

Victoria Regional Transit Commission

BC Transit Boardroom, 520 Gorge Road East
February 25, 2020 at 9:00 a.m. to 12:00 p.m.

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 November 5, 2019	APPROVAL	Susan Brice
3. Business arising from Previous Meeting		Susan Brice
4. Chair's Remarks		Susan Brice
5. Delegations:		
a. Rail Rapid Transit		Gwyer Webber
b. Better Transit Alliance of Greater Victoria		Eric Doherty
c. View Royal Climate Coalition	INFORMATION	Jane Devonshire
d. Bus Rider's Union Victoria		Larry Wartels
e. Greater Victoria Teachers Association		Winona Waldron
6. Notice of Motion		
a. Expansion of Fare-Free Youth Bus Pass Program	APPROVAL	Mayor Helps
i. Staff Report		Ryan Dennis
REPORTS		PRESENTER
7. handyDART Youth Pass	APPROVAL	Ryan Dennis
8. Infrastructure Update	INFORMATION	Levi Timmermans
9. Financial and Performance Reporting Summary YTD	INFORMATION	Megan Hill
10. 2020/2021 Annual Service Plan	APPROVAL	Seth Wright
11. 2020/2021 Base Budget and Tax Regulation	APPROVAL	Megan Hill
12. Commission Transit Fund Accounting	APPROVAL	Megan Hill
13. Local Area Transit Plan Updates	APPROVAL	Seth Wright & Adriana McMullen
14. Operations Staff Report	INFORMATION	Kevin Schubert
15. Planning Update	INFORMATION	Seth Wright
16. Correspondence – none		
17. IN CAMERA		
NEXT SCHEDULED MEETINGS		
• June 16, 2020 at 9:00 a.m.		

**Victoria Regional Transit Commission
Minutes of the Meeting
Held at BC Transit
520 Gorge Road East
Tuesday, November 5, 2019
9:00 AM**

PRESENT: Councillor Susan Brice, Chair
Councillor Sharmarke Dubow
Mayor Fred Haynes
Mayor Lisa Helps
Mayor Rob Martin
Mayor Kevin Murdoch
Mayor Geoff Orr
Juliet Watts, student representative (*non-voting*)

REGRETS: Mayor Maja Tait

BC TRANSIT STAFF: Ryan Dennis, Manager, Sales and Revenue
Jonathon Dyck, Communications Manager
Megan Hill, Director, Budgeting and Forecasting
Christy Ridout, Vice President, Business Development
Kevin Schubert, *acting* General Manager, Victoria Regional Transit
Tina Sulea, Executive Assistant
Levi Timmermans, Director, Infrastructure Management
Lisa Trotter, Senior Manager, Government Relations
Seth Wright, Transit Planner
Cara Weirmier, Executive Assistant (*Recorder*)

OPEN SESSION

1. CALL TO ORDER AND APPROVAL OF AGENDA

Chair Susan Brice called the meeting to order at 9:00 a.m.

Motion by Mayor Helps and seconded by Mayor Murdoch to APPROVE the agenda as presented

CARRIED

2. APPROVAL OF MINUTES – August 13, 2019

Motion by Mayor Haynes and seconded by Mayor Orr to APPROVE the minutes as presented

CARRIED

3. BUSINESS ARISING FROM PREVIOUS MINUTES

Reports requested at the Workshop will be presented at the February Commission meeting as there was not enough time to have them ready for today.

4. CHAIR'S REMARKS

A provisional budget is a requirement to send to the Province prior to the provincial budget being released. Once the provincial budget has been released in February, the Commission will approve a final budget for the fiscal year 2020/2021.

5. DELEGATIONS

None

6. MOTIONS WITH NOTICE

a) Victoria Youth Bus Pass Pilot Project (Mayor Helps)

“That the Commission approve a fare of \$11.25 per month for a Victoria Youth bus pass pilot program for youth resident in the City of Victoria to be administered and paid for by the City of Victoria from November 2019 to August 2020”.

Motion by Mayor Helps and seconded by Councillor Dubow

Motion amended by Mayor Helps to read: *“That the Commission approve the UPass rate of \$11.25 per month for 7,200 passes (totalling \$729,000 for the nine months until the UPass can be implemented) to be purchased and administered by the City of Victoria from December 2019 to August 2020”.*

Motion by Mayor Helps and seconded by Councillor Dubow as amended

CARRIED

b) Bus Pass Program for City of Victoria Youth – Proposed Rate Change (Ryan Dennis)

See 6a amendment

7. OVERVIEW OF CHARITABLE AND REFUGEE PASS PROGRAMS – for APPROVAL

(Ryan Dennis)

At the December 8, 2015 meeting, the Commission approved a motion to support the transition of refugees into the Greater Victoria Area by providing temporary free transit for a one-year period. Every year since the Commission has approved the continuation of the program.

Motion by Mayor Haynes and seconded by Mayor Helps to APPROVE the report as presented

CARRIED

8. FINANCIAL AND PERFORMANCE SUMMARY YTD – for INFORMATION

(Megan Hill)

The local contribution is 5.2 per cent below budget year-to-date as passenger and gas tax revenue were up and lease fees were lower than expected due to higher than budgeted Federal funding credits.

The Transit fund started the year at \$6.4M and is budgeted to reach \$7.9M by year-end. The Operating Reserve Fund was \$15.9M at March 31, 2019 and is expected to have a balance of \$12M at year-end.

Motion by Mayor Orr and seconded by Mayor Helps to RECEIVE the report as presented

CARRIED

9. DRAFT BUDGET – for INFORMATION

(Megan Hill)

Each December, BC Transit is required to submit operating and capital projections to the Province, which form the basis for the provincial budget request and for the development of BC Transit's Service Plan. As part of this annual process, BC Transit works with all local government partners to provide preliminary annual costs and funding requirements and confirm service levels for the following year.

Motion by Mayor Helps and seconded by Mayor Orr to RECEIVE the report as presented

CARRIED

10. PLANNING UPDATE - for INFORMATION

(Seth Wright)

Fall service changes introduced 20,000 additional annualized service hours and eight expansion vehicles into the schedule and increased service on a number of routes to support increased ridership.

Reduced service levels will operate during the month of December to better align service levels with reduced ridership demand. Service will be reduced primarily on routes serving post-secondary schools as transit ridership drops off when classes are not in session. Fall service levels will be largely reinstated following the December holiday service schedule reductions

Motion by Mayor Haynes and seconded by Mayor Murdoch to RECEIVE the report as presented

CARRIED

11. ANNUAL SERVICE PLAN – for INFORMATION

(Seth Wright)

The proposed changes include improvements to service and on-time performance. They also reflect the optimization of service using seasonal schedules and allocating resources to periods of the year when ridership demand is higher.

Motion by Mayor Murdoch and seconded by Mayor Helps to APPROVE the report as presented

CARRIED

12. ROUTE 75 UPDATE – for INFORMATION

(Seth Wright)

Improving the experience of commuter service requires a broad evaluation of transit routes on the Peninsula. As the Peninsula Local Area Transit Plan is slated to begin in spring 2020, staff will explore options in more detail, particularly in relation to the overall Peninsula network, and provide opportunities for engagement with the public and other stakeholders.

Motion by Mayor Orr and seconded by Councillor Dubow to RECEIVE the report as presented

CARRIED

13. INFRASTRUCTURE UPDATE – for INFORMATION

(Levi Timmermans)

BC Transit has three active projects: BC Transit Bus Shelter Program, CNG fueling and facility modifications and the Island Highway Transit Priority Plan. Since this report was written, a dozen more shelters have been approved for installation in Saanich by the end of this fiscal year.

Three more projects are in the planning or development stages: Westshore Transit Priority Action Plan, the Operations and Maintenance Facilities Master Plan and the Victoria Third Conventional Service O&M Facility.

Motion by Mayor Helps and seconded by Mayor Orr to RECEIVE the report as presented

CARRIED

14. OPERATIONS AND MAINTENANCE FACILITY MASTER PLAN – for APPROVAL

(Levi Timmermans)

BC Transit recommends undertaking the development of an update to the Victoria Regional Operations and Maintenance Facilities Master Plan to reassess the current and future facility functional and capacity needs of the transit system.

Motion by Mayor Helps and seconded by Mayor Murdoch to APPROVE the report as presented

CARRIED

15. OPERATIONS UPDATE – for INFORMATION

(Kevin Schubert)

Even with some difficulties with unmet trips during the September service change, 99.39 per cent of scheduled service was delivered and October trended to 99.57 per cent.

handyDART has supplemented service with the use of the Taxi Savers Program to reduce the number of unmet trips.

Transit will be free on Remembrance Day for any service member in uniform or who shows military ID. Transit will again be free on New Years Eve after 6:00 p.m.

Motion by Mayor Orr and seconded by Mayor Murdoch to RECEIVE the update as presented with direction to staff to provide data on past New Years Eve usage

CARRIED

16. ATAC MINUTES – for APPROVAL

(Kevin Schubert)

ATAC has requested that youth handyDART users be included in the free youth pass program in the City of Victoria. Staff will provide a report to the Commission to show what impact it may have.

Motion by Mayor Helps and seconded by Mayor Orr to APPROVE the minutes as presented

CARRIED

17. CORRESPONDENCE

a) School District No. 62 re: expanded transportation services

Motion by Mayor Murdoch and seconded by Mayor Orr to RECEIVE the correspondence

CARRIED

ADJOURNMENT

Motion by Mayor Murdoch and seconded by Mayor Martin to ADJOURN the public meeting and move to the IN CAMERA session

Public meeting adjourned at 11:15 a.m.

IN CAMERA

An update on land use and acquisitions was presented to the Commission.

Next meeting scheduled for February 11, 2020 at 9:00 a.m.

CRD Rail Rapid Transit

Feb 2020

Written by Gwyer Webber 2018-2020

This option for rail transit would connect most of the communities within the CRD and Up Island. A section at a time would be built when funding is available.

E&N Line

The E&N would be fully upgraded, with double track from Langford to Downtown Victoria, and go underground north of Esquimalt Rd to Douglas St at Yates St. This would eliminate 8 level crossings and would not be disrupted by marine traffic. Electrifying the line from Langford to Victoria would reduce noise and carbon emissions. Stations in the CRD at Langford Exchange, Hwy 1/1A, Portage Park, Admirals Rd, and Douglas St at Yates St.

Regional Rail from Up Island would run to Downtown Victoria using Bi-Mode rail vehicles, running on diesel from Up Island to Langford and then on electric to Downtown Victoria. EMU's would run from Langford to Downtown Victoria. Travel time from Langford Exchange to Downtown Victoria would be approximately 25 minutes where as the proposed LRT would have had a travel time of 45 minutes (**Victoria Regional Rapid Transit Project 2011**).

Victoria & Sidney Line: Automated Metro

The line would run underground from Ogden Point along Superior St, Blanshard St, Humboldt St, Douglas St, and then mainly on the surface along the Pat Bay Hwy to Sidney. Stations at Ogden Point, Superior St, Yates St, Discovery St, Hillside Ave, Mayfair Mall, Uptown, McKenzie Ave, Royal Oak Dr, Sayward Rd, Island View Rd, Mt Newton Cross Rd, McTavish Rd, and Beacon Ave. The travel time from Sidney to Ogden Point is approximately 35 minutes where as the bus takes over an hour.

DEMU

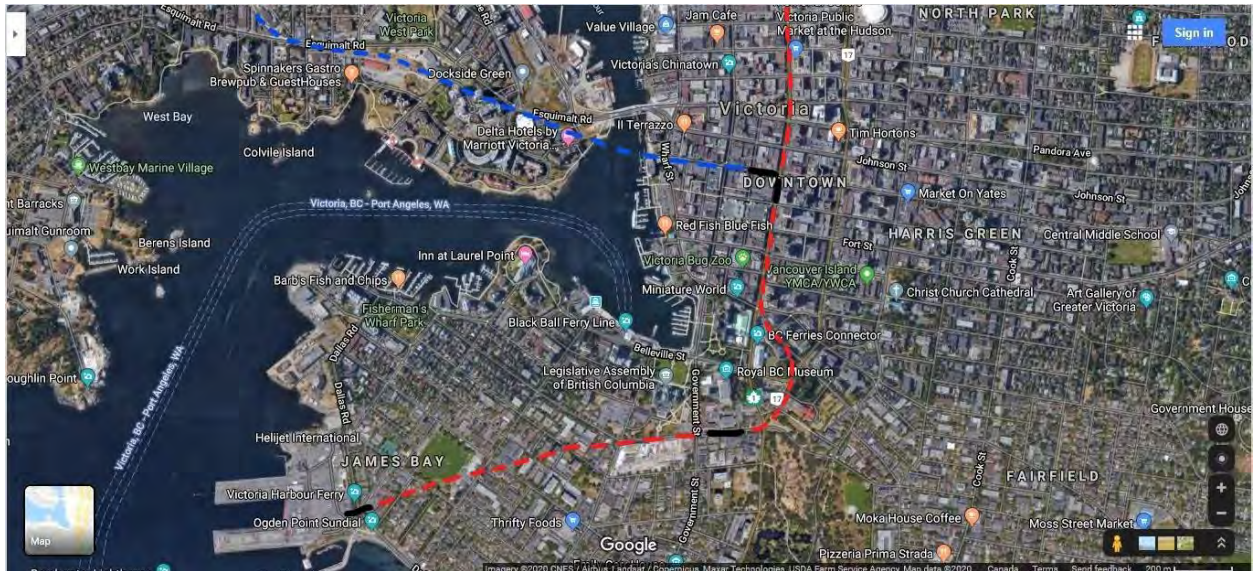
Texrail is running Stadler Flirts from downtown Fort Worth Texas to the Dallas Fort Worth International Airport. The trains have only one door per car per side. Ottawa O-Train has purchased the Stadler Flirt for their Trillium Line(pictured below). These particular train sets are a diesel-electric low floor multiple unit (DEMU) and are designed to allow operations in a mixed fleet including freight. The EMU's do not have the power car (small middle section).



CRD Rail Rapid Transit: E&N Line and V&S Line



CRD Rail Rapid Transit: Downtown Victoria



Average Speed

The table below shows the average speed of some rail transit systems being built or are in service.

City	Toronto Streetcar	Toronto LRT	Cancelled Surry LRT	Mississauga LRT	Vancouver Skytrain	Vancouver Skytrain
Line	Tram 501	Finch West	SNG	Hurontario	Canada Line	Expo Line
Average Speed	14.5km/hr	17.4km/hr	23.3km/hr	27km/hr	36km/hr	45km/hr

Note: The average speed is calculated using the distance of the line and the time it takes to travel that distance including the station stops.

Disclaimer

The author is not a professional planner or affiliated with any transportation body, consulting group, lobby group, or committee. The document is written to show possible rail transit options. The calculations are as accurate as possible based on information available on the internet.

CRD Rail Rapid Transit: Ultimate

Feb 2020

Written by Gwyer Webber 2018-2020

This option for rail transit would connect most of the communities within the CRD and Up Island. A section at a time would be built when funding is available.

E&N Line: Regional Rail (Bi-Mode)

The line would be a fully upgraded single track, with passing sidings where require, and go underground from just north of Esquimalt Rd to Douglas St in Downtown Victoria. Station in the CRD at Langford Exchange, Hwy1/1A, Admirals Rd, and Douglas St at Yates St.

The Regional Rail from Up Island would run to Downtown Victoria using Bi-Moe rail vehicles running on diesel from Up Island to Langford and then on electric from Langford to Victoria. Ottawa O-Train has purchased the Stadler Flirt for their Trillium Line (pictured below).



Victoria & Langford Line (Skytrain)

The line would start at Sooke Rd and run along the Galloping Goose, Jacklin Rd, Station Ave, Goldstream Ave, Island Hwy, Hwy 1, Douglas St, Humboldt St, Blanshard, Superior St, and end at Ogden Point. Stations at Sooke Rd, Langford Exchange, Colwood Exchange, Six Mile, Helmcken Rd, Admirals Rd, Tillicum Rd, Uptown, Mayfair, Hillside, Discovery St, View St, Superior St, and Ogden Point.

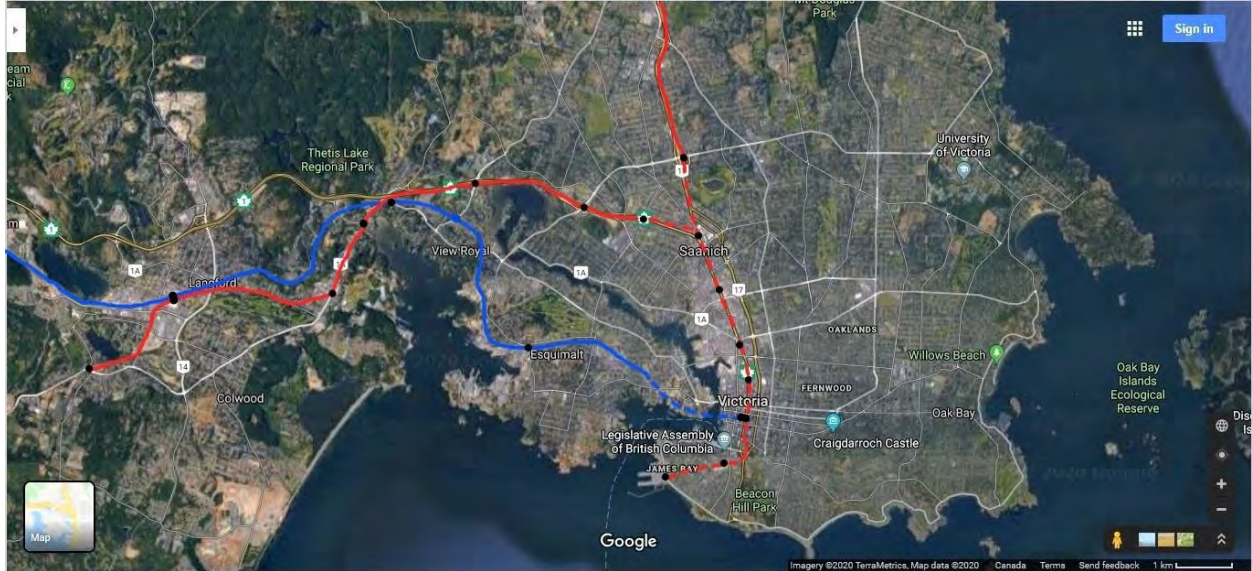
The travel time from Langford Exchange to Downtown Victoria would be approximately 22 minutes where as the proposed LRT would have had a travel time of 45 minutes (Victoria Regional Rapid Transit Project 2011).

Victoria & Sidney Line: (Skytrain)

The line would run from Beacon Ave in Sidney along the Pat Bay Hwy (mainly on the surface) and merge with the line from Langford at Uptown. Stations at Beacon Ave, McTavish Rd, Mt Newton Cross Rd, Island View Rd, Sayward Rd, Royal Oak Dr, and McKenzie Ave.

Travel time from Sidney to Ogden Point is approximately 35 minutes where as the bus takes over an hour.

CRD Rail Rapid Transit: Ultimate



Average Speed

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Susan Brice
Chair, Victoria Regional Transit Commission
520 Gorge Road East
Victoria, BC
V8W 9T5

February 6, 2020

Dear Chair Brice,

On behalf of Victoria City Council, I am writing to request that the Victoria Regional Transit Commission reconsider, at its February 25, 2020 meeting, the initiation of a pilot program beginning in 2020 to provide fare-free public transit to people 18 years and younger in the Capital Region.

In April 2019, Victoria City Council endorsed "a major expansion of public transit ridership in the Capital Region, focused on the phasing out of user fees and a substantial improvement in service levels and fleet electrification," beginning with elimination of "user fees for people 18 years of age and younger."

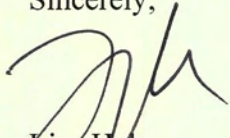
In August 2019, the Victoria Regional Transit Commission voted 4-4 on a proposed pilot program to provide fare-free public transit to youth in the Capital Region. Lacking a majority of votes, the pilot program was not initiated by the Regional Transit Commission at that time. In December 2019, the City of Victoria initiated a Youth Bus Pass Program on its own initiative, removing user fee barriers for public transit ridership funded through a combination of general revenues and parking revenues.

The City of Victoria Youth Bus Pass program has been a big success, with more than 2,100 local youth accessing the program, resulting in substantial savings to families, at an approximate monthly cost to the city of \$81,000.

Introduction of the City of Victoria program has also created a regional inequity in access to mobility for youth: while City of Victoria residents aged 18 years and younger now having access to fare-free public transit, youth who reside outside the city limits lack this access. This inequity exists within specific school communities, where catchment boundaries extend across municipal borders, and the inequity also exists within neighbourhoods straddling the borders of Victoria, Esquimalt, Saanich and Oak Bay.

Therefore, on behalf of Victoria City Council, we recommended the Victoria Regional Transit Commission reconsider the introduction of a pilot program to provide fare-free public transit for people 18 years and younger throughout the area served by the Commission.

Sincerely,



Lisa Helps
Victoria Mayor

For: VRTC Meeting February 25th 2020
From: Mayor Helps and Councillor Dubow

Introduction

At its January 30th 2020 Council Meeting, Victoria City Council passed the following motion.

That Council:

1. Endorses the initiation of a pilot program to provide fare-free public transit for youth across the Capital Region, to reduce greenhouse-gas emissions and promote transit ridership and sustainable mobility from an early age.
2. Requests that the Victoria Regional Transit Commission reconsider at its February 25, 2020 meeting the initiation of a pilot program beginning in 2020 to provide fare-free public transit to people 18 years and younger in the Capital Region.

Background

At the August 13th Commission meeting the following motion was defeated on a 4-4 tie:

“Direct staff to pursue funding partners and develop a business case, to include a pilot project to provide fare-free transit for youth in the 2021/22 budget year.”

Since the motion was defeated in August there have been four developments that warrant reconsideration of the matter.

First, in December the City of Victoria initiated a pilot project distributing free transit passes to youth who are resident of Victoria. Since the program began there has been steady uptake:

December 2130

January 2433

February 2250 (to date, we hand them out all month)

March 2248 (to date, we hand them out all month)

Second, in response to its declaration of a Climate Emergency earlier in 2019, Saanich (which had two dissenting votes on the original motion) has sharpened its focus on climate change and is taking a leadership role to substantially accelerate climate action. Creating life-long transit riders by providing accessible fare-free transit to youth is one way to create car-free and car-lite lifestyles, tackling carbon pollution from transportation which makes up 50% of our regional emissions.

Third, we've learned of other local governments across British Columbia that have implemented fare-free transit for youth. Whistler began a pilot project in January 2020 to

offer fare-free transit to youth 18 and under. The the City of Salmon Arm and the Shuswap Regional Transit System offer free transit to youth under the age of 18 during:

- Christmas break
- July 1 - September 1
- Pro-D days during the school year
- Spring break

They do this to promote the bus as a safe and available means of transportation.

Fourth and finally, introduction of the City of Victoria program has created a regional inequity in access to mobility for youth. While City of Victoria residents aged 18 years and younger now having access to fare-free public transit, youth who reside outside the city limits lack this access. This inequity exists within specific school communities, where catchment boundaries extend across municipal borders, and the inequity also exists within neighbourhoods straddling the borders of Victoria, Esquimalt, Saanich and Oak Bay. Youth across the region have spoken up about this inequity and will be attending the Transit Commission meeting on February 25th.

Recommendation:

That the Transit Commission directs staff to pursue funding partners and develop a business case for fare-free transit for youth, to include a pilot project to provide fare-free transit for youth in the 2021/22 budget year.

SUBJECT: Fare-Free Youth Pilot Program Report

PURPOSE

This report reviews the considerations for a fare-free youth transit pilot program in the Victoria Regional Transit System (“VRTS”) and is provided to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

BACKGROUND

At its meeting on August 13, 2019, staff presented to the Commission a report outlining the cost, service and funding considerations for a fare-free youth transit pilot program to be included as part of the 2020/21 budgeting process. Following discussions, the initial motion was amended to direct staff to develop and come back with a detailed business case for a fare-free youth transit pilot and to pursue funding partnerships. This amended motion was not carried in a subsequent vote.

In December 2019, the City of Victoria introduced a bus pass program for all youth residents of the municipality. Under this program, the City of Victoria is assessed a \$11.25 fee per youth per month for 7,200 youth. The program is administered using VRTS youth/senior monthly passes, which the youth or their caregivers pick up from Victoria City Hall on a regular basis. On February 7, 2020, the Commission received a letter from the City of Victoria requesting that the region-wide fare-free youth program be revisited as a result of inequality across municipalities in the region created by the City of Victoria’s youth bus pass program.

DISCUSSION

Commission Strategic Goals

On April 29, 2019, Commission members participated in a strategic planning workshop to determine the Commission’s goals and priorities, which would be used to develop a five-year Transit Future Action Plan for transit service and planning in the VRTS. From the workshop discussion, the following themes were captured:

- The desire for transformation change, which requires consideration for more aggressive mode share targets and a higher level of service investment;
- Continue development of the Rapid Transit Network to the Westshore and Peninsula;
- Continue development of the Frequent Transit Network, and the introduction of transit service to new neighbourhoods experiencing development;
- Invest in new operations and maintenance facilities for the conventional and handyDART transit systems to support improved service levels;
- Invest in low carbon emission fleet technologies and other innovative transit solutions;
- Develop a communication strategy to share the new direction and priorities developed as part of the Transit Future Action Plan process; and
- Initiate a focused fare review to support future service investments.

City of Victoria Youth Bus Pass Program

Starting on December 1, 2019, youth residing in the City of Victoria have been able to receive a monthly bus pass free of charge and use it to travel throughout the VRTS. Of the 7,200 youth eligible to receive a bus pass, 1,900 received and used a pass in December and 2,150 used one in January. It is unclear at this time as to how many of the youth accessing the fare-free program were previous users of transit as compared to those who are new users of transit as a result of receiving a free pass.

On average, the City of Victoria youth pass users are boarding 27 buses per month, though an undetermined number of these boardings may constitute a single trip using multiple buses. Average usage patterns during the day on Mondays through Fridays are shown in Figure 1 below and are compared against usage data of monthly passes and ProPASSes in the VRTS in Figure 2:

Figure 1: Average Weekday Usage of City of Victoria Youth Bus Pass Program

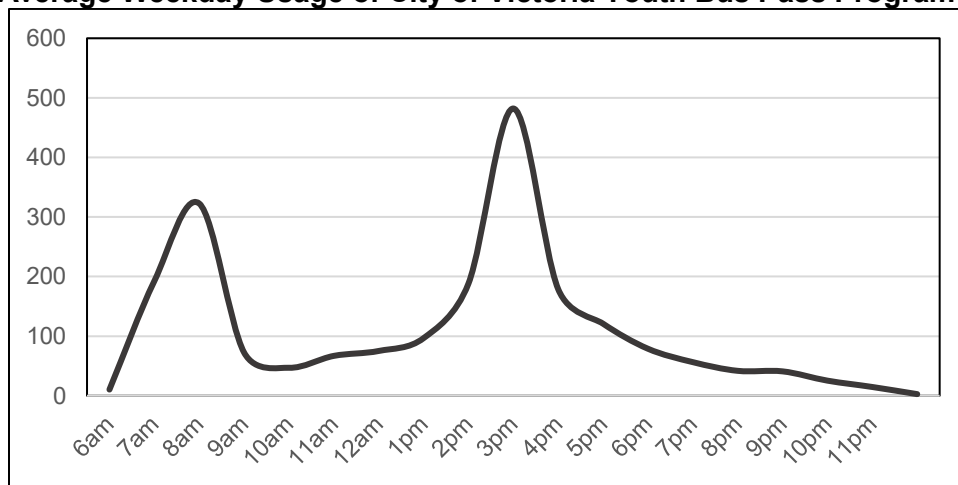
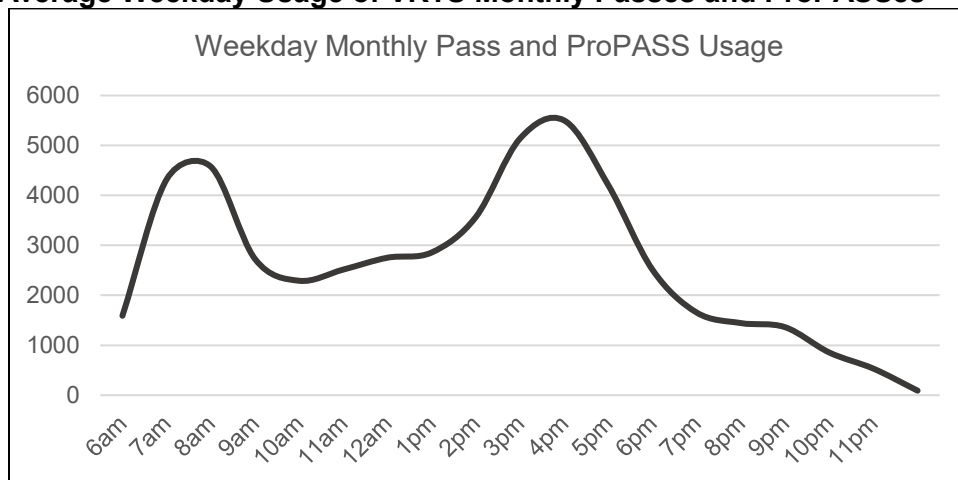


Figure 2: Average Weekday Usage of VRTS Monthly Passes and ProPASSes



As is outlined above, the travel patterns of youth accessing the City of Victoria’s fare-free program are similar to those of regularly BC Transit customers who use transit to commute to and from their place of work using monthly passes or ProPASSes. This highlights the impact that expanding youth fare-free transit region-wide would have on transit service capacity and, subsequently, the need for investment in transit service hours in order to accommodate any significant increase in ridership at peak times given current capacity constraints.

Considerations for a Region-Wide Youth Fare-Free Pilot Program

As presented at the August 13, 2019 Commission meeting, there are several implications of fare-free transit that require consideration prior to introducing a region-wide fare-free program. The first of these is the revenue foregone should student fares be removed. In 2018/19, student fares were estimated to be \$4.07 million and represented 11 per cent of total VRTS fare revenue. Without a suitable funding alternative in place, the removal of youth fare revenues would increase the burden on property tax dollars to fund VRTS service.

The second consideration is that of the impact that an increase in ridership as a result of transit being made fare-free for youth would have on transit service level capacity. As demonstrated in Figures 1 and 2 above, it is expected that a regional fare-free youth transit program would result in capacity issues at peak service times. To assess the impact of increased ridership as a result of a fare-free youth program, staff used existing mode share data from the Capital Regional District’s 2017 Origin Destination Household Travel Survey and scaled increases based upon mode share examples observed with mature post-secondary U-PASS programs. Based on the projected increase in service demand for each mode share, staff then calculated the required increases in buses, service hours and costs to accommodate the additional riders with the results outlined in Table 1.

Table 1: Forecasted Increases in Youth Riders, Service Hours, Buses and Costs

	MODE SHARE			
	15% (Current)	25%	30%	35%
Number of youth transit riders	3,500	5,834 (+2,334)	7,002 (+3,502)	8,169 (+4,669)
School-oriented service hours	35,340	+15,200	+43,776	+70,224
School-oriented buses	57	+23	+58	+92
Service hours cost impact	-	+\$2,280,000	+\$6,566,000	+\$10,534,000
Bus lease fee cost impact	-	+\$1,572,000	+\$3,280,000	+\$6,286,000
Total annual cost impact*	-	+\$3,852,000	+\$9,846,000	+\$16,820,000

*Total cost to be shared by municipal and provincial contributions

BC Transit has previously reached out to the three school districts in the region to discuss potential funding partnerships to offset the foregone fare revenue and increased service costs associated with fare-free youth transit, but to date have not received a response. In the absence of an alternative funding strategy, the municipal portion of the total costs listed in Table 1 along with the \$4.07 million on foregone fare revenue would need to be made up through property tax revenues to support the necessary increases in transit service. It is also important to note that there would be extended timelines for the requisition of the buses required to accommodate the increased demand and for the construction of a new transit facility to store and maintain the additional buses given current constraints at BC Transit facilities.

The final consideration for a fare-free youth program is that of the impact that increasing youth ridership would have on existing transit users. Given the observed youth transit use patterns from the City of Victoria's youth bus pass program and without the necessary investment in transit service hours and buses, it can be expected that a fare-free youth program would result in capacity constraints at peak travel times. Should issues persist and pass-ups become a common occurrence, existing transit users could be forced to consider non-transit travel options, including driving in a single-occupancy vehicle, to meet their travel needs. The scale of this mode shift away from transit is unknown, but would be expected to be relative to the scale of increases in youth transit ridership, and would be expected to be same in both a pilot and steady-state scenario. The allocation of service hours to address capacity issues resulting from fare-free youth transit would be expected to make it more challenging for the Commission to achieve its long-term strategic goals outlined above.

Climate Action

Under its mandate, BC Transit's provision of public transit service is regarded as a key component to the Province of British Columbia achieving its future greenhouse gas emission targets. Studies into the factors that influence transit use behaviours consistently point to service-related considerations such as trip time, service frequency and reliability, comfort, crowding, and extended routes as being more significant drivers to increasing transit use for both current users and non-users than the price of fares. The significance of these factors increases for discretionary riders and non-riders given their preference towards the convenience and comfort of personal vehicle use.

The findings of industry research is supported by those of BC Transit's annual Penalty-Reward survey which indicates that similar service-related attributes are the primary factors that influence transit use amongst BC Transit customers and potential future customers. Accordingly, the most effective means of increasing public transit use, decreasing the use of single-occupancy vehicles, and reducing greenhouse gas emissions is increased investment to ensure transit service is frequent, reliable, and comfortable. The impact of such investments on reducing greenhouse gas emissions is expected to be furthered by BC Transit's ongoing investment in low- and no-carbon fleet technologies.

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission **NOT APPROVE** the introduction of a pilot program for fare-free youth transit in the Victoria Regional Transit System.

Respectfully,

Ryan Dennis
Manager, Sales and Revenue

SUBJECT: YOUTH/SENIOR MONTHLY PASS FARE FOR handyDART

PURPOSE

This report, outlining considerations for the introduction of a youth/senior monthly pass fare for handyDART, is provided to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

BACKGROUND

At the November 5, 2019 meeting, the Commission received a motion from the Accessible Transportation Advisory Committee (“ATAC”) as a part of the minutes from its September 27, 2019 meeting that proposed extending the City of Victoria youth bus pass program to eligible youth handyDART users. The current Victoria Regional Transit System (“VRTS”) handyDART fare structure does not include a youth monthly pass fare, as is available with the conventional system. Additionally, given that VRTS conventional service offers a combined youth/senior monthly pass fare, this report will consider the introduction of a discounted monthly pass fare for both youth and senior handyDART users along with the acceptance of all relevant discounted fare programs.

DISCUSSION

As part of its efforts to improve the equality between its conventional and custom (handyDART) services, BC Transit is working with its local government partners to address any discrepancies with fare pricing. Historically, fares for handyDART service have been restricted to cash and tickets, with limited or no monthly pass options, and the fare amounts being set higher than those of conventional to reflect the higher cost of providing the service. The current VRTS handyDART fare structure offers cash, ticket and adult monthly pass fares with the fare amounts being equal to those of conventional service, but does not provide customers the option of a discounted youth/senior monthly pass.

Table 1: Current handyDART Fare Structure

Fare Type	Fare Amount
Cash	\$2.50
Tickets	\$22.50
Adult Monthly Pass	\$85.00

Importantly, ticket and monthly pass products are universal and available for use interchangeably on both conventional and handyDART services. This universal use would also apply to the youth/senior monthly pass upon introduction. Furthermore, the introduction of a youth/senior monthly pass would enable the use of the youth U-PASS as a valid handyDART fare, as is currently the case with post-secondary U-PASS programs.

With the introduction of a youth/senior monthly pass, it is anticipated that transit revenues would decrease as a result of customers who currently purchase an adult monthly pass at the rate of \$85.00 may be eligible to purchase a youth/senior monthly pass at the rate of \$45.00. As a result of their universal use on both services, monthly pass revenues are currently captured solely in conventional revenues, meaning that any changes to fares would only be reflected in conventional revenues. It is estimated that approximately 55 handyDART users that currently purchase an adult monthly pass would be eligible for the new youth/senior monthly pass, which would result in an estimated decrease to annual conventional revenues of \$25,000.

Table 2: Proposed Change to handyDART Fare Structure

Fare Type	Current	Proposed
Cash	\$2.50	\$2.50
Tickets	\$22.50	\$22.50
Adult Monthly Pass	\$85.00	\$85.00
Youth/Senior Monthly Pass	N/A	\$45.00
Impact on Annual Conventional Fare Revenues:		-\$25,000

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission:

1. **APPROVE** the introduction of a youth/senior monthly pass fare for handyDART;
2. **APPROVE** the acceptance of all youth U-PASS and similar discount programs.

Respectfully,

Ryan Dennis
 Manager, Sales and Revenue

SUBJECT: INFRASTRUCTURE UPDATE

PURPOSE

This report, providing the Victoria Regional Transit Commission (the “Commission”) with an update on transit-related infrastructure projects in the region, is presented for **INFORMATION**.

DISCUSSION

ACTIVE PROJECTS:

BC Transit Bus Shelter Program

Federal funding approval for the shelter program was received in July 2018. Federal funding will provide up to 40 per cent of eligible shelter costs for three years of funding through the Investing in Canada Infrastructure Program (ICIP).

In November 2019, the 2019/20 program was expanded to accommodate a total of 47 shelters across the province and 21 of these shelters are within the Victoria region. As of the end of January 2020, a total of 15 shelters have been installed.

