

Service Review

Creston Valley Transit System



March 20, 2012

Regional District of
Central Kootenay



Creston Valley Transit System Service Review March 2012

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1. INTRODUCTION

The following service review builds upon a previous review presented to the Regional District of the Central Kootenay (RDCK) in August 2010 (“Creston Valley Service Improvement Proposal”); and serves as a follow-up to the previous recommendations with a view to building ridership and increasing customer satisfaction while working within the existing budget of service hours.

1.1 Scope of Work

As per the Terms of Reference, the service review focuses on a new type of door-to-door transit service, which if approved, will replace the existing local, fixed-route transit network. Recognizing that a significant percentage of the population is 65 and older, the proposed service is designed to meet the transportation needs of an aging population while continuing to serve those who rely on fixed-route service and handyDART. It should be noted that the intent of the proposed service is to complement (not replace) handyDART service. The Terms of Reference also outlined that public consultation and stakeholder workshops were to be a critical component of the review. To this end, the proposed service options are largely based on stakeholder input and public feedback.

2. CONTEXT

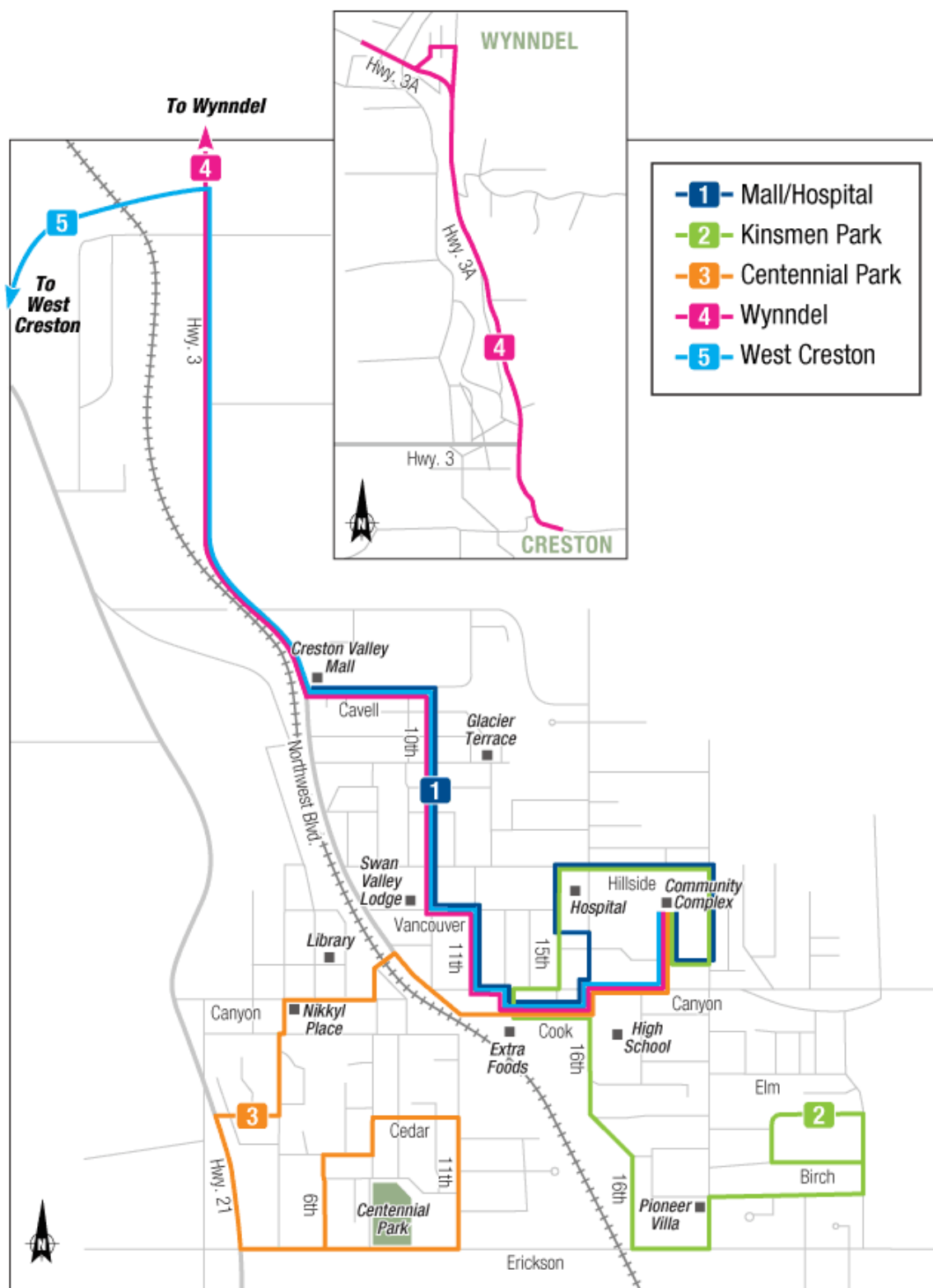
The existing Creston Valley Transit System is comprised of three different types of transit services, also referred to as *service types*:

- *Local fixed-route* – buses follow a route and schedule (shown in Figure 1)
- *HandyDART* – buses provide door-to-door service for people with disabilities
- *Health Connections service* – buses provide limited service to larger communities (medical trips given first priority).

Interregional service (i.e., route 6 Creston-Cranbrook, also known as “Health Connections”) is not included in the scope of this review¹. This report focuses exclusively on local and regional transit options.

¹ Funded in part by the Interior Health Authority (IHA), Health Connections is a regional travel assistance program that offers subsidized transportation options to help defray costs for rural residents to access non-emergency medical care outside their home communities.

Figure 1. Local, fixed-route service



2.1 Service Description

Figure 2 provides an overview of the existing transit system (e.g., which routes operate on which days and the number of trips per day for each route) for all three service types. More detailed information can be found in the current Riders' Guide, available on the Creston Valley Transit System website <<http://www.bctransit.com/regions/cre>>.

Figure 2. Overview of existing system

Route	Service days	Span of hours*	Return trips per day **	Return trips per week
1 Mall/Hospital	Mon - Fri	9:45 - 2:15	4-6	22
2 Kinsman Park	Mon - Fri	10:15 - 1:45	By request only	>1
3 Centennial Park	Mon - Fri	10:00 - 1:15	By request only	>1
4 Wyndell	Mon & Thu	8:45 - 2:45	2-3	5
5 West Creston	Tue & Wed	8:45 - 2:45	2-4	5
6 Creston-Cranbrook	Tue & Thu	8:30 - 4:30	1	2
handyDART	Mon - Fri	8:00 - 4:30	n/a	n/a

* Monday through Thursday, excluding Health Connection-only trips. Routes 1, 3, 4 and 5 have one or two additional trips on select days—either on Friday or to meet Cranbrook trips (Health Connections).

