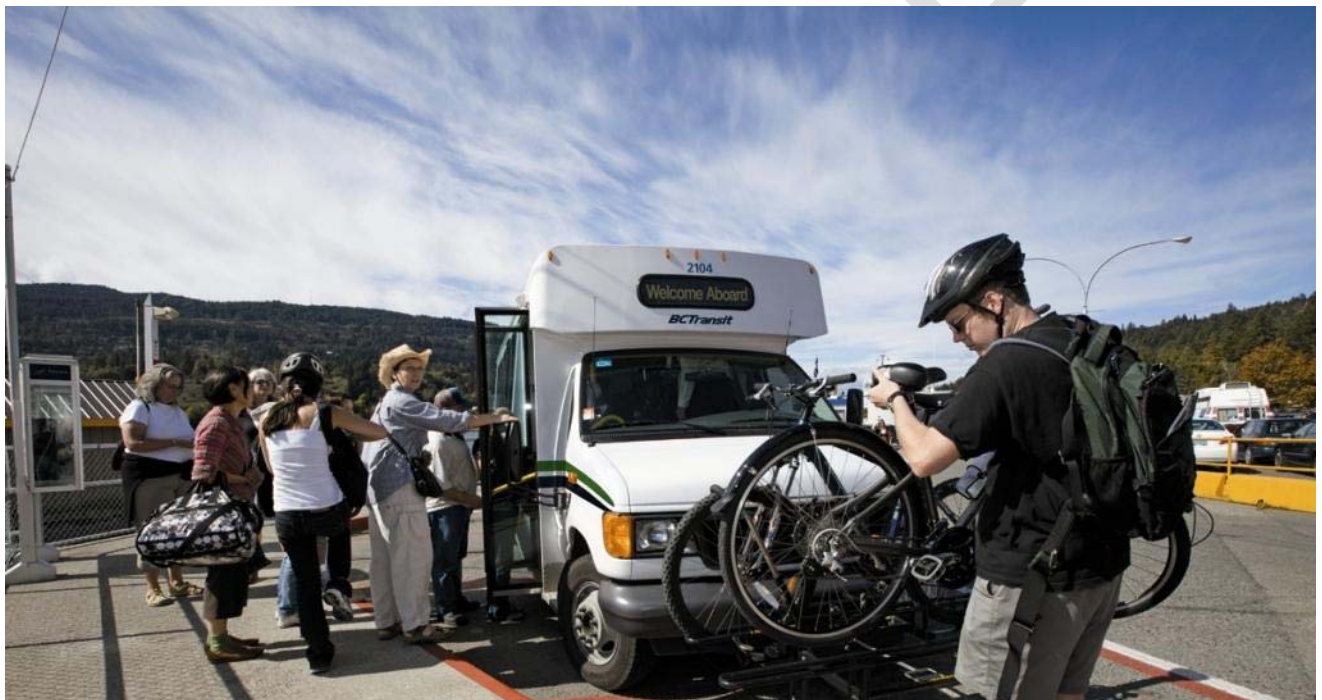


# Boundary Transit System (KHCTS)

## Short Term Service Review



Last Draft - October 18, 2011



---

## EXECUTIVE SUMMARY

To be written by the RTM, Kevin Schubert (as per Stage 29 of the PIT Service Change Process)

FINAL DRAFT

## 1.0 INTRODUCTION

### Boundary Transit System Review October 2011

#### Introduction

BC Transit has been asked to review the Boundary Transit System. The goal is to investigate the feasibility of operating fixed route trips while maintaining the on-demand design of the system throughout the rest of the day