Region	Number of Shelters	Number of Shelters Installed
Saanich	7	4
Victoria	5	3
Oak Bay	1	1
Sidney	1	1
Central Saanich	2	1
View Royal	2	2
Langford	3	3
TOTAL	21	15

CNG Fueling and Facility Modifications

BC Transit announced its Low Carbon Fleet Program in July 2019. This sets targets for transitioning the fleet to electric power with interim application of Compressed Natural Gas (CNG) and makes an immediate commitment to no longer purchase diesel heavy duty buses. To achieve this commitment, CNG buses are being introduced in Victoria. BC Transit contracted Clean Energy to build and operated a CNG fueling station at the Langford Transit Centre (LTC) site.

In June 2019, BC Transit approved a business case to fund the required upgrades to LTC and the Victoria Transit Centre (VTC) facilities in order to achieve compliance for the maintenance of CNG buses. CNG fueling infrastructure being constructed includes natural gas compression and dispensing components. Facility upgrades to facilitate maintenance of CNG buses include gas detection, safety alarms, and air evacuation system upgrades. The station and the initial phase of facility upgrades remain on target to enter service within the first months of 2020 and will enable replacement of the aged fleet in Victoria. Remaining facility upgrades are forecasted to be complete in the summer.

handyDART Centre

To support growth in ridership for both conventional and handyDART services in the region, significant investments are being made in new, purpose-built transit facilities that can support expanding a low-carbon fleet. The first phase is construction of a new handyDART centre at 2401 Burnside Road in View Royal. Moving handyDART operations to this new facility enables redevelopment of the present Glanford Road site in Royal Oak to enable conventional service expansion through construction of a new operation and maintenance facility. The handyDART centre, which allows expansion of the handyDART fleet to over 100 buses, is planned to open in 2023.

The handyDART centre will be the first BC Transit facility to meet Leadership in Energy and Environmental Design (LEED) requirements. At opening, the fleet will be gasoline fueled and will include the ability to deploy electric buses once available. The development will meet or exceed all Provincial and Federal environmental protection standards. The work will introduce improvements on both West Burnside Road and Watkiss Way and BC Transit will work in partnership with the Town of View Royal to meet all development requirements.

To engage the community on this development, BC Transit initiated a holistic communications plan. The plan establishes a neighbourhood working group to work closely with the project team and inform public engagement opportunities. In parallel, BC Transit is consulting indigenous groups.

Island Highway Transit Priority Plan

BC Transit has procured engineering services to complete design work to advance designs for transit priority measures on the Island Hwy between Goldstream and Highway 1. It is anticipated that the next phase of work will commence in early February and be completed by the summer of 2020. Once these activities are complete, a request for project funding will be presented to the Commission and the Ministry for approval.

PROJECTS IN PLANNING OR DEVELOPMENT

Westshore Transit Priority Action Plan

Through the Westshore Transit Priority Action Plan, BC Transit is continuing to advance plans for transit priority in the Westshore that align with the development of the Westshore Rapid and Frequent Transit Network. A Technical Advisory Group (TAG) was held with the Ministry of Transportation, City of Colwood, City of Langford and the Capital Regional District staff. The purpose of the TAG meeting was to confirm transit corridors and priority options that are now being assessed through a multiple account evaluation to develop final recommendations. A final report will be provided to the Commission with recommended concepts and associated costs in June. If the Transit Commission and local governments endorse the recommendations, BC Transit will work with local governments to complete detailed design and costing, as well as conduct community engagement as needed.

Ministry of Transportation Transit Related Projects

There are a number of transit infrastructure initiatives that BC Transit is moving forward with the Ministry of Transportation (MOTI) including:

- **Hwy 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
- **Southbound Bus Lane Tillicum to Cloverdale** – Construction of the southbound bus lane continues to progress on Hwy 1 and is expected to be open in early 2020. The project includes new bus stops and transit shelters at Tillicum, Boleskine and Cloverdale

- **Northbound Helmcken Weave Lane & Transit Improvement Study** – MOTI has initiated a study that will evaluate additional transit priority treatments on the north side of Hwy 1 between the Helmcken Interchange and the Colwood Interchange. Transit priority options will be linked to options that BC Transit have developed on the Island Hwy with View Royal and Colwood.
- **Uptown Transit Exchange** – Through the South Island Multi-Modal Transportation Study, transit exchange design options and transit priority concepts are being developed to support the advancement of a Transit Hub. This hub in the Uptown Area was identified in the Transit Future Plan and Saanich's Uptown-Douglas Corridor Plan. The existing Transit Hub features were established between 2016-2018 and include two bus stops and a transit only signal on Carey Road.

Operations and Maintenance Facilities Master Plan

BC Transit is in the process of procuring a consultant to develop an update of the 2013 Victoria Regional Facilities 25-Year Master Plan (the Plan) to prioritize and advance strategic investments and align with planned transit system growth and the introduction of the Provincial Low Carbon Fleet Strategy. The plan will assess the manner in which BC Transit facilities presently serve the needs of its operations and how BC Transit will meet future facilities' needs; including administration, operations, maintenance and parts warehousing.

The objectives of the Plan are to:

- Increase short-term maintenance and bus storage capacity at the Langford & Victoria Transit Centres;
- Modernization of the Victoria and Langford Transit Centres facility operations;
- Support the low carbon fleet strategy by developing a facility investment strategy to support 10 battery electric buses and compressed natural gas buses;
- Plan for future facility needs with Victoria Regional Transit System fleet growth scenarios and a Provincial Parts Distribution Centre.

The Facilities Master Plan is to be delivered in a two stage process. The first stage will deliver short term actions that can be immediately implemented to increase maintenance and bus storage capacity, as well as functional planning and scenario development. The second stage deliverable will be a comprehensive report that will highlight existing issues, project future growth, and develop functional requirements, engineering concepts, order of magnitude costs, and a phased investment workplan. The study will provide inputs for future project business case(s) to support provincial and federal funding application(s) such as the Investing in Canada Infrastructure Program (ICIP). Phase 1 of the study is expected to be complete in July 2020.

RECOMMENDATION

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

Respectfully,

Levi Timmermans
Director, Infrastructure Management



Victoria Regional Transit Commission #9 - Financial and Performance Report

YEAR-TO-DATE DECEMBER 31, 2019

Financial Presentation

This Financial Summary is presented on the following basis:

- Order in Council 594, approved October 2015, enables BC Transit to establish reserves to carry forward operating savings each year to offset future inflationary increases for base service levels.
- Effective April 1, 2015, both the Province and Local Government funding partners will be invoiced the budgeted amount, the full value of any savings in operating expenses will be held in an operating reserve to be applied against future year costs. This mechanism does not apply to facility and vehicle infrastructure charges (Lease Fees).

Financial Summary

(figures in thousands)

	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Revenues								
Passenger & Advert. Revenue	\$32,477	\$32,818	\$341	1.0%	\$43,289	\$44,152	\$863	2.0%
Provincial Operating Contribution	30,059	30,059	0	0.0%	40,256	40,256	0	0.0%
Fuel Tax Revenue	14,715	14,597	(118)	(0.8%)	19,360	19,300	(60)	(0.3%)
Local Contribution	23,288	22,642	(646)	(2.8%)	31,728	30,165	(1,563)	(4.9%)
Operating Reserve Required	4,600	4,600	0	0.0%	6,134	6,134	0	0.0%
Total Revenue	\$105,139	\$104,716	(\$423)	(0.4%)	\$140,767	\$140,007	(\$760)	(0.5%)
Expenses								
Operations	\$59,443	\$58,706	\$737	1.2%	\$79,621	\$78,881	\$740	0.9%
Maintenance	20,450	19,743	707	3.5%	27,609	26,957	652	2.4%
Administration	10,815	9,566	1,249	11.5%	14,259	13,754	505	3.5%
<i>Total Operating Expenses</i>	90,708	88,015	2,693	3.0%	121,489	119,592	1,897	1.6%
Lease Fees	14,431	14,008	423	2.9%	19,278	18,518	760	3.9%
Total Expenses	\$105,139	\$102,023	3,116	3.0%	\$140,767	\$138,110	\$2,657	1.9%

Revenue and Passenger Trips

(figures in thousands, except ratios)

	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger	\$31,952	\$32,307	\$355	1.1%	\$42,589	\$43,473	\$884	2.1%
Advertising	525	511	(14)	(2.7%)	700	679	(21)	(3.0%)
Total Passenger & Advertising	\$32,477	\$32,818	\$341	1.0%	\$43,289	\$44,152	\$863	2.0%
<i>Passenger Trips (Total)</i>	20,483	20,858	375	1.8%	27,538	28,314	776	2.8%
<i>Passenger Trips (excluding Taxi)</i>	20,419	20,795	376	1.8%	27,453	28,235	782	2.8%
<i>Average Fare</i>	\$1.56	\$1.55	(\$0.01)	(0.6%)	\$1.55	\$1.54	(\$0.01)	(0.6%)

Passenger revenue is \$0.36M (1.1 per cent) above budget year to date due to higher than budgeted purchases of tickets, employer pass and BC Bus Pass revenues offset by lower cash and monthly pass sales. Revenue is forecast to follow current trend with higher than expected U-PASS in last quarter and ticket revenue ending the year \$0.88M (2.1 per cent) above budget.

Advertising revenue is 2.7 per cent below budget year to date and is forecast to be \$21,000 (3.0 per cent) below budget which reflects reduced printed advertising sales.

Passenger trips are 375,000 (1.8 per cent) above budget year to date and are forecast to be 2.8 per cent higher than budget at year-end.

Provincial Operating Contribution, Fuel Tax and Local Contribution

(figures in thousands, except ratios)

	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Provincial Operating Contribution	\$30,059	\$30,059	\$0	0.0%	\$40,256	\$40,256	\$0	0.0%
Fuel Tax Revenue	14,715	14,597	(118)	(0.8%)	19,360	19,300	(60)	(0.3%)
Local Contribution	23,288	22,642	(646)	(2.8%)	31,728	30,165	(1,563)	(4.9%)
Operating Reserve Required	4,600	4,600	0	0.0%	6,134	6,134	0	0.0%

Provincial Operating Contribution is on budget year to date and forecast to be on budget at year-end.

Fuel Tax Revenue generated from a 5.5 cent per litre fuel tax is \$0.12M (0.8 per cent) below budget year-to-date. The forecast anticipates a partial catch-up by year-end.

Local Contribution is \$0.65M (2.8 per cent) below budget year-to-date due to higher passenger and lower lease fees. The year-end forecast is \$1.56M (4.9 per cent) below budget. Local contribution reflects the Commission's share of budgeted operating expenses and actual lease fees net of passenger, advertising and fuel tax revenues.

Operations

<i>(figures in thousands, except ratios)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Operations (excl. Fuel)	\$50,410	\$50,229	\$181	0.4%	\$67,477	\$67,352	\$125	0.2%
Fuel	9,033	8,477	556	6.2%	12,144	11,529	615	5.1%
Total Operations	\$59,443	\$58,706	\$737	1.2%	\$79,621	\$78,881	\$740	0.9%
<i>Service Hours</i>	734	731	(3)	(0.4%)	988	984	(4)	(0.4%)
<i>Operations Cost/Service Hour</i>	\$80.99	\$80.31	\$0.68	0.8%	\$80.59	\$80.16	\$0.42	0.5%

Operations (excl. Fuel) is \$0.18M (0.4 per cent) below budget year to date and is forecast to be \$0.13M below budget at year end. Year-to-date variance reflects lower benefit costs and the timing of expenses associated with the new CREST radio network costs.

Fuel is \$0.56M (6.2 per cent) below budget year to date due to an average fuel price of \$1.18/L compared to budgeted fuel price of \$1.27/L. Fuel is forecast to be \$0.62M below budget based on annual average fuel price of \$1.21/L.

Service hours delivered year to date are 3,000 hours (0.4 per cent) below budget and forecasted to be 4,000 hours (0.4 per cent) below budget. The variance is due mainly to lower custom hours with service offset by an increase in taxi supplement. Conventional service hours include the approved expansion of 20,000 annual service hours effective September 2019 for new routes and improved service levels.

Maintenance

<i>(figures in thousands, except ratios)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Fleet Maintenance	\$17,428	\$16,924	\$504	2.9%	\$23,558	\$22,851	\$707	3.0%
Facilities Maintenance	3,022	2,819	203	6.7%	4,051	4,106	(55)	(1.4%)
Total Maintenance	\$20,450	\$19,743	\$707	3.5%	\$27,609	\$26,957	\$652	2.4%
<i>Service Hours</i>	734	731	(3)	(0.4%)	988	984	(4)	(0.4%)
<i>Fleet Maintenance Cost/Service Hour</i>	\$23.74	\$23.15	\$0.59	2.5%	\$23.84	\$23.22	\$0.62	2.6%

Fleet Maintenance is \$0.50M (2.9 per cent) lower than budget due to vacancies and lower benefit costs for Victoria Conventional service, and lower parts and materials costs for Custom service. The year-end forecast is \$0.71M (3.0 per cent) lower than budget at year-end due to lower labour, parts and material costs.

Facilities Maintenance is \$0.20M (6.7 per cent) below budget year-to-date due to vacancies and a one time building lease credit from prior year. The forecast for year-end is \$0.06M (1.4 per cent) below budget due to lease credit offset by timing of facility and property maintenance expenditures.

Administration

<i>(figures in thousands)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Administration	\$10,815	\$9,566	\$1,249	11.5%	\$14,259	\$13,754	\$505	3.5%

Administration is \$1.25M (11.5 per cent) below budget year-to-date due to timing for consulting, lower information technology (IT) expenditures, benefits costs and vacancies. The year-end forecast of \$0.51M (3.5% per cent) below budget due lower IT expenditures and consulting offset by higher employee learning and development expenditures.

Lease Fees

<i>(figures in thousands)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Lease Fees	\$14,431	\$14,008	\$423	2.9%	\$19,278	\$18,518	\$760	3.9%

Lease Fees are \$0.42M (2.9 per cent) below budget due to the receipt of higher than budgeted Federal funding credits on vehicles and the timing of facility and equipment capitalizations. The forecast is below budget by \$0.76M (3.9 per cent).

Transit Fund

VICTORIA REGIONAL TRANSIT SYSTEM <i>(figures in thousands)</i>	2019/20 Budget	2019/20 Forecast
LOCAL CONTRIBUTION		
Funds generated from Transit Levy	\$31,595	\$31,666
Balance from / (to) Transit Fund	\$133	(\$1,501)
Total Local Contribution	\$31,728	\$30,165
TRANSIT FUND		
Balance, March 31, 2019	\$6,389	\$6,389
Contribution to 2019/20 expenses	(133)	(133)
Contribution to Cowichan Commuter	(96)	(37)
Interest & Other	100	100
Higher passenger & advertising revenue than budgeted	0	863
Lower fuel tax revenue than budgeted	0	(60)
Lower lease fees than budgeted	0	760
Higher transit levy (Grants in Lieu) received than budgeted	0	71
Ending Balance	\$6,260	\$7,953
Restricted Balance (2.5% of Operating Costs)	\$3,037	\$2,990
Unrestricted Balance	\$3,223	\$4,963

Operating Reserve Fund

OPERATING RESERVE FUND <i>(figures in thousands)</i>	2019/20 Budget	2019/20 Forecast
Balance March 31, 2019	\$15,893	\$15,893
Budgeted reserve required	\$6,134	\$6,134
Budgeted operating expenses	\$121,489	\$121,489
Projected operating expenses	\$121,489	\$119,592
Ending Balance	\$9,759	\$11,656

- Order in Council 594, approved October 2015, enables BC Transit to establish reserves to carry forward operating savings each year to offset cost inflationary costs increases for base service levels. This mechanism does not apply to facility and vehicle infrastructure charges (Lease Fees).
- Operating reserve fund is independent of the Transit Fund and is to be used for maintaining existing service levels.

Victoria Regional Transit Commission

Performance and Benchmarking



Conventional Transit Performance

<i>(figures in thousands, except ratios)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger Trips ('000)	20,180	20,566	386	1.9%	27,134	27,930	796	2.9%
Service Hours ('000)	638	637	(1)	(0.2%)	860	860	0	0.0%
Total Operating Cost ('000)	\$81,863	\$79,655	\$2,208	2.7%	\$109,681	\$108,354	\$1,327	1.2%
Passenger Trips per Service Hour	31.6	32.29	0.7	2.1%	31.6	32.48	0.9	2.9%
Operating Cost per Service Hour	\$128.31	\$125.05	\$3.26	2.5%	\$127.54	\$125.99	\$1.55	1.2%
Operating Cost per Passenger Trip	\$4.06	\$3.87	\$0.19	4.7%	\$4.04	\$3.88	\$0.16	4.0%
Operating Cost Recovery	39.4%	41.0%	1.5%	3.9%	39.2%	40.5%	1.3%	3.3%
Service Hours per Capita	n/a	n/a	n/a	n/a	2.6	2.60	0.0	0.0%
Passenger Trips per Capita	n/a	n/a	n/a	n/a	81.8	84.2	2.4	2.9%

Conventional Service Area Population of 331,745 used in per capita calculations

Custom Transit Performance

<i>(figures in thousands, except ratios)</i>	Dec 2019 Year to Date				2019/20			
	Budget	Actual	Variance (Un) Favourable		Budget	Forecast	Variance (Un) Favourable	
Passenger Trips ('000) (Total)	303	292	(11)	(3.6%)	404	384	(20)	(5.0%)
Passenger Trips ('000) (excluding Taxi)	239	229	(10)	(4.2%)	319	305	(14)	(4.4%)
Service Hours ('000)	96	94	(2)	(2.1%)	128	124	(4)	(3.1%)
Total Operating Cost ('000)	\$8,845	\$8,360	\$485	5.5%	\$11,808	\$11,238	\$570	4.8%
Passenger Trips per Service Hour (excl. Taxi)	2.5	2.4	(0.1)	(4.0%)	2.5	2.5	0.0	0.0%
Operating Cost per Service Hour (excl. Taxi)	\$85.58	\$82.62	\$2.96	3.5%	\$85.70	\$84.15	\$1.55	1.8%
Operating Cost per Passenger Trip	\$29.19	\$28.63	\$0.56	1.9%	\$29.23	\$29.27	(\$0.04)	(0.1%)
Operating Cost Recovery (excl. Taxi)	2.28%	2.27%	(0.01%)	(0.4%)	2.28%	2.28%	0.00%	0.1%
Service Hours per Capita	n/a	n/a	n/a	n/a	0.34	0.33	(0.0)	(2.9%)
Passenger Trips per Capita	n/a	n/a	n/a	n/a	1.1	1.0	(0.1)	(9.1%)

Custom Service Area Population of 373,031 used in per capita calculations

CHAIR & MEMBERS
VICTORIA REGIONAL TRANSIT COMMISSION
FEBRUARY 25, 2020

#10

SUBJECT: 2020/21 ANNUAL SERVICE PLAN

PURPOSE

The 2020/21 Annual Service Plan and Budget is submitted to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

BACKGROUND

A 2020/21 annual service plan was recently adopted by the Victoria Regional Transit Commission at the November 5, 2019 meeting. The delivery of eight high capacity buses required for the planned Fall 2020 expansion has been delayed by the manufacturer. As the previously approved annual service plan proposed an eight double-decker expansion for September 2020, a new annual service plan is required that will phase the expansion between September 2020 and January 2021. This report provides a revised expansion schedule and proposed service improvements.

DISCUSSION

Table 1: 2020/21 SERVICE PLAN

Service Period	Annual Hours	Fiscal Hours	Expansion Buses	Proposed Service Expansion
April 2020	2,200	2,200	1	Add commuter trips between Westshore and downtown (two additional trips on each of the routes 47 and 48)
June 2020				No expansion - standard seasonal changes matching service with demand
September 2020	2,000	1,167	1	Service Reliability – improve on-time performance on top tier routes
	1,500	875	1	Shift route 50 Westshore-downtown service to operate double-decker-only and add additional weekday peak trips
	2,500	1,458	1	Improve the Frequent Transit Network - reduce pass-ups and additional trips to cross-town routes - Increase mid-day service
Winter Holiday 2020				No expansion - standard seasonal changes matching service with demand

January 2021	2,800	700		Service Reliability – improve on-time performance
	5,500	1,375	1	Develop the Local Transit Network - Realign Westshore routes to better serve areas of growing demand
	3,500	875	1	Improve the Frequent Transit Network (reduce pass-ups and additional trips to cross-town routes)
Total	20,000	8,650	6†	

* Fiscal hours are expansion hours required for the current fiscal year according to the implementation date.

† The expansion of 8 new high capacity vehicles requires the allocation of 2 vehicles for maintenance spare ratio.

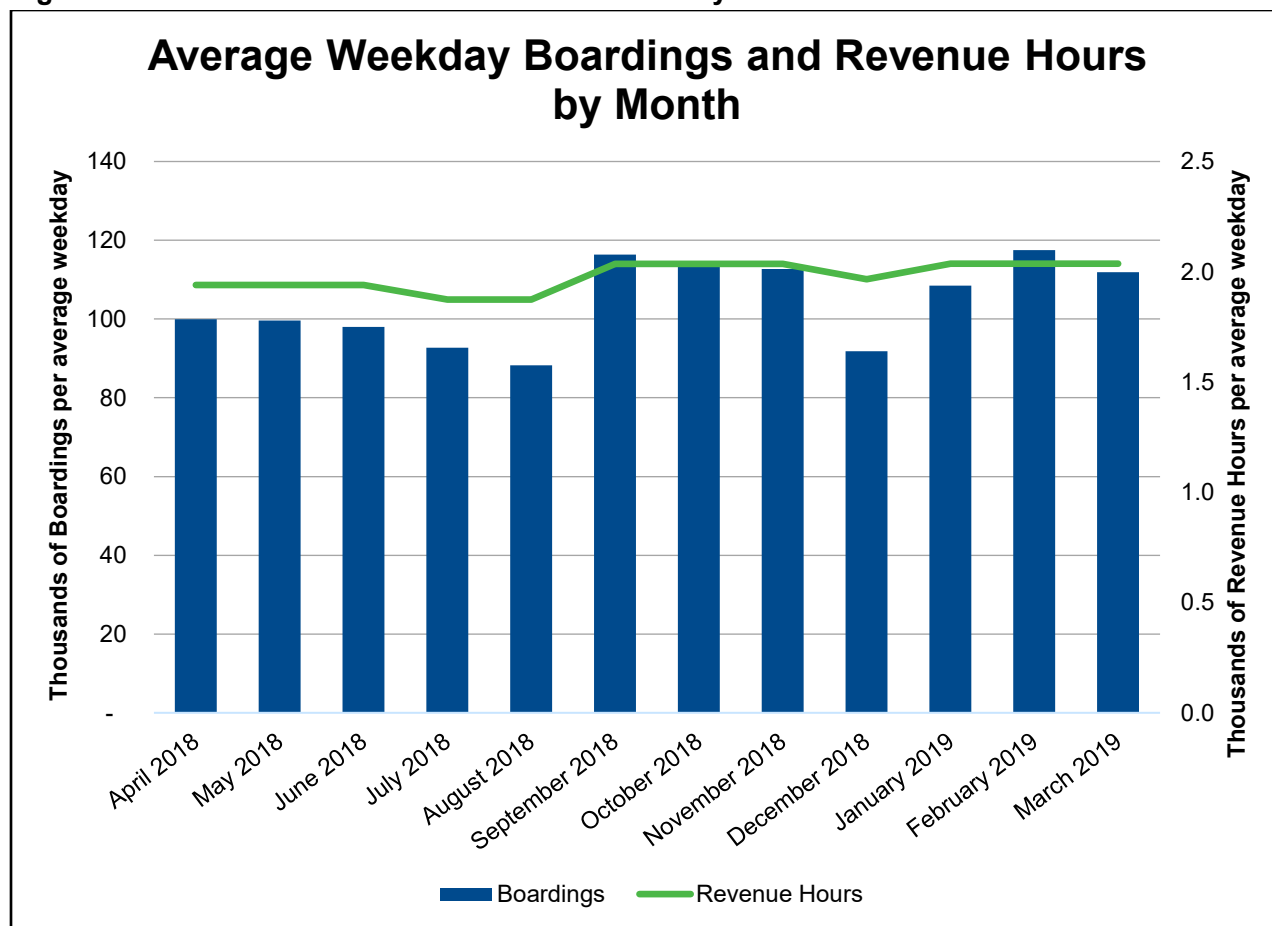
Table 2 provides 2020/21 service hours by service type compared to 2019/20 service levels. This table includes the full impact of the 20,000 annualized service hours added in September 2019 and an expansion of 20,000 hours planned for implementation in 2020/21. By phasing much of the expansion to January 2021, the 20,000 hour expansion is less substantial in the 2020/21 fiscal year.

Table 2: Distribution of Expansion Hours by Service Type

	2019/20		2020/21		Change YOY	
	Annual Service Hours	Total Fleet	Annual Service Hours	Total Fleet	Annual Service Hours	Total Fleet
Conventional	859,700	302	873,000	310	13,300	8
handyDART	128,075	56	126,830	56	-1,245	0
Total	987,775	358	999,830	366	12,055	8

The Victoria Regional Transit System (VRTS) provides varying levels of service at different periods throughout the year to match transit investment to passenger demand. Figure 1 summarizes the proposed implementation dates and service hour allocation for each seasonal service change in 2020/21.

Figure 1: Allocation of Conventional Service Hours by Service Period for 2020/21



TRANSIT SERVICE COMPOSITION AND HOURS ALLOCATION

Table 3 describes the route classification system outlined in the Transit Future Plan, which is further defined in the VRTS Service Standards and Performance Guidelines. The route classification displays which routes are assigned to each classification and the percentage of service hours allocated to each route class from 2019/20 schedules. An index of routes is provided in Attachment 1.

For comparison, the 2019/20 percentage of service hours by route type is also shown. This demonstrates that the percentage of service hours by route type has remained relatively consistent with minor growth in rapid transit and frequent transit and an incremental decrease in local transit due to the allocation of additional resources.

Table 3: Victoria Regional Transit System Route Classification

Route Type	Description	Specific Routes	2019/20 Percentage of Service Hours
Rapid Transit	Move large volumes of passengers between key destinations with very frequent service and a limited number of transit stops or stations.	70, 50, 15, 16	16.8%

Frequent Transit	Operate at a minimum 15-minute frequency. Routes generally operate on arterial roads, serve corridors with mixed land uses and provide connections between urban centres.	4, 6, 11, 14, 26, 27, 28, 30, 31	49.7%
Local Transit - High Demand	Generally serve suburban areas with a focus on connections to local centres and to rapid and frequent transit routes.	2, 3, 7, 8, 9, 21, 22, 24, 25, 39, 61, 65, 72, 75	27.6%
Local Transit - Coverage Based	Generally serve less densely populated suburban and rural areas with a focus on connections to local centres and to rapid and frequent transit routes	1, 10, 12, 13, 32, 35, 43, 52, 53, 54, 55, 56, 57, 58, 59, 60, 63, 64, 81, 82, 83, 85, 87, 88	5.4%
Targeted Transit	Provide focussed service to serve specific needs such as school, universities and peak commuter trips.	17, 46, 47, 48, 51, 71, 76	2.2%

There are a number of regular seasonal changes anticipated for 2020/21, focusing on changes to routes that serve post-secondary schools. In addition to regular seasonal adjustments, there is a permanent expansion scheduled for fall 2020.

At the October 22, 2019 Strategic Planning Workshop, the Commission indicated support for the three following service expansion priorities for implementation in September 2020:

1. Improve the Rapid Transit Network
 - Increase passenger capacity through the use of double-deckers
 - Expand commuter trips to provide increased express service at peak times
2. Develop the Local Transit Network
 - Develop routes to new neighbourhoods
 - Improve service to underserved areas
3. Develop the Frequent Transit Network
 - Increase service hours on frequent transit network routes

Given facility constraints, no additional vehicles are identified in 2020/21 for handyDART service. Instead, an allocation has been included to enhance the taxi supplement budget and facilitate the reallocation of light-duty bus hours to improve span of service.

Proposed Service Changes for 2020/21

Attachments 2-6 describe the proposed 2020/21 service changes by service type and season; they reflect the service priorities approved by the Commission in January 2019 along with other route adjustments based on analysis of system performance, public and operator feedback throughout 2018/19.

The proposed changes include improvements to service and on-time performance. They also reflect the optimization of service using seasonal schedules and allocating resources to periods of the year when ridership demand is higher.

RECOMMENDATION

It is recommended that the Commission **APPROVE** the revised 2020/21 Service Plan.

Respectfully,

Seth Wright
Transit Planner

Attachment 1: Victoria Regional Transit System Routes
Attachment 2: Proposed Spring 2020 Service Implementation
Attachment 3: Proposed Summer 2020 Service Implementation
Attachment 4: Proposed Fall 2020 Service Implementation
Attachment 5: Proposed Holiday 2020 Service Implementation
Attachment 6: Proposed Winter 2021 Service Implementation

Attachment 1 - Victoria Regional Transit System Routes

#	Route Name	Service Type	Area
1	South Oak Bay/Downtown	Local Transit - Coverage	Core
2	James Bay/South Oak Bay/Willows	Local Transit - High Demand	Core
3	James Bay/Royal Jubilee via Cook St. Village	Local Transit - High Demand	Core
4	UVic/Downtown	Frequent Transit	Core
6	Royal Oak Exchange/Downtown	Frequent Transit	Core
7	UVic/Downtown	Local Transit - High Demand	Core
8	Interurban/Tillicum Centre/Oak Bay	Local Transit - High Demand	Core
9	Royal Oak Exchange via Gorge/UVic via Hillside	Local Transit - High Demand	Core
10	James Bay/Royal Jubilee via Vic West	Local Transit - Coverage	Core
11	Tillicum Centre/UVic	Frequent Transit	Core
12	University Heights/UVic	Local Transit - Coverage	Core
13	Ten Mile Point/UVic	Local Transit - Coverage	Core
14	Vic General/UVic	Frequent Transit	Core
15	Esquimalt/UVic	Rapid Transit	Core
16	UVic/Uptown	Rapid Transit	Core
17	Cedar Hill	Targeted Routes	Core
21	Interurban/Downtown	Local Transit - High Demand	Core
22	Vic General/Hillside Centre	Local Transit - High Demand	Core
24	Cedar Hill/Admirals Walk	Local Transit - High Demand	Core
25	Maplewood/Admirals Walk	Local Transit - High Demand	Core
26	Dockyard/UVic	Frequent Transit	Core
27	Downtown Express/Majestic Express	Frequent Transit	Core
28	Gordon Head/Majestic/Downtown	Frequent Transit	Core
30	Royal Oak Exchange/Downtown	Frequent Transit	Core
31	Royal Oak Exchange/Downtown	Frequent Transit	Core
32	Cordova Bay/Royal Oak Exchange	Local Transit - Coverage	Core
35	Ridge	Local Transit - Coverage	Core
39	Westhills Exchange/Interurban/ Royal Oak Exchange/UVic	Local Transit - High Demand	Core
43	Royal Roads via Belmont Park	Local Transit - Coverage	Westshore
46	Dockyard/Westhills Exchange	Local Transit - Coverage	Westshore
47	Goldstream Meadows/Downtown	Targeted Routes	Westshore

#	Route Name	Service Type	Area
48	Happy Valley/Downtown	Targeted Routes	Westshore
50	Langford/Downtown	Rapid Transit	Westshore
51	Langford/UVic	Targeted Routes	Westshore
52	Colwood Exchange/Bear Mountain	Local Transit - Coverage	Westshore
53	Colwood Exchange/Langford Exchange via Atkins	Local Transit - Coverage	Westshore
54	Metchosin	Local Transit - Coverage	Westshore
55	Happy Valley	Local Transit - Coverage	Westshore
56	Thetis Heights/Langford Exchange	Local Transit - Coverage	Westshore
57	Thetis Heights/Langford Exchange	Local Transit - Coverage	Westshore
58	Goldstream Meadows	Local Transit - Coverage	Westshore
59	Triangle Mountain/Wishart	Local Transit - Coverage	Westshore
60	Triangle Mountain/Wishart	Local Transit - Coverage	Westshore
61	Sooke/Langford/Downtown	Local Transit - High Demand	Westshore
63	Otter Point	Local Transit - Coverage	Westshore
64	East Sooke	Local Transit - Coverage	Westshore
65	Sooke/Langford/Downtown	Targeted Routes	Westshore
70	Swartz Bay/Downtown	Rapid Transit	Peninsula
71	Swartz Bay/Downtown	Targeted Routes	Peninsula
72	Swartz Bay/Downtown	Local Transit - High Demand	Peninsula
75	Saanichton Exchange/Royal Oak Exchange/Downtown	Local Transit - High Demand	Peninsula
76	Swartz Bay/UVic	Targeted Routes	Peninsula
81	Brentwood/Saanichton/Sidney/Swartz Bay	Local Transit - Coverage	Peninsula
82	Sidney/Saanichton via Stautw	Local Transit - Coverage	Peninsula
83	Sidney/Brentwood/Royal Oak Exchange	Local Transit - Coverage	Peninsula
85	North Saanich	Local Transit - Coverage	Peninsula
87	Saanichton/Sidney via Dean Park	Local Transit - Coverage	Peninsula
88	Airport/Sidney	Local Transit - Coverage	Peninsula

Attachment 2

Proposed Spring 2020 Implementation – April 6, 2020

Type	Project Description	Service Change	Rationale	Resources
Seasonal Service Reductions	Seasonal service reductions involve adjusting service levels to match reduced ridership demand. Service reductions primarily include trips oriented to post-secondary schools and the change from heavy-duty buses to medium and light-duty buses.	Seasonal service reductions on the routes 4, 7, 8, 11, 12, 13, 14, 15, 21, 26, 39 and 51, as well as seasonal cancellation of routes 16 and 76.	<p>Transit ridership is significantly lower when post-secondary classes are not in session. The savings in service hours from the April service reductions re-allocated to the fall and winter periods with higher service demand. Service hour savings also provide the resources required to address on time reliability during the busiest times of the year.</p> <p>Supplementary service added as needed to key post-secondary routes to ensure that adequate service is provided during UVic and Camosun College exam periods.</p>	No additional resources are required.
Seasonal Service Improvements	Additional trips and capacity on select Peninsula routes to better match demand.	<p>Additional service added to route 75 on weekends to reflect increases in demand to Butchart Gardens.</p> <p>Seasonal change from light-duty bus to heavy-duty bus on route 81 trips that connect with Swartz Bay ferries.</p>	Transit ridership on certain routes is significantly higher during the spring and summer; therefore, the larger vehicles are required to accommodate the increased demand.	No additional resources are required.

Proposed Spring 2020 Implementation – April 6, 2020

Type	Project Description	Service Change	Rationale	Resources
Service Expansion	Additional trips on select Westshore commuter routes to better match demand.	Additional service added to routes 47 and 48 to provide increased capacity and flexibility for commute trips at maximum capacity.	Routes 47 and 48 provide effective downtown commuter service to residents of Colwood and Langford. Additional service has been required for some time to match demand.	2,200 annual service hours Addition of 1 heavy duty bus
Route Changes	Change routing of 14 to remain on Yates.	14 Vic General (eastbound) will be permanently rerouted from Yates, Government, Pandora to travel directly along Yates to Wharf Street to Johnson Street Bridge. Westbound service will remain according to its current routing.	During the detour of the Point Ellice (Bay Street) Bridge, a large volume of support was indicated by transit customers and transit operators. The revised routing is more direct and provides savings that can be invested into additional trips.	No additional resources required.

Attachment 3

Proposed Summer 2020 Implementation – June 29, 2020

Type	Project Description	Service Change	Rationale	Resources
Seasonal Service Reductions	Seasonal service reductions include adjusting service levels to better match reduced ridership demand related to trips that service middle and secondary schools and further reductions of trips to post-secondary schools.	Seasonal service reductions to match ridership levels on weekdays on the routes 2, 4, 7, 8, 12, 14, 15, 21, 22, 25, 26, 27, 35, 39, 51, 52, 53, 55, 59, 60, 72, 75, 81, and 83. Continuation of seasonal cancellation of routes 16 and 76. Seasonal cancellation of route 17.	Transit ridership is significantly lower when secondary and post-secondary classes are not in session. The savings in service hours from the Summer service reductions will be re-allocated to the fall and winter periods with higher demands of service. Service hour savings also provide the resources required to address on-time reliability during the busiest times of the year.	No additional resources are required.
Seasonal Service Improvements	Seasonal service improvements include additional service and seasonal conversion of light duty bus routes to heavy-duty buses to accommodate increased demand to busy tourist destinations. This also includes the seasonal extension service into Thetis Lake.	<p>Service increases and use of heavy duty vehicles on the following routes:</p> <ul style="list-style-type: none"> Route 75 to provide direct service between downtown and the Butchart Gardens and additional afternoon service. <p>Seasonal routing adjustments on the following routes:</p> <ul style="list-style-type: none"> Route 53 to extend service to Thetis Lake. <p>Seasonal service increases on Swartz Bay ferry trips.</p>	<p>Transit ridership on certain routes is significantly higher during the summer; therefore, the larger vehicles and increased frequency are required to accommodate the increased demand.</p> <p>Thetis Lake is a popular summer destination and was a requested area for seasonal service from the Service Review.</p>	No additional resources are required.