** Routes 2 and 3 are by request only, effective January 2012; prior to January they provided several trips per day.

The local fixed-route service includes five different routes, including three local routes that serve the Town of Creston and two routes that provide limited-service to Wyndell and West Creston on alternating days of the week (Figure 1).

Scheduled service was recently cancelled, effective January 2012, on Routes 2 and 3 in response to extremely low ridership. Service is now available “by request” on these two routes, which serve the southern half of Creston. Passengers can call in and request a ride along the route.

The Route 1 Mall/Hospital is the only route that offers hourly service Monday through Friday. The other routes only offer several trips per day, e.g., mid-morning, noon and mid-afternoon. A customer boarding in Wyndell on the 9:07 a.m. trip to Creston would have to wait nearly five hours to return to Wyndell (next trip departs Creston at 2:15 p.m.). So from a service availability perspective, it is clear why handyDART might be perceived as a more “convenient” option among those who qualify.

handyDART service is available to people who are unable to use the fixed-route transit due to disability, and operates from Monday to Friday, 8:00 a.m. to 4:30 p.m.

2.2 Ridership

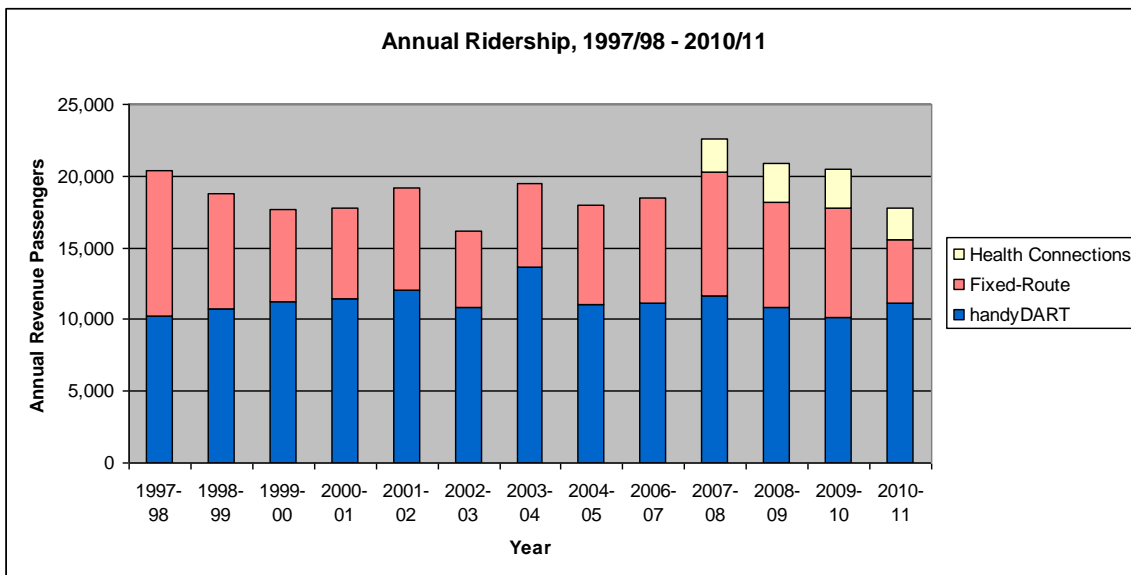
Creston has maintained the same number of local annual service hours for the past 15 years, approximately 3,900 service hours per year on average, not including hours set aside for Health

Connections trips.

Ridership during this period has been relatively consistent. handyDART remains the “bread and butter” of the Creston Valley transit system (Figure 3). For example, in 2010/2011, handyDART passengers accounted for two-thirds of total ridership (63%), which is comparable to previous years.

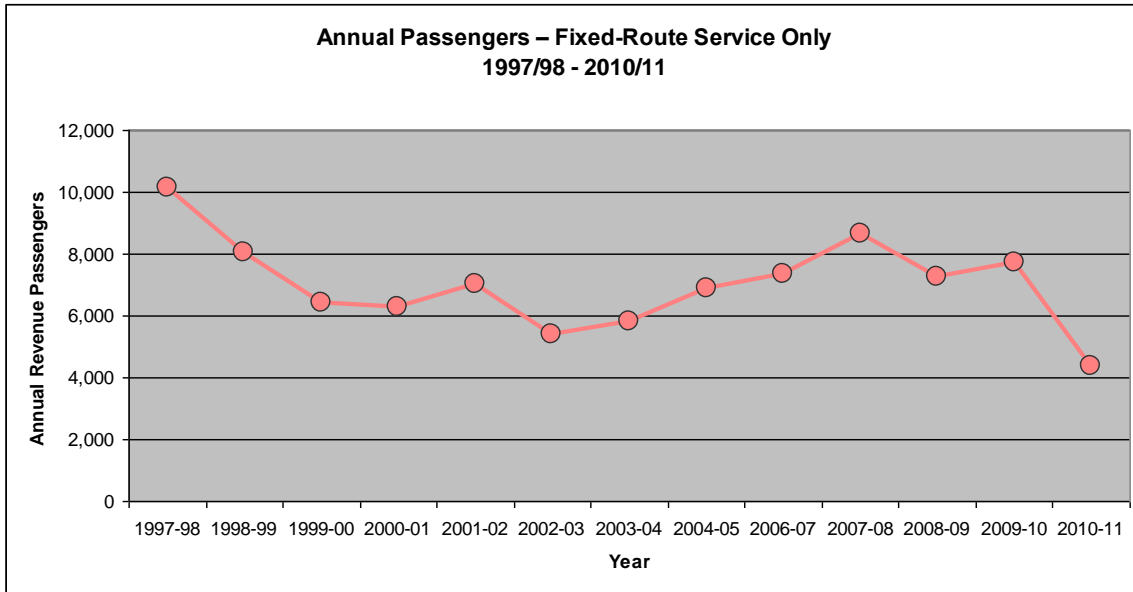
The fact that handyDART has substantially higher ridership is at least partially attributable to the allocation of service hours: handyDART has about 9 service hours per day compared to 6 service hours for fixed-route service. handyDART might also have higher ridership given that it serves the surrounding communities which have little to no fixed-route service; many of the passengers in such areas have extremely limited means of transportation, and rely on handyDART to run errands, access medical appointments and so forth. The existing passengers, of course, appreciate that handyDART provides door-to-door service.

