 Bus Priority Planning** – MOTI is advancing planning work along the Douglas Street/Hwy 1 Corridor to support existing BC Transit initiatives. This work includes exploring transit priority treatments that align with the BC Transit priorities identified through the Victoria Transit Future Plan and the South Island Transportation Strategy.
- **Highway 17 Transit Facilities** - MOTI is advancing planning work along the Highway 17 corridor to explore transit priority treatments to support BC Transit Initiatives also identified through the Victoria Transit Future Plan and the South Island Transportation Plan.

### **RECOMMENDATION**

It is recommended that the Commission receives this report for **INFORMATION**.

Respectfully,

Levi Timmermans  
Director, Infrastructure Management