Attachment 4

Proposed Fall 2020 Implementation – September 7, 2020

Type	Project Description	Service Change	Rationale	Resources
Service Reliability	Adjust schedule times to address on-time performance, reliability and frequency.	<p>Revise schedule trip runtimes according to data on actual trip runtimes.</p> <p>Implement flexible service hours to better meet exceptional demand.</p>	<p>Improve service reliability for customers.</p> <p>Provides ability to operate additional non-scheduled service to reduce passenger pass-ups.</p>	<p>2,000 annual hours</p> <p>Addition of 1 heavy duty bus</p>
Service Expansion	Improve the Rapid Transit Network	<p>Increase passenger capacity by allocating double-deckers more exclusively to rapid transit routes.</p> <p>Expand commuter trips to provide additional trips at peak times.</p>	<p>Reduce pass-ups and increase reliability on rapid transit routes.</p> <p>Increase service levels to better meet demand.</p>	<p>1,500 annual service hours</p> <p>Addition of 8 high capacity buses</p>
Service Expansion	Improve the Frequent Transit Network	Increase service hours on the Frequent Transit Network.	Improving service frequency along crosstown Frequent Transit corridors and additional trips to better meet demand and reduce pass-ups.	<p>2,500 annual hours</p> <p>Reallocation of up 2 heavy duty buses</p>
Seasonal Reinstatements	Reinstate all service that was seasonally discontinued in April and June.	<p>Reinstates all secondary school, UVic and Camosun routes.</p> <p>Seasonal conversion from light duty bus to heavy duty bus on routes to meet increased passenger demand.</p>	High ridership demand returns in September with the opening of secondary and post-secondary schools.	No additional resources are required.

Proposed Fall 2020 Implementation – September 7, 2020

Type	Project Description	Service Change	Rationale	Resources
Seasonal Discontinuations	Discontinue all improvements that were made to address increased summer visitor ridership demand. This includes the conversion of service back to light duty from a heavy duty bus.	Direct service between downtown and the Butchart Gardens discontinued on route 75. Seasonally discontinue route 53 Thetis Lake extension. Route 81 service will be operated by a light duty bus on weekdays.	Ridership drops on these routes as the tourist season winds down.	No additional resources are required.
Proposed Routes Changes	In collaboration with the City of Victoria Bicycle Master Plan, explore opportunities to make minor routing adjustments to the Route 1 Richardson and 22 Vic General/Hillside	To accommodate the introduction of improved multi-mobility infrastructure, these routes will have minor routing adjustments. Details to be determined through collaboration with the City of Victoria	Improve multi-mobility supportive infrastructure	No additional resources required

Attachment 5

Proposed Holiday 2020 Implementation – December 7, 2020

Type	Project Description	Service Change	Rationale	Resources
Seasonal Service Reductions	Seasonal service reductions involve adjusting service levels to better match reduced ridership demand. Service reductions primarily include trips oriented to the post-secondary schools.	<p>Seasonal Service reductions on routes; 4, 7, 8, 11, 12, 14, 15,16, 21, 26, 39,</p> <p>Seasonal cancellation on route 76 (Note that this change is already included in the existing Rider's Guide).</p>	<p>Transit ridership is significantly lower when schools are not in full session. The savings in service hours from the December service reductions will be re-allocated to the fall and winter periods with higher demands of service. Service hour savings also provide the resources required to address on time reliability during the busiest times of the year.</p> <p>Supplementary service will be added as needed to key post-secondary routes to ensure that adequate service is provided during UVic and Camosun College exam period.</p>	No additional resources are required.

Attachment 6

Proposed Winter 2021 Implementation – January 4, 2021

Type	Project Description	Service Change	Rationale	Resources
Seasonal Reinstatements	Reinstates all service that was seasonally discontinued in December.	Reinstate all UVic and Camosun routes.	High ridership demand returns in January with the opening of secondary and post-secondary schools.	No additional resources are required.
Service Reliability	Adjust schedule times to address on-time performance, reliability and frequency.	Revise schedule trip runtimes according to data on actual trip runtimes. Implement flexible service hours to better meet exceptional demand.	Improve service reliability for customers. Provides ability to operate additional non-scheduled service to reduce passenger pass-ups.	2,800 annual hours
Service Expansion	Improve the Frequent Transit Network	Increase service hours on the Frequent Transit Network.	Improving service frequency along crosstown Frequent Transit corridors and additional trips to better meet demand and reduce pass-ups.	3,500 annual hours Reallocation of up 2 heavy duty buses
Service Expansion	Develop the Local Transit Network	Improve service to underserved areas and develop routes to new neighbourhoods. Add commuter trips between downtown on the Westshore (e.g. route 53)	Realign Westshore routes to better serve areas of growing demand.	5,500 annual hours Reallocation of up 5 heavy duty buses
Seasonal Service Improvements	Adjust schedules to better serve key destinations and address peak demand.	Schedule changes will be made to address feedback relating to the Fall 2020 service implementation.	Winter 2021 service is designed to match Fall 2020 service. However, minor schedule changes that address public and operator feedback will assist in providing a more effective service.	No additional resources are required.

SUBJECT: 2020/21 BUDGET AND TAXATION REGULATION

PURPOSE

The 2020/21 Budget and associated Taxation regulation is submitted to the Victoria Regional Transit Commission (the “Commission”) for **APPROVAL**.

BACKGROUND

The 2020/21 Budget presented is aligned with the operating and capital projections approved by the Province and forms part of BC Transit’s 2020/21 – 2022/23 Service Plan. This budget includes the annualization of operating expenses for the conventional service expansion implemented in September 2019 (20,000 annual hours). At the June 11, 2019 meeting, the Commission also approved an additional 20,000 annual expansion hours to be included in the 2020/21 budget for implementation during 2020/21.

DISCUSSION

The 2020/21 Budget for the Victoria Regional Transit System includes the following:

Revenue

- Passenger revenues reflect annualization of 2019/20 service expansion and part-year implementation of the 2020/21 service expansion based on ridership and fare trends to date
- Fuel tax revenue is aligned with the 2019/20 year-end forecast
- The use of \$5.8M in operating reserves to offset cost increases in 2020/21.

Operating Expenses

- Operations and maintenance costs reflect annualization of 20,000 hours of conventional service expansion in 2019/20 and part-year implementation of 2020/21 service expansion
- Labour and benefit increases for union and non-unionized staff in alignment with provincial mandate
- Average fuel price of \$1.18 per litre
- \$0.8M for consulting and professional fees for initiating the View Royal/Colwood Transit Priority project and a Facilities master plan
- An average increase in operating expenses of 3.4% from prior years’ budget including service expansion

Lease fees

- Commission share of use of asset fees associated with planned replacement of vehicles and major capital repairs
- Standardized Lease Fee (SLF) review completed in December 2019 increased heavy-duty and high-capacity vehicles lease fees while reducing light-duty vehicle lease fees
- 8 additional high capacity vehicles to support 2020/21 service expansion
- Ongoing facility maintenance

The final 2020/21 total budget is summarized in the following table:

<i>(figures in thousands)</i>	Budget 2019/20	Forecast 2019/20	Base Budget 2020/21	Expansion 2020/21	Total Budget 2020/21
Revenues					
Passenger & Adv Revenue	\$43,289	\$44,152	\$44,432	\$215	\$44,647
Provincial Oper Contribution	40,256	40,256	41,156	331	41,487
Fuel Tax Revenue	19,360	19,300	19,360	0	19,360
Local Contribution	31,728	30,165	35,123	677	35,800
Operating Reserve Required	6,134	6,134	5,828	0	5,828
Total	\$140,767	\$140,007	\$145,898	\$1,223	\$147,121
Expenses					
Operating Costs	\$121,489	\$119,592	\$124,599	\$1,044	\$125,644
Lease Fees (local share)	19,278	18,518	21,298	179	21,477
Total	\$140,767	\$138,110	\$145,898	\$1,223	\$147,121
Service Hours	988	984	991	9	1,000
Passengers	27,942	28,314	28,583	138	28,721

Operating Reserves

The opening balance as of April 1, 2020 is forecast to be \$11.7M. The budgeted contribution for 2020/21 is \$5.8M, leaving a projected balance of \$5.8 million for future years as shown in the following table:

OPERATING RESERVE FUND	2019/20 Budget	2019/20 Forecast	2020/21 Budget
<i>(figures in thousands)</i>			
Opening Balance	\$15,893	\$15,893	\$11,656
Budgeted reserve required	\$6,134	\$6,134	\$5,828
Budgeted operating expenses	\$121,489	\$121,489	\$125,644
Projected operating expenses	\$121,489	\$119,592	\$125,644
Ending Balance	\$9,759	\$11,656	\$5,828

Below are three options for the average per household transit levy. Estimates are calculated using the January 2020 valuations from BC Assessment.

			Option 1	Option 2	Option 3
(figures in thousands)	2019/20 Budget	2019/20 Forecast	2020/21 Budget	2020/21 Budget	2020/21 Budget
FUNDS GENERATED FROM PROPERTY TAXATION					
Estimated Transit Levy per Average Household	\$138.50	\$138.50	\$142.50	\$145.50	\$148.00
Current funds generated from Transit Levy	\$31,595	\$31,666	\$33,871	\$34,528	\$35,166
Balance from/(to) Transit Fund	\$133	(\$1,501)	\$1,929	\$1,272	\$634
Total Local Contribution	\$31,728	\$30,165	\$35,800	\$35,800	\$35,800
TRANSIT FUND					
Opening Balance	\$6,389	\$6,389	\$7,953	\$7,953	\$7,953
Interest less Contribution to Cowichan Commuter	4	63	71	71	71
Lower Lease fees/Higher Fare Revenue	-	1,623	-	-	-
Funds Contributed to Expenses	(133)	(122)	(1,929)	(1,272)	(634)
Ending Balance	\$6,260	\$7,953	\$6,096	\$6,752	\$7,390
Restricted Balance (2.5% of Operating Costs)	\$3,037	\$2,990	\$3,141	\$3,141	\$3,141
Unrestricted Balance	\$3,223	\$4,963	\$2,955	\$3,611	\$4,249

Option 1 – increases the average per household levy by \$4.00 (3%) to \$142.50, raising an additional \$2.2M in tax levy revenue. The Transit Fund would be drawn down by \$1.9M to pay for remaining balance of Commission share in 2020/21

Option 2 – increases the average per household levy by \$7.00 (5%) to \$145.50, raising an additional \$2.9M in tax levy revenue. The Transit Fund would be drawn down by \$1.3M to pay for remaining balance of Commission share in 2020/21

Option 3 – increases the average per household levy by \$9.50 (7%) to \$148.00, raising an additional \$3.5M in tax levy revenue. The Transit Fund would be drawn down by \$0.6M to pay for remaining balance of Commission share in 2020/21

RECOMMENDATION

It is recommended that the Commission:

- **APPROVE** the 2020/21 Budget; and
- **APPROVE** Option 2 for a tax regulation that sets the average residential levy at \$145.50.

Respectfully,

Megan Hill
Director, Budgeting & Forecasting

Attachment: 2020/21 Operating Budgets (Conventional and Custom)

Attachment 1:

Victoria Conventional Transit

Expenditures (000's)	Budget 2019/20	Budget 2020/21
Wages & Benefits	63,793	67,826
Fuel	11,532	9,863
Fleet Maintenance	8,964	7,734
Infrastructure Maintenance	2,769	3,307
Insurance	2,170	2,430
Uniforms	269	295
Consulting & Professional Fees	385	-
Scheduling	246	271
Information Systems	2,728	3,449
Radio Communications	730	745
Office Supplies/Courier/Postage	166	177
Training & Education	823	1,608
Travel/Conferences	27	45
Security	729	538
Marketing & Communications	734	749
Leases - Property & Buildings	65	602
Property Taxes	253	433
Shared Services	13,155	13,052
Major Operating Project	137	800
Commission Fees & Expenses	6	7
Operating Costs	109,681	113,931
Lease Fees (Local Share)	18,175	20,682
Total Costs	127,855	134,613

Victoria Custom Transit

Expenditures (000's)	Budget 2019/20	Budget 2020/21
Fixed costs	1,798	1,834
Hourly Costs - Wages & Benefits	5,529	5,633
Fuel	792	736
Tires	113	116
Taxi Services	839	888
Fleet Maintenance	1,295	1,004
Insurance	190	203
Facility Maintenance & Property Taxes	135	129
Shared Services	1,118	1,171
Operating Costs	11,809	11,714
Lease Fees (Local Share)	1,104	795
Total Costs	12,913	12,509

SUBJECT: Victoria Regional Transit Fund Accounting

PURPOSE

This report provides information on the treatment of the Victoria Regional Transit Fund (the “Transit Fund”) and is recommended to the Victoria Regional Transit Commission for **APPROVAL**.

BACKGROUND

The Transit Fund was established to act as the bank account for the Victoria Regional Transit System. During the year, funds from fare revenues, gas tax and property tax are deposited into the Transit Fund and funds are withdrawn for the local contribution for transit expenditures as approved in the annual budget. Currently, the funds are not held in a separate bank account. Interest accrues on the balance and there are no administration fees for this service. BC Transit tracks the transactions and balance of the Transit Fund throughout the year and provide updates to the Victoria Regional Transit Commission of the Transit Fund at each Commission meeting.

BC Transit’s auditors have requested greater clarity on the accounting and terms of the Transit Fund.

TERMS FOR APPROVAL

The Transit Fund will be accounted for as a liability on BC Transit’s financial statements with disclosure included within the notes to the annual audited BC Transit Financial Statements. BC Transit Management will track the balance of the transit fund, will monitor revenues and expenses and will reconcile the transactions. Amounts for the Commission’s share of expenses for the Victoria Regional Transit System will be withdrawn from the Transit Fund on a monthly basis. The Transit Fund balance will be presented to the Victoria Regional Transit Commission at each Commission meeting. No administration fees are charged for this service and interest accrues on the balance monthly.

This option would not generate any material difference from the current administration of the Transit Fund.

RECOMMENDATION

It is recommended that the Victoria Regional Transit Commission **APPROVE** the terms of the Transit Fund as outlined above.

Respectfully,

Megan Hill
Director, Budgeting & Forecasting

SUBJECT: LOCAL AREA TRANSIT PLAN UPDATE

PURPOSE

This update on the Local Area Transit Plans is provided to the Victoria Regional Transit Commission (“the Commission”) for **APPROVAL**.

SUMMARY

The Victoria Region Transit Future Plan (2011) established a 25-year vision of an integrated regional transit system to meet the transportation needs of the region. The subsequent 2013/14 Service Review builds upon the Transit Future Plan by identifying specific transit priority measures, infrastructure needs and service initiatives to effectively implement the Transit Future Plan. The Service Review identifies seven local areas where the transit network deserved closer analysis: the Westshore, Tillicum-Burnside, James Bay, Sooke, Jubilee, Esquimalt and Peninsula.

To date, five Local Area Transit Plans have been completed: the Westshore (2015), James Bay (2017), Sooke (2020), Jubilee (2020), and Burnside-Tillicum (2020). Phase two of consultation is underway for both of the Esquimalt/View Royal and Broadmead/Cordova Bay areas. The final Local Area Transit Plan for the Peninsula has been identified to start in spring 2020.

Each Local Area Transit Plan builds upon the vision and goals of the Transit Future Plan and Service Review. They establish transit service (route design and service levels) and infrastructure priorities for their respective areas in the short-term (1-3 years) and medium-term (4-7 years). This report provides the Local Area Transit Plan for Sooke and summaries for Burnside-Tillicum and Jubilee. Summaries have been provided in lieu of full plans as staff consider that further engagement and synthesis is required for some of the proposals prior to consideration for implementation. As the Transit Future Action Plan is nearly underway, this process provides an opportunity to further refine and integrate these proposals within the comprehensive context of the entire system.

Sooke Local Area Transit Plan

The District of Sooke is among the fastest growing municipalities in the Victoria Central Metropolitan Area (CMA) and has strong demand for transit. Continued population growth and land use changes provide an opportunity for transit investment and transit ridership growth. The Sooke area is currently serviced by two types of transit service – regional routes that connect Sooke to Langford and Victoria (routes 61 Sooke/Langford/ Downtown and 65 Sooke/Downtown via Westhills) and two local routes that serve rural areas on the periphery of Sooke (routes 63 Otter Point and 64 East Sooke/Sooke). The Sooke Local Area Transit Plan includes a review of the four existing routes against the Victoria Service Design Standards and Performance Guidelines established in the Service Review and considers route revisions and new routes to better serve the growing area.

Public consultation carried out for the Sooke Local Area Transit Plan included a Transit Future bus event, two online surveys, targeted stakeholder workshops and a number of open houses. Over 1,200 people participated in the consultation. The process was divided into two phases:

- Phase one gathered information on broad concepts of service improvements and phase two focused on the evaluation of specific route and service proposals. Feedback received during phase one heavily emphasized customer improvements to the commuting routes including reducing overcrowding, increased route speed, providing more direct service, increased lighting and visibility and a need for greater early morning service on weekdays.
- Phase two similarly highlighted overcrowding on the route 61 and identified strong support for the proposed new routes that will better service the growing Sooke area including emerging neighbourhoods such as Sunriver and Broomhill.

The plan recommends service proposals to improve the routes 61 and 65 and the establishment of five new local coverage routes to service the Broomhill neighbourhood, the Grant Road and Whiffin Spit areas, the Sasseenos and Sunriver neighbourhoods, Otter Point/Kemp Lake areas, East Sooke and Beecher Bay. The plan also recommends the development of a new on-street transit exchange at Waddams Way to supplement the existing Sooke exchange, which has reached capacity and is reducing the effectiveness of timed transfers between routes.

Burnside-Tillicum Local Area Transit Plan

The Burnside-Tillicum Local Area Transit Plan (BTLATP) contains nine recommendations for changes to routes that serve the Burnside-Tillicum area and identifies five infrastructure improvements within the plan area. The plan area encompasses the western portion of the District of Saanich, eastern part of the Town of View Royal and northern extent of the City of Victoria. Combined, the eight routes serving this area account for approximately one third of the Victoria Regional Transit System's total ridership. Residents of the BTLATP have a 13.5 percent transit mode share – well above the 7.5 percent figure of the entire Victoria census metropolitan area.

In total, nearly 900 people participated in consultation. Phase one received significant feedback on potential service improvements to serve the Tillicum Centre, Camosun's Interurban campus, and Victoria General Hospital. Support for proposed service changes in phase 2 of consultation was 95 percent or greater among survey respondents, with the exception of proposals for route 8 and route 9, which had about 85 per cent support.

The plan recommends service changes to the route 8 Interurban/Oak Bay, 21 Interurban/Downtown, 22 Burnside/Downtown, 24 Cedar Hill, 25 Maplewood, 53 Colwood Exchange and the introduction of two new routes, one to serve the Wilkinson Valley and rural Saanich area and a new crosstown route travelling the length of Admirals and McKenzie. The plan also recommends the development of pedestrian access between Burnside Road and Highway 1, transit priority for Interurban Road, additional capacity at Royal Oak Exchange and improved integration of transit stops at Tillicum Centre.

Jubilee Local Area Transit Plan

The Jubilee area encompasses the eastern neighbourhoods within the City of Victoria, the District of Oak Bay and the southeastern neighbourhoods of the District of Saanich up to the University of Victoria. Combined, the ten routes serving this area account for approximately a third of the Victoria Regional Transit System's total ridership.

Public consultation carried out for the Jubilee Local Area Transit Plan included a Transit Future bus event, two online surveys, a targeted stakeholder workshop and a number of open houses. Over 1,100 people participated in the consultation. The process was divided into two phases:

- Phase one gathered information on broad concepts of service improvements and phase two focused on the evaluation of specific route and service proposals. Feedback received during phase one emphasized a desire for better local service to key locations within Oak Bay, a desire for increased frequency on frequent transit network routes, and a desire for a new transit hub to provide better local and regional connections.

Phase two presented a number of route proposals which generated a lot of public interest, particularly around proposed route network changes along Richmond Road and Foul Bay Road.

The plan proposes future network changes for consideration to improve mobility in the area. The plan also identifies the development of an exchange at Royal Jubilee Hospital as a new multi-modal transit exchange for the area as well as a refresh of the northern section of Uvic exchange (adjacent to the Uvic Bookstore). Additional analysis and engagement for this area will continue as part of the Transit Future Action Plan process.

Next Steps

- Integration of the short term service change recommendations into the Victoria Three Year Service and Financial Strategy
 - Service change details may be further refined through additional detailed planning and scheduling work
 - As the proposed service changes constitute a considerable restructuring of transit within the Jubilee and Sooke areas, additional outreach should be carried out prior to implementation
- Integration of Uvic Exchange Capital Planning as a high priority
- Integration of the Royal Oak Transit Exchange expansion into Capital Planning as a high priority
- Integration of Jubilee Exchange Capital Planning as a medium term priority
- Integration of Transit Priority Measures on Interurban Road into Capital Planning
- Integration of the Waddams Way Transit Terminal into Capital Planning as a high priority
- Integration of the Sooke LATP, Burnside Tillicum LATP and the Jubilee LATP into the 2020 Victoria Transit Future Action Plan process.

Status of Ongoing and Future Local Area Transit Plans

Both the Cordova Bay/Broadmead and the Esquimalt/View Royal areas are in phase two of public consultation. Three open houses have been organized for these two local areas and an online survey is available to provide feedback. A schedule of open houses is provided below:

Open House Schedule

Plan Area	Date	Location
Cordova Bay/Broadmead	January 20	Broadside Elementary
	January 22	Cordova Bay United Church

	January 23	Cordova Bay 55+ Association
Esquimalt/View Royal	February 5	Esquimalt Recreation Centre
	February 10	View Royal Community Hall
	February 14	Songhees Wellness Centre

RECOMMENDATION

It is recommended that the Commission **APPROVE** the Sooke Local Area Transit Plan, the Burnside-Tillicum Local Area Transit Plan summary and the Jubilee Local Area Transit Plan summary.

Respectfully,

Seth Wright
 Transit Planner

Attachments: Sooke Local Area Transit Plan
 Burnside-Tillicum Local Area Transit Plan summary
 Jubilee Local Area Transit Plan summary

TRANSIT *future*

▶ **actionplan**



Victoria Regional Transit System Sooke Local Area Transit Plan



BC Transit would like to thank the many individuals, community organizers, Sooke District staff, and businesses who assisted in this consultation process.

Your support in working to improve transit in our community is appreciated.

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Sooke Local Area Transit Plan

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1. Introduction

The [Victoria Region Transit Future Plan \(May 2011\)](#) (TFP) established a 25-year vision of an integrated regional transit system to meet the transportation needs of the region. The subsequent [2013/14 Service Review](#) built upon the Transit Future Plan by identifying specific transit priority measures, infrastructure needs and service initiatives to effectively implement the Transit Future Plan.

The Sooke Local Area Transit Plan (SLATP) is one of several local area transit plans undertaken for the Victoria Regional Transit System. Each Local Area Transit Plan builds upon the vision and goals of the TFP and sets out the transit service and infrastructure priorities for their respective areas in the short-term (1-4 years) and medium term (3-7 years).

The District of Sooke is among the fastest growing municipalities in the Victoria Central Metropolitan Area (CMA) and has demonstrated a strong market demand for transit. Continued population growth and land use changes driving increased density in residential development provide opportunity for future transit investment and growth in transit mode share in the Sooke community.

The Sooke area is currently provided with two types of transit service – one that connects Sooke to Langford and Victoria, routes 61 and 65; and another that services rural communities on the periphery of Sooke, routes 63 and 64. The SLATP process includes a performance review of these existing transit routes and their ridership against the Victoria Service Design Standards and Performance Guidelines. Additionally, population growth and land use trends are evaluated.

Using this information, the goals of the SLATP are to:

- Identify opportunities for new transit serving local travel needs within the Sooke area and improve connections to the rest of the Victoria CMA
- Identify route alignments to provide coverage to Sooke neighbourhoods currently without transit service
- Prioritize the development and improvement of new transit routes over the short and medium terms
- Identify the infrastructure needed to support both transit passengers and future transit operations.

The SLATP provides recommendations for service and infrastructure improvements.

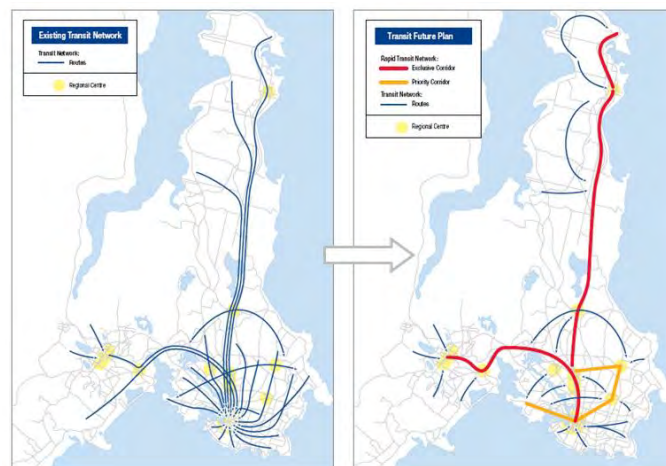


Figure 1: Concept of the Transit Future Plan

2. Background & Context

2.1 SLATP Area

Centered on the District of Sooke, the SLATP encompasses a broad area that includes T'Sou-ke Nation, Sc'ianew (Beecher Bay) Nation and rural Otter Point and East Sooke (Juan de Fuca Electoral Area Part 1).

Although the SLATP and service proposals focus heavily on portions of Sooke contained within the Capital Regional District (CRD) Regional Urban Containment and Policy Area (UCPA), rural areas outside of the UCPA presently or previously served by transit are within geographic scope of the SLATP.

2.2 Informing the Plan

The Capital Regional District Regional Growth Strategy Bylaw (2018) reinforces concepts of sustainable development, and sets out ten common objectives to guide growth and change across the municipalities of the CRD and Juan de Fuca Electoral Area:

- Significantly reduce community-based greenhouse gas emissions
- Keep urban settlement compact
- Protect the integrity of rural communities
- Protect, conserve and manage ecosystem health
- Deliver services consistent with Regional Growth Strategy objectives
- Create safe and complete communities
- Improve housing affordability
- Increase transportation choice
- Strengthen the regional economy
- Foster a resilient food and agriculture system.

Transit service plays a valuable role in fulfilling many of these objectives – most directly in aiding towards the reduction of greenhouse gas emissions, keeping urban settlement compact, creating safe and complete communities, increasing transportation choices and strengthening the regional economy.

The *District of Sooke Official Community Plan (OCP) Bylaw (2010)* contains the long-term vision for the District. Many of the objectives and policies within the OCP support transit use and continued partnership between BC Transit and the District of Sooke is required to achieve the following:

- Creating a well-designed, complete community through accessible and efficient transportation initiatives
- Encourage transit-oriented development
- Increasing the availability of high quality transit services
- Improving bus shelters and cross walks
- Creating multi-modal streets for pedestrians, bicycles, and mass transit.



Figure 2: Sooke Local Area Transit Plan Area

Sooke Local Area Transit Plan

The District of Sooke is in the final development stages of a new Transportation Master Plan (TMP). The TMP and SLATP have been developed in coordination of each other to achieve mutually supportive and harmonized transit solutions for the District of Sooke.

The Province of British Columbia Ministry of Transportation and Infrastructure (MOTI) is responsible for all highways as well as road infrastructure in rural Otter Point and East Sooke areas (Juan de Fuca Electoral Area Part 1). Since 2018, several substantial infrastructure projects have been announced including bus stop upgrades (completed) and the realignment of Highway 14 in the area of Gillespie and Connie Roads (final planning stages). This latter project includes an overpass, new Park & Ride facility and bus stop facilities. Rural road improvements in the Otter Point area are also underway which will include the resurfacing and widening of some sections of Otter Point Road.

2.3 Existing Transit Service

Sooke is served by four routes:

- 61 Sooke/Langford/Downtown
- 65 Sooke/Langford/Downtown via Westhills
- 63 Otter Point
- 64 East Sooke

These routes serve approximately 2,500 passengers per day with 24,844 annual service hours.



Figure 3: Map of the routes that serve Sooke

2.4 Daily Ridership

Ridership in Sooke is strongly reflective of the service levels provided. Figure 4 shows the number of people who ride each route on a daily basis and Figure 5 shows the number of daily trips provided on those routes.

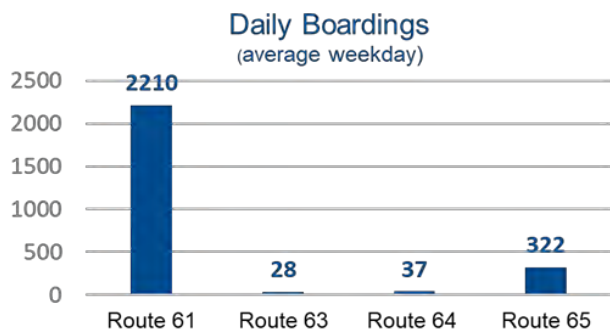


Figure 4: Daily ridership in Sooke

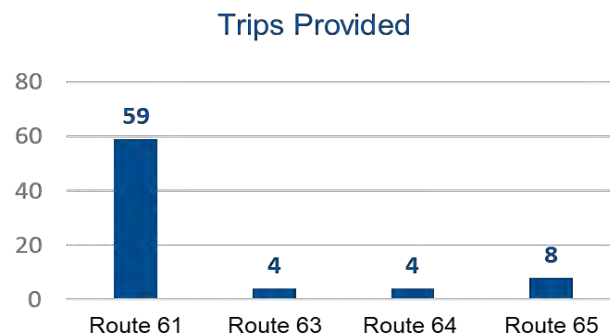


Figure 5: Daily trips provided in Sooke

2.5 Population Characteristics

Growth and change in the Sooke area, particularly within the District of Sooke, suggests opportunity to establish and grow local transit ridership as well as to further grow transit ridership from Sooke to other areas. These would both encourage further mode shifts away from single occupancy vehicle use.

2.5.1 Growth & Density

Sooke is the fastest growing municipality in the Victoria CMA. Between 2001 and 2016, the municipality's population grew by 50% from 8,735 to 13,001. In the same period, the core municipalities of the Victoria CMA grew by 15%. Sooke areas are achieving population density supportive of transit – most areas range from 15 to 30 people per hectare, with several newer developments reaching 43 people per hectare.

Outlying rural areas such as East Sooke and Otter Point have also grown, but growth rates are modest. With less than two people per hectare, these areas remain among the least densely populated areas of the CMA and are not transit-supportive. See **Appendix A** for population density maps.



Sooke: 13,001
Victoria CMA: 367,770

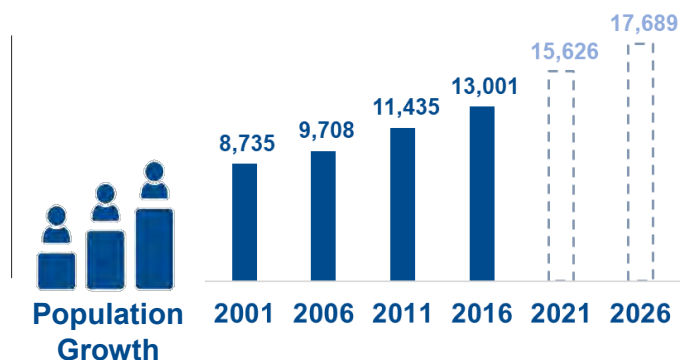


Figure 6: Sooke 2016 population compared to Victoria CMA

Figure 7: Sooke population growth from 2001-2016

Sooke is forecast to continue experiencing rapid growth – based on BC Stats P.E.O.P.L.E. projections, the District of Sooke will be nearing a population of 18,000 by 2026. This population estimate correlates to the 2016 size of the Township of Esquimalt or District of Colwood.

- **Transit opportunity:** The transit service should be developed to enable local travel to key destinations within Sooke.

2.5.2 Age Distribution

Sooke has a higher proportion of children under 15 (18%) compared to the Victoria CMA (13%). Conversely, the proportion of seniors in Sooke is lower (18%) than the rest of the CMA (25%). See **Appendix A** for age distribution maps.

- **Transit opportunity:** The transit service to be developed to accommodate increasing youth and post-secondary oriented travel.

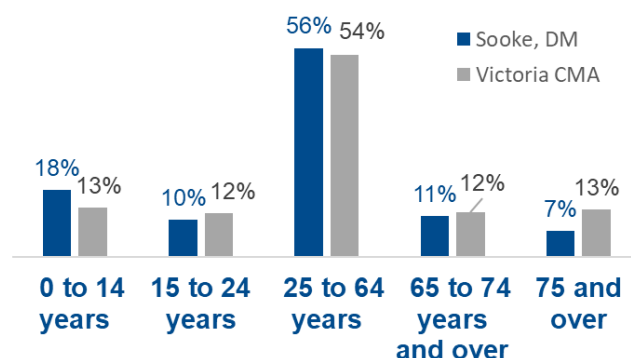


Figure 8: Sooke population proportions compared to Victoria CMA

2.5.3 Labour Force Participation

In Sooke 53% of the population participates in the labour force, which is markedly higher than the 46% participation rate of the Victoria CMA. In the coming years the upcoming wave of youth will likely continue to sustain a higher labour force participation than that of the Victoria CMA.



2016
Working

Sooke: 6,905 (53%)
Victoria CMA: 170,830 (46%)

- **Transit opportunity:** A full time working individual makes nearly 500 trips per year to or from work, usually at regular times to regular destinations. The high proportion of working Sooke residents represents further opportunity to improve transit mode share of Sooke residents.

2.6 Travel Patterns

Information relating to the travel patterns of Sooke residents is available through two primary sources: the CRD 2017 Origin Destination (OD) Travel Survey data¹ and Statistics Canada 2016 Census Journey to Work².

Residents of Sooke primarily commute throughout the Westshore and Core municipalities, with less than 1% of trips made to the Peninsula. Most Sooke residents travel over 30 minutes to commute to work, and over half depart for work before 8 a.m. Despite longer journeys and earlier starts, Sooke residents are strong transit users in the Victoria CMA.

¹ CRD OD Surveys examine all types of trips, and include trips made by people aged five and older.

² Statistics Canada Census Journey to Work examines only trips made for work purposes.

2.6.1 Destinations

Based on the CRD 2017 OD survey, during the morning peak (from 6:00 a.m. to 8:59 a.m.), 7,200 trips are made from the District of Sooke for all purposes. Of these, 56% or 4,020 are made within Sooke³.

The remaining 3,160 trips are split between the Core (28%), Westshore (17%) and Peninsula (0.5%) destinations. At a municipal scale the majority of external trips are made to Saanich (12%), Langford (11%), and Victoria (10%).

- **Transit opportunity:** Peak transit service to and from Sooke is oriented to enable access to Victoria and Saanich West; new transit resources could be developed to enable similar connectivity to employment areas in Langford.

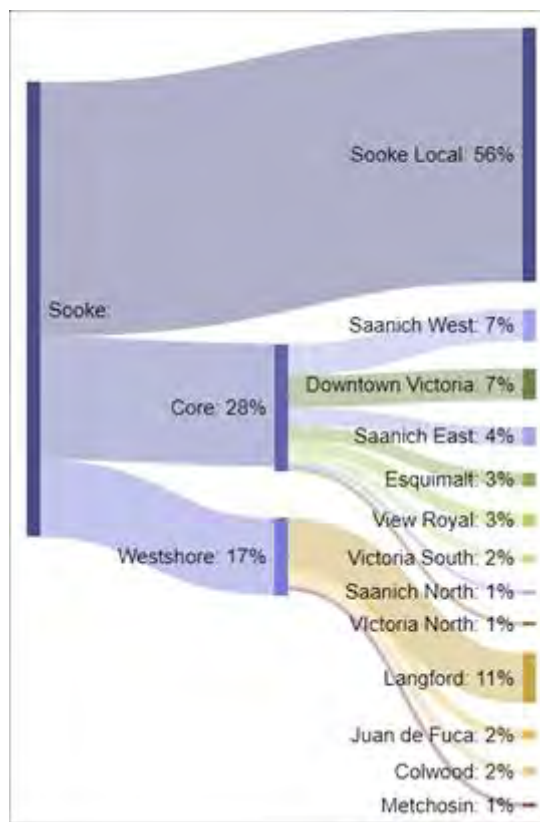


Figure 9: Destinations of trips originating within the District of Sooke during the weekday a.m. peak
Source: 2017 CRD OD Travel Survey

2.6.2 Travel Time

As expected given the destinations outlined above, residents of Sooke experience much longer commute durations than other residents of the Victoria CMA. 63% of Sooke residents commute for more than 30 minutes to reach work. At a CMA-wide scale only 28% of residents commute more than 30 minutes.

- **Transit opportunities:**
 1. The duration of travel means that mode choices for many Sooke residents may be constrained to motorized modes. This potentially makes transit a more competitive option within Sooke than other non-auto modes.
 2. The duration of travel means that choices to use transit (over driving) made by Sooke residents represent a meaningful contribution to the reduction of carbon emissions generated by that community.

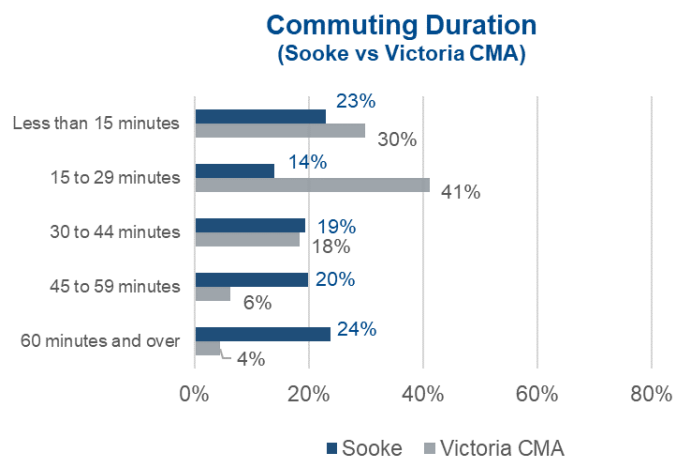


Figure 10: Commuting duration for the employed labour force aged 15 years and over in private households with a usual place of work or no fixed workplace address - 25% sample data
Source: 2016 Census, Statistics Canada

³ Examples may include youth travelling to school, parents making trips to drop off a child, or individuals travelling to work locally.