Figure 3. Historical ridership trends (all service types)

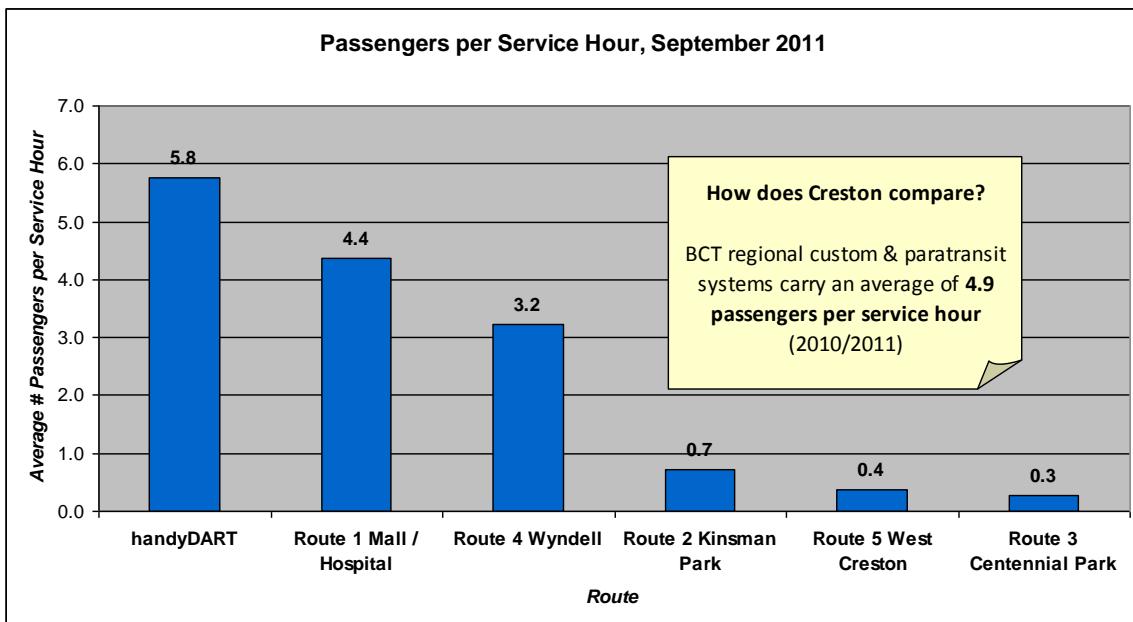


The number of passengers carried by fixed-route service is slightly more variable. Fixed-route service typically carries between 6,000 and 8,000 passengers per year. The recent dip in fixed-route ridership occurred around the same time significant changes were made to the system, including cancellation of service to Erickson (a new route network was introduced in January 2011), which may have contributed to the sudden dip in ridership².

² Ridership will often drop, if only temporarily, after implementing major changes since passengers need time to learn and adapt to a new transit route or route network.

Figure 4. Historical ridership trends (fixed-route service only)

Route-by-route analysis (Figure 5) helps explain system-wide ridership trends. *Passengers per service hour* is a key performance measure of productivity, showing us how many passengers are carried relative to the amount of service provided. Figure 5 shows that certain routes perform better than others. Of the 5 fixed-routes, Route 1 Mall/Hospital is the only marginally successful route at 4.4 passengers per hour. Routes 2, 5 and 3 carry less than 1 passenger per hour, which is the equivalent of a single rider on every fifth or sixth trip. The majority of trips are without passengers.

Figure 5. Current route productivity

Additional benchmarking data can be found in Appendix C, “Comparison to similarly-sized transit systems.”

The fact that the current number of passengers per hour is essentially the same as the historical average is perhaps the most revealing conclusion gleaned from ridership data. Separating out *local service* (handyDART and fixed-route) from Health Connections shows that local service is carrying approximately the same number of passengers per service hour as it was five or ten years ago; whereas Health Connections brings down the overall average for *all service types*, given the amount hours required to cover the 100 km distance between Creston and Cranbrook.

Figure 6. Average passengers per service hour

Service Type	Average Passengers per Service Hour, by Year												
	1997-1998	1998-1999	1999-2000	2000-2001	2001-2002	2002-2003	2004-2005	2005-2006	2006-2007	2007-2008	2008-2009	2009-2010	2010-2011
All Service Types	5.1	4.6	4.1	4.1	5.1	4.3	5.0	4.7	4.8	4.9	4.3	4.2	3.6
Fixed-Route + handyDART	5.1	4.6	4.1	4.1	5.1	4.3	5.0	4.7	4.8	5.4	4.8	4.7	4.1
Health Connections	n/a									2.2	2.6	2.5	2.2

Based on this historical trend, it not unreasonable to conclude that a substantial increase in ridership is highly unlikely, and that fixed-route service is not the right service type for the community. Limited ridership, however, does not necessarily indicate a lack of demand.

3. CONSULTATION

This section summarizes feedback regarding the Creston Valley Transit System, as part of the overall service review process. The purpose of consultation was to ensure input was gathered from key stakeholders and the public-at-large. The Creston Valley community was invited to attend the open houses and/or fill out an online survey during the month of February 2012. Paper copies of the survey were also available at the open house.

3.1 Open house

The Creston Valley Transit open house was held on February 14 at the Creston and District Community Complex from 10:00 a.m. till 2:00 p.m. Approximately 50 people attended the event. In addition to BC Transit staff, Arrow & Slocan Lakes Community Service’s Executive Director and Transit Manager were present, along with John Kettle, RDCK Director for Electoral Area “B.”

About half of visitors were simply curious about the changes and the other half expressed concerns about (past or potential) service cuts; some said transit was their only option for getting around. About a dozen people had questions about restoring service to Erickson, including a Director from the Erickson Community Association.

Public feedback from the open house is reflected in open house comments.

3.2 Survey

A total of 44 people responded, including online and “offline” results received during the open house. The majority of respondents (64%) indicated that they live in the Town of Creston. The remainder of respondents said they reside in Electoral Area A (Wyndell and Boswell) or B (Erickson, Lister, Arrow Creek and Riverview). Zero responses were received from people living in Electoral Area C. Raw survey data is included in Appendix A, including respondents’ general comments which are organized by theme.

A key finding is the level of support for transit in Creston Valley: 42 out of 44 people (95%) indicated that there is a need for transit; 2 people said they weren’t sure if there was a need (5%).