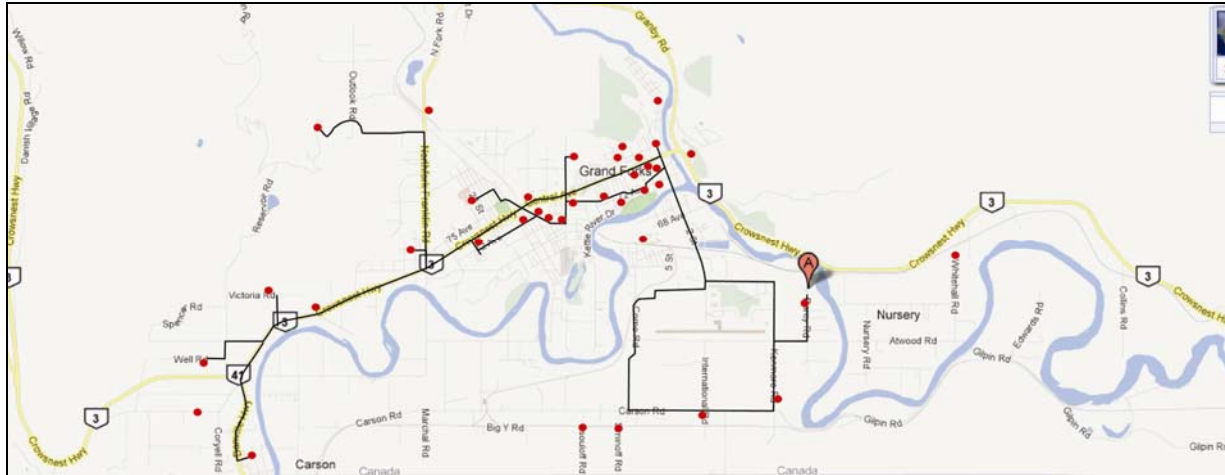
Following a meeting with local stakeholders and the Regional Transit Manager from BC Transit in April of 2011, data was collected from the operator. The intent was to study the history of bookings and trip schedules to identify opportunities to create fixed route service within the existing system. In addition, BC Transit staff met with the Boundary Transit Operator in August 2011 to ride the bus for the day to understand what a day typically involves.

#### Background

The Boundary Transit system provides service within the town of Grand Forks Monday through Friday from 8:30 am to 4:00pm. On Friday's, one round trip from Greenwood to Grand Forks is provided. This transit system is a door-to-door service. Passengers who need a ride leave a message with the operator at least the day before with the time they would like to be picked up and returned home. The operator creates a schedule for the day from those calls. Some people call during the day for rides. Some passengers have disabilities or are elderly with limited mobility. Many of the same people ride the bus every day or on a regular basis, so each day is similar. If there are no trips scheduled at a particular time, the operator waits until the time he has to pick up the next passenger. On most days, there are between 16 and 22 passengers. A few days of the year have up to 30 passengers. This system appears to work well for the passengers and for a small community.

#### Current Service Performance and Data Collection

Passenger counts for the system is recorded and sent monthly to BC Transit. Annual ridership is approximately 4,800 rides. Operators record ambulatory passengers, wheelchair passengers, and unmet trips. The majority of riders are ambulatory, with only a few wheelchair trips. Unmet trips are very rare. BC Transit planning staff rode on the bus in August 2011 to understand how the system operates on a daily basis. The bus travels a similar route and carries the same passengers almost every day. However, the exact times people want to travel and where they are going to and from vary everyday. The map below shows a typical route and locations of passenger pick up and drop off locations:



Map 1: Passenger pick-up and drop off locations. The red dots indication the pick up and drop off locations and the black lines indicate the route travelled. Red dots that lie off the black line are served less often.

### Possible Fixed Route Trip Times

Since there are inconsistent gaps in service every day, no gaps guaranteed to be free to operate a fixed route. Setting aside time during the day for a fixed route trip would be the only way to completely clear time in the day. The Greenwood to Grand Forks route has fixed trips on Fridays. During these trips there is no service in Grand Forks while the bus is in-between these communities. Service in Grand Forks is busiest between 8:30am and 9:30am and 2:15pm and 3:00pm. Fixed route round trips could be accommodated at 9:30am, 1:00pm, and 3:00pm Monday through Thursday. The 3:00pm trip could also operate on Friday. However, these times are not typical commuting times, and the community is not very active. Therefore, a fixed-route service may not be well utilized. The fewest number of trips are recorded at these times of the day; therefore, the schedule could work around those passengers who may depend on door-to-door service during these times. Routing is suggested where the population is the highest, to the key destinations in the community, and where passengers already travel to and from home. This route below will take approximately 20 minutes to complete in one direction. The map below shows a suggested route.



Map 2: Showing a suggested fixed route for Grand Forks.

### Future Action

Adding a fixed-route service is not recommended at this time. Demand is anticipated to be low and the current demand-responsive system works well. There is opportunity on most days to carry more passengers with the way the system operates today. When compared to similar, small BC Transit systems, it appears a fixed route may be too ambitious for Grand Forks and the focus should be placed upon promoting the system in the community to raise awareness and increase ridership. When ridership has placed more pressure on the way the system currently operates, BC Transit and the Town of Grand Forks can review the need for fixed-route services.