2.6.3 Departure Time

Sooke residents leave for work earlier than most residents of the Victoria CMA. Departures between 5:00 a.m. and 5:59 a.m. are more than twice as likely for residents of Sooke. By 6:59 a.m. 36% of Sooke residents people have departed, compared to 20% of residents at the Victoria CMA.

- **Transit opportunity:** The morning peak in Sooke begins earlier than in most parts of the Victoria CMA. New transit trips introduced between 5:00 a.m. and 5:45 a.m. would not require additional peak vehicles

2.6.4 Mode Share

Sooke residents are among the most committed transit customers in the Victoria CMA. The high propensity to use transit during peak travel times means that Sooke transit users contribute to reducing road congestion during high demand times.

During the morning peak (from 6:00 a.m. to 9:00 a.m.), 22% of Sooke residents use transit for their journey. This is tied with transit use among residents of Esquimalt for the morning peak.

- **Transit opportunity:** A higher transit mode share is possible. Peak transit service to and from Sooke is heavily oriented to enable access to Victoria and Saanich West. New transit resources to access other key destinations at peak times would make transit an option for more Sooke residents and further increase the transit mode share.

Time Leaving for Work (District of Sooke vs Victoria CMA)

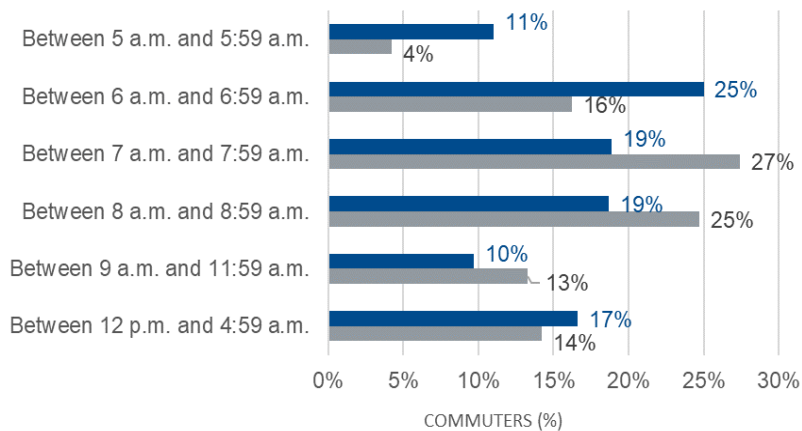


Figure 11: Time leaving for work for the employed labour force aged 15 years and over in private households with a usual place of work or no fixed workplace address - 25% sample data
Source: 2016 Census, Statistics Canada

Transit Mode Share by Municipality during the A.M. Peak (06:00-08:59)

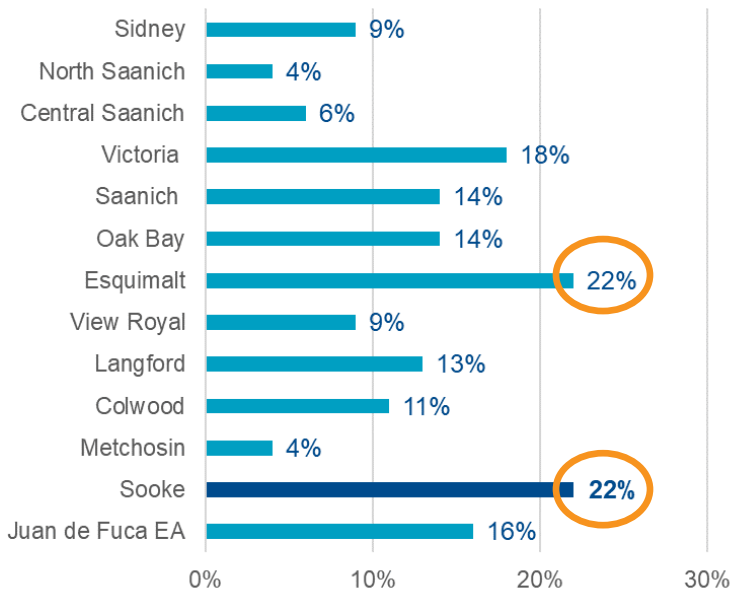


Figure 12: Trips by Travel Mode, Persons 5+, AM Peak
Source: 2017 CRD OD Travel Survey

Examining trips made to and from Sooke over a 24-hour period, Sooke has a 12.5% transit mode share. Conversely, transit is only used for 2% of transit trips within Sooke.

The overall 24-hour period transit mode share across the Victoria CMA is 7.8%.

The Transit Future Plan aims to achieve a transit mode share of 12% for the Victoria Regional Transit System.

- **Transit opportunity:** The low proportion of transit use for trips made within Sooke is most likely a reflection of the limited transit service available for trips within the district. The substantial transit ridership for trips made to and from Sooke shows a strong demand for a more robust local transit service.

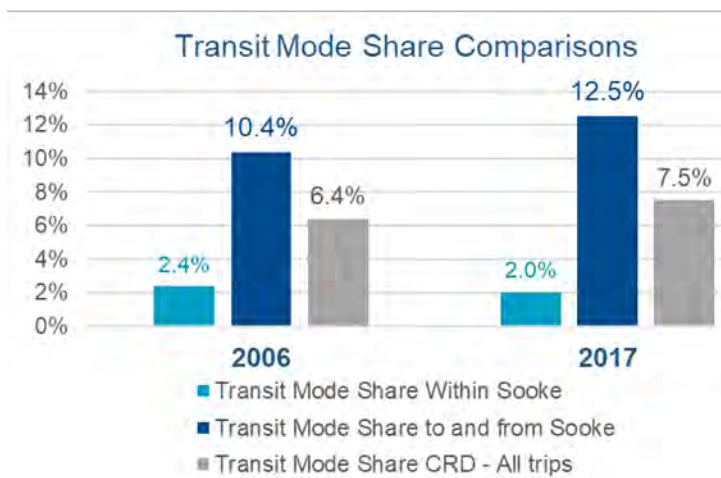


Figure 13: Trips by Travel Mode, Persons 5+, 24 Hours
Source: 2017 CRD OD Travel Survey

2.7 Land Use

Transit-supportive land use is critical for the success of the transit system and, conversely, transit must be integrated with land use in order to best serve community members.

2.7.1 Residential Development

Within the lands designated as Community Residential, the Sunriver, Helgensen/Arranwood and Grant areas have seen substantial new residential development and intensification. From 2011 to 2018, an average of 95 new dwellings units were added per year, with most of these new dwellings being accommodated in these three areas. The base household density associated with Community Residential is 10 dwelling units per hectare.

Detached, row and duplex housing that have heavily characterized new development with secondary suites are also permitted in many areas, creating further opportunities for soft increases in household density.

Higher density multifamily units are limited to more exclusive water view developments (within the Town Centre), and several BC Housing subsidized developments which are underway around the periphery of the Town Centre. The base household density associated with the Town Centre designation is 30 dwelling units per hectare.

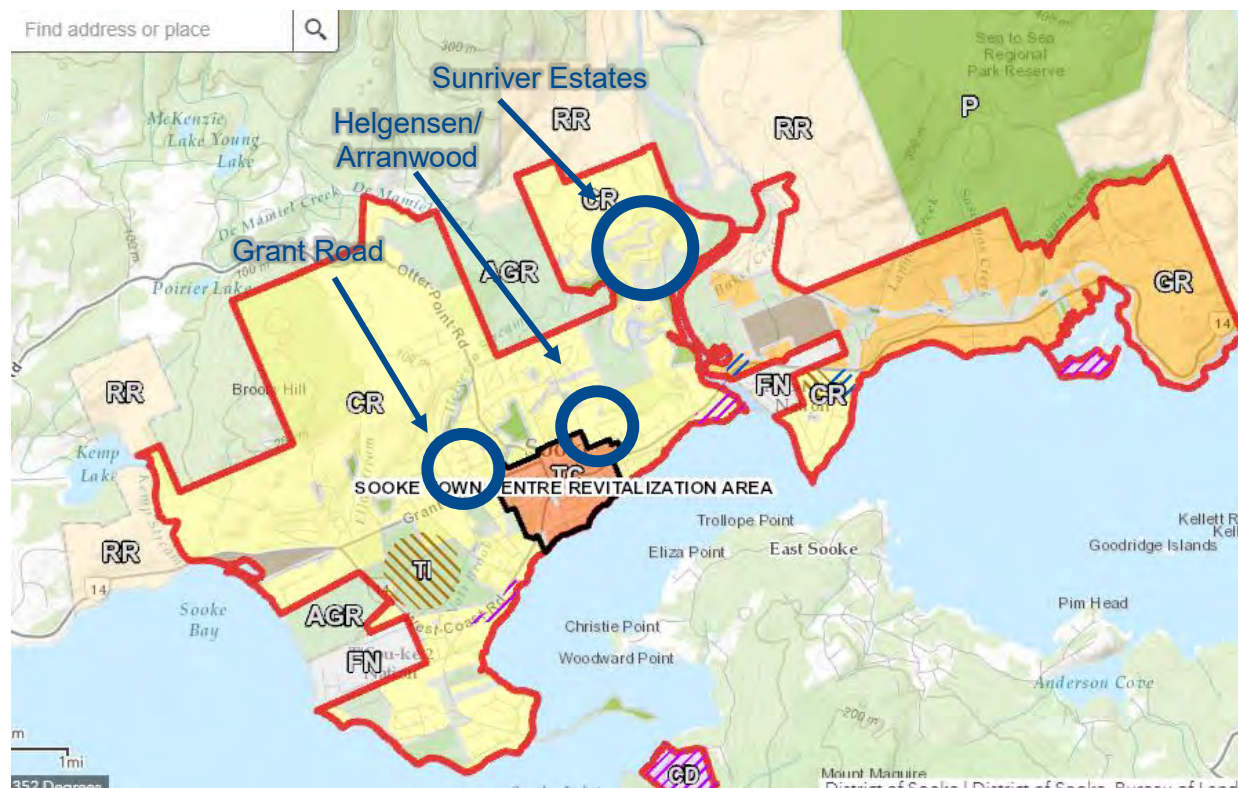


Figure 14: Primary areas of residential development
Base map: District of Sooke Official Community Plan Land Use Map

2.7.2 Commercial Development

The Sooke OCP designates the Town Centre as the primary commercial hub of Sooke, and specifies that retail uses, services, personal services, facilities and entertainment be focused within this area. Development in the past decade has been modest, but steady. The most recent large development is a moderate intensification occurring on the Evergreen Centre site, adjacent to the main Sooke Town Centre bus stop in the westbound direction.

2.8 Key Destinations

Destinations shown in Figure 12 within Sooke were identified through a combination of:

- Review of Sooke OCP and CRD Regional Growth Strategy
- Destination surveys in Phase 1 engagement
- Community mapping exercises conducted during stakeholder workshops.

2.8.1 Town Centre

Sooke Town Centre is designated by the OCP to become the most dynamic, dense and commercial section of Sooke. The town centre, or destinations within it, were the most frequently referenced destination in both Phase 1 surveys (61 mentions) and community mapping exercises.

2.8.2 Commercial Nodes

In addition to the Town Centre, the Sooke OCP designates two commercial nodes outside of the Town Centre for secondary neighbourhood-scale commercial development. These locations were not frequently cited as major destinations during Phase 1 surveys and community mapping exercises.

2.8.3 Neighbourhood Destinations

Phase 1 surveys and community mapping exercises within the Community Residential lands most frequently referenced (mentions):

- Sunriver Estates (29)
- Arranwood/Church Hill (9)
- Whiffen Spit (4)
- Broomhill (8)
- Grant Road
- Otter Point (various locations)

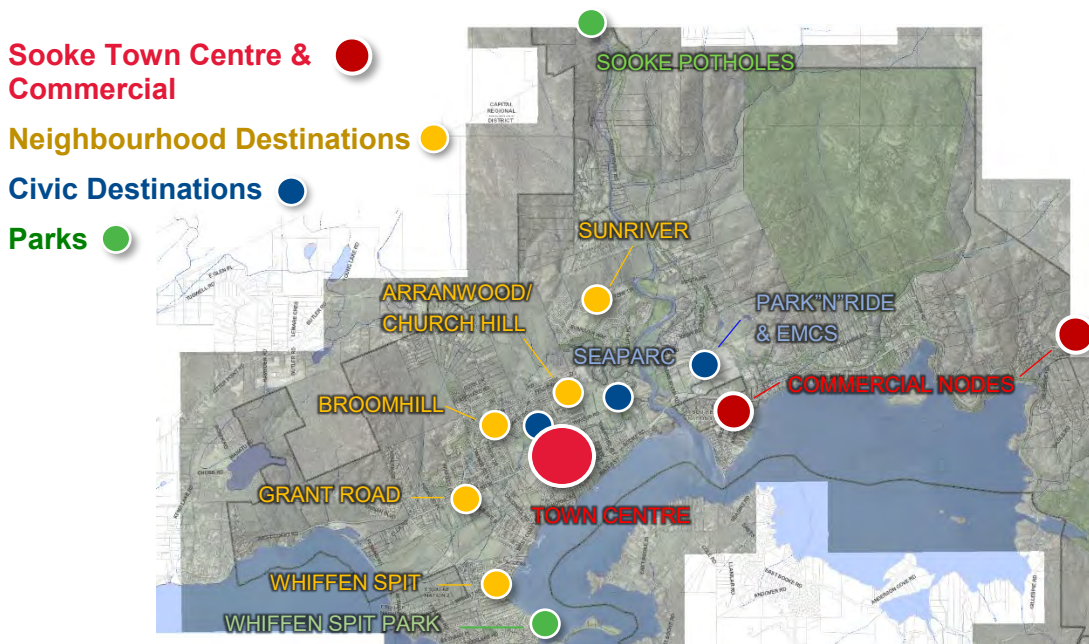


Figure 15: Key Destinations most cited during engagement surveys and stakeholder workshops

2.8.4 Civic Destinations

Following the Town Centre and Sunriver, the next most cited destinations in the surveys were civic locations – SeaParc (27), Park & Ride (11), EMCS (6), and the Sooke Health Unit (4)

2.8.5 Parks

Following the Town Centre and Sunriver, the next most cited destinations in the surveys were civic locations – SeaParc (27), Park & Ride (11), EMCS (6), and the Sooke Health Unit (4)

3. Public Engagement Summary

Public engagement events for the SLATP happened in two phases. Each phase included events developed for different audiences, various tools to solicit input and feedback and opportunities for one-on-one conversations with project staff. Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service.

Public engagement events for the SLATP were carried out in two phases from fall of 2018 to fall of 2019.

In total 1,274 people participated in the consultation. The majority (81%) completed online surveys, while over 200 people attended scheduled events. See **Appendix B** SLATP Engagement Report.

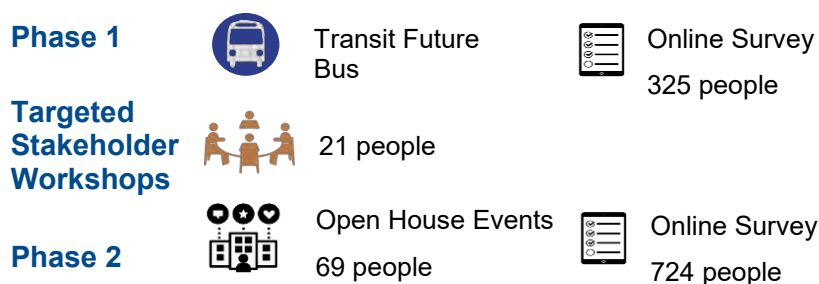


Figure 16: Public engagement participation summary

3.1 Phase 1 – Fall 2018

Gathered information on service-level and destination priorities and confirmed plan goals. Over 460 individuals participated, with regular transit users well represented. Participants supported the plan goals of:

- Identifying route alignments to provide coverage to Sooke neighbourhoods currently without transit service
- Establishing the order of priority for the development and improvement of new transit routes over the near term and medium term
- Identifying infrastructure needed to support both transit passengers and future transit operations.

3.1.1 Phase 1 Challenges and Opportunities

- Participants requested more commuter trips on Routes 61 and 65 to address overcrowding
- Earlier service starts for weekdays on Routes 61 and 65 were requested
- There is strong support for transit priority measures and any tools to make transit rides shorter and more direct
- There are concerns with lighting and visibility at bus stop locations
- Participants expressed frustration with the different variants of Route 61
 - The route has two variants that each follow different route alignments and terminate in different places, but have the same number.

3.1.2 Phase 1 Opportunities for Service Improvements



Figure 17: Community service improvement priorities identified during Phase 1 engagement

3.1.3 Phase 1 Outcomes

- A new earlier Route 61 trip commenced in September 2019, departing at 5:03 a.m.
- The scope of the LATP was expanded to investigate issues and performance of the Sooke/Langford/Victoria Service (regional-scale) routes
- Draft service proposals were prepared for Phase 2.

3.2 Phase 2 – Fall 2019

Phase 2 engagement was focused on gauging responses to draft service proposals for Sooke transit service. Over 793 people participated in Phase 2 with the online survey garnering 724 responses. Draft service proposals were well received at both Open Houses and in the online survey – about 95% of all participants supported the concepts proposed at each scale of service.

3.2.1 Phase 2 Challenges and Opportunities

- The timing of implementation – there is frustration that transit service has been slow to grow despite being well-used
- The duration of regional-scale transit trips due to interlining with Route 50 and delays caused by congestion was frequently mentioned as a concern
- Participants reported experiencing significant delays in their travel due to pass-ups at stops in the central core (Uptown)
- Participants expressed very strong interest and support for more transit priority measures, specifically citing dedicated bus lanes.

3.2.2 Phase 2 Outcomes

- The draft concepts proposed a distinct new rural route serving Beecher Bay, in addition to a realigned rural route serving East Sooke. Based on consultation, service to East Sooke and Beecher Bay can be combined into one route.
- The draft concepts show seasonal service to the Sooke Potholes as a spur from a rural route. As local transit service within Sooke is developed and school-oriented trips are scheduled within the local transit coverage routes, it would be more viable to reallocate resources for local school-oriented trips to serve the Sooke Potholes in the July and August.

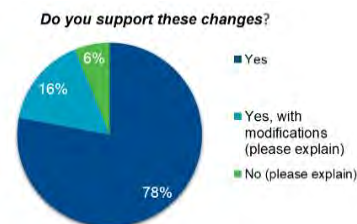
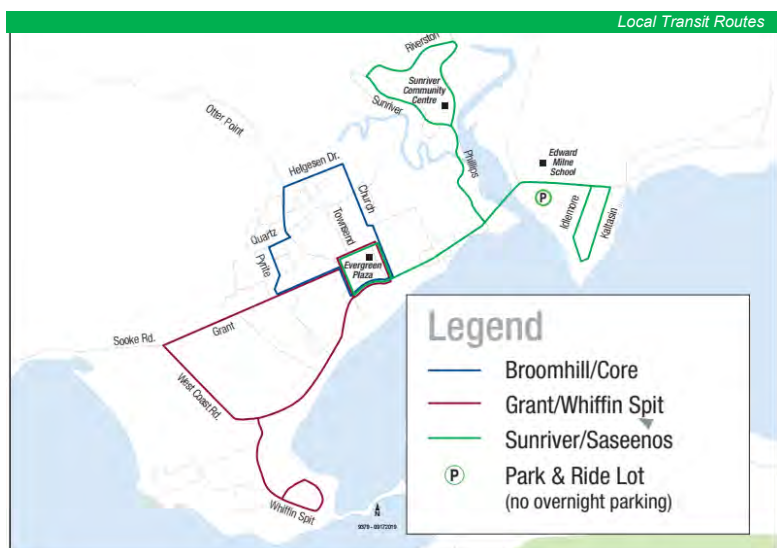


Figure 18: Response to Local-Scale Transit Service Concepts

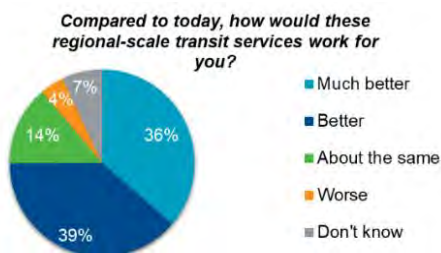
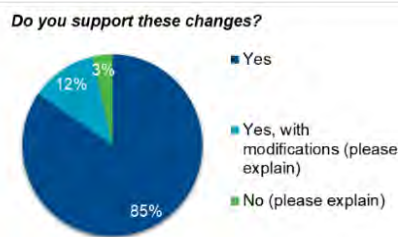
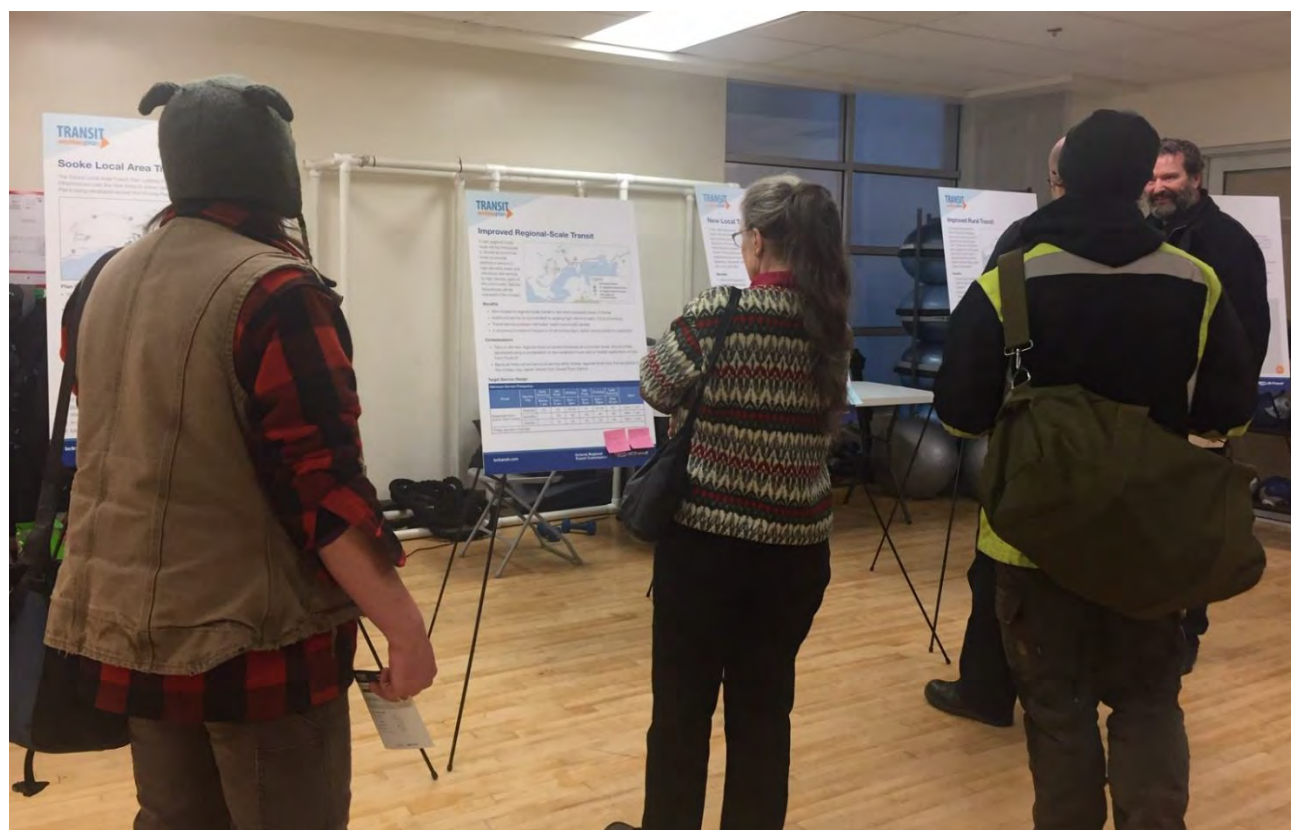


Figure 19: Response to Regional-Scale Transit Service Concepts



Figure 20: Response to Rural-Scale Transit Service Concepts



Open House participants from the consultation held at SEAPARC Leisure Centre on December 5th, 2020

4. Performance Review

4.1 Ridership

Ridership on routes 61 and 65 has shown an increase since 2001, rising 63% from about 1,500 boardings per day to nearly 2,500 boardings per day in the fall of 2018. This growth is in spite of very modest service level increases during this time period and likely heavily influenced by the growing population of Sooke.

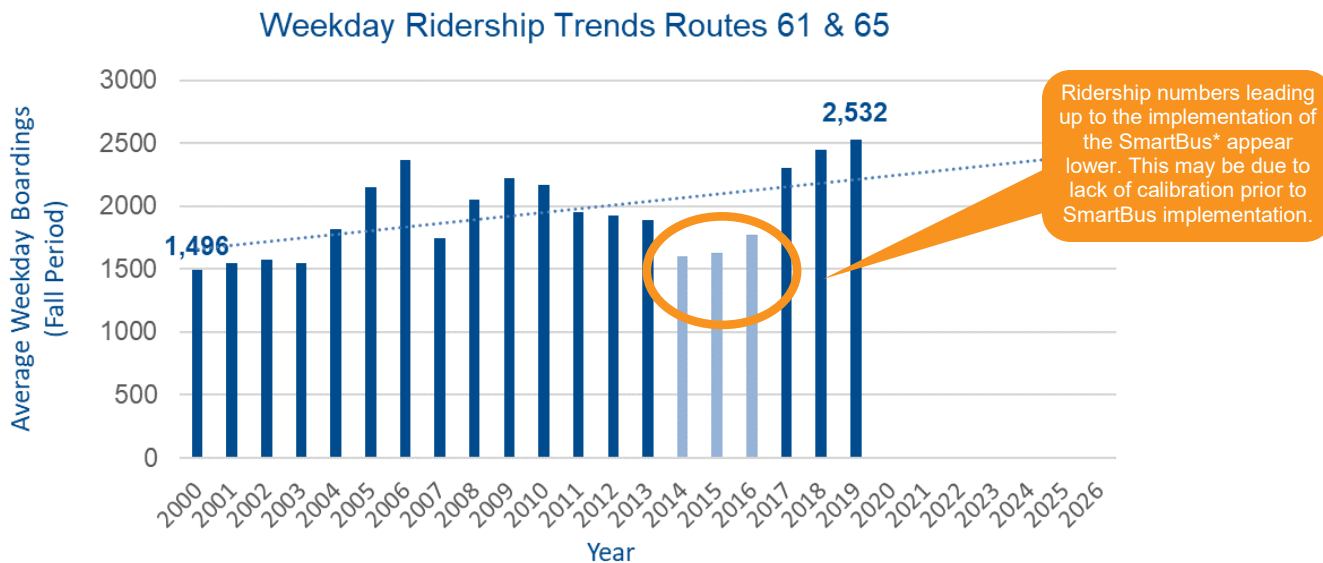


Figure 21: Increase in ridership on Routes 61 and 65

Looking in a shorter period and compared to the Victoria Regional Transit System, between 2011 and 2019 boardings on routes serving Sooke rose by 24%, compared to a 13% rise across other Victoria Regional Transit routes. Since 2011 the number of trips provided on routes serving Sooke has remained flat, while in the number trips provided across the system rose by 4%. Since 2011 the hours provided on Sooke routes has risen by 5%, while hours provided across the system have by 4%.

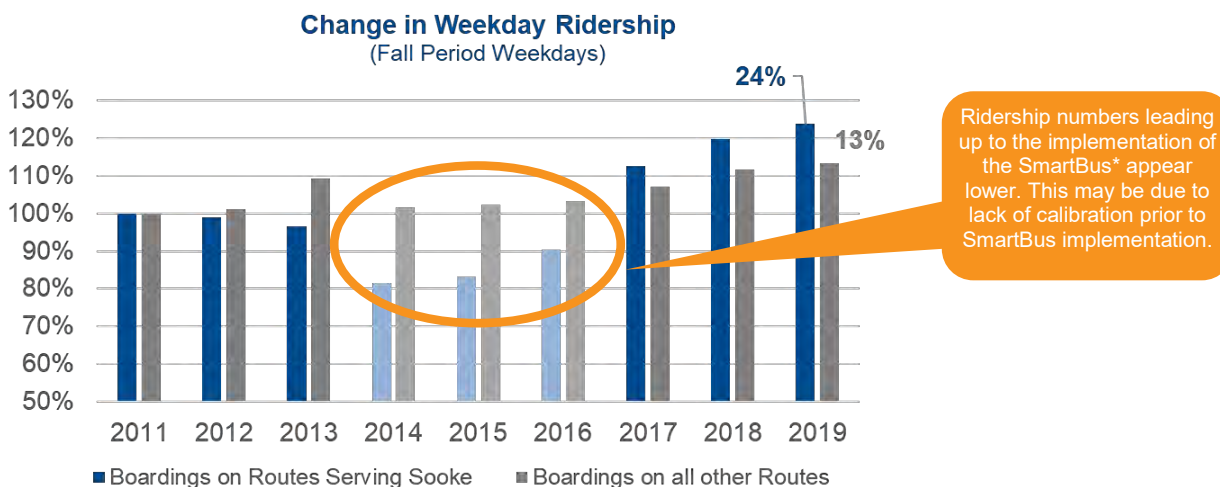


Figure 22: Change in weekday ridership, by route 2011 to 2019

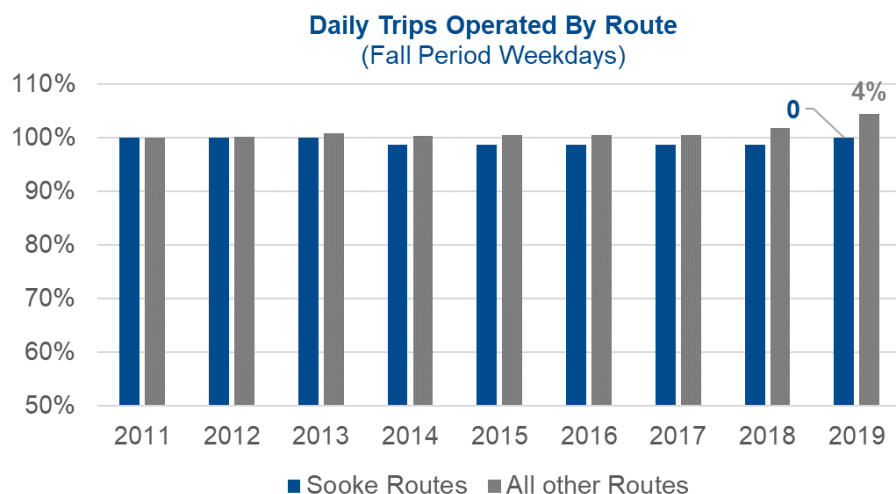


Figure 23: Change in trips operated by route, 2011 to 2019

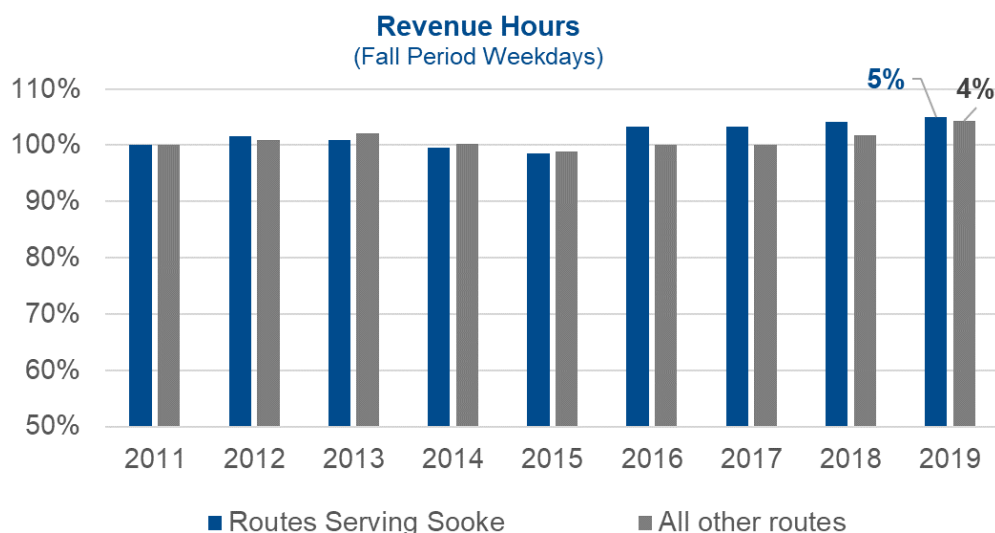


Figure 24: Change in revenue hours by route, 2011 to 2019

The service hours added to routes serving Sooke have been consumed by lengthening time needed to operate each trip due to congestion. Meanwhile growth of ridership in Sooke has outpaced the growth of the transit trips operated.

Together, routes 61 and 65 are classified in the Victoria Transit Future Plan as Local High Demand Transit. Routes 63 and 64 have been loosely classified as Local Coverage Transit Routes, however their service levels fall well below minimums for this classification. See **Appendix C** for Service Standards and Performance Guidelines for details of Route Classifications.

SmartBus*

Route-level ridership in the Victoria Regional Transit system is now provided by Automatic Passenger Count (APC) units which are mounted within more than 70% of conventional buses and integrated with other SmartBus features such as Global Positioning System (GPS) technology. Vehicles are rotated throughout blocks ensuring that each conventional trip is sampled regularly. The integration with GPS provides much more granular data showing where passengers are boarding and alighting and subsequently which sections of each route (by trip level) have the highest loads or maximum load.

4.2 Detailed Performance Review

A detailed performance review of existing service rates was undertaken following the high degree of concerns expressed during Phase 1 engagement surrounding Sooke/Langford/Victoria service. See **Appendix C** for the full details of the performance review.

The findings are as follows:

- At a route level, routes 61 and 65 serving Sooke are exceeding targets set for “High-Demand Local Transit”
- Deeper examination at a trip-level shows that boardings on some peak trips have reached capacity. These peak times are **critical priorities** for the following future service frequency improvements:
 - In the mornings 10-minute frequencies should begin with one eastbound trip added around 5:43 a.m., and another additional eastbound trip timed to occur 10 minutes before or after the 7:24 a.m. trip. Both of these new trips should bypass Langford Exchange to connect between Sooke and Victoria.
 - In the afternoons have one additional westbound trip departing downtown between 3:15 p.m. and 3:53 p.m. and another additional westbound trip between 4:30 p.m. and 4:50 p.m. Both of these new trips should connect between Sooke and Victoria. Both of these new trips should bypass Langford Exchange to connect between Victoria and Sooke.
- Weekend service on route 61 does not meet the required service span set out in the service design guide for this route.
 - On Saturdays a new 61 trip should be added in the morning to depart Sooke around 6:00 a.m.
 - On Sundays a new 61 trip should be added in the morning to depart Sooke around 6:15 a.m. and a new trip added to arrive in Sooke near midnight
- There appears to be unmet demand for improved access between Sooke and the core municipalities. Moving forward trips departing and destined to Sooke in the midday should alternate between Langford Exchange and downtown Victoria
- Additionally, there is likely unmet demand for more direct access to Langford at commuter times. Regional-scale trips departing Sooke after 6 a.m. begin to see increasing alightings at key intersections in Langford such as Sooke Road at Happy Valley and Sooke Road at Jacklin. Access to Langford could be improved by:
 - Developing timed transfers between Langford routes and route 61 at key locations along Sooke Road
 - Aligning a new regional-scale trip or an existing route 61 trip to operate along the route 65 alignment
 - The introduction of Sooke to Langford regional-scale trips at commuter times
- Sooke transit service produces more boardings and operates at a more productive rate than that in communities with transit systems that are similarly sized (in hours)
- Most communities with a local transit service and a similar or smaller population than Sooke operate more local hours than Sooke. If the ratio of local/regional scale service found across these communities were applied to Sooke, the area could expect to have about 9,100 local-scale transit service hours.

5. Discussion

There is a strong case to be made for ongoing investment in transit service oriented to Sooke and Sooke-area residents.

Rapid growth and densifying communities. Ongoing population growth and transit-supportive densification of many Sooke areas are creating a strong market for local transit service connecting Sooke neighbourhoods with key local destinations such as the Town Centre and SeaParc. Establishing a locally-oriented transit service in Sooke will work to further improve the community's transit mode share and support ongoing efforts to reduce carbon, improve social connectivity opportunities and bolster access to local employment.

Strong increases in market demand. Transit use among Sooke residents is higher and increasing faster than many other parts of the Victoria Regional Transit System. This shows a strong transit-orientation among many residents and anticipates excellent receptiveness to local transit. New local routes operating within Sooke would likely perform at equal or higher ridership levels to local routes within Langford.

Improving connections to major external destinations. Peak transit service to and from Sooke is heavily oriented to enable access to Victoria and Saanich West; however, Langford is the 2nd most common external municipal destination for Sooke residents. As employment destinations continue to grow within Langford, improving access and connections from Sooke to these areas at commuter times will be essential to further shifting mode shares towards transit.

Underserved areas. The Beecher Bay community and eastern portions of East Sooke Road do not have access to base service levels. About a decade ago, Beecher Bay was served by route 66, but that service was discontinued. Restoration of transit service to provide basic connectivity to employment, services and education is strongly recommended to support equity across the Victoria Regional Transit System.

Downstream benefits. The commuter version of routes 61 and 65 serves rapidly densifying and economically developing parts of Langford. Increasing service on the corridors served by routes 61 and 65 also supports transit mode choices for new residents in these parts of Langford.

Critical priorities. Sooke residents are among the most avid transit users in the Victoria Regional Transit System; however, avid use combined with rapid community growth has resulted in transit demand outpacing the growth of the transit service. The existing route 61 and 65 have trips which are overloaded and should be prioritized for additional service investments.