While qualitative comments varied widely, a number of key themes can be identified:

- Continue to provide transit in Creston Valley – residents rely on and appreciate it
- Restore service to Erickson and consider expanding the service area to include surrounding communities such as Lister, Canyon and Arrow Creek
- Support aging in place but don’t restrict eligibility to seniors: “It is understood here in Creston that it really is only for seniors, but the route should be a scheduled route so that everyone uses it”
- Consider providing low-cost transportation alternative for commuters
- Improve marketing efforts (e.g., print schedules in the Fun Paper or mail out Rider’s Guides)

3.3 Stakeholder meeting

Held on February 13, 2012, the stakeholder meeting was attended by eight participants from the Creston Valley community. Comments from the stakeholder meeting generally reflect key themes from the survey. Appendix B provides an overview of the 2-hour discussion.

With regard to the new (proposed) service, stakeholders felt that transit should:

- Be designed for seniors, people with disabilities and low-income households
- Provide more flexible service (“handyDART-like”)
 - Day-of booking desirable, e.g., to pick up medications or get a ride home if discharged from the hospital
- Serve rural areas, too – i.e., Canyon, Lister, Erickson
- Concentrate on providing service from Monday through Friday
- Operate on Saturday to farmers market (a “wish list” item)

Figure 7 outlines key destinations to serve within Creston as identified by stakeholders. Other comments touched on scheduling, dispatch and the need for increased / improved marketing.

Figure 7. Key destinations

Origins	Destinations
<ul style="list-style-type: none"> • Nikkyl Place • Crestview Village • Other seniors' residences • Crestbrok Gardens behind Extra Foods – newly constructed affordable housing for seniors and people with disabilities 	<ul style="list-style-type: none"> • T.A.P.S. • Library • Downtown • Bowling alley • Creston Valley Gleaners / Seniors' Centre • Four drugstores • Two grocery stores • Farmers market (in season)

4. NEW SERVICE OPTIONS

For the purpose of this review, *shopper shuttle* refers to a service provided during off-peak hours that is designed to carry passengers to or from shopping areas. Shopper shuttles typically connect residential areas and/or seniors' residences with local shops and services.

Fixed- and flexible-route shopper shuttles are similar concepts; the main difference is that flexible-route services can deviate from the designated route on a discretionary basis. The third service type option, handyDART only, would involve eliminating the existing fixed-route service. This service type option would only provide door-to-door service to registered users; eligibility requirements would likely apply.

Three different service types were presented to the public during the consultation phase of the process:

1. Fixed-route "shopper shuttle" – bus follows a fixed route and schedule
2. Flexible-route "shopper shuttle" – bus mostly follows a fixed route and schedule but can make short detours off route in designated areas and then returns to route
3. handyDART only – buses provide door-to-door service and are primarily for people with disabilities

Figure 8 provides a comparison of these three service types.

Figure 8. Service types presented for public considered

Description	Fixed-route “shopper shuttle”	“Shopper shuttle” with limited route-deviation*	handyDART only
Who?	<ul style="list-style-type: none"> No eligibility requirements. 	<ul style="list-style-type: none"> No eligibility requirements. Flexible routing designed for those who experience difficulty getting to bus stops (e.g., seniors and people with disabilities). 	<ul style="list-style-type: none"> Limited to people with disabilities. Requires registration
What?	<ul style="list-style-type: none"> Bus follows a fixed route, connecting residential areas with stores and services. Passengers board and alight at the nearest bus stop. Option to request stops along fixed route. 	<ul style="list-style-type: none"> Bus follows a fixed route, connecting residential areas with stores and services. Passengers board and alight at the nearest stop. Bus is able to deviate within the designated zone. Curbside pick-up / drop-off available upon request within designated zone by calling 24-hours ahead. 	<ul style="list-style-type: none"> Bus picks riders up at their door and drops them off at their destination. Driver provides assistance with boarding and alighting as needed. Passengers need to call ahead to request service.
When?	<ul style="list-style-type: none"> Midday service, Monday to Friday. 	<ul style="list-style-type: none"> Midday service, Monday to Friday. Availability of curbside pick-up depends on the number of requested deviations. 	<ul style="list-style-type: none"> Midday service, Monday to Friday. Limited availability. First-come, first serve.

* Route deviation is a type of flexible public transit service. The bus may deviate from the route occasionally in response to demand for service or take a passenger to a destination, after which returns to its route.

Based on the transit system history, ridership, public consultation and stakeholder engagement a flexible shopper-shuttle service is recommended as the most appropriate service for three main reasons:

- Considering historical ridership trends (Section 2.2), it would appear that there is limited demand for transit that operates on a strictly fixed-route basis. Ridership is

unlikely to exceed 5 passengers per service hour – the highest yearly average in the past 15 years.

- While handyDART is a hugely important aspect of transit within Creston Valley, providing only handyDART would negatively impact those *without* disabilities, including low-income households and youth.
- Public feedback indicates a preference for flexible-routing. 54 % of survey respondents said they preferred flexible shopper shuttle service (i.e., the largest number of votes received compared the other options).

The following section outlines several different options for providing a flexible-route shopper shuttle service.