6. Service Proposals

The following provides an overview of the proposed service changes recommended for the SLATP. A proposed Implementation Plan can be found in **Appendix D**. Proposed service changes include:

New or realigned route priorities

- Three Targeted Transit priorities
 - One new targeted commuter route serving travel from Sooke-Langford/Victoria (supplementing Routes 61 and 65)
 - Two redesigned targeted routes serving rural areas, and replacing the existing routes 63 and 64.
- Three Local Coverage Transit priorities

Expansion priorities

- Expansion of route 61 Sooke-Langford service on weekends
- Expansion of route 61 Sooke-Langford/Victoria service on weekdays

6.1 New or Realigned Route Priorities

6.1.1 New Targeted Commuter Route connecting Sooke to Langford and Downtown Victoria.

This new route would provide access from the highest density area in Sooke to Victoria via Westhills.



Figure 25: Map of new regional route in Sooke

Rationale

- The 61 Sooke and the 65 Sooke are facing capacity issues during peak times with buses at or nearing maximum capacity. Therefore, additional service is required.
- Based on feedback from the public, additional service into the core is needed at peak times. A new route would provide additional service to Victoria while also serving densifying residential and employment areas within Langford.
- Supports the goals of the Transit Future Action Plan by:
 - Making transit an attractive alternative to the private vehicle by providing fast, direct, and convenient service that is accessible to everyone; and
 - Making the transit system efficient by matching transit services and service levels to demand.
- The developed service area meets the population density thresholds of over ten people per hectare set out in the Service Design Standards.
- The developed service area is within the urban containment boundary of Sooke.

Considerations

- Any new route serving Sooke requires a new transit exchange in Sooke in order to have an adequate layover space and efficiently provide transfers between routes.
- This new route would work in conjunction with routes 61 and 65 to achieve the service design parameters below.

Targeted Service Design Parameters for combined service on routes (61, 65, new) serving Sooke/Langford Victoria

Service Day	Frequency						Span
	Before 7 a.m.	7 a.m. - 9 a.m.	9 a.m. - 3 p.m.	3 p.m. - 6 p.m.	6 p.m. - 10 p.m.	After 10 p.m.	
Weekday	30	15	30 - 45	15	30 - 45	60	5 a.m. – 1 a.m.
Saturday	-	30	45	45	45	60	6 a.m. – 1 a.m.
Sunday	-	45	45	45	60	60	6 a.m. – 11 p.m.

Table 1: Service design parameters for combined routes (61, 65, new) serving Sooke-Langford/Victoria

6.1.2 Sooke to Langford via Beecher Bay & East Sooke

A realigned and extended rural transit service between Sooke, East Sooke, Beecher Bay and Langford via Metchosin. This will replace the existing 64 East Sooke.

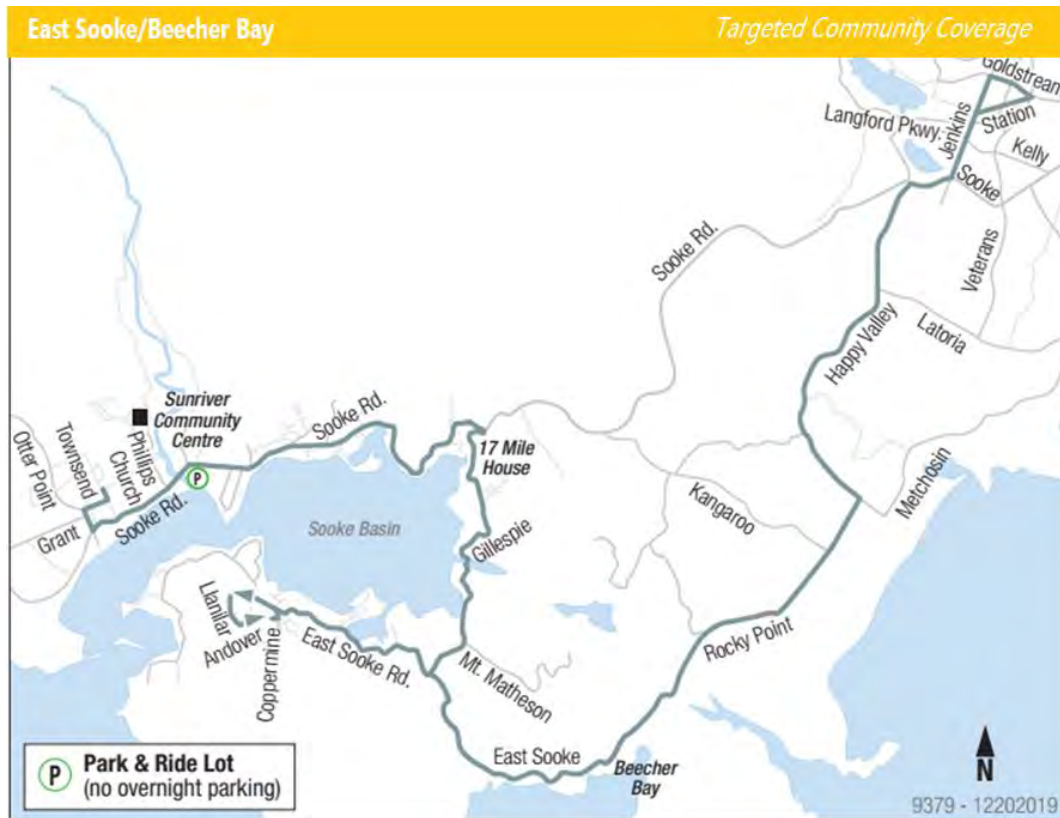


Figure 26: Map for the redesigned and reclassified route serving East Sooke and Beecher Bay (route 64)

Rationale

- Beecher Bay is currently unserved by transit and providing a basic level of service would allow for connections into the regional transit system and improve access to employment, services and education for community members.

Considerations

- This new route replaces and absorbs the hours currently allocated to 64 East Sooke.
- As this new route no longer serves Billings Spit or Sunriver, implementation should be paired with the implementation of the new Local Transit Sunriver/Billings Spit Route.

Service Day	Existing	Proposed	Target Frequency	Span
Weekday	-	5 - 6 trips/day	2 - 3 hours	6 a.m. - 9 p.m.
Saturday	-	5 - 6 trips/day	2 - 3 hours	6 a.m. - 9 p.m.

Table 2 Service design parameters for new East Sooke/Beecher Bay Route

6.1.3 Otter Point/Kemp Lake

Improved rural transit service in the Otter Point and Kemp Lake area along West Coast Road and a more direct route into Sooke with the removal of service to Whiffen Spit. This will replace 63 Otter Point.



Figure 27: Map for amended and reclassified Otter Point/Kemp Lake route

Rationale

- Greater area of coverage in the Otter Point and Kemp Lake areas.
- This new route will replace and absorb the hours currently allocated to 63 Otter Point.
- The area previously served by route 63 in Whiffen Spit will be served by a new local transit route.
- Supports the goals of the Transit Future Action Plan by:
 - Making transit an attractive alternative to the private vehicle by providing convenient service which is accessible to everyone; and
 - Making the transit system efficient by matching transit services to demand.

Considerations

- Implementation of this service change should be after implementation of the local transit service along Grant Road and Whiffen Spit.

Service Day	Existing	Proposed	Target Frequency	Span
Weekday	4 trips/day	8 - 9 trips/day	2 hours	6 a.m. - 9 p.m.
Saturday	-	8 - 9 trips/day	2 hours	6 a.m. - 9 p.m.

Table 3: Service design parameters for an amended Otter Point route

6.1.4 Sunriver/Billings Spit

A new local coverage route connecting the neighbourhoods of Sunriver and Billings Spit to Sooke, while providing access to SeaParc Leisure Centre, Edward Milne School and the Sooke Park & Ride.

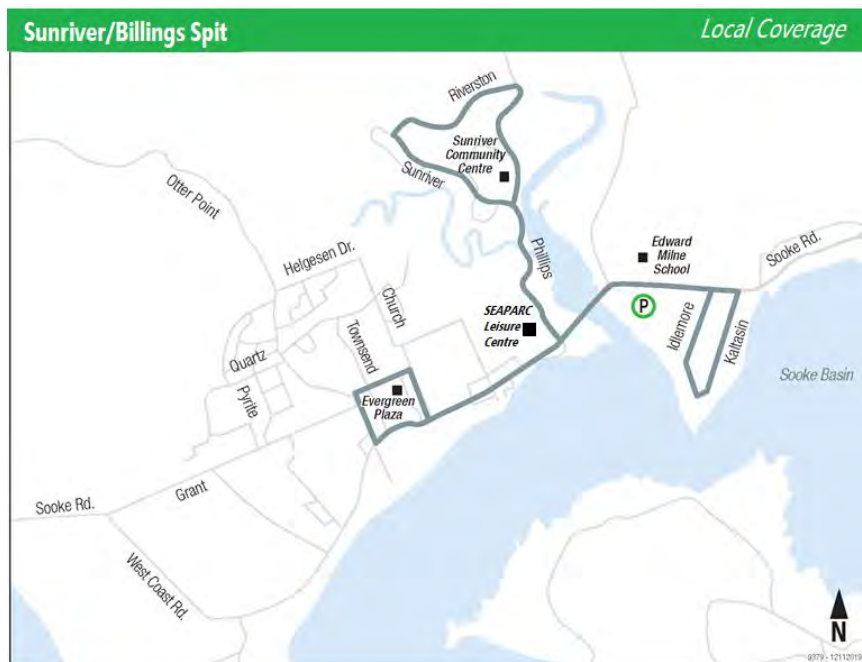


Figure 28: Map of new Sunriver/Billings Spit route

Rationale

- There is no local transit network within Sooke. Local transit routes provide access to local destinations as well as higher order transit routes, such as regional or rapid transit networks.
- Local transit service is a priority identified in the 2013 Victoria Service Review and through public engagement
- The areas of Sunriver and Billings Spit have limited transit service along the route 64, and are respectively about 3 km away from Sooke Town Centre
- Sunriver Estate is one of the fastest-growing neighbourhoods within Sooke and demand for transit service is increasing rapidly
- This route will provide local transit connections to SeaParc Recreation Centre, Edward Milne School and the Sooke River Road Park & Ride
- Supports the goals of the Transit Future Action Plan by:
 - Making transit an attractive alternative to the private vehicle by providing convenient service which is accessible to everyone; and
 - Making the transit system efficient by matching transit services to demand.
- 3,598 persons reside within 400 meters of proposed services.

Considerations

- Implementation of this route should be paired with the implementation of the re-aligned route 64 service for East Sooke and Beecher Bay.
- Any new route within Sooke requires a new transit exchange in Sooke in order to have an adequate layover spaces and efficiently provide transfers between routes.

6.1.5 Grant/Whiffen Spit

A new local coverage route along Grant Road and to Whiffen Spit.

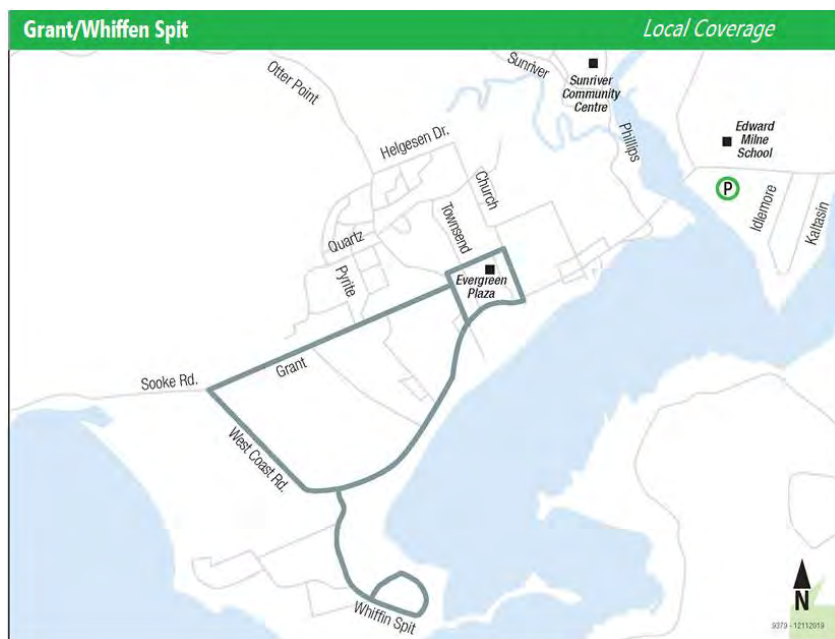


Figure 29: Map for new Grant/Whiffen Spit route

Rationale

- There is no local transit network within Sooke. Local transit routes provide access to local destinations as well as higher order transit routes, such as regional or rapid transit networks.
- Local transit service is a priority identified in the 2013 Victoria Service Review and through public engagement
- This new transit route provides service to the residents along Grant Road and the residents of Whiffen Spit and allows them to connect to the other local or regional transit routes
- Supports the goals of the Transit Future Action Plan by:
 - Making transit an attractive alternative to the private vehicle by providing convenient service which is accessible to everyone; and
 - Making the transit system efficient by matching transit services to demand.
- The serviced area meets the population density thresholds set out in the Service Design Standards of over ten people per hectare
- The service area is within the urban containment boundary of Sooke
- 4,823 persons reside within 400 meters of proposed services.

Considerations

- Once this service is implemented, this portion of routes 61 and 65 may be removed from off-peak times to avoid duplication. Instead, a timed transfer between this route and 61 or 65 can enable passengers to avoid waits while the 61 or 65 has recovery time.
- Any new route within Sooke requires a new transit exchange in Sooke in order to have an adequate layover space and efficiently provide transfers between routes.

6.1.6 Broomhill/Core

A new transit service around the core of Sooke and the Broomhill neighbourhood.

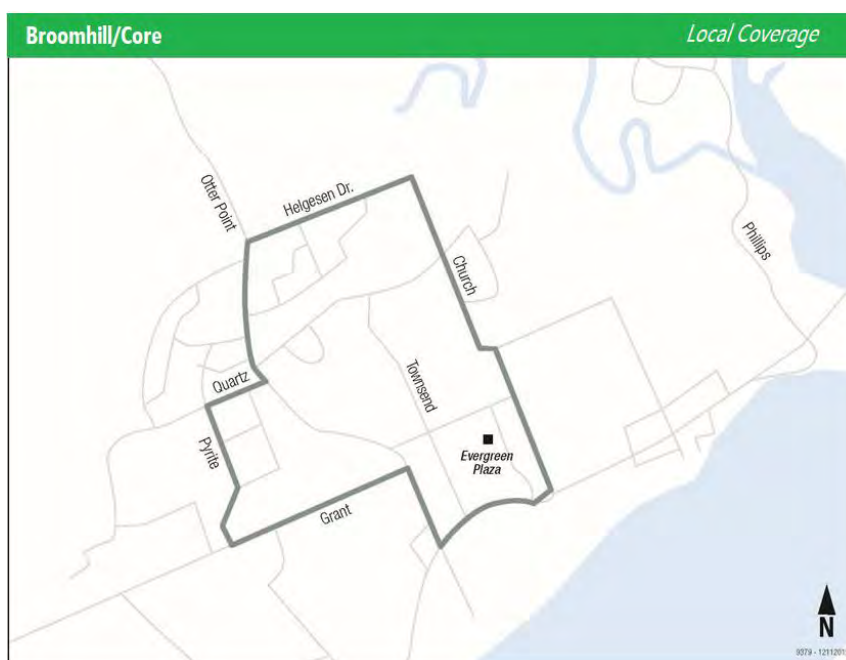


Figure 30: Map of new Broomhill/Core route

Rationale

- There is no local transit network within Sooke. Local transit routes provide access to local destinations as well as higher order transit routes, such as regional or rapid transit networks.
- Local transit service is a priority identified in the 2013 Victoria Service Review and through public engagement
- This route will provide service to the most densely populated area of Sooke; higher density provides more potential customers for transit service.
- Supports the goals of the Transit Future Action Plan by:
 - Making transit an attractive alternative to the private vehicle by providing convenient service which is accessible to everyone; and
 - Making the transit system efficient by matching transit services to demand.
- The developed service area meets the population density thresholds set out in the Service Design Standards of over ten people per hectare.
- The developed service area is within the urban containment boundary of Sooke
- 4,959 persons reside within 400 meters of proposed services

Considerations

- Any new route within Sooke requires a new transit exchange in Sooke in order to have an adequate layover space and efficiently provide transfers between routes
- On a per-kilometer basis the Broomhill/Core route has the potential for the highest productivity as the largest number of residents are located near to it.

6.2 Proposed Service Design for New Local Sooke Routes

Upon full implementation of this plan, each of the following new local coverage routes should target the service design parameters shown in table 4.

- Sunriver/Billings Spit
- Grant/Whiffen Spit
- Broomhill/Core

Service Day	Frequency						Span
	Before 7 a.m.	7 a.m. - 9 a.m.	9 a.m. - 3 p.m.	3 p.m. - 6 p.m.	6 p.m. - 10 p.m.	After 10 p.m.	
Weekday	30	60	60	30	60	60	6 a.m. – 10 p.m.
Saturday	60	60	60	60	60	60	7 a.m. – 12 a.m.
Sunday	-	120	120	120	120	-	7 a.m. – 11 p.m.

Table 4: Target service design guidelines for each of the new local coverage routes identified in this plan.



Figure 31: Combined New Local Routes

6.3 Expansion Priorities

6.3.1 Sooke/Langford – Weekends

New weekend trips to meet the span in the service design guideline and address priorities communicated through consultation.

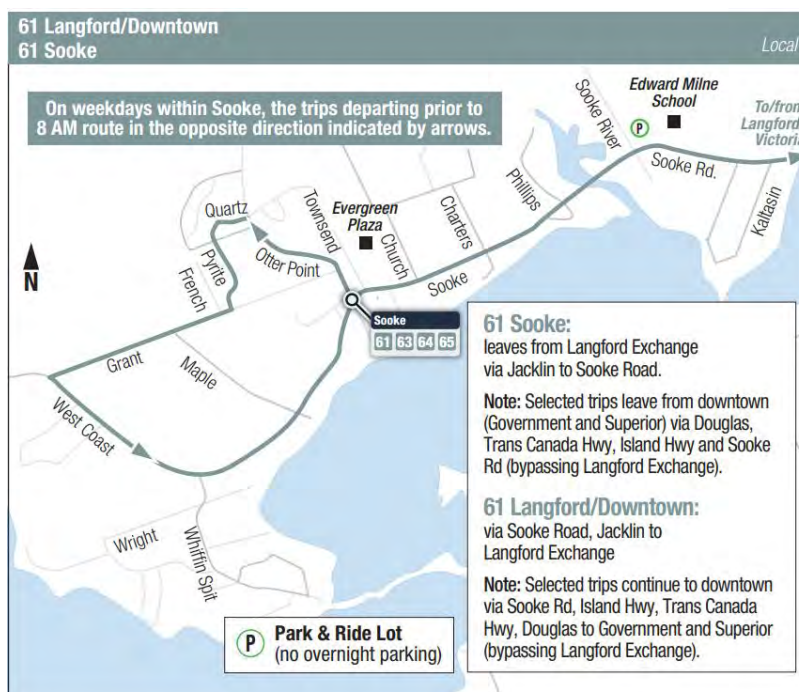


Figure 32: Map of the existing route 61

Rationale

- Weekend improvements on routes connecting outside of Sooke were the 2nd highest priority identified through consultation
- On Saturdays and Sundays the existing route 61 service begins later than the service design guideline for this route
- On Sundays the existing route 61 service ends earlier than the service design guideline for this route
- Early morning service from Sooke to other parts of the Victoria CMA is a priority identified through consultation
- Sooke transit riders who commute to work demonstrate a strong pattern of early morning ridership

Considerations

- An additional earlier Saturday 61 trip could be interlined with the 50 Downtown trip departing Langford exchange at 6:40 a.m.
- An additional earlier Sunday 61 trip could be interlined with the 50 Downtown trip departing Langford exchange at 7:01 a.m.
- Interlining the Sunday night 50 Langford trip arriving at Langford Exchange at 10:37 p.m. into a 61 Sooke trip.

6.3.2 Sooke/Langford – Weekdays

New weekday trips to meet the frequencies in the service design guideline

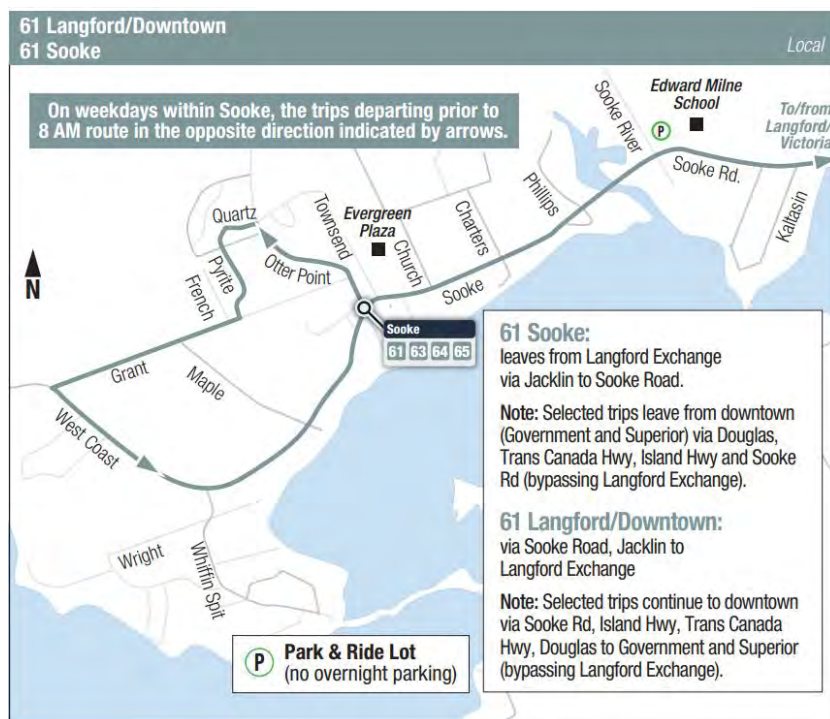


Figure 33: Map of the existing route 61

Rationale

- On weekdays service on Sooke-Langford/Victoria routes does not meet the target 30-minute midday frequencies in the service design guideline, nor the 15-minute peak frequencies identified for 7:00 a.m. to 9:00 a.m.
- Evening and midday service improvements between Sooke and other parts of the Victoria CMA are a priority identified through consultation.

Considerations

- As new trips are added to the midday service, transit should alternate between serving Langford Exchange and downtown Victoria
- Once the Whiffin/Grant loop local transit service is established and can be timed to connect with route 61, that portion of route 61 travelling along Grant Road should be removed in order to limit duplication. These hours can be reinvested into the provision of new midday trips between Sooke-Langford/Victoria
- In total, an additional 6 to 8 round trips are suggested for service between Sooke-Langford/Victoria. These should be distributed as per the service design standards between 7 a.m. and 3 p.m. and after 6 p.m.

6.4 Service Change Expansion Resources Required

The SLATP identifies a number of areas served by existing rural routes 63 and 64 which will be transitioned to service by new local routes. In order to ensure that coverage is maintained, the implementation of service changes to targeted community coverage routes (rural routes) must be done in conjunction with the introduction of local transit service. Service priorities are included as critical fix, short term and medium term.

Critical Fix

Description	Estimated trips	Net change in hours	Net change in peak buses
0. Critical Fix of Sooke/Langford/Victoria by the introduction of a new commuter route connecting Sooke to Victoria via Westhills	4	+ 2,800*	+ 2 double decker

*this route would also provide Langford-Victoria service

Short Term

Description	Estimated Weekday trips	Net change in hours	Net change in peak buses
1. Discontinue existing 64 East Sooke	- 8	+2,700	+ 2 light duty
2. Introduce new East Sooke and Beecher Bay Targeted Community Coverage Route	+ 10		
3. Introduce Sunriver and Billings Spit Local Coverage Transit Route	+ 18	+3,400	+ 1 light duty
4. Discontinue existing 63 Otter Point	- 4	+ 2,800	
5. Introduce New Otter Point/Kemp Lake Targeted Community Coverage Route	+ 8		+ 1 light duty
6. Introduce Grant Road/Whiffin Spit Local Coverage Transit Route	+12	+1,600	
7. Introduce:		+3,500	+1 double decker
a. New early morning Saturday and Sunday Sooke/Langford trips	+3 per weekend		
b. A new later Sunday night Langford/Sooke trip			
c. 4 new weekday* roundtrips between Sooke/Langford/Victoria	+4		

*this would also provide Langford-Victoria service

To maintain coverage for Sunriver and Billings Spit, these implementations should happen at the same time

To maintain coverage for Whiffin Spit, these implementations should happen at the same time

Medium Term

Description	New Estimated Weekday trips	Net change in hours	Net change in buses
8. Improve Local Transit Routes in Sooke as follows:		+6,500	+ 1 light duty
a. Introduce weekend service on all local routes			
b. Introduce Broomhill/Core Local Route	+18		
c. Service level increase weekdays of routes			
i. Sunriver/Billings Spit	27		
ii. Grant Road/Whiffen Spit	21		
9. Introduce: weekend service on targeted community coverage routes		+2,000	+1 light duty
10. Introduce:	+4	+3,000	+ 1 heavy duty
a. 4 new weekday* round trips off-peak between Sooke/Langford/Victoria			
b. Realign off-peak trips to be staggered between Sooke-Langford and Sooke-Victoria			

*this would also provide Langford-Victoria service

6.5 Sooke Transit before and after the plan

Transit routes serving Sooke currently account for 24,843 annual hours or 3% of the total Victoria Conventional hours and generate about 930,000 or 3.5% of boardings within the Victoria Regional Transit System. Under the proposed service changes outlined in section 6.3 of the report, transit routes serving Sooke would more than double to form about 6% of the total Victoria conventional hours, and are estimated to generate about 6% of the boardings within the Victoria Regional Transit System.

	BEFORE THE PLAN			AFTER THE PLAN		
	Annual hours by type	Peak Buses	Annual Boardings (Extrapolated from Fall 2019)	Annual hours by type	Peak Buses	Annual Boardings (once established)
Service Connecting Sooke-Langford/Victoria	21,180 85%	24 DD/HD	904,386	30,480 59%	28 DD/HD	1,280,160
Rural Transit Service	3,663 15%	1 LD	30,403	9,663 19%	2 MD	96,630
Local Transit Service	0 0%	0	0	12,000 23%	4 MD	240,000
	24,843		934,789	52,143		1,616,790

7. Proposed Infrastructure

7.1 Waddams Way Transit Exchange

Rationale:

The existing downtown transit exchange in Sooke is at capacity with no room for additional buses and limiting opportunities for timed transfers between routes. To allow for growth in the local system, a new on-street exchange is proposed along Waddams Way. Centrally located in Sooke, it is also near the future site of the new library, immediately adjacent to a large development site and a short walk from many densely populated parts of the District.



Figure 34: Design concept for Waddams Way
Source: District of Sooke Lot A Report, May 16, 2019

Considerations:

- A modest increase in runtime may be required for regional-scale routes to reach this location
- Vehicles will likely turn around using the planned roundabout at the intersection of Church and Throup
- All trips should continue to serve the existing town centre bus stops as that area will remain the commercial core of the community for the midterm.
- A temporary layover solution may be required until the exchange is completed

7.4 Connie Road Park & Ride

The Ministry of Transportation and Infrastructure is developing a new Park & Ride on Highway 14 near Connie Road.

7.5 Bus Stops

BC Transit will continue to work with and support the District of Sooke's installation of new bus stops, including accessible boarding pads and other passenger amenities such as shelters and benches. In order to help prioritize which bus stops to improve, the tables below contain the list of the top ten bus stops by activity without key amenities such as an accessible boarding pad or shelter; Table 6 for roads under the jurisdiction of the Ministry of Transportation and Infrastructure and Table 7 for roads under the jurisdiction of the District of Sooke.

Activity Ranking	Bus Stop Name
1	Sooke Road at Church Rd. (Westbound)
2	Sooke Road at Kaltasin (Westbound)
3	Sooke Road 6350 Block (Westbound)
4	Sooke Road 5100 Block (Northbound)
5	Sooke Road 5110 Block (Southbound)
6	Sooke Road at Charters Road (Westbound)
7	Sooke Road at Ludlow Road (Westbound)
8	Sooke Road at Glinz Lake Road (Northbound)
9	Sooke Road at Ludlow Road (Eastbound)
10	Sooke Road at Saseenos (Eastbound)

Table 2: Bus stop improvement priorities on Ministry of Transportation and Infrastructure roads

Activity Ranking	Bus Stop Name
1	West Coast Road at Whiffen Spit (Eastbound)
2	Grand Road at French Road (Westbound)
3	Quartz Road at Otter Point Road (Westbound)
4	West Coast Road at Maple Avenue South (Northbound)
5	Pyrite Drive at Talc Place (Southbound)
6	Grant Road West at French Road South (Eastbound)
7	Grant Road West at Winfield Drive (Westbound)
8	Grant Road West at West Coast Road (Westbound)
9	West Coast Road at Maple Avenue South (Southbound)
10	Quartz Road at Gatewood Road (Eastbound)

Table 3: Bus stop improvement priorities on District of Sooke roads

Rationale

- Amenities such as shelters and benches improve the comfort of customers waiting for buses
- Clear, level surfaces with sufficient space make a stop accessible which removes barriers to transit use
- Branded transit stops help improve the visibility of the transit system, increasing the ease of use
- Supports the goals of the Transit Future Action Plan and Service Design Standards by making transit an attractive alternative to the private vehicle by improving customer comfort and accessibility and making the system easier to use

Considerations

- Transit stop improvements can be synergistically completed in conjunction with other nearby road works or development on adjacent lands. There may be opportunities to upgrade other bus stops not in Tables 6 and 7.
- Transit stop improvements are best done with improvements to pedestrian infrastructure such as sidewalks so that more than just the immediate area around the bus stop is accessible.

7.6 Viability Study for a Satellite Garage

BC Transit will conduct a study to determine if efficiencies gained by developing a satellite transit facility in Sooke would be cost-effective over the long term.

Rationale:

The transit service improvements contained within this plan will lead to an increase in deadhead time from about 4 hours (currently) to up to 8 hours per weekday and Saturday. Using 2019 estimates, this will cost about \$250,000 - \$300,000 per year.

Considerations:

- There is an ample pool of qualified transit operators residing in Sooke
- Land values within Sooke will continue to increase

7.7 Continued Support for Transit Priority Measures

BC Transit will continue to work with MOTI and municipal partners to identify, plan and construct transit priority measures along the Island Highway and other strategic corridors to support the faster movement of transit passengers through areas of congestion and reduce transit travel times.

8. Information

Many of the priorities communicated through consultation relate to how transit information is presented for Sooke routes. This section outlines improvements to information for transit customers intended to make transit more user friendly.

8.1 Route Renumbering

BC Transit will renumber the variants of route 61 into distinct numbers to improve clarity and ease of use of the connections enabled by this route.

8.2 Review Rider's Guide

BC Transit scheduling and marketing staff will examine the viability of adding Legislature departure times to the weekday route 61 schedule for trips which are interlined from route 50.

8.3 Marketing and Awareness

BC Transit will examine introducing periodic information to assist Sooke residents in reaching high-demand regional destinations using transit routes. These destinations include but are not limited to CFB Esquimalt and Camosun Interurban.

8.4 Sign Refresh

BC Transit will work with MOTI and District of Sooke staff to gradually transition bus stop signage in the Sooke area from the existing strip-sign format to the more visible flag-sign format.

8.5 Real-time bus departure displays

Bus stops at Sooke Town Centre and at the new Waddams Way Terminal are the priority locations for the installation of new real-time digital signage indicating when the next bus departure will be.

9. Conclusion

Once this document has been endorsed, it will become a guiding document for making future decisions regarding transit connecting to, from and within the Sooke area. A first full review of this plan will need to take into account the directions contained in the new District of Sooke Master Transportation Plan, expected to be completed later by mid-year of 2020.

Sooke is a dynamic community. Development patterns, demographic shifts, increasing ridership and traffic congestion all impact the efficiency and effectiveness of the transit system. Planning and budgeting processes need to address the shifting nature of this operating environment in order to maintain and build transit ridership and achieve community environmental, social and economic goals. It is recommended that an assessment take place at least annually to monitor service issues, transit performance levels, markets and demand, and to plan and budget for corresponding adjustments.

10. Next Steps

- Endorsement of this plan by the Victoria Regional Transit Commission
- Integration of the short term service change recommendations contained in this plan document into the Victoria Three Year Service and Financial Strategy
 - Service changes details may be further refined through additional detailed planning and scheduling work
 - The implementation of service changes constitutes a partial restructure of transit within Sooke – an enhanced public awareness effort is recommended to support implementation of the service changes.
- Integration of the Waddams Way Transit Terminal into Capital Planning as a high priority
- Inclusion of this plan into the 2020 Victoria Transit Future Action Plan, including any minor amendments resulting from the completion of the Sooke Master Transportation Plan.

Appendices

A – Demographic & Employment Review

B – Public Engagement Report

C – Performance Review

D – Implementation Plan

Appendix A

Demographic & Employment Review

Sooke Local Area Transit Plan

Page/Map 1 – Population Density

Page/Map 2 – Population under 15 years

Page/Map 3 – Population 65 years and over

Page/Map 4 – Population below Low Income Cut Off

Page/Map 5 – Business Locations

Victoria Regional - Sooke Low Income Cut Off



Legend

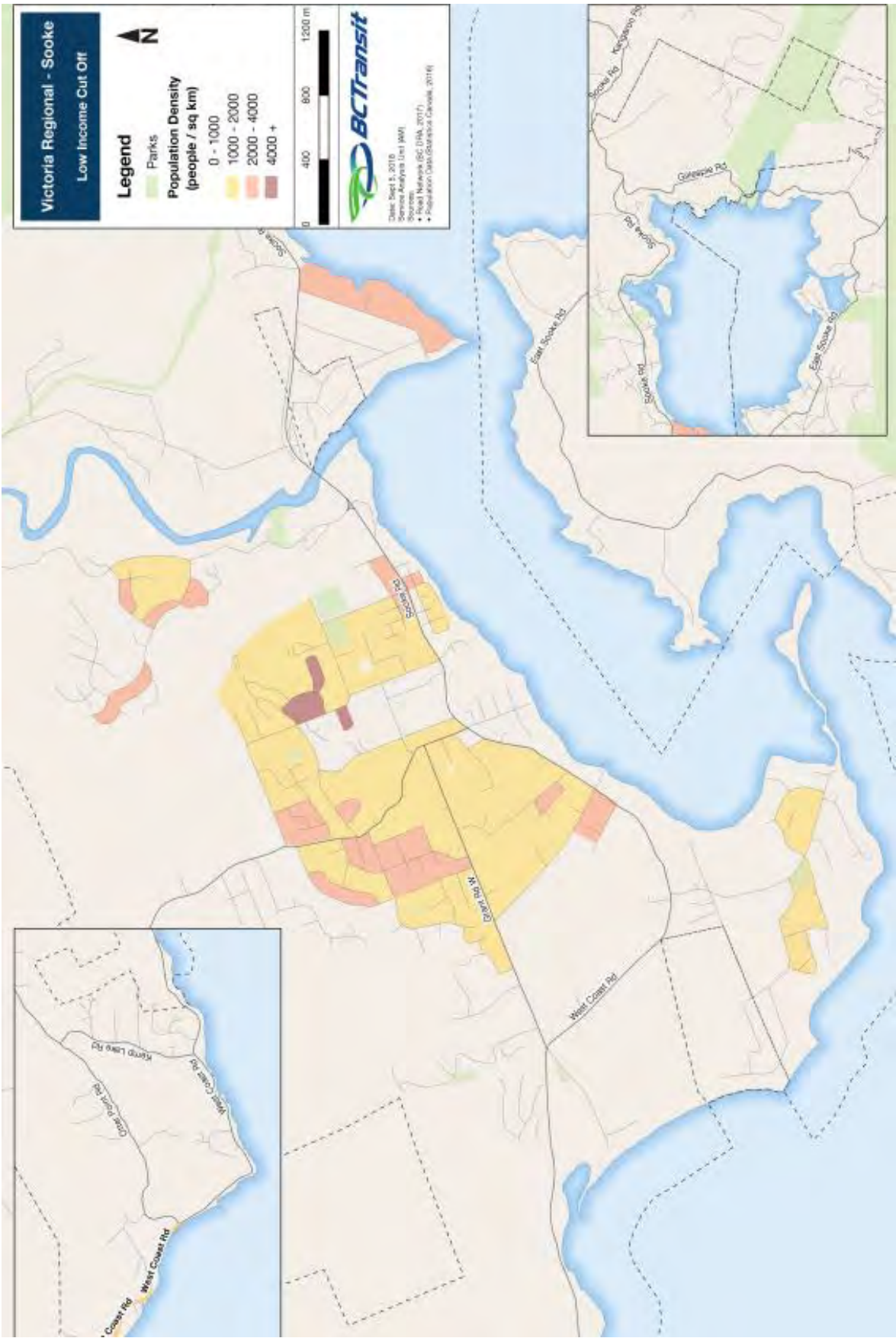
Parks

Population Density
(people / sq km)

- 0 - 1000
- 1000 - 2000
- 2000 - 4000
- 4000 +



Date: Sept 5, 2018
Service Analysis Unit (SAU)
Report Name: BC (DIA, 2017)
Population Data Source: Census, 2016



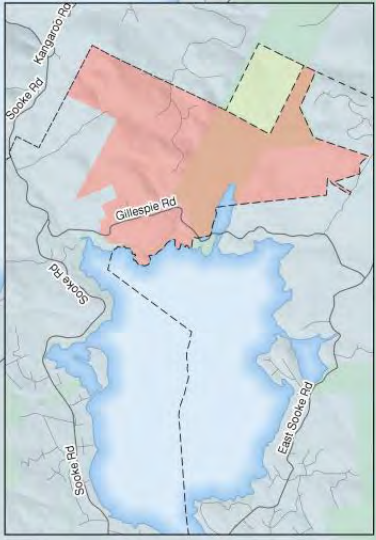
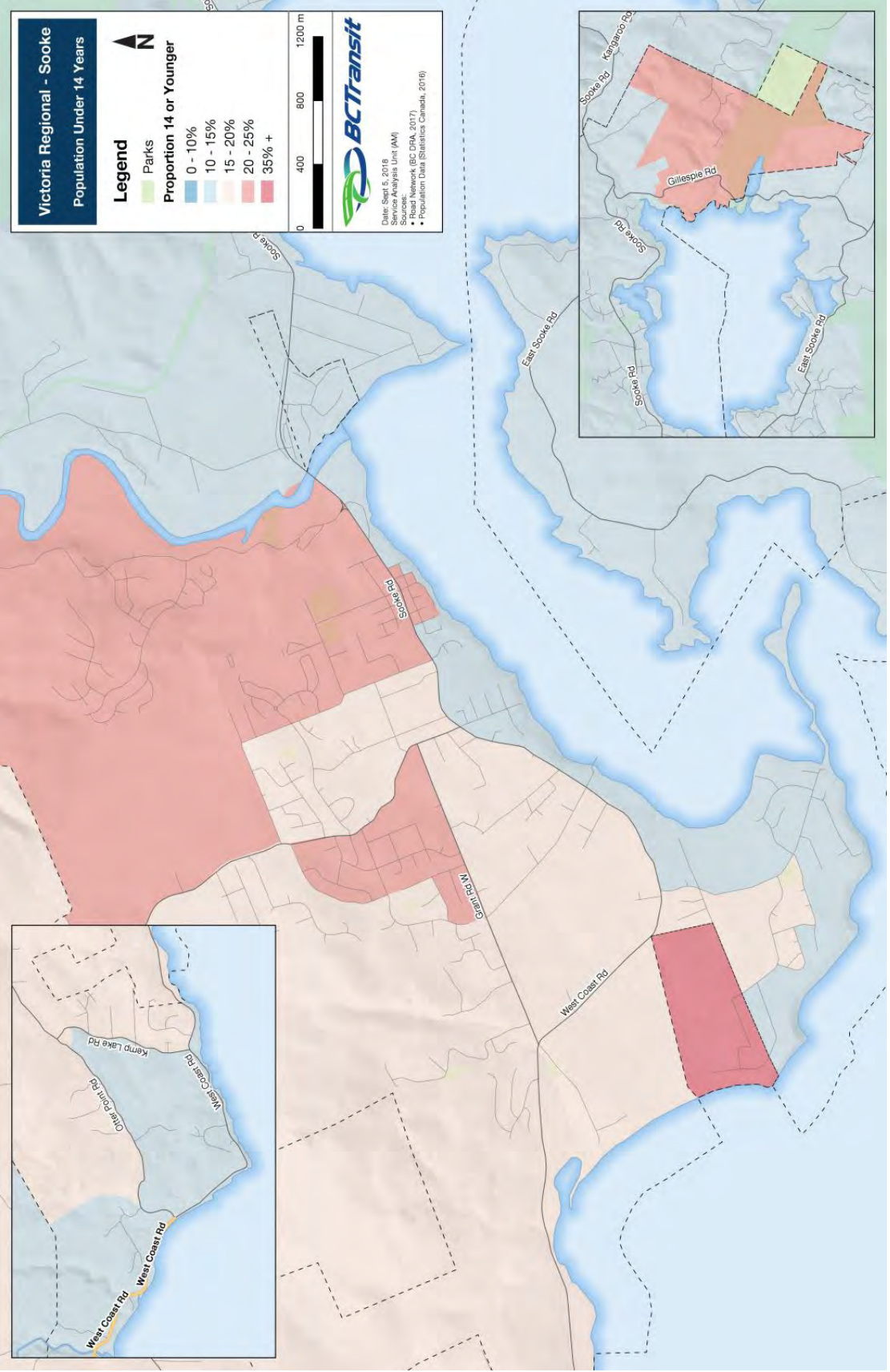
Victoria Regional - Sooke
Population Under 14 Years

Legend

- Parks
- Proportion 14 or Younger**
- 0 - 10%
- 10 - 15%
- 15 - 20%
- 20 - 25%
- 35% +



Date: Sept 5, 2018
 Service Analysis Unit (SAU)
 Sources:
 • BC Census (2017)
 • Population Data (Statistics Canada, 2016)



Victoria Regional - Sooke
Population Under 14 Years




Legend

- Parks

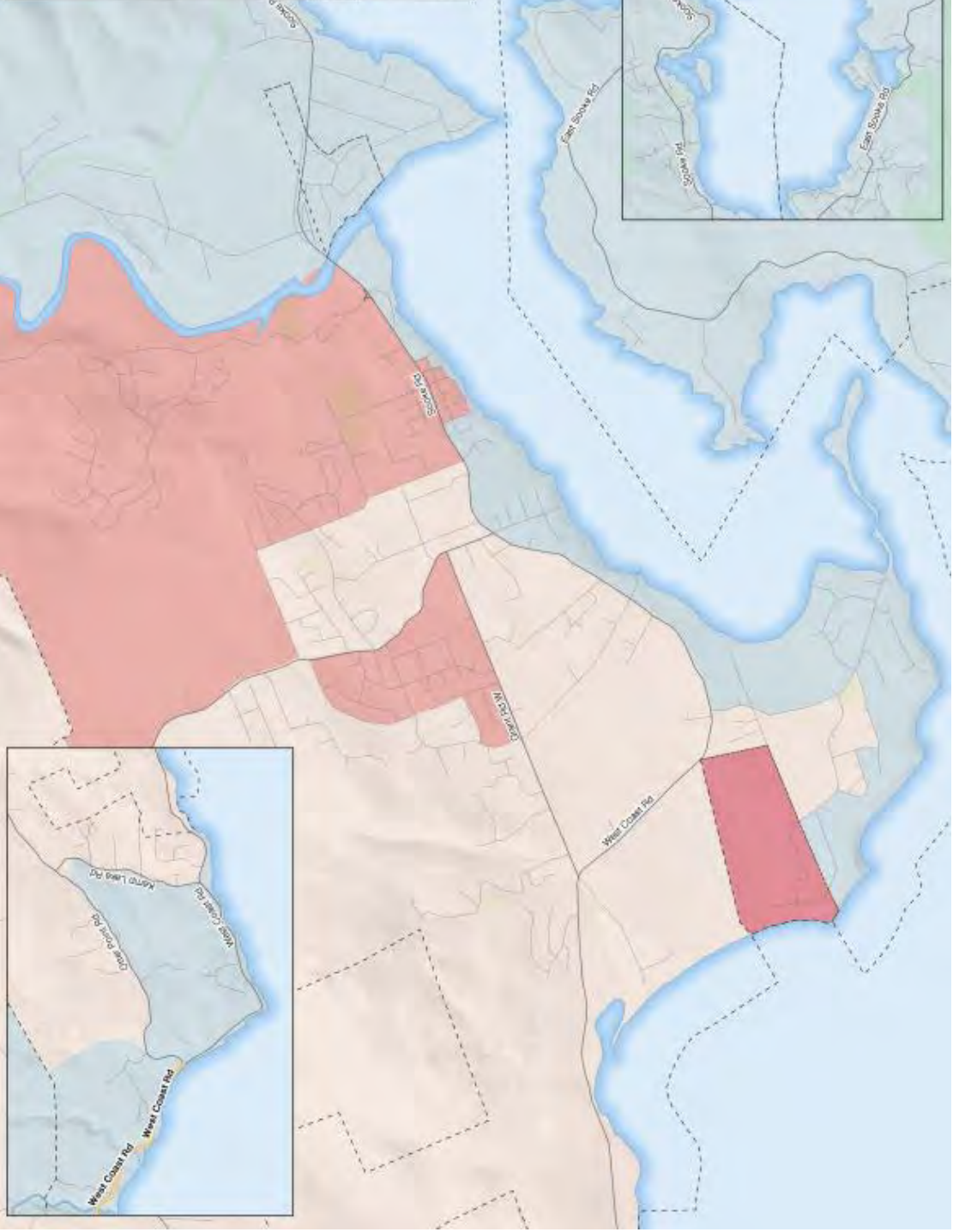
Proportion 14 or Younger

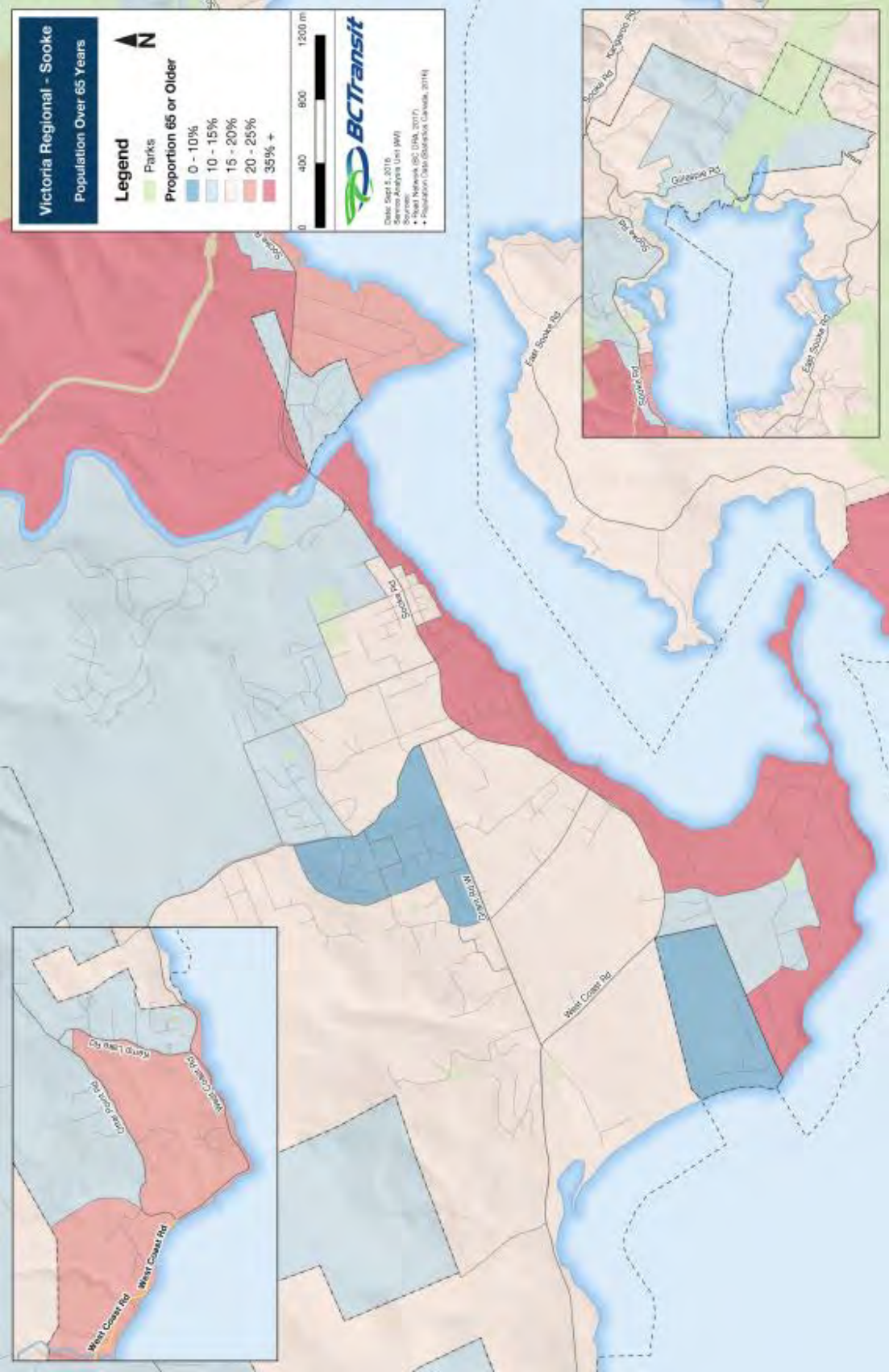
- 0 - 10%
- 10 - 15%
- 15 - 20%
- 20 - 25%
- 25 - 30%
- 30% +

0 400 800 1200 m

Date: Sept 5, 2019
Source: Statistics Canada (2016)
Source: BC Parks (2016, 2017)
Source: BC Assessment (2016)
Population Data: Statistics Canada, 2016



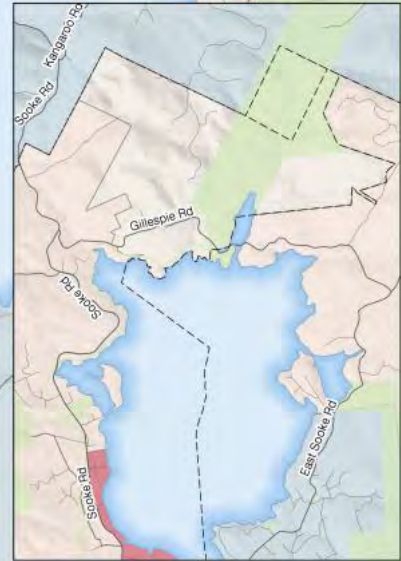
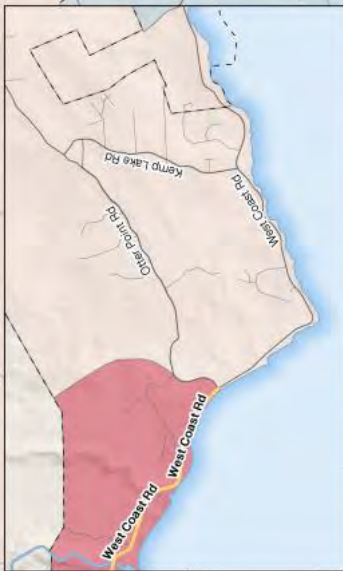
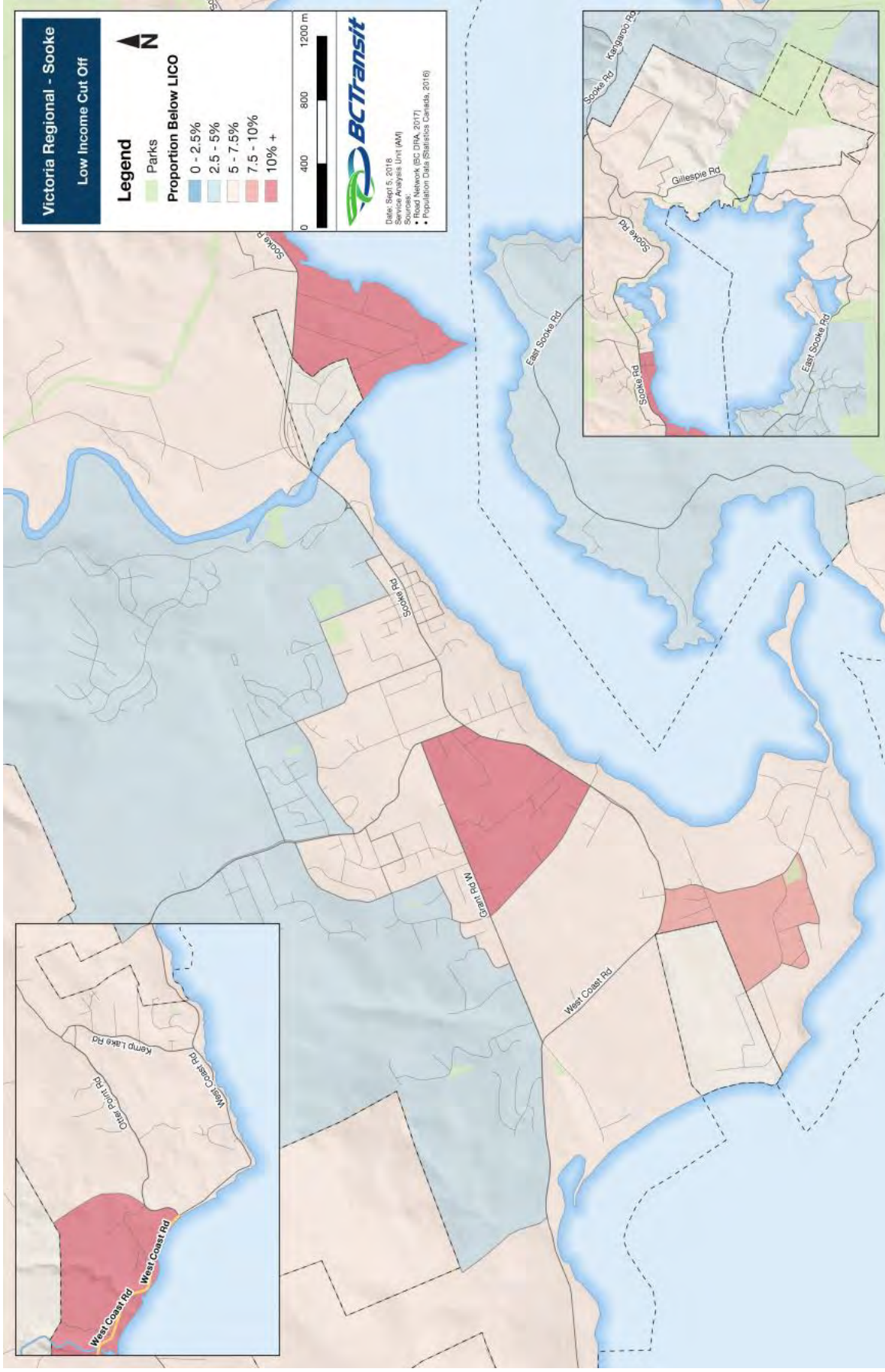


Victoria Regional - Sooke
Low Income Cut Off

- Legend**
- Parks
 - Proportion Below LICO**
 - 0 - 2.5%
 - 2.5 - 5%
 - 5 - 7.5%
 - 7.5 - 10%
 - 10% +



Date: Sept 5, 2018
 Service Analysis Unit (AM)
 Sooko
 • Road Network (BC DPA, 2017)
 • Population Data (Statistics Canada, 2016)



Victoria Regional - Sooke

Business Locations

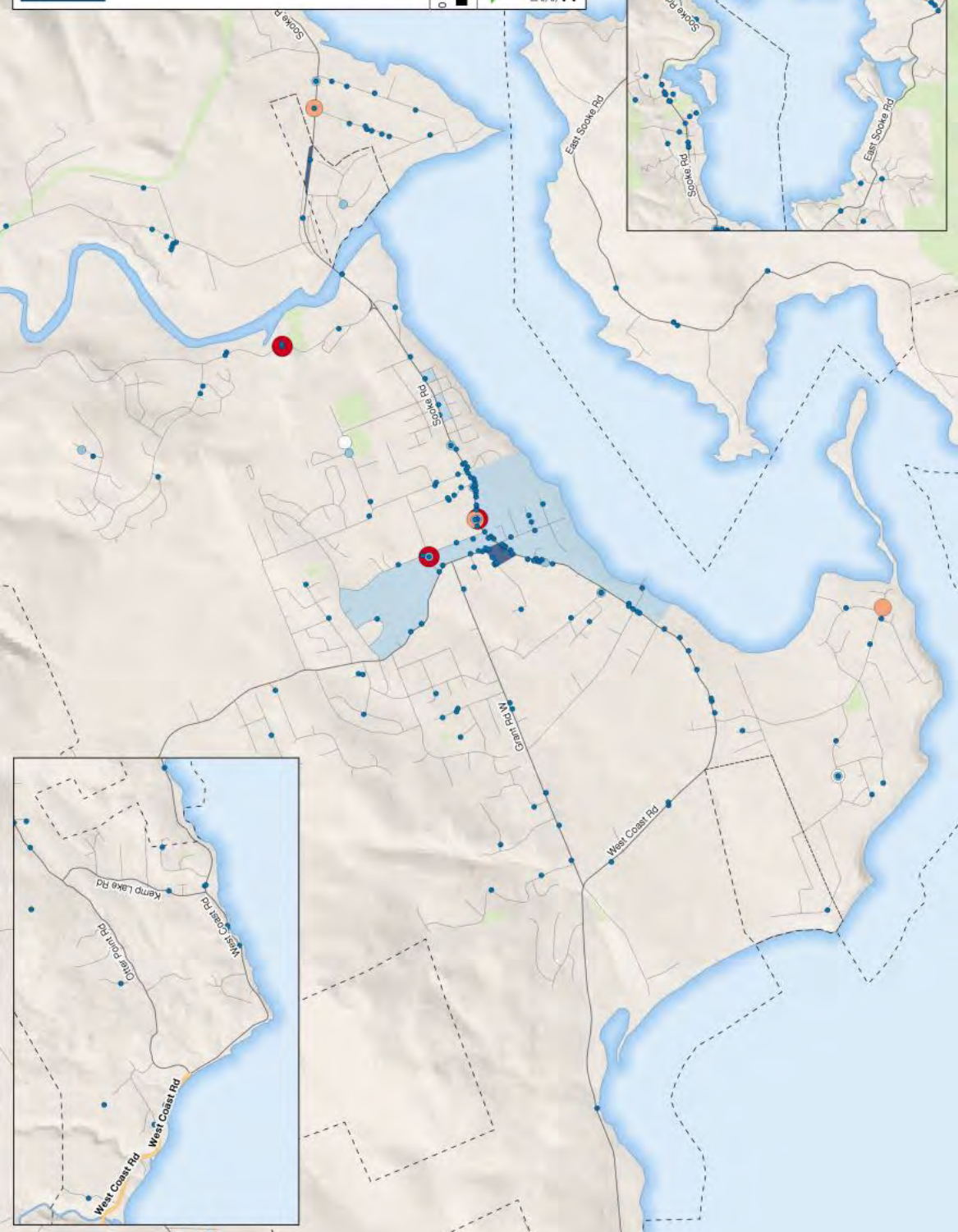
Legend

- Parks
- Employment Density**
 - 0 - 1000
 - 1000 - 2000
 - 2000 - 4000
 - 4000 +
- Number of Employees**
 - 0 - 20
 - 20 - 40
 - 40 - 60
 - 60 - 80
 - 80 - 100
 - 80 - 100

Scale: 0 400 800 1200 m

BC Transit

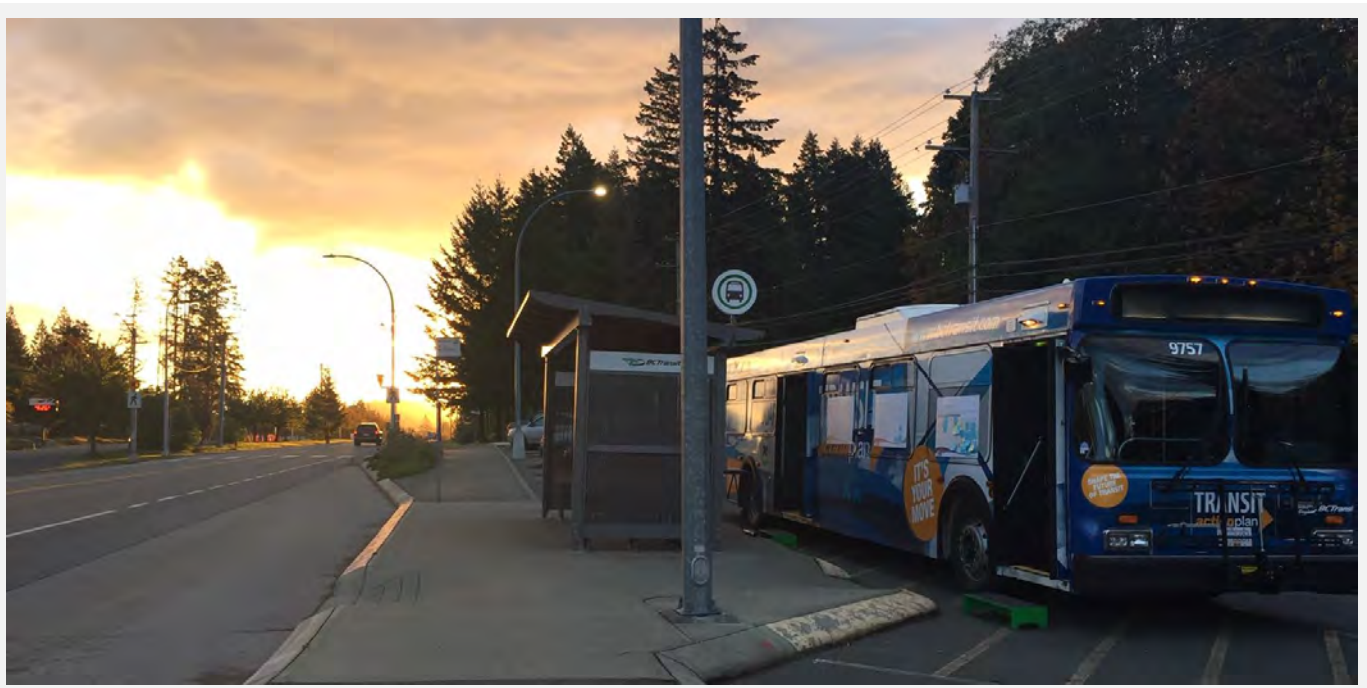
Date: Sept 5, 2018
 Service Analysis Unit (AM)
 • Road Network (BC DRA, 2017)
 • Business Points (Pinney Bowers 2018)



Appendix B

Public Engagement Report

Sooke Local Area Transit Plan



December, 2019

Victoria Regional
Transit Commission



BC Transit would like to thank the many community members, elected officials, local government staff, Ministry of Transportation and transit staff and who assisted in this engagement process.

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Summary

Public engagement events for the Sooke Local Area Transit Plan was carried out in two phases. Each phase includes events developed for different audiences, and various tools to solicit input and feedback, as well as opportunities for one-on-one conversations with project staff. Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service.

In total 1,274 people participated in the consultation. The majority (81%) completed online surveys, while over 200 people attended scheduled events.

Public engagement events for the Sooke Local Area Transit Plan were carried out in two phases from fall of 2018 to fall of 2019. A webpage was also used throughout the project.

Phase 1



Transit Future Bus

135 people



Online Survey

325 people

Targeted Stakeholder Workshops



21 people

Phase 2



Open House Events

69 people

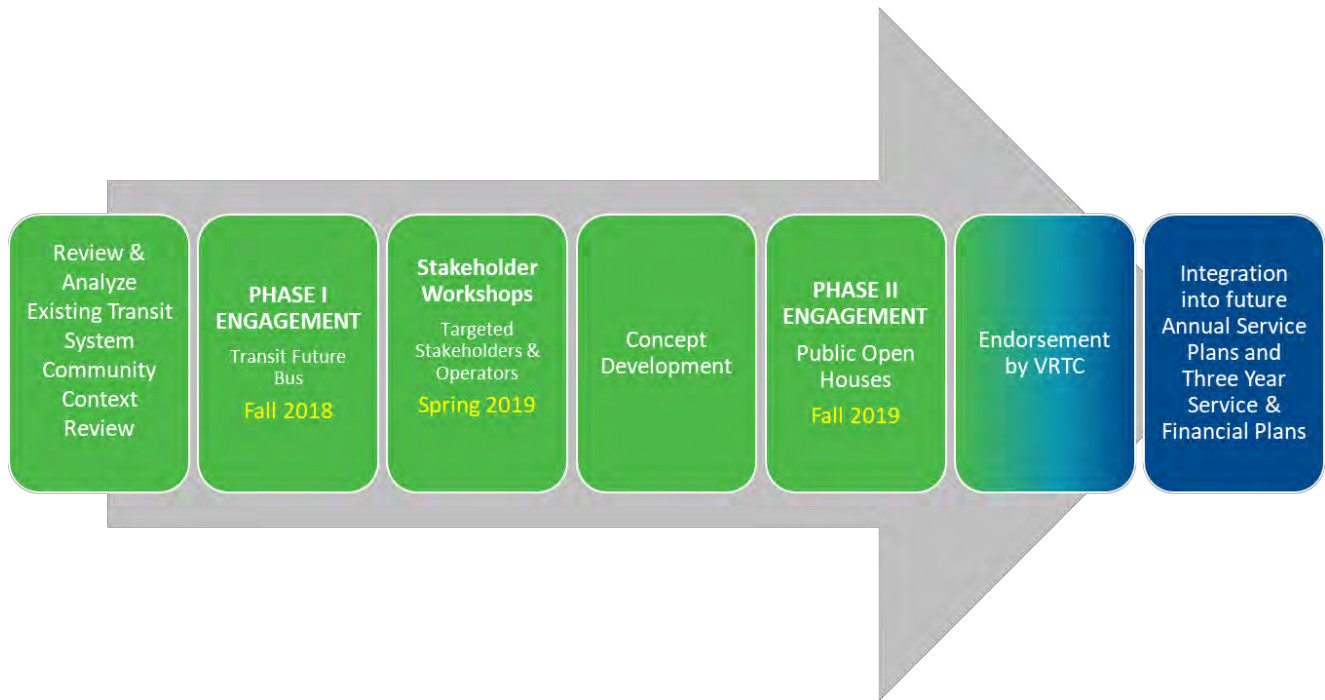


Online Survey

724 people

1. INTRODUCTION

Public engagement events for the Sooke Local Area Transit Plan [SLATP] were carried out in two phases spread from the end of 2018 to the end of 2019, with a corresponding website developed at the onset of the project.



Phase 1 was conducted in November 2018, workshops in March 2019, and Phase 2 was carried out in December of 2019.

Each phase included events developed for different audiences and various tools to solicit input and feedback, as well as opportunities for one-on-one conversations with project staff. Engagement events were supported and supplemented by the project website and online surveys.

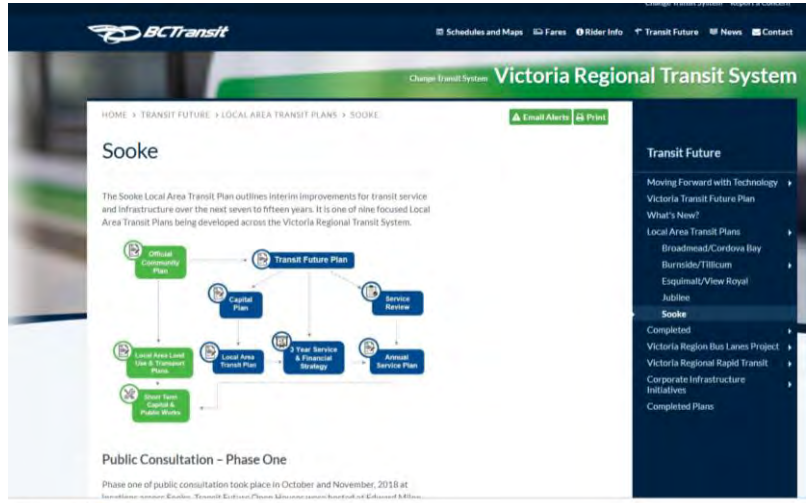
Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service.

2. ENGAGEMENT METHODS

Project Website

As with the previous and concurrent Local Area Transit Plans, a dedicated webpage was established in the Transit Future Plan section of the Victoria Regional Transit System website.

This webpage was used as a landing page introduce visitors to the Sooke Local Area Transit Plan, share the anticipated timeline, communicate general public open houses as well as solicit participants to be involved in online surveys conducted during the project.



The website can be found here:

<https://bctransit.com/victoria/transit-future/local-area-transit-plans/project-updates/sooke>

Transit Future Bus (Phase 1)

The Transit Future Bus is a highly visible mobile ‘open house’ commonly used to determine service improvement priorities at the onset of strategic planning initiatives. With three large panels conveying information and providing opportunities for collecting feedback the bus is well suited to rapid flowing, high-level communication. In addition to the boards, BC Transit planners and staff familiar with the service are on hand for deeper discussions than what the boards permit.

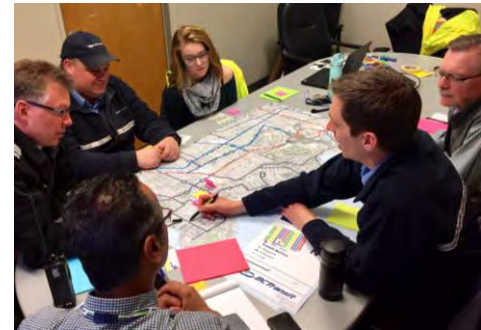


Sooke Park and Ride Tuesday October 2 6:00 am to 8:30 am	39
Sooke Town Centre Bus Stop Tuesday October 2 9:00 am to 12 noon	36
Seaparc Leisure Centre Wednesday October 17 1:00 pm to 3:30 pm	41
Edward Milne School Wednesday October 17 4:30 pm to 8:00 pm	19

The SLATP process used the Transit Future Bus for Phase 1 Open Houses. Four Transit Future Open House Events were held at strategic times to enable Sooke commuters, local Sooke transit riders and Sooke residents to participate. In total 135 people participated in Open Houses. Boards used for Phase 1 focused primarily on information-gathering to understand what service-level and destination priorities were and which plan goals resonated the most strongly with participants.

Targeted Stakeholder Workshops

Stakeholder engagement sessions are targeted to those who are strongly engaged in the community or have deep insights into travel patterns and trends and whom are able to commit to a facilitated 2-hour workshop. Invitations are sent to organizations, community groups, municipal representatives, major institutions, and employers. Regular transit riders were solicited to participate through the project website, Phase 1 Transit Future Bus events, and through recruitment by BC Transit staff on board of bus routes within the plan area.



In the case of LATPs for the Victoria Regional Transit System, workshops are conducted following Phase 1 engagement. For LATPs two workshops are commonly held – one for transit operators who drive routes in the plans area and a separate one for community members. During the workshops participants are asked to review transit priorities communicated to BC Transit during Phase 1, conduct a community mapping exercise, and lastly work to develop routing ideas that that will help address priorities heard in the plan.

Date	Stakeholder Group	Location	Participants
March 1, 2018	BC Transit Bus Operators	Langford Transit Centre	5
March 6, 2018	Targeted Community Members	Edward Milne Library	16
Total			21

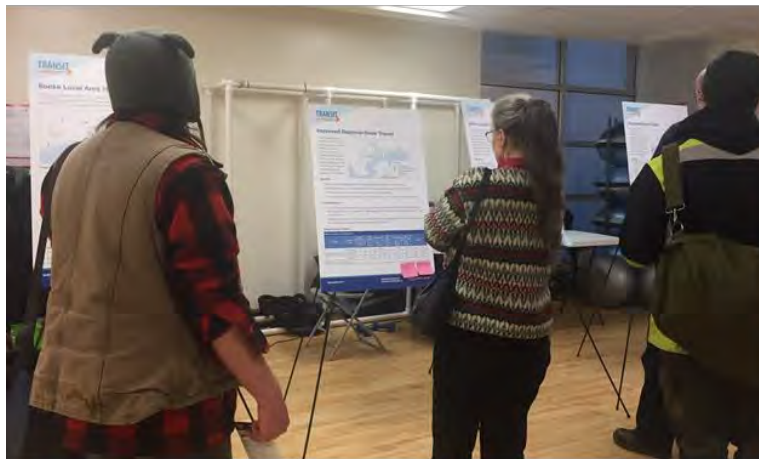
Open Houses (Phase 2)

Similar to the Transit Future Bus, Open Houses offer members of the general public an opportunity to participate in a drop-in format. Whilst the Transit Future Bus has limited board space, open houses are more suited to engagement efforts where a substantial number of boards and proposed route or service level concepts are shared.

Two open house events were carried out for Phase 2 for the SLATP for members of the general public. The engagement was focused on gauging responses to proposals for changed and new Sooke transit services at the local, regional and rural-scale. In addition to the two publicly promoted Open Houses one session was also conducted onsite for the members of the Beecher Bay community.

Advertising for Open Houses was done using the website, posts on social media, and through more traditional media releases.

Due to the potential complexity of feedback and concerns of group/think or cross influence, scorecards were developed for use during the Sooke LATP engagement. In addition to keeping each response unique, the scorecards also make it easier to reuse the same set of boards for multiple events.



Online Surveys

General public engagement phases are typically paired with an online survey to ensure that members of the community who are not able to attend Transit Future Bus or open house events still have an opportunity to participate in the consultation and to share priorities, thoughts and concerns.

Survey questions for both Phase 1 and Phase 2 of the STLATP were developed in close alignment with boards used for the respective Transit Future and Open House events to ensure consistency for online participants and in-person attendees regarding the information provided and the questions posed.

Survey Period		Corresponding Engagement Events	Respondents
Phase 1	November 2018	Transit Future Bus (4)	325
Phase 2	December 2019	Open Houses (2)	724
Total Online Survey Participants			1049

3. RESULTS

Phase 1

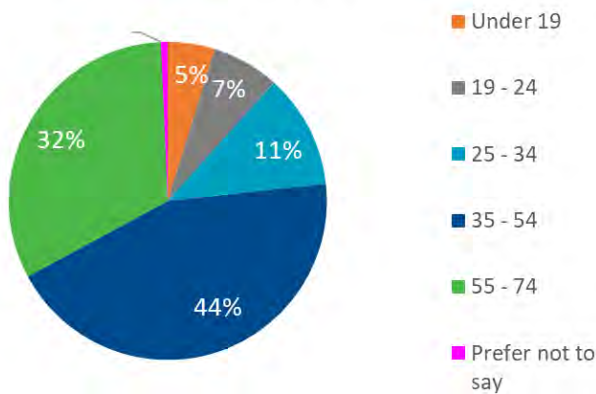
Data from Phase 1 was gathered from the interactive boards used in the Transit Future Open Houses, conversations with attendees, and also the online Survey. In total 460 people participated in Phase 1, with 71% using the online survey and 29% attending an in-person session.