5. PROPOSED FLEXABLE-ROUTE SHOPPERS SHUTTLE OPTIONS

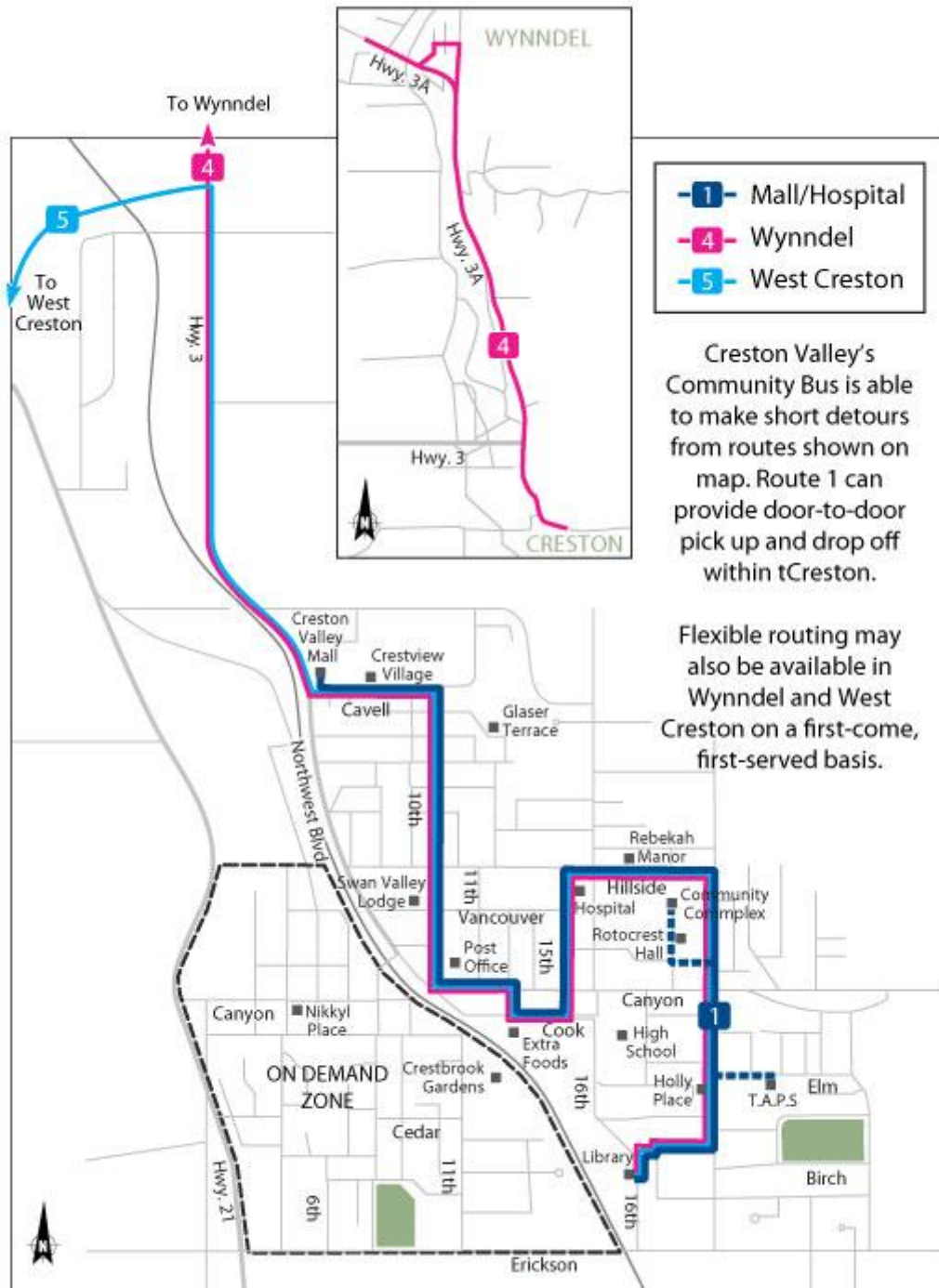
The three flexi-route options outlined below are similar in that the bus would be able to make short detours from routes shown on map (Figure 9).

In all three options, the proposed Route 1 Hospital / Library follows the specified route but can provide door-to-door pick up and drop off anywhere within the Town of Creston. Availability of curbside pick-up will depend on the number of requested deviations.

Flexible routing may also be available in Wynndel and West Creston on a first-come, first-served basis during *trip windows*. Trips windows are the times when service will be available in areas outside the Town of Creston – i.e., once in the morning and once during the midday period. Trips to and from Wynndel and West Creston must be booked at least 24-hours prior to the trip window.

To book a trip, passengers would need to call the Creston Valley Transit System during business hours. (At other times, a telephone answering service will provide recorded information). The dispatcher will provide a closer estimate of pick-up and drop-off times at time of booking.

Figure 9. Proposed route network



5.1 Option 1: Creston shopper shuttle; limited regional service to Wynndel and West Creston

For this option, Route 1 Mall / Library would provide regular local service (5 or 6 trips per day, depending on how the route is scheduled).³ Hours of operation would be the same as the existing system, from approximately 9:00 a.m. to 2:00 p.m. Where possible trips could start on the hour in order to make it easier for customers to understand the schedule; the tradeoff is one less trip per day – i.e., 5 trips per day, which is the same as the existing Monday to Thursday schedule.

Limited regional service to Wynndel and West Creston (2 trip-windows per day) would be available on alternating days:

- Route 4 Wynndel – Monday and Thursday
- Route 5 West Creston – Tuesday and Friday

Service to Wynndel and West Creston would be by request only – i.e., customers would need to call in and request a trip during the specified trip window.

It is worth noting that, for this option, Erickson would not be served by the flexible shoppers' shuttle system. However, eligible handyDART users living in Erickson would continue to be served by handyDART.

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> • Proposed routing connects key locations including seniors' residences, shops and the new library. • Flexible-routing aspect of the service provides improved accessibility for people with mobility issues, or who have trouble carrying groceries. (Flexible routing applies to both local and regional trips). • Slight reduction in operating costs by offering regional service to Wynndel and West Creston on demand (saves fuel). • No additional operating hours are required. 	<ul style="list-style-type: none"> • This option does <i>not</i> address public demand for service to Erickson. • Customers living in Wynndel and West Creston will need to call dispatch to request service (24-hours notice recommended). • Transition from fixed-route system to more flexible-routing will require training period in order for dispatch staff to adjust to their expanded role.

³ Number of trips given for each option in Section 5 is estimated; actual number of trips will depend on scheduling.

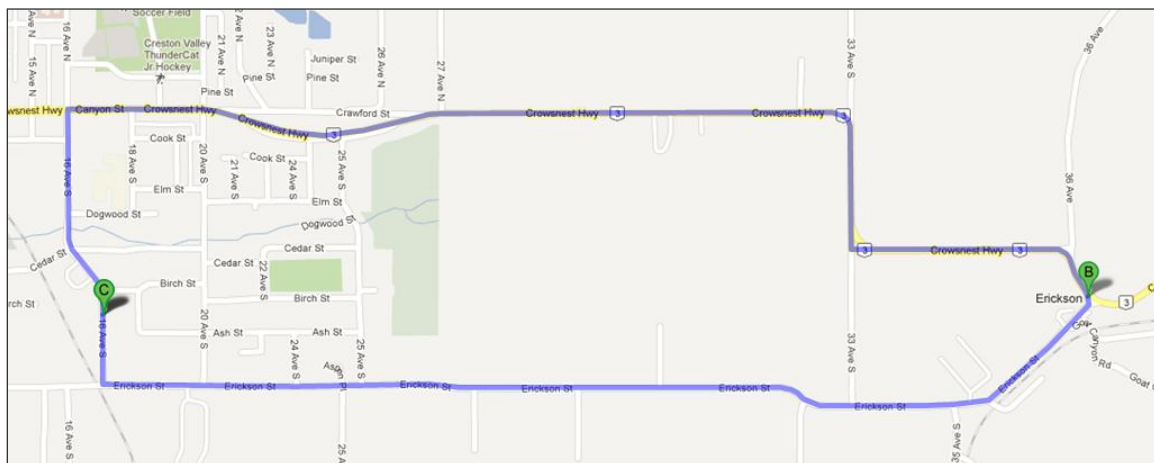
5.2 Option 2: Creston / Erickson shopper shuttle; limited regional service to Wynndel and West Creston by request *RECOMMENDED*

This second option is identical to Option 1 (Section 5.1) except that the shopper shuttle service would be extended to Erickson. A separate route – Route 2 Erickson – would provide service to Erickson (3 trips per day) via a short loop, before turning into Route 1.