Phase 1 Engagement Quick Facts	
Open House Participants	135 (29%)
Online Survey Respondents	325 (71%)
Total Participants	460

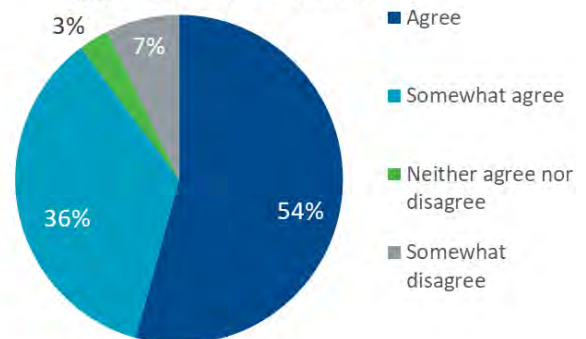
Participants in Open House events and also in the online survey were heavily focused on the existing regional-scale routes (Routes 61 and 65). 70% of all comments received in-person related Routes 61 or 65.

Participant Profile

Which Age Category Best Describes You



Support for Plan Priorities



Support or Agreement with Plan Priorities

Ninety per cent of Phase 1 survey participants either ‘Agreed’ or ‘Somewhat Agreed’ with the plan goals of the Sooke Local Area Transit Plan. Three per cent neither agreed nor disagreed, and seven per cent disagreed.

- Identify route alignments to provide coverage to Sooke neighbourhoods currently without transit service
- Establish the order of priority for the development and improvement of new transit routes over the near term and medium term
- Identify infrastructure needed to support both transit passengers and also future transit operations

Regional Scale Transit Service

By Day of the Week

Although increased frequency on existing routes was a common theme during phase 1. Between improved weekday and weekend service, Phase 1 participants requested additional weekday trips on Routes 61 and 65. Other recurring regional-scale themes during engagement were:

- Requests for an earlier weekday trip
- Improved connections for trips destined to CFB Esquimalt and Post-Secondary institutions
- Requests for restored basic connectivity for Beecher Bay First Nation
- Concerns with lengthy travel times

These comments, made in fall 2018, played a role in the introduction of a new earlier Route 61 trip which began in September 2019. Additionally, due to these concerns a more robust review of regional-scale transit service was undertaken than initially planned as part of this local area transit plan – See **Appendix D –Performance Review**

Service Types	Survey Priority Ranking
Regional Scale Transit Routes (currently well-developed)	
More weekday Route 61 and Route 65 trips	1
More weekend Route 61 and Route 65 trips	2
Local Scale Transit Routes (currently under-developed)	
Local service designed to connect to Routes 61 and 65 at peak travel times (7 - 9 am, 4 - 6 pm)	3
Local service during the midday (9 - 4pm)	4
Local service on the weekends	5

Local Transit Service

By Time of Day

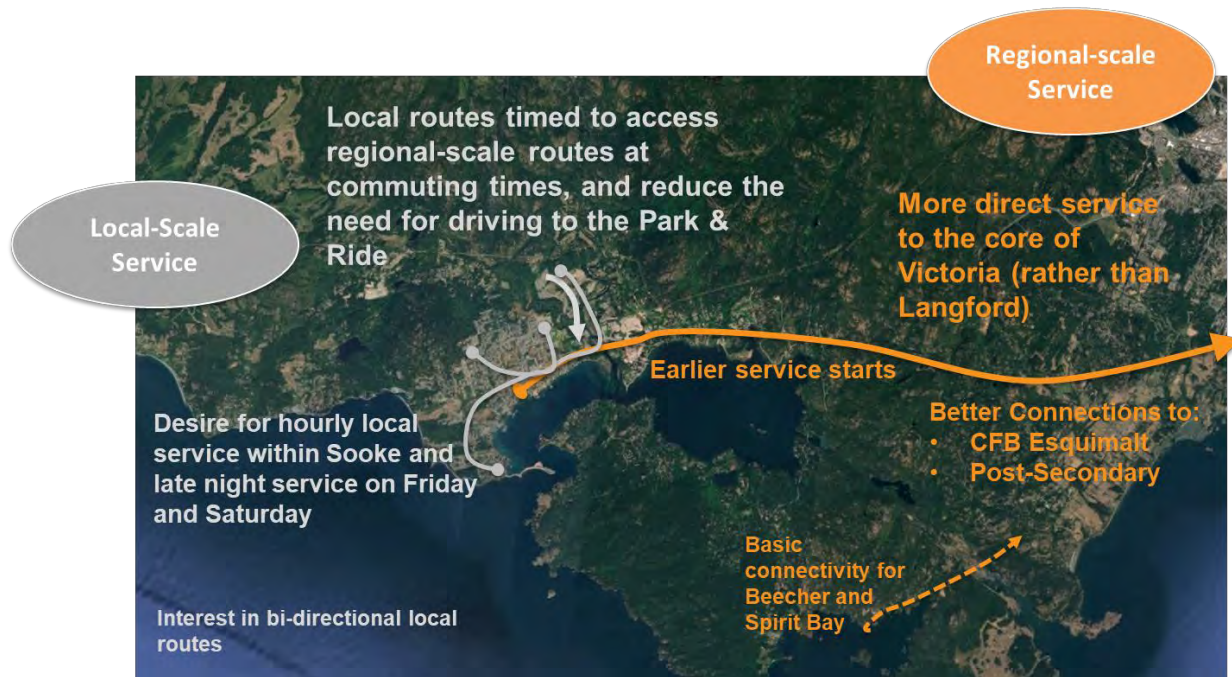
When asked to prioritize local service at peak times, in the midday and on weekends – the existing dominant commuter travel patterns among Sooke transit users were apparent. The highest local priority reported was ***local routes designed to connect to Routes 61 and 65 at peak travel times.***

Respondents did not express strong directives regarding local service in the midday, or local service on the weekends.

Local Route Design Preference

Phase 1 participants showed a preference for ridership route design for local transit service which would priorities directness and frequency over coverage.

Local Route Design Preference	Survey Priority Ranking
Local routes that are a longer walk away, but which are more frequent and more direct.	1
Local routes which are a shorter walk away, but which are less direct and frequent.	2



Infrastructure

Phase 1 participants of the in-person engagement frequently commented on infrastructure conditions at Sooke bus stops lighting and shelters. Many people expressed concerns around visibility while standing at the bus stop. In addition to this concerns around the provision of standardized accessibility pads were raised in and around Sooke¹. Another theme frequently raised was the duration of travel time. The first phase of the northbound TransCanada bus lanes was poised to open at the time of Phase 1 and many transit-rider Open House participants were eager to experience travel time savings.

Information

The most common concern expressed around transit information for Sooke is the way in which the three Route 61 variants are presented as one route. Many of these customers appreciated the convenience of having services grouped, but suggested that distinct numbers for each variant of Route 61 would improve ease of use of the riders guide. Some participants had heard of the coming Next Ride technology and were generally supportive, but observed that many areas beyond the core of Sooke have limited cell phone coverage.

¹ During 2018 the Ministry of Transportation significantly improved a number of transit stops along Highway 14 to include shelters, concrete boarding pads with tactile strips, and lighting.



Other

Many participants of Phase 1 made the same unique observations regarding transit operators – that a “knack” is required to drive Sooke Road well. Comments relating to operators are commonly received during transit plan consultation, however this is the only engagement in recent history of the Victoria Regional Transit system in which “knack” or a specific skill has been so consistently and clearly identified in consultation.

Phase 2

Phase 2 consultation was dedicated to sharing draft service concepts with the general public. The draft concepts presented in Phase 2 were largely consistent with the plan goals, however based on strong public feedback during Phase 1 regional-scale service (1) formed a more substantial part of the draft concepts and (2) was more deeply reviewed in the technical review.

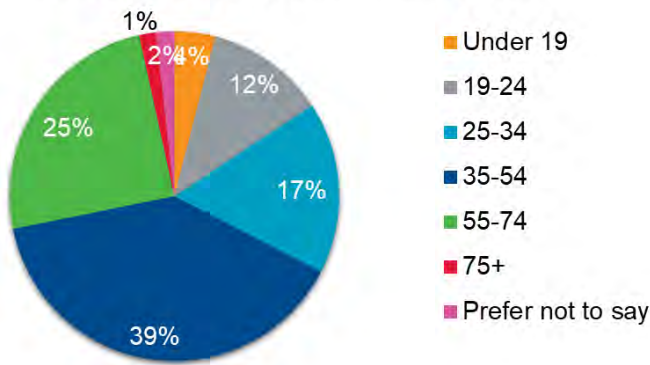
Phase 2 Engagement Quick Facts	
Open House Participants	69 (9%)
Online Survey Respondents	724 (91%)
Total Participants	793

Although fewer people attended open house events in-person, online survey participation for Phase 2 was more than double that of Phase 1

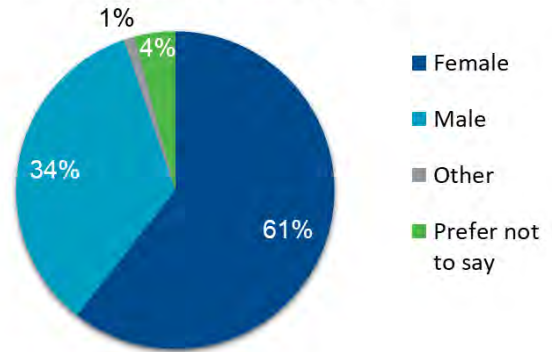
Participant Profile

Sooke Survey participants are reflective of the community's younger median age - 73% of participants were under the age of 54. More women than men participated, however census data shows that in Sooke (as with most of the Victoria CMA), transit riders have a greater propensity to be women.

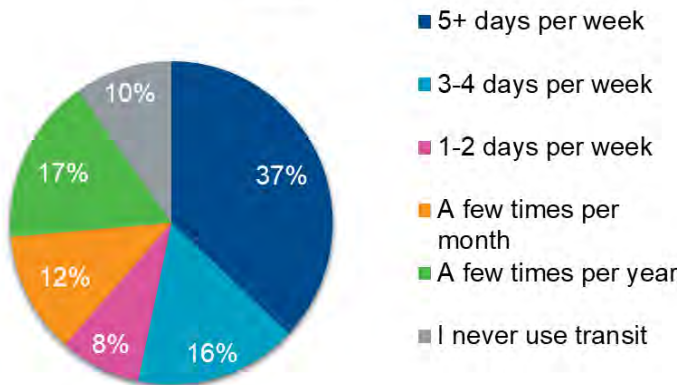
Which age category best describes you?



Which gender do you identify with?

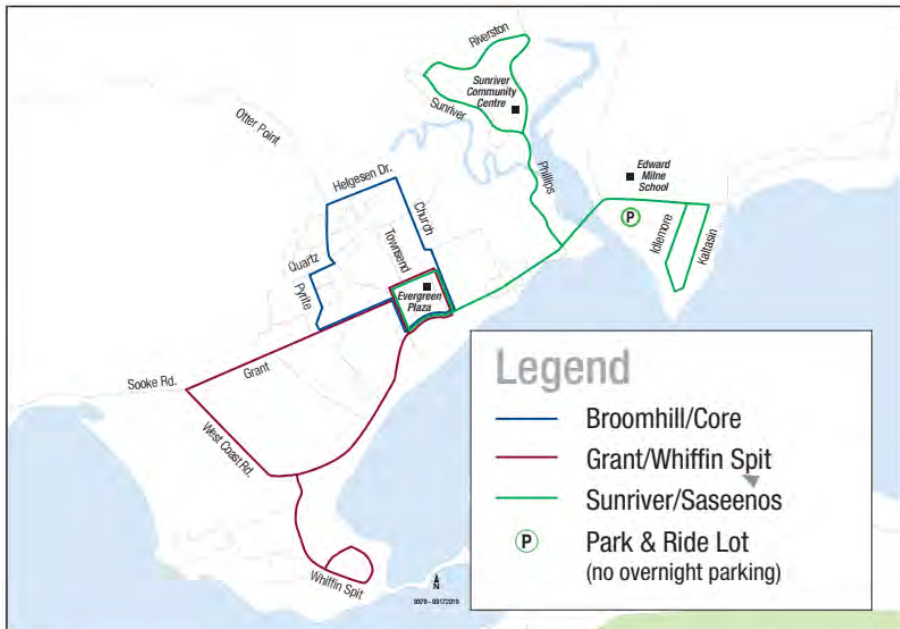


In the past 6 months, how often have you used transit?

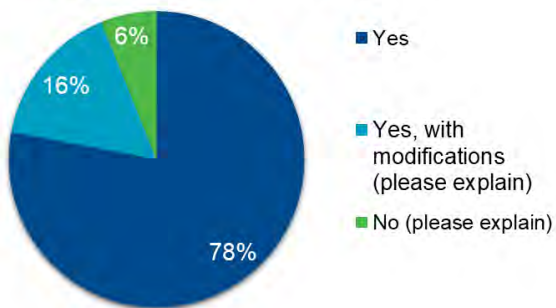


Response to Transit Service Concepts

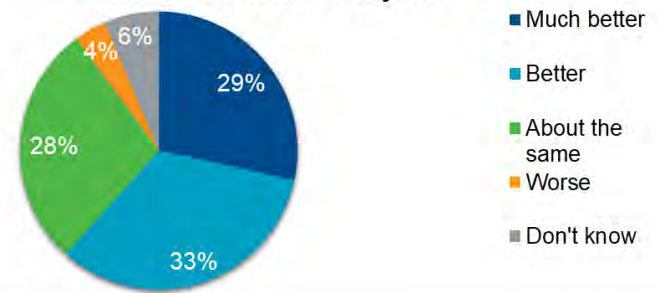
Local-scale



Do you support these changes?



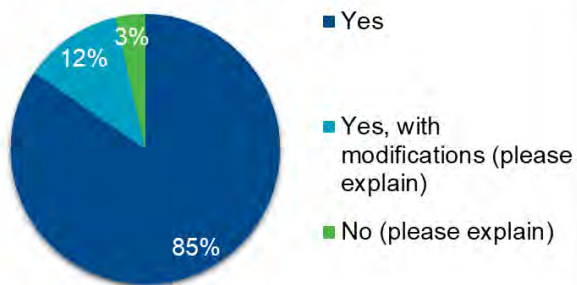
Compared to today, how would these local transit services work for you?



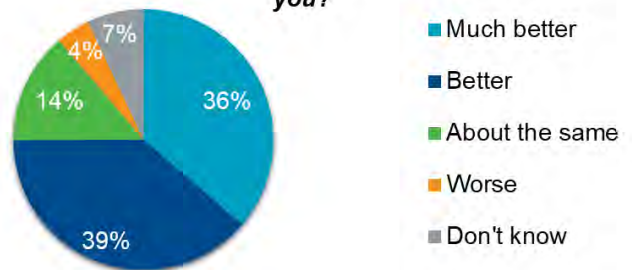
Regional-scale



Do you support these changes?



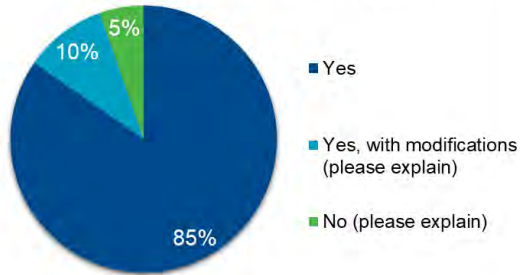
Compared to today, how would these regional-scale transit services work for you?



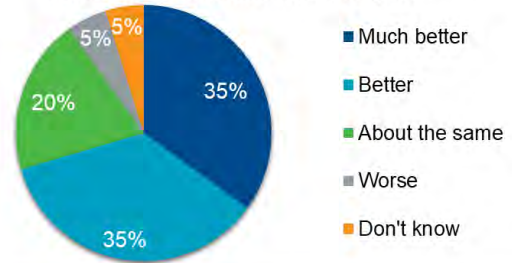
Rural-scale



Do you support these changes?

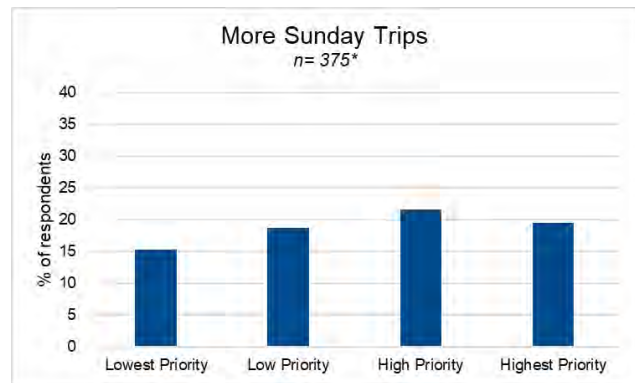
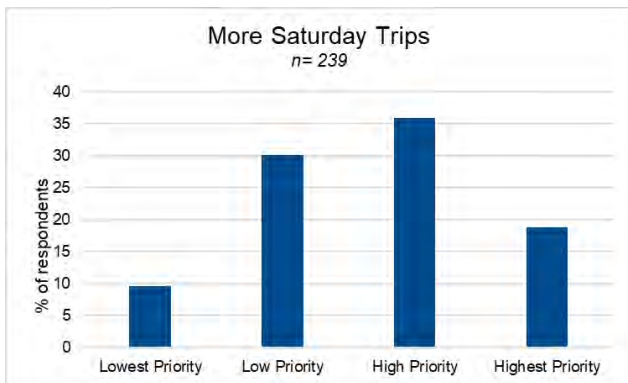
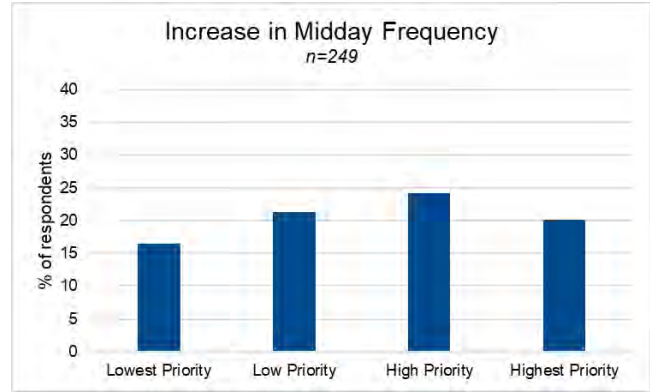
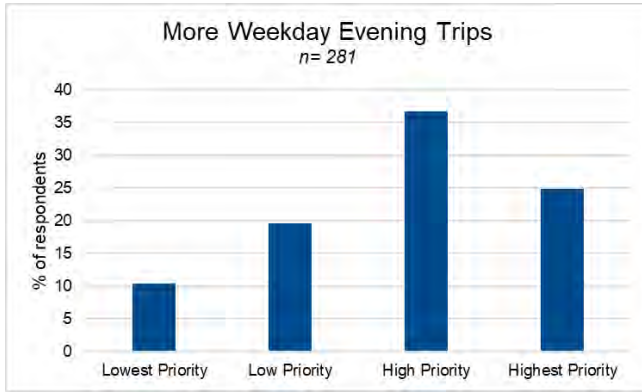


Compared to today, how would these rural transit services work for you?



Off-Peak service priorities for Sooke-Langford/Victoria routes

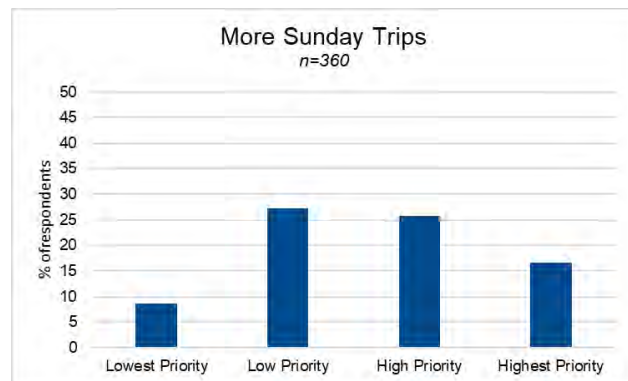
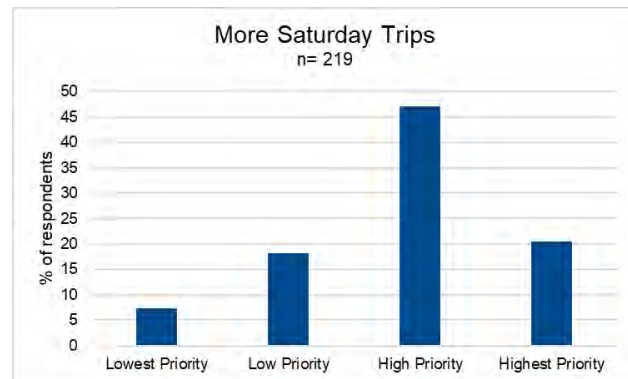
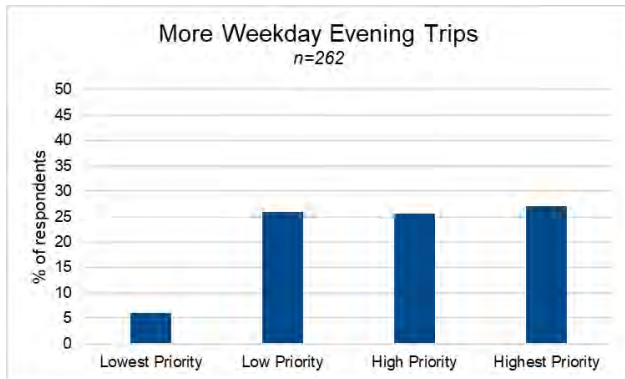
Although Open House participants were most supportive of midday and weekend improvements, the online survey totals show that weekday evening (62%) and Saturday (55%) are the highest priority for off-peak improvements in existing Sooke-Langford-Victoria routes. Service improvements to Sunday rank slightly higher than increases in weekday midday frequency.



*94 or 25% of respondents said they were not affected by Sunday service changes

Off-Peak service priorities for Local Sooke routes

Survey participants expressed the greatest interest in developing Saturday Local service (68%), followed by weekday evening service (53%), with Sunday local service receiving 43% of the priorities.



Comment Summary

Concerns shared included:

- The timing of implementation – there is frustration that transit services have been slow to grow despite being well used
- Many participants expressed concerns that the duration of regional-scale transit trips due to interlining with Route 50 and congestion makes transit less appealing to use
- Significant delays and poor experiences due pass-ups at stops in the central core (Uptown)
- Requests for Improved bus stop conditions:
 - Lighting
 - Shelter & Seating
 - Pedestrian access to and from bus stops.

Opportunities observed

- Integrating the Beecher Bay service with the existing East Sooke service rather than creating a third rural route
- Based on the travel time reductions experienced by routes 50 and 61 due to the north-bound bus lanes, numerous participants suggested that bus lanes should become a standard element of highways and roads improvement projects\

Appendix C

Performance Review

Sooke Local Area Transit Plan



Part 1 – Overarching Guidelines and Priorities in the Victoria Regional Transit System - P 1

Part 2 – Sooke Transit Service in the Victoria Context: Route and trip-level review - P 9

Part 3 – Sooke Transit Peers across British Columbia - P 21

December 2019



Overarching Guidelines and Priorities in the Victoria Regional Transit System

1.1 Transit Future Plan – Transit Service Layers

In 2011, BC Transit completed a long-term Transit Future Plan (TFP) for the Victoria Regional Transit System transit system. This strategic plan lays out what the transit network Victoria should look like 25 years from then and outlined the priorities, infrastructure and investment needed to get there.

The 25-year network vision contained in the plan is called the Transit Future Network (**Error! Reference source not found.**). The network vision applies a classification of transit service design and service levels to transit corridors and routes. The four classifications used in the network are: Rapid Transit, Frequent Transit, Local Transit and Paratransit. Within these, Local Transit is broken into two typologies – High Demand and Coverage.

Table 1 Layers of transit service in the Victoria Transit Future Plan

Layer	Service Description
Rapid Transit (RTN)	RTN services are designed to move large volumes of people between key nodes and along key transportation corridors with high to medium density mixed land use. Service is very frequent (at least every 15 minutes between 7:00 a.m. and 10:00p.m.) seven days a week and serves a limited number of transit stops or stations. Investments in RTN infrastructure
Frequent Transit [FT]	FT provides medium to high density mixed land use corridors with a convenient, reliable, and frequent (at least every 15 minutes between 7:00 a.m. and 10:00 p.m.) transit service seven days per week. The goal of the FTN is to allow customers to spontaneously travel without having to consult a transit schedule.
Local Transit	The LTN is designed to connect neighbourhoods to local destinations and to the RTN and FTN. LTN services allow customers to plan a trip to work, school, local shopping centres or personal trips by transit. Frequency and vehicle type are selected based on demand. In some cases, often in coverage routes, smaller transit vehicles can be utilized to better match customer demand and operating conditions to local roads.
Targeted Transit	Targeted Services are a collection of transit services that do not fit into the other definitions and are more focused on the specific needs of customers. These may include: <ul style="list-style-type: none"> • handyDART services that provide door-to-door services for customers unable to use the conventional service • Services designed and operated for school and post-secondary needs • Commuter trips that operate only at select times • Interregional services providing connections between cities • Rural transit for basic connectivity to very low-density areas

1.2 Service Design Standards and Performance Guidelines

The 2013 Victoria Service Review introduced Service Design Standards and Performance Guidelines to further support the implementation of the Victoria Transit Future Plan. Service Design Standards and Performance Guidelines facilitate service planning decisions and measure how the transit system is progressing towards achieving its goals.

These measures are meant to ensure resources are used effectively and an acceptable level of service quality is provided to the customer, and, along with the Transit Future Plan, guide planning decisions and recommendations to the Victoria Regional Transit Commission.

1.2.1 Service Design Standards

Service Design Standards define service levels, the service area and when new service should be introduced to an area. Table 2 below illustrates minimum Service Levels by Route Classification.

Service frequency defines the minimum frequency at which a route operates, subject to meeting the Performance Guidelines.

Investments to increase service frequency will be considered to strategically develop the network or when route performance indicates the route is performing 25% above the target for the routes class.

Span of service defines the operating hours for each service type.

Extension to the span of service shall be considered when the first and last hour of service has productivity greater than the average productivity on the route.

Introducing New Service

The following guidelines have been identified to determine when it may be feasible to introduce new transit service into residential, industrial, commercial and recreational developments. **The following conditions should be met:**

- The development area considered for potential transit service is within the Capital Regional District's urban containment boundary
- Minimum density of ten residents per hectare or ten jobs per hectare measured over a minimum developed area of ten hectares (i.e. suburban development of single family homes).

- Road and pedestrian access that provides for safe access and efficient operation of transit service

Table 2 Service Design Standards –Service Frequency and Span of Service

Type	Minimum Service Frequency				Latest Arrival Time of First Transit Trip in Morning	Evening Service (Last Trip Leaving Route Terminus Outbound) Should be Provided at Least Until
	Day Type	Peak	Off-Peak (midday/evening)	Hours of Operation of Minimum Service Frequency		
Rapid Transit Network	Weekday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Saturday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Sunday	15	15	7:00am to 10:00pm	7:00am	Midnight
	With additional frequency based on demand					
Frequent Transit Network	Weekday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Saturday	15	15	7:00am to 10:00pm	7:00am	Midnight
	Sunday	15	15	7:00am to 10:00pm	7:00am	11:00pm
	With additional frequency based on demand					
High Demand Local Transit Network	Weekday	30	60	7:00am to 7:00pm	7:00am	7:00pm
	Saturday	30	60	7:00am to 7:00pm	7:00am	7:00pm
	Sunday	60	60	7:00am to 7:00pm	7:00am	7:00pm
	With additional frequency based on demand					
Coverage Based Local Transit Network	Weekday	120		7:00am to 6:00pm	7:00am	7:00pm
	Saturday	120		8:00am to 6:00pm	8:00am	6:00pm
	Sunday	120		9:00am to 6:00pm	9:00am	5:00pm
	With additional frequency based on demand				With additional service depending on demand	
Targeted Transit	Will vary depending on service required and market served					
Custom Transit	Weekday	N/A		7:00am to 10:00am		10:00pm (Midnight on Fridays)
	Saturday	N/A		8:00am to 10:00pm		Midnight
	Sunday	N/A		8:00am to 10:00pm		10:00pm

1.2.2 Performance Guidelines

Performance Guidelines measure service effectiveness and monitor how well the transit system is progressing to achieving the vision of Victoria Transit Future Plan. At a route-level they determine whether change in service frequency or service spans is required. Table 3 provides the target minimum Boardings per Trip and Boardings per Revenue Hour.

Table 3 Route-Level Service Performance Guidelines

	Boardings per Trip	Boardings per Revenue Hour
Rapid Transit	40	55
Frequent Transit	40	55
Local Transit (High Demand)	25	40
Local Transit (Coverage)	10	20
Targeted Transit	40	60

1.3 Route Classification

Table 4 describes the route classification system outlined in the Transit Future Plan and further defined in the Service Standards and Performance Guidelines developed for the 2013 Victoria Regional Transit System's Service Review. The route classification shows which routes are assigned to each classification.

Table 4 Victoria Regional Transit System Route Classification (introduced in the Transit Future Plan)

Target Route Classification	Routes
Rapid Transit	70x, 50x, 15x, 16x
Frequent Transit	4,6,11,14, 26, 27, 28, 30, 31
Local Transit - High Demand	2, 3, 7,8, 21, 22, 24, 25, 39, 61, 72, 75
Local Transit - Coverage Based	1,10,12,13, 32, 35, 49, 52, 53, 54, 55, 56, 57, 58, 59, 63, 64, 81, 83, 85, 86, 88
Targeted Transit	17,18,19, 29, 33, 51, 76

1.4 Transit Service Type and Associated Service Amenities

Table 5 Associated Service Amenities by Service Type

Service	Amenities
Rapid Transit & Transit Exchanges	<ul style="list-style-type: none"> • Premium transit shelters • An elevated boarding platform • Off-board fare payment • Real time schedule information • Bike storage • Customer wayfinding information • Universally accessible • May include Park & Ride facilities
Frequent Transit	<ul style="list-style-type: none"> • Transit shelters • Bike storage • Quality customer information (such as transit schedule and map information) • Universally accessible • May include Park & Ride facilities
Local Transit	<ul style="list-style-type: none"> • Transit Shelter • Universally accessible • Bench
Targeted Transit	<ul style="list-style-type: none"> • Transit Shelter • Universally accessible • Bench
Custom Transit	<ul style="list-style-type: none"> • Not required

1.5 2013 Service Review Priorities

In 2013 the Victoria Regional Service Review set out a list of recommendations to guide medium-term planning and implementations as well as identify infrastructure projects required to support the Transit Future Network. Tables 4a and 4b reviews priorities for infrastructure and transit service related to routes serving residents of Sooke. Note that priorities relating to Customer information are not included in the tables below.

Table 4a Victoria Service Priorities (with relevance to Sooke) and progress made

ITEM	PROGRESS	COMMENTS
Rapid Transit Network		
Infrastructure		
<ul style="list-style-type: none"> • Implement Phase 1 of Douglas Bus Lanes 	complete	Completed in 2016
<ul style="list-style-type: none"> • Implement Phase 2 of Douglas Bus Lanes 	complete	Completed in 2016
<ul style="list-style-type: none"> • Identify Rapid Transit Station locations for service between Langford Exchange and Downtown 	underway	Rapid bus stations were identified at Douglas & Cloverdale, at the McKenzie Interchange and are being planned for the Island Highway.

<ul style="list-style-type: none"> Identify future curb space for bus recovery in the Legislative Precinct to support service increases 	complete	Additional space for buses was acquired at the legislature as part of the James Bay Plan
<ul style="list-style-type: none"> Develop Rapid Transit Stations along RTN corridors 	underway	Rapid bus stations are completed at Douglas & Cloverdale and under construction at the McKenzie interchange
<ul style="list-style-type: none"> Implement Transit Priority Measures on the Island Highway 	underway	Detailed design work is now underway
<ul style="list-style-type: none"> Increase Park & Ride capacity on the West Shore 	underway	A new Park and Ride is being developed as part of the realignment of Highway 14 near Gillespie and Connie Roads
<ul style="list-style-type: none"> Implement Transit Priority Measures on Highway 1 and Highway 17 	underway	<p>As of January 2020 Highway 1 has:</p> <ul style="list-style-type: none"> northbound bus lanes from Tolmie Road to the Burnside Bridge southbound bus lanes from Tillicum Road to Tolmie Road will open in 2020 <p>The McKenzie overpass project will introduce transit priority measures from the Burnside Bridge to Portage Inlet.</p>
<p>Service</p> <ul style="list-style-type: none"> Develop key RTN corridors, 16X, 50x, 70x and introduce/expand service on weekdays 		RTN corridor demand is heavily linked to the completion of Transit Priority Measures.

Table 4b Victoria Service Priorities (with relevance to Sooke) and progress made

Local Transit Network		
<p>Infrastructure</p> <ul style="list-style-type: none"> Review the location of Sooke Transit Terminal to ensure alignment with Town Centre development 	underway	
<p>Service</p> <ul style="list-style-type: none"> Implement West Shore Service Plan Phase 2 recommendations to serve West Shore schools and introduce service to Dockyard Implement West Shore Service Plan Phase 2 recommendations to increase service levels 	Completed	<p>Route 46 Westhills/Dockyard was introduced in 2017 and aligns with Route 65.</p> <p>Phase 2 recommendations were</p>
<ul style="list-style-type: none"> Sooke Service Plan – Conduct and implement a Review Local services to improve service coverage. 	Underway	This appendix accompanies the Sooke Local Area Transit Plan

System-Wide		
<p>Service</p> <ul style="list-style-type: none"> • Improve Service Reliability and Address Overcrowding on Busy Routes 	<p>ongoing</p>	<p>On-time performance is a key element of service reliability. Service reliability of the existing service is a critical priority.</p> <p>Congestion across the Victoria CMA is causing transit trips to take longer and fall off schedule. Consequently, when time resources are added to the system that time is prioritized to address critical service reliability issues by lengthening the runtime given to trips.</p> <p>This enables operators to complete each trip on schedule, but those new times resources are not available to create additional trips.</p> <ul style="list-style-type: none"> • Fall 2017 – 12,500 hours were added to maintain on-time performance • Fall 2019 – 13,000 hours were added to maintain on-time performance
<p>Infrastructure</p> <ul style="list-style-type: none"> • Work with local municipalities to improve bus stop accessibility and amenities 	<p>ongoing</p>	
<ul style="list-style-type: none"> • Open a third conventional operating facility in service 	<p>Underway</p>	<p>A site has been identified for the third operating facility.</p>

2. Sooke Transit Service in the Victoria Context

Route-Level Performance

The tables below illustrates service performance of routes 61, 65, 64 and 63 within the Victoria Regional Transit System based on Fall 2019 APC data. Routes 61 and 65 fall in the high-demand local transit classification. In 2017 Route 61X was realigned to create Route 65 serving Westhills.

FREQUENT TRANSIT ROUTES (Mon-Thurs)						
<i>Target: 55 rides per hour</i>						
Route	Trips per Day	Projected Weekday Boardings	Daily Revenue hours	Projected boardings per revenue hour	Avg Sampled Trip Distance (KM)	Boardings per Route KM
	2015	83,687	1218	69	13.8	3.8
2	141	4,871	85	58	10.6	3.1
4	197	8,093	97	83	8.4	4.7
6	201	7,773	103	76	10.4	3.7
11	145	7,258	130	56	19.6	2.5
15*	172	8,126	111	73	13.1	3.6
26	143	8,393	101	83	13.6	4.2
27/28	241	9,619	131	73	22.0	3.3
30/31	182	5,433	100	54	21.3	2.5
50*	170	9,069	129	70	17.2	3.1

Sooke related Route

LOCAL HIGH DEMAND TRANSIT ROUTES (Mon-Thurs)						
<i>Target: 40 rides per hour</i>						
Route	Trips per Day	Projected Weekday Boardings	Daily Revenue hours	Projected boardings per revenue hour	Avg Sampled Trip Distance (KM)	Boardings per Route KM
	850	30,157	614	49	21.6	1.9
7	119	3,368	53	64	10.3	2.5
8	56	1,898	41	46	15.2	2.2
16*	72	1,575	24	65	7.9	2.6
21	114	3,422	56	61	9.5	3.0
22	68	2,424	59	41	17.5	2.0
24	39	894	27	33	13.2	1.7
25	37	1,075	30	36	16.1	1.8
39	92	4,505	74	61	20.0	2.4
61	60	2,210	54	41	31.4	1.3
65	4	322	6	50	43.8	1.7
70*	37	1,896	33	57	33.9	1.5
72	78	4,401	92	48	35.6	1.5
75	74	2,167	63	34	26.3	1.1

Sooke Route

*these routes are identified as rapid transit routes in the Victoria Transit Future Plan

The combined boardings of routes 61 and 65 (2,530 per day), ranks them closely with route 22 (2,400). In terms of boardings per hour, both routes 61 and 65 perform above the targeted 40 rides per hour identified in the Service Design Standards and Performance Guidelines.

Although Route 63 and 64 are designated as Local Coverage Transit in the Transit Future Plan, they are currently classified as Targeted Rural transit routes because the minimum population density for local transit service is not yet achieved in their respective service areas.