Proposed routing is similar to the previous Erickson routing, which was cancelled in 2011. From the library, the bus would:

- Head north on 16 Ave S toward Birch St
- Turn right toward Canyon St/Crowsnest Hwy/BC-3 E
- Continue to follow Crowsnest Hwy/BC-3 E
- Head east on Crowsnest Hwy/BC-3 E toward 36 Ave
- Turn right onto Erickson St
- Turn right onto 16 Ave S (to library)

Figure 10. Proposed Erickson routing



Flexible routing *within* Erickson may be available, depending on location and the number of pick-ups requested. As with Option 1, customers would need to book their pickup time at least 24-hours prior to their trip.

The proposed scheduled service to Erickson would be available to *all* residents, and would complement handyDART service in the area.

This option was most popular with the public based on survey responses.

Advantages	Disadvantages
<ul style="list-style-type: none"> Proposed routing connects key locations including seniors' residences, shops and the new library; and provides service to and from Erickson (3 trips per day). Flexible-routing aspect of the service provides improved accessibility for people with mobility issues, or who have trouble carrying groceries. (Flexible routing applies to both local and regional trips). Slight reduction in operating costs by offering regional service to Wynndel and West Creston on demand (saves fuel). No additional operating hours are required. 	<ul style="list-style-type: none"> Transition from fixed-route system to more flexible-routing would require a training period in order for dispatch staff to adjust to their expanded role. Customers living in Wynndel and West Creston would need to call dispatch to request service (24-hours notice recommended). Implementation of Erickson route would have a slight impact on the level of service provided within Creston – i.e. <u>1 less trip per day</u> for Route 1 Mall / Library.

5.3 Option 3: Creston shopper shuttle; limited regional service to Wynndel and West Creston by request; limited scheduled service to Erickson provided by handyDART vehicle/hours

This option is also similar to Option 1 (Section 5.1), including regular scheduled service *within* Creston and limited regional service to West Creston and Wynndel.

The only difference is that Creston's handyDART vehicle would provide limited service to Erickson (2 trips per day). This would be achieved by "opening up" regularly scheduled handyDART trips between downtown Creston and Erickson to *all* residents – for example, handyDART often travels out to Erickson around 9:45 a.m. and then returns at 11:45 a.m. This option involves identifying and advertising trip windows during which Erickson residents would have access to service. Erickson trip windows would then be published in the Rider's Guide to promote the new Erickson service. (Note: only registered handyDART users would have access to handyDART outside of these specified trip windows.)

Given the demand-responsive nature of this service, all trips to Erickson would need to be scheduled at least 24-hours prior to the trip window.

<i>Advantages</i>	<i>Disadvantages</i>
<ul style="list-style-type: none"> Proposed routing connects key locations including seniors' residences, shops and the new library; and provides basic level of service <u>to and from Erickson</u> (2 trips per day). Flexible-routing aspect of the service provides improved accessibility for people with mobility issues, or who have trouble carrying groceries. (Flexible routing applies to both local and regional trips). No additional operating hours are required. Slight reduction in operating costs by offering regional service to Wynndel and West Creston on demand (saves fuel). Service to Erickson does not impact level of service provided within Creston – i.e., does not reduce number of trips within Creston. 	<ul style="list-style-type: none"> Introducing Erickson trip windows <u>limits when</u> handyDART users can travel. For example, a handyDART user living outside of Erickson would potentially get “bumped” during times when the bus is scheduled to be in Erickson. Establishes precedent, which could lead people to mistake handyDART for a no-eligibility paratransit service: “If Erickson residents are able to use handyDART, why not extend service to Canyon and Lister, too?” Transition from fixed-route system to more flexible-routing means will require training period in order for dispatch staff to adjust to their expanded role. Customers living in Wynndel, West Creston and Erickson will need call dispatch to request service (24-hours notice recommended).

6. RECOMMENDATION

It is recommended that Regional District of Central Kootenay approve implementation of Option 2 (Section 5.2): Creston / Erickson shopper shuttle, with limited regional service to Wynndel and West Creston by request.





7. NEXT STEPS

Following written approval of one of the proposed service options (Section 5), or mutually agreed-upon alternative, BC Transit staff will immediately develop an implementation plan for sign-off, including the following aspects:

- ✓ Scheduling
- ✓ Marketing - Rider's Guide and notification of service changes
- ✓ Changes to bus stop infrastructure
- ✓ Fares (optional)

APPENDIX A – SURVEY RESULTS






Q1. Where do you live?

Response	Chart	Percentage	Count
Town of Creston		57%	21
Wynndel (Electoral Area A)		8%	3
Erickson (Electoral Area B)		24%	9
West Creston (Electoral Area C)		0%	0
Other, please specify:		11%	4
Total Responses			37



“Other” responses included:

- Boswell (Electoral Area A)
- Riverview (Electoral Area B)
- Arrow Creek (Electoral Area B)
- Lister (Electoral Area B)

Q2. When did you last use transit?

Response	Chart	Percentage	Count
Not in the past year		40%	14
In the past year		9%	3
In the past month		6%	2
In the past week		17%	6
In the past day		29%	10
Total Responses			35

Q3a. Do you feel that there is a need for transit in your community?

Response	Chart	Percentage	Count
Yes		95%	35
No		0%	0
I'm not sure		5%	2
Total Responses			37

- For seniors that don't drive. Within town limits.
- Perhaps access to some locations too far from present bus routes which are too far from town centre for a person to walk the distance, especially seniors - for instance - the local library which is not now accessible by bus. I specify the option of re-designing routes with seniors in mind since there seems to be a greater number of seniors needing help with transport than any other segment of the population.
- Downtown, Overwaitea, Extra Foods, Pharmacies and Mall. If someone wants to call at their home, there should be consideration.
- To get downtown, but all around Town of Creston to serve everyone. No eligibility requirements, please!
- I would also like to see a bus stop near my home (25th and Dogwood) which is about 10 blocks away from the Community Complex. Taxis are too expensive to get to the exchange.
- Going to the hospital and medical appointments and downtown shopping.
- In the new seniors housing across from the railroad track [Creston Gardens, 200 - 11th Ave]
- We need a bus for Saturday mornings to go to the market and things at the Rec Centre.
- Extend one route to the library (not just on demand!)
- Keep route 1 [Mall / Hospital], 6 [Cranbrook Connector] and two most used routes
- Within a block or less if you have trouble walking.
- Don't need a door to door service but reg. route would be wonderful and I think it's needed.
- Daily maybe three times.

- From the outlying areas for work. 8:00 a.m. and 5:00 p.m.
- Provide low cost transportation to seniors and other members of the community who need to get into Creston, but have issues around transportation.
- In all of Erickson, anytime of the day. People use it to get to the doctors and other services that they need to get to –Terry Wright.
- There needs to be Erickson routes again. A lot of people complain they have to walk now.
- The transit system in Erickson worked fine. I don't know if you could get the service back. We are pretty upset with you!
- Erickson-Creston.
- Have a route from Erickson to Downtown to Tim Hortons area.
- I live in Lakeview. I like to ride to Creston on Monday.
- I live on Lakeview Arrow Creek Rd and like to ride it when I can.
- There is NO transit available for people in Lister. I believe our taxes are paying for transit.
- Up hwy #3A to Crawford Bay including ferry.
- Daily around town and to outlying areas, and also a commuter bus to the ferry.
- Long distance transit between Creston and surrounding communities. I bicycle quite often but would love to have the option of taking transit to Sirdar or Canyon etc. I think it is wonderful there is a bus to Cranbrook on Tuesdays and Thursdays but it would be nice to

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also have the option to take the bus other places, up the lake or west to Nelson. Especially since the Greyhound has cut its service to once a day, to say nothing of the fare being so high.

- Medical trips once a week to Trail where many doctors and specialists are available.
- Bus to trail. We have lots of old people and when it is snowy we can't get out. We need a Trail bus to get to medical appointments.

Additional comments

- Transportation to hospital and doctors appointments.
- We are now 80 years of age and very soon we will be depending on the bus service 100%. We know people who do so now.
- For seniors as well as general public wishing to use transit. It is understood here in Creston that it really is only for seniors, but the route should be a scheduled route so that everyone uses it.
- I would like the handyDART service to stay just the way it is. I don't have any other means of transportation.
- Need more buses to drop people with disabilities where they need to go. Buses don't drop people off at their residence but on busy highways across from their residences. Most (or all) physical disability people stay in because they can't get a bus when they need and are a detriment to their community because they need people and have no transportation and can't contribute to their community.
- Develop a sales and marketing plan to increase ridership.
- Uncertain. Not required at present.

Q4. Three options are being considered. Which option do you prefer?

<i>Response</i>	<i>Chart</i>	<i>Percentage</i>	<i>Count</i>
Fixed-route "shopper shuttle"		28%	9
Flexible-route "shopper shuttle"		47%	15
handyDART only		9%	3
Other		16%	5
Total Responses			32

Some of the "other" responses included:

- Expand service up to Crawford Bay
- All routes

Q5. Any other comments?

Continue service ("I appreciate transit")

- I love having the transit here and I will hope that positive changes are made to allow our town to grow in the right direction. Thank you for allowing people to fill in this survey.
- I am very happy with the service I am getting right now with handyDART since the fixed-route service was dropped in Erickson.
- I like the handyDART buses.
- I'm satisfied with the handyDART service and don't want to lose it. If we lost it I'd have to move to Creston.
- I appreciate transport to appointments in Cranbrook.
- I don't want the buses to stop running in Creston to Lakeview or other places.
- I would like to continue being able to call the driver to pick me up (locally) like I do with Bill. Would be nice to call day-of to book a ride. It's a good service, why not run around full? (Not empty).

Expand service area to include surrounding communities, including Erickson

- Would be great to have a bus in Erickson so we can get to work and back. Some people do not own a vehicle.
- handyDART for anyone in Erickson that needs transportation.
- I am not a transit user but work at the local employment centre (KES). We find the bus system ineffective for our clients in the outlying communities (Wynndel, Canyon/Lister, Erickson, etc) that have no transportation to jobs. While it is difficult to accommodate everyone's needs, an 8:00 a.m. route into town and 5:00 p.m. trip out might enable some of these people to accept employment. If this is considered, promotion of the service will be important. It takes a long time to educate the public and change their habits. At KES, we would promote the service to our clients, and in some cases, are even able to pay the fare. Please feel free to contact me for more information. – Heidi Bjarnason, Manager of Finance & Programming at Kootenay Employment Services.
- I am more than capable of getting around town just by walking, but I feel like service to the ferry and a route like Nelson/Castlegar/Trail has would really help people, and tourists get around. Some people commute down the lake every day, as well, and it would benefit them.
- Service the surrounding communities up to the ferry and hwy 3#A. Make schedules easy to access. not everyone has internet. This would bring people into Creston to work, shop and attend Drs app'ts. Tourism, restaurants and real estate would also benefit if transportation was not an issue.
- No service in West Creston N.W. Boulevard (by Nufloors) except by phoning in for handyDART.

Implement Saturday service

- Have service operate Tuesday to Saturday.
- It would be nice to have a bus on a Saturday when there are special events.
- A bus on Saturday would be nice, even if it's twice a month.

Improve coverage within Creston

- There is no bus service up 16th Avenue North at all. The route that is in effect now does not provide service to anyone north of Hillside.
- I use the local bus frequently from Crestview to the Rec. Centre and to the downtown area. I would like to see it have access to the local library.

Improve marketing efforts

- Need to advertise service more in local papers.
- Advertise the schedule in newspapers, off and on! Fliers get thrown away. Remind people that there is a bus.

Excellent drivers

- I would like to compliment the regular driver who is so obliging and friendly, and helped a newcomer to Creston learn her way around.
- All of your drivers have an exceptional positive customer service attitude. They are a credit to your organization!

Support aging in place

- My husband and I live independently and are 88 and 86 years old respectively. We don't drive but have a reliable, once-a-week source of transportation for groceries, appointments, etc. My husband has mobility issues and only goes out on that day. I however, like to get out several days a week, mostly for mental health reasons. I am the sole care provider for my husband which is mentally draining for me. Trips downtown for coffee and to run small errands a few times a week are critical to my being able to continue in that role. The bus drivers are excellent and accommodating but they are not able to deviate from their routes enough to provide me access to some of the downtown locations that I wish to go. For instance, several of the churches have luncheons, thrift shops, etc that I would like to go to but they are too far for me to walk from the bus stops. In addition, I wouldn't be able to carry my purchases back to the bus if I had to walk any distance. The flexible route option would work well for me. I can plan my outings around the bus schedule even if the number of trips is reduced. I usually go out at 10:00 am and return home at 12:00 or 1:00. Thank you for taking the time to receive input from the people that depend on the system.

Additional comments

- I like the shopper shuttle buses for when I need to go shopping. [I would use it] When I phone for the buses to go shopping and up to Overwaitie.
- If it was a fixed route more people would use it and it would probably pay for itself in the long run and people would know that it wasn't just for seniors and people with disabilities as we do now. All would get use to the schedule and "schedule" their time accordingly. There then should be another bus, possibly the handyDart for seniors and people with disabilities.
- Let people ride on [handyDART] bus with [low-cost BC Bus] passes.
- Better protection in winter months to wait for the bus.

Creston Valley Transit System Service Review

- It was extremely difficult to come here unable to drive and it has been difficult to become familiar with the several small community areas that make up Creston. I would like see longer service some days – so that you are not always watching the clock to make sure you may be going to miss that last bus which is so early in the afternoon.
- Re: Cranbrook Health Connections, don't leave challenged people alone at stop. Make sure they get in safely. Get family to provide contact info for emergencies. Many people on Cranbrook bus have special needs. Some able to get themselves to houses and others cannot.
- I understand when you feel you need to make change. I don't respect the way you did it. John Kettle has never returned my calls. How rude!
- The previous system set up by Don Stach was seriously flawed. Not only were there infrequent bus stops, almost none, his inability to time the routes, so people could get on and off the bus and still have time check points work, was handed off to the local bus operators. They thought they had an operational system, but, I knew that the system was seriously screwed up.

The local antipathy on Dons' loss of the contract, made Mr. Kettle and Mr. Toyota, get involved in taxes, and revenue stream which they wanted shifted to a local person, only. That political interference in the system made it difficult for me, and other people to access the Slokan/BC Transit authorities with our issues, against the voice of influential and out of touch politicians.

So currently the bus to Wynndel goes Monday and Thursday with a hook up onto the Cranbrook Connector on Thursday.

The last change to the schedule eliminated two trips to the mall which makes it very difficult for me to go to the Mall – only four trips over four hours is not convenient. The changes to the system have been confusing and are discouraging to bus users, including myself. We might be best served by a handyDART door to door service to Wynndel on Thursdays, and Mondays, fixed [route service] as with Cresteramics, and other fixed services. That is when the HandyDart is not currently in use for Cresteramics.

APPENDIX B – STAKEHOLDER MEETING COMMENTS

Stakeholder meeting participants

Name	Organization
Louise Moberg	Swan Valley Lodge, Interior Health Authority
Nettie Lielkie	New Horizons Seniors Society
Renee Kyle	Kootenai Community Centre Society
Allen McLaren	West Creston Community Association
Bridget Currie	T.A.P.S.
Nancy Nicolajsen and guest	Crest View Village
Jim Jacobsen	Creston Chamber of Commerce
Megan Fitzgerald	BC Transit
Ryan Little	BC Transit

People have a difficult time understanding transit

- Many old bus stops around town on streets where service is no longer provided such as Nikkyl Place
- Schedules in Riders' Guide don't make sense – e.g., numerous exceptions to schedule such as "Friday only" trips
- Many seniors are intimidated by change – i.e., learning to use transit after driving or having been driven by their spouse all their lives.
- IHA used to have support workers; now no support worker to teach seniors how to use handyDART

Having a non-local operator presents certain challenges

- Confusing to call operator in Nakusp, especially given that dispatch is in a different time zone
- Customers dislike 1-800 number – people don't understand why they have to call long-distance to book a ride locally
- Callers have to listen to a list of options and select the correct number to leave a message for dispatch
- Preference for local dispatcher or option to call driver directly as with previous operator

Fixed-route schedule may not be convenient for seniors

- Trip times don't work for getting to and from seniors' programs
- T.A.P.S. currently has about 65 participants; only 6 of these people are potentially capable of using transit. Majority of T.A.P.S. clients don't use the service.
- handyDART more convenient – e.g., easier than waiting several hours for next scheduled trip on fixed-route service)

Increase local awareness of transit

- Place an ad in the Fun Pape every so often and/or in local newsletters
- Provide bus stop signage, maps and schedules at stops

Other comments

- Partner with local organizations and Train the Trainer”
- Taxis are expensive and not always senior-friendly – e.g., challenges with loading mobility aids. At same time, don’t want to compete with taxi because it is an important service within the community.
- Other suggestions for planning process include:
 - Find out who uses the bus – look at ridership dataBC Transit should also speak to Creston and District Society for Community Living

APPENDIX C – COMPARISON TO SIMILARLY-SIZED TRANSIT SYSTEMS (2010/2011 Year-End Actuals)

	Population	Total Vehicles	Annual Service Hours	Annual Passengers	One-way Adult Fare	Total Revenue	Total Cost	Provincial Contribution	Local Contribution	Cost Recovery	Rides / Hour	Cost / Ride	Total Cost / Hour
Princeton & Area	9,300	2	2,416	8,404	\$1.50	\$16,514	\$156,750	\$66,023	\$74,207	10.5%	3.48	\$18.65	\$64.88
Columbia Valley	9,500	2	3,349	9,929	\$2.00	\$14,540	\$300,899	\$122,003	\$164,356	4.8%	2.96	\$30.31	\$89.85
Merritt and Area	9,600	2	2,794	32,471	\$1.50	\$31,232	\$162,142	\$79,583	\$51,320	19.3%	11.62	\$4.99	\$58.03
Creston Valley	9,700	4	4,912	17,752	\$1.00	\$29,118	\$308,587	\$112,153	\$167,312	9.4%	3.61	\$17.38	\$62.82
Bella Coola	10,000	2	3,541	16,794	\$2.50	\$23,821	\$213,752		\$189,942	11.1%	4.74	\$12.73	\$60.36
Kitimat**	10,100	n/a	n/a	5,871	\$2.00	\$15,546	\$124,065	\$82,703	\$25,823	12.5%	n/a	\$21.13	n/a
Boundary	10,300	2	1,645	6,194	\$1.50	\$9,462	\$111,138	\$60,678	\$40,994	8.5%	3.77	\$17.94	\$67.58

*Fares shown are for one-zone travel

** Statistics for Kitimat custom transit (handyDART). Kitimat also has a conventional (fixed-route) transit system, which carried 143,616 passengers in 2010/2011.

Notes

- Creston Valley Transit has more service hours per capita
- Cost recovery, ride per hour, cost per ride and total cost per hour all fall in the middle of range, compared to similarly-sized transit systems
- Total revenue is higher than average
- Creston Valley Transit has more vehicles since it provides more service hours and serves a wider range of areas. Of the four vehicles:
 - 1 is used for fixed-route service in Creston and surrounding areas:
 - 1 is used for handyDART
 - 1 is used for Cranbrook Health Connections trips (plus local fixed-route service)
 - 1 is designated as a “spare” vehicle to allow for regular maintenance