LOCAL COVERAGE TRANSIT ROUTES (Mon-Thurs)						
Target: 20 rides per hour						
Route	Trips per Day	Projected Boardings Weekday	Daily Revenue hours	Projected boardings per revenue hour	Avg Sampled Trip Distance (KM)	Boardings per Route KM
1	11	55	3	18	6.8	0.5
2	58	1,098	37	30	11.2	1.6
3	16	137	7	19	12.7	0.7
5	58	1,098	37	30	11.2	1.6
9	11	123	6	21	14.1	0.7
10	56	424	24	18	8.1	0.9
11	11	123	6	21	14.1	0.7
12	41	467	19	25	18.3	0.8
19	5	959	11	88	6.5	3.3
22	30	213	9	23	9.0	0.7
25	11	58	13	8	16.6	0.3
32	30	213	9	23	9.0	0.7
35	18	338	6	61	7.0	3.0
52	72	1,419	58	25	21.2	1.0
53	25	129	12	11	10.6	0.5
54	10	203	11	18	38.5	0.6
55	7	106	7	14	38.5	0.4
56	32	194	10	19	8.1	0.6
57	31	160	7	24	4.9	0.8
58	19	1,084	22	49	12.0	2.0
59	11	123	6	20	14.1	0.7
61	30	467	19	25	18.3	0.8
62	4	299	3	44	14.8	0.9
63	4	28	2	13	20.0	0.3
64	16	37	13	3	23.3	0.2
83	16	212	13	16	31.0	0.4
85	8	91	6	16	25.0	0.4

Sooke Route

8 round trips

TARGETED TRANSIT ROUTES (Weekdays)

Commuters

Route	Trips per Day	Projected Weekday Boardings	Daily Revenue hours	Projected boardings per revenue hour	Avg Sampled Trip Distance (KM)	Boardings per Route KM
Sooke related Route	45	1,406	34	41	16.6	1.9
13	6	14	1	20	3.1	0.5
17	2	79	1	83	9.5	3.6
46	16	322	12	27	14.7	1.3
47	4	209	5	43	27.0	1.9
48	4	190	5	38	27.5	1.8
51	13	592	11	55	17.6	2.4

As expected given service levels and destinations, the majority of boardings on routes serving Sooke occur on Routes 61 and 65. Although total boardings and boardings-per-revenue hour are similar to Route 22 which services the core area of the Victoria CMA, Routes 61 and 65 are markedly longer in distance (31.4 km and 43.8 km respectively).

High ridership on transit routes traversing long distances, such as Routes 61 and 65, represent a significant contributions to

- (1) The reduction of carbon emissions and
- (2) Addressing congestion on roadways

Variant and Trip Level Performance Review

During consultation, Sooke transit passengers expressed frustration at the different variants of route 61 which exist. A review of performance by variant shows that those variants oriented towards Victoria have higher ridership.

In both eastbound and westbound directions, route 61 trips oriented to/from downtown have 40% higher boardings per revenue hour than those oriented to/from Langford exchange.

Additionally, boardings vary by direction. On weekdays there about seven per cent fewer boardings in the westbound direction than in the eastbound direction. This

DIR	Route	Variant	Trips Operated per Day	Projected Boardings	Boardings per revenue hour	Boardings per Route Km
Weekdays						
EB	65	-	2	155	45	1.7
EB	61 To DTN		8	710	57	1.9
EB	61 To LAEX		21	443	40	0.7
WB	65	-	2	167	56	1.7
WB	61 From DTN		7	545	51	1.8
WB	61 From LAEX		19	512	36	1.0
Saturdays						
EB	61 To LAEX		19	575	60	1.4
WB	61 From LAEX		19	415	31	0.8
Sundays						
EB	61 To LAEX		19	415	31	0.8
WB	61 From LAEX		15	301	30	0.7

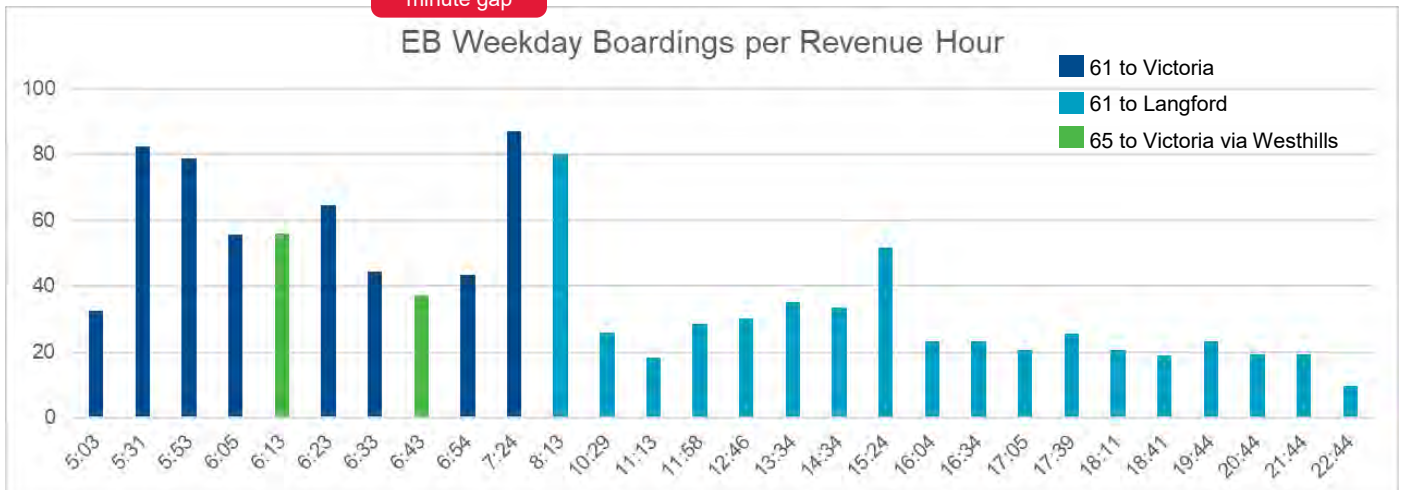
trend is further pronounced on weekends – eastbound boardings on Saturday and Sunday exceed westbound boardings by 26% and 27% respectively. It is possible that that a proportion of transit riders are returning to Sooke by some other means.

The following section reviews boarding activity on routes 61 and 65 on a per-trip level by direction and day of the week. The three variants of service (Route 61 to Victoria, Route 65 to Victoria and Route 61 to Langford Exchange) are distinguished by colour. The data period shown is the fall 2019 period.

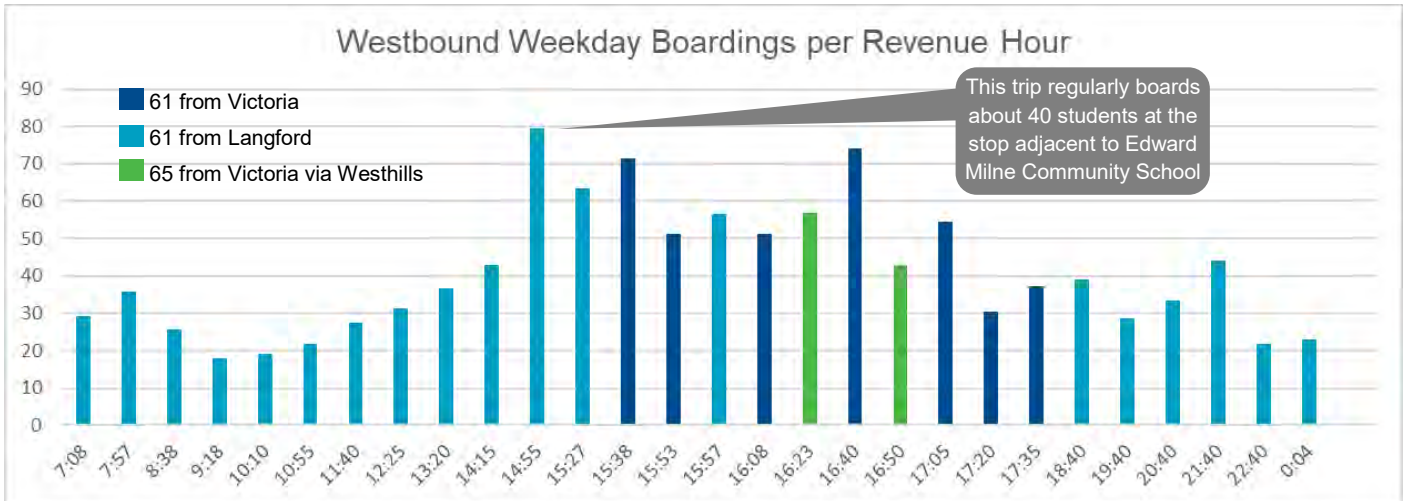
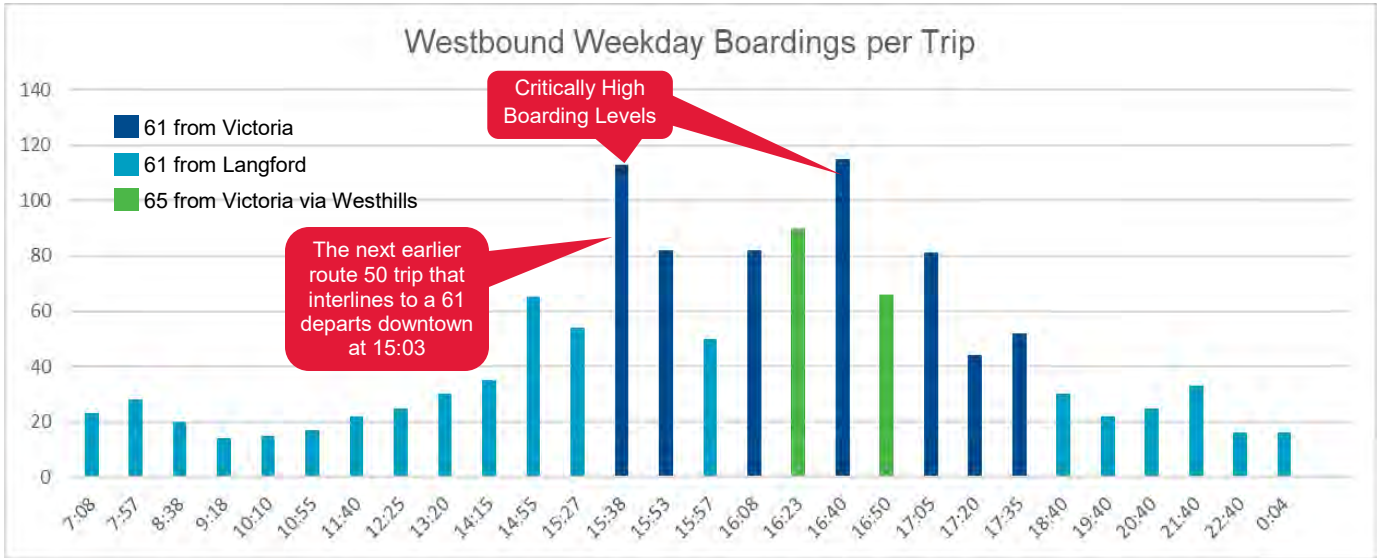
1.5.1 Weekday Regional-Scale Trip Performance Review



There is a 30-minute gap



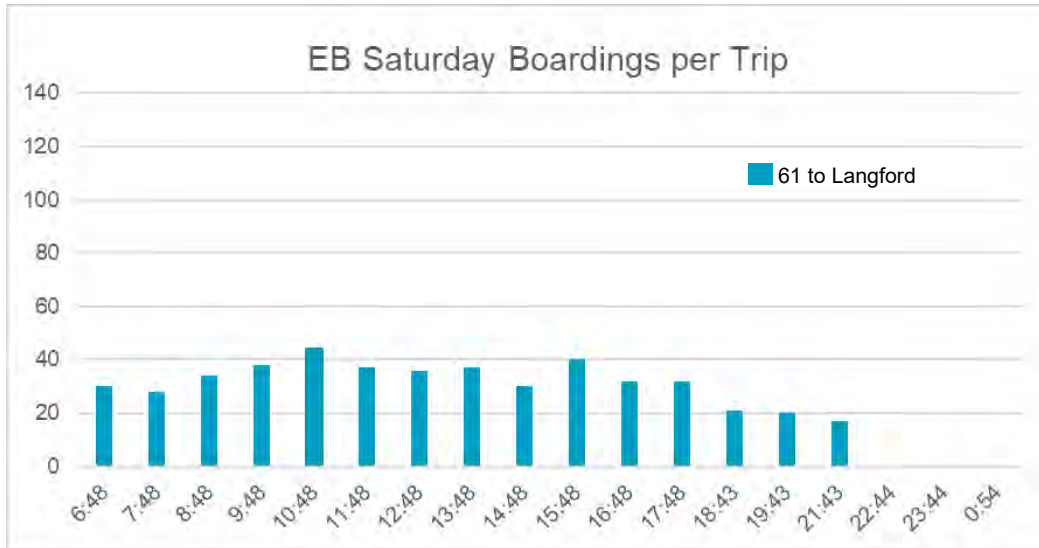
This analysis reveals that **critical capacity exceeding 100 boardings per trip is occurring on the eastbound 5:53 a.m. and 7:24 a.m. trips**, with two additional morning trips nearing this capacity limitation.



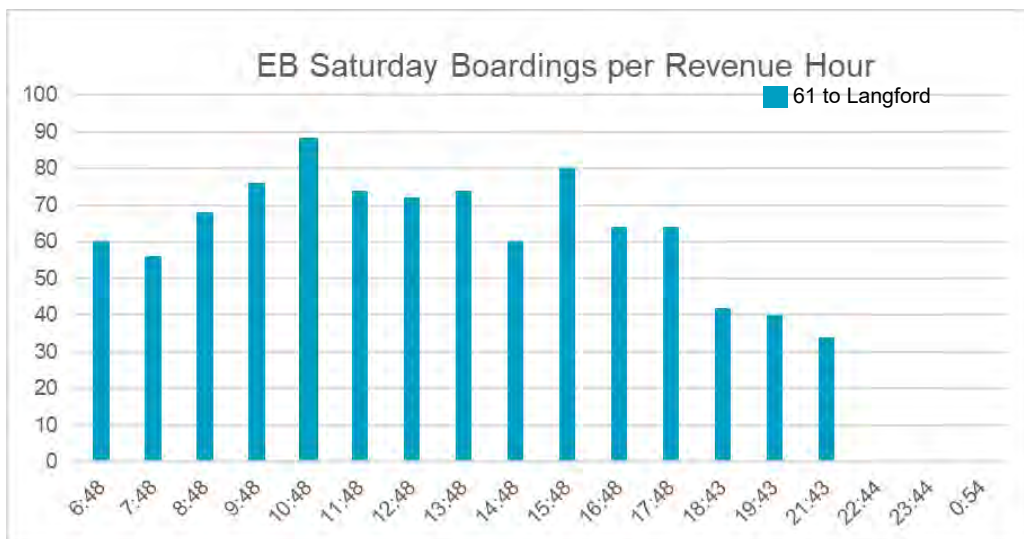
This analysis shows that critical capacity exceeding 100 boardings per trip is occurring on the westbound 3:38 p.m. and 4:40 p.m. trips.

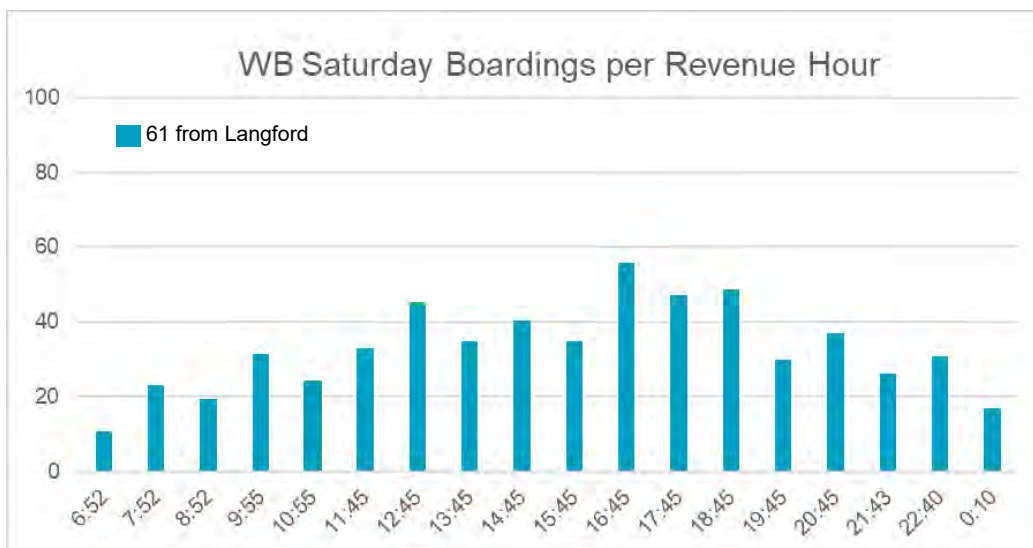
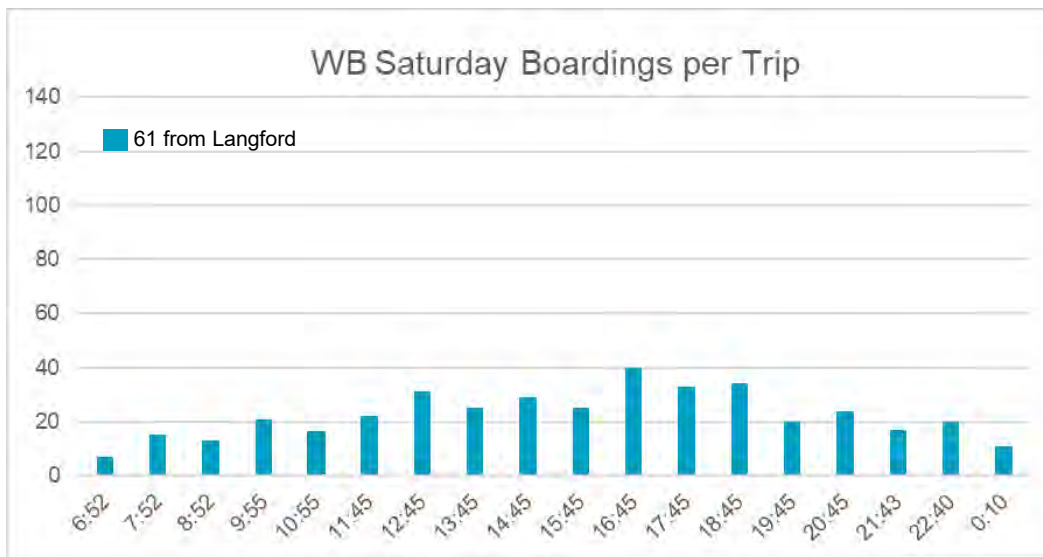


1.5.2 Saturday Regional-Scale Trip Level Performance Review



Eastbound boardings on Saturdays are about half of their weekday counterparts. None of the trips are reaching critical capacity.

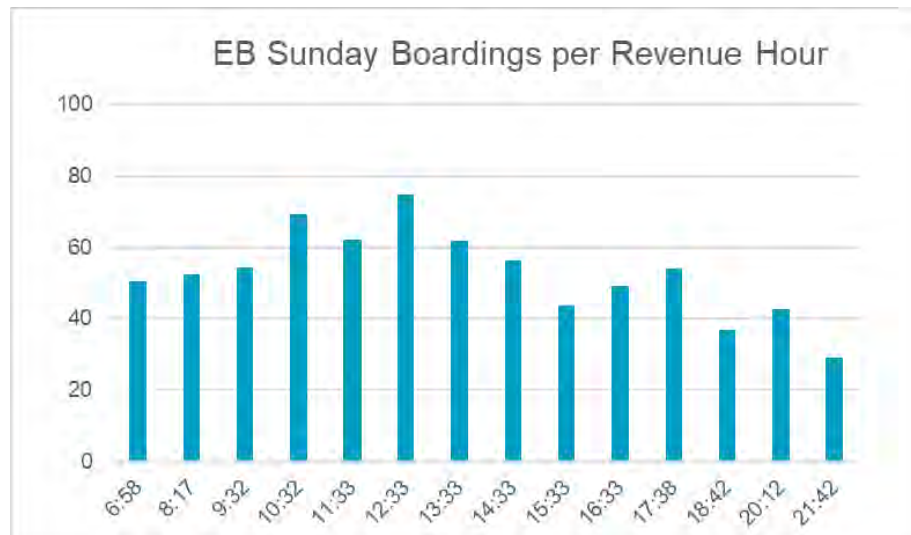
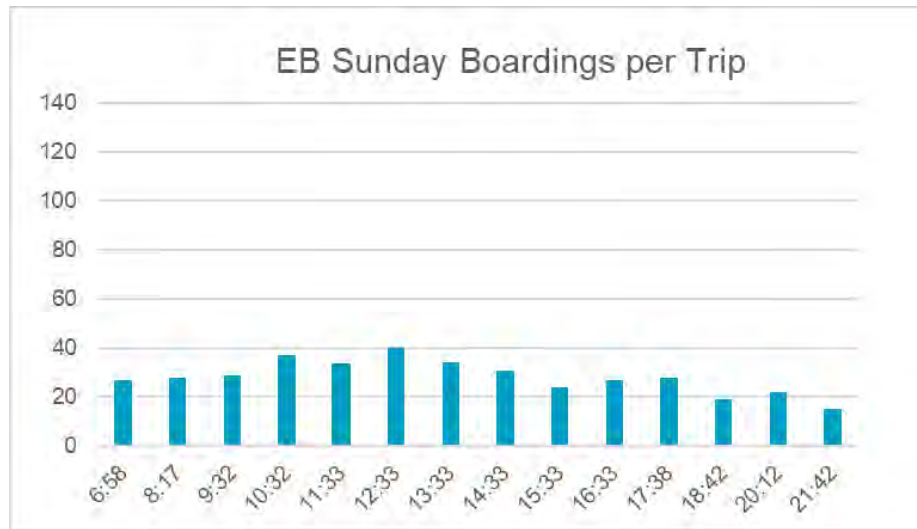




The comparatively higher ridership levels between the 61 Victoria variant and 61 Langford variant on weekdays suggests that there may be latent demand for more direct access between Sooke and Victoria on Saturdays.

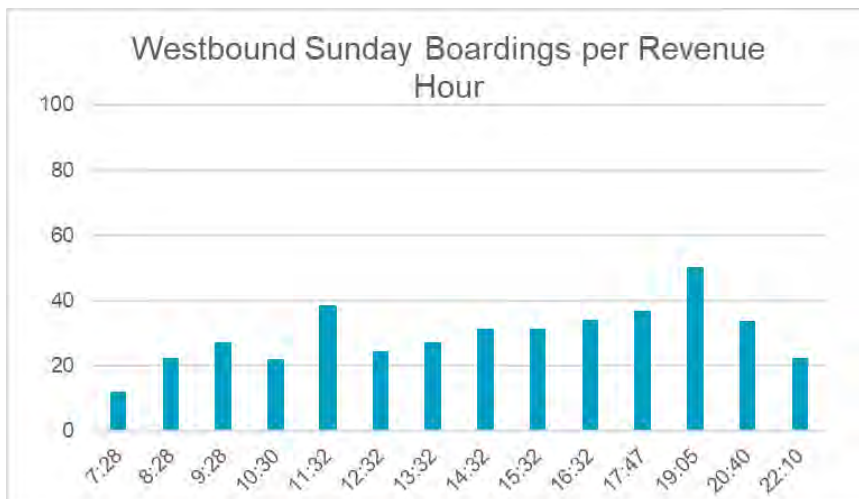
At a trip-level the disparity in ridership based on direction is apparent. In the eastbound direction most route 61 trips reach or exceed 20 boardings, whilst in the westbound direction only half of the trips exceed 20 boardings.

1.5.3 Sunday Regional-Scale Trip Level Performance Review



Despite fewer trips being offered, boarding patterns on Sundays are similar to Saturdays.





The comparatively higher ridership levels between the 61 Victoria variant and 61 Langford variant on weekdays suggests that there may be latent demand for more direct access between Sooke and Victoria on Sundays.

As with Saturdays, the directionality of travel on Sundays is apparent. Most eastbound trips reach or exceed 20 boardings, while about half of the westbound trips reach or exceed 20 boardings.

1.6 Service Level Review

The tables below review transit service provided on routes 61 and 65 relative to the minimum service levels provided in the 2013 Service Review. There are no minimum service levels applicable to routes 63 and 64.

1.6.1 Service Span

Local High Demand Transit Service Spans			
Route	Weekday Span	Saturday Span	Sunday Span
61 & 65	5:00 am* to 12:44 am	6:00 am to 1:00 am	6:00 am to 11:30 pm
Service Design Minumum	7 am to 7 pm	7 am to 7 pm	7 am to 7 pm

Meets or exceeds short term standard for span of service

* was improved in September 2019

Due to their strong commuter orientation, long travel distance and unique nature as the sole connectors between Sooke and the rest of the Victoria Regional Transit system, Routes 61 and 65 surpass the minimum service design for service spans. **These same unique characteristics further reinforce a recommendation for a modest extension of the service span on weekend mornings and Sunday evenings.**

Sooke Regional-Scale Routes <u>Reccomended</u> Transit Service Spans			
Route	Weekday Span	Saturday Span	Sunday Span
Regional-Scale Service (Sooke)	5:00 am* to 12:44 am	6:00 am to 1:00 am	6:00 am to 11:30 pm
Service Design Recommendation	5:00 am to 12:44 am	5:30 am to 1:00 am	5:30 am to 12:30 am

Change is Recommended

1.6.2 Service Frequency

Local High Demand Transit Service Frequencies			
Route	Weekday Frequency	Saturday Frequency	Sunday Frequency
61 & 65	10/45	60/60	60
Service Design Minumum (peak/off-peak)	30/60	30/60	60/60

Meets or exceeds minumum frequencies

Does not meet service design minumum for frequency

The strong commuter orientation of Sooke regional-scale routes has supported the development of ten-minute frequencies between routes 61 and 65 in the morning eastbound direction between 5:53 a.m. and 6:54 a.m. From there, service frequencies shift to gaps of about every 45 or 50 minutes until

about 3:00 p.m. where once more the eastbound (commuter) direction of travel rises in frequencies to ten and fifteen minute intervals across routes 61 and 65 until 5:35 p.m.

The critical boarding levels identified in section 1.2 justify further increases in frequency to the Sooke Routes.

CRITICAL FIX:

- 1. In the mornings ten-minute frequencies should begin with one additional eastbound trip added around 5:43 a.m., and another additional eastbound trip timed to occur ten minutes before or after the 7:24 a.m. trip. Both of these new trips should bypass Langford Exchange to connect between Sooke and Victoria.**
- 2. In the afternoons one additional westbound trip departing downtown between 3:15 p.m. and 3:53 p.m. and another additional westbound trip between 4:30 p.m. and 4:50 p.m. Both of these new trips should connect between Sooke and Victoria. Both of these new trips should bypass Langford Exchange to connect between Victoria and Sooke.**

Although two thirds of Sooke commuters are currently oriented towards Core rather than West Shore destinations, the rapid development of the West Shore economy means that Langford will continue to be a prominent destination for residents and transit riders originating in Sooke.

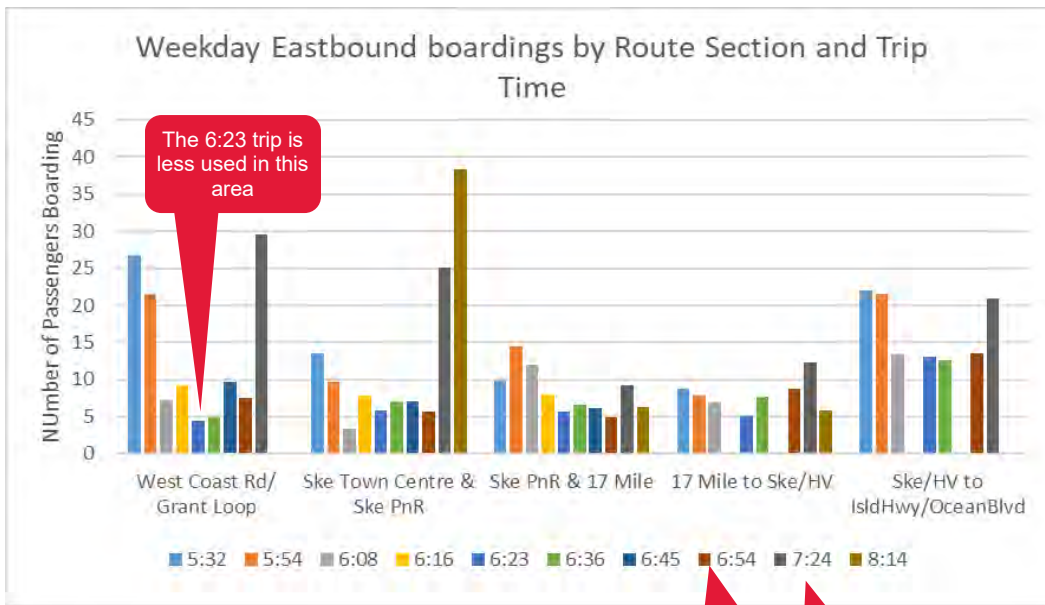
Future increases in transit service frequency of regional-scale routes should ensure a balanced and alternating provision of direct service for commuters travelling to each destination: Langford and the Core.

1.7 Boarding and alighting patterns

Subsequent to the critical load concerns on morning trips identified in the weekday trip levels performance review (in section 2.2.1) boarding and alighting patterns were examined more carefully. There are two passenger groups which can be observed. The first consists of boardings in the very early morning. Early morning routes are proportionately better used by people living further west. Alightings from these three early morning trips in the Langford and Colwood section of Sooke road are relatively sparse; most passengers who board continue on to the core.

As the morning progresses, an increasing proportion of passengers board further east along the route, and begin to alight along the Langford and Colwood sections of Sooke road. Sooke Road at Happy Valley, and Sooke Road at Jacklin appear to be key stop, along with the Island Highway at Goldstream and Colwood Exchange.

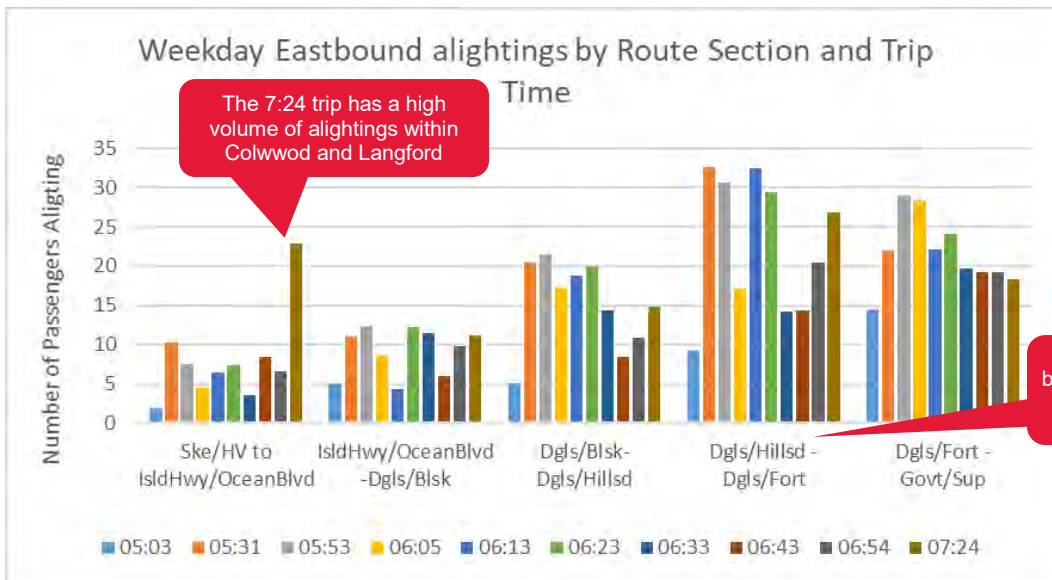
1.7.1 Boarding patterns of early morning eastbound trips



The earliest morning trips tend to draw higher proportions of passengers boarding further west along the Route. This is consistent with frequent requests for earlier morning service that were made by participants in local area transit plan events.

There is a 30-minute gap

1.7.2 Alighting patterns of early morning eastbound trips



The section of Douglas between Hillside and Fort has the most alightings on most trips

3. Sooke Transit Peers Across British Columbia

As a growing community on the periphery of a larger economic centre, Sooke can be loosely compared to other communities both based on transit service and based on size.

1.1 By transit service hours

Based on the average 24,843 hours of annual service used for Sooke routes, transit service in Sooke is comparable to Squamish, Kootenay Boundary, Penticton, and Campbell River transit systems in British Columbia. The high rides per hour associated with routes which serve Sooke reflects that 85% of Sooke transit service hours are dedicated to high-demand regional-scale routes which connect major centres (and pass through some of the most economically active nodes served by BC Transit across the province). Routes which connect major centres and key destinations are highly productive.

Of these other systems shown, Kootenay Boundary is the most relevant comparison to Sooke; its hours represent a mixture of both local-scale transit service and regional-scale transit service and travel patterns of residents in the area are highly regional.

Due to a current high productivity and strong interest factors from the community, new investments in transit high demand routes and coverage routes for the Sooke area will likely continue to be higher ridership productivity than comparable investments in similarly sized systems.

Comparable Systems (hours)	Total Annual Hours	Annual Passenger Rides	Rides per Hour
Sooke Routes 61, 65, 64 & 63	~ 24, 843	700,000 - 750,000	31
Squamish Conventional	17,872	335,774	19
Kootenay Boundary Conventional	19,931	458,124	23
Penticton Conventional	23,355	462,217	20
Campbell River Conventional	25,377	584,210	23

1.2 By population

From a population perspective, a number of BC communities similar in size or smaller than Sooke have comparatively robust transit service. Like Sooke, some of these communities also function primarily as satellite or secondary economic centre to another larger community.

The transit services in these places is locally-oriented, regionally-oriented or offer a mixture of both types of services. The table below provides details about how service hours are distributed. Note that routes shown may span several distinct transit systems.

Community	2018 Population Projection	Secondary Economic Centre	Median Age	Labour Force Participation	Transit Routes		Annual Transit Hours (Conventional)	
					Local-Scale Service	Regional-Scale Service*	Local-Scale Service	Regional-Scale Service
					Port Alberni	18,803	✘	48.7
Comox	14,999	✓	51.8	53.7	3, 4	1	4,105	11,607
Sooke	14,298	✓	41.3	67.7	63,64	61, 65	2,850	17,160
Lake Country	14,027	✓	44.7	67.6	32	23	1,948	11,735
Powell River	13,874	✘	52.2	53.3	1,2,3	NA	11,799	NA
Parksville	13,323	✓	60.9	43.3	88	91	4,151	12,826
Prince Rupert	12,821	✘	40.5	67.9	52, 53, 54, 55	NA	10,004	NA
Terrace	12,248	✘	38.8	67.9	1, 2, 3, 6	5, 11, 13, 14	5,544	6,456
Summerland	12,213	✓	54.8	56.2	NA	30,70	NA	3,011
Coldstream	11,395	✓	47.7	62.9	NA	1	NA	2,455
Williams Lake	11,359	✘	41.7	65.3	1, 2, 3	NA	5,652	NA
Nelson	11,313	✘	42.3	66.5	1, 2, 3, 4, 14	10, 20, 99	8,795	11,347
Sechelt	10,912	✘	51.1	51.7	2, 3	1, 4, 90	3,366	27,267
Quesnel	10,428	✘	44.2	58.1	1, 2, 3	NA	7,187	NA
Qualicum Beach	9,502	✓	65.9	35	97, 98	91	3,615	12,826
Ladysmith	9,417	✓	51.2	57	31	34, 36	1,112	2,582
Castlegar	8,558	✓	46.7	60.2	31, 32, 33, 34	98, 99	6,083	4,123
Kitimat	8,513	✘	43	62.9	1, 2, 3	11, 12	8,725	3,600

* In order to be included in this table regional-scale service must operate Monday through Friday

As illustrated in the table there is no “right way” to serve a community, and despite similar-sizes transit service is distinctly and uniquely distributed and scaled. Some secondary economic centres, such as Lake Country, Summerland, and Coldstream focus purely on regional-scale connections, whilst others such as Comox, Parksville, Ladysmith and Castlegar support a mixture of local-scale service and regional-scale service.

Communities which function as their own local economic centre but which provide both local and regional-scale services are worth noting. These include Nelson, Terrace, and Kitimat.

Among the communities shown, Castlegar represents a valuable comparison – the community has a local service with good coverage, but also benefits from regional-scale transit connections to Nelson (45 minutes north), and Trail (about 40 minutes to the south).

Average Hours of Local-Scale service in areas which have Regional-Scale service	Average Hours of Regional-Scale service in areas which have Local-Scale service
4,662 30%	11,048 70%

Based on the larger table on the previous page, the table to the left provides the average hours dedicated to each local-scale and regional-scale service in communities which have access to both.

If the same 30/70 ratio were to be applied to Sooke transit service today, based on the 21, 419 annual regional-scale hours in the system, then the commensurate local-scale transit service hours would be about 9,180 annual hours.

4 Summary

- At a route level, routes 61 and 65 serving Sooke are exceeding targets set for “High-Demand Local Transit”
- Deeper examination at a trip-level shows that boardings on some trips have reached critical loads. These routes are **critical priorities** for service frequency improvements.
 - a. In the mornings ten-minute frequencies should begin with one additional eastbound trip added around 5:43 a.m., and another additional eastbound trip timed to occur ten minutes before or after the 7:24 a.m. trip. Both of these new trips should bypass Langford Exchange to connect between Sooke and Victoria.
 - b. In the afternoons one additional westbound trip departing downtown between 3:15 p.m. and 3:53 p.m. and another additional westbound trip between 4:30 p.m. and 4:50 p.m. Both of these new trips should connect between Sooke and Victoria. Both of these new trips should bypass Langford Exchange to connect between Victoria and Sooke.
- There appears to be unmet demand for improved access between Sooke and the core. Moving forward trips departing and destined Sooke in the midday should alternate between Langford Exchange and downtown Victoria.
- Additionally, there is likely unmet demand for more direct access to Langford at commuter times. Regional-scale trips departing Sooke after 6 am begin to see increasing alightings at key intersections in Langford such as Sooke Road at Happy Valley and Sooke Road at Jacklin. Access to Langford could be improved by:
 - Developing timed transfers between Langford routes and Route 61 at key locations along Sooke Road.
 - Aligning a new regional-scale trip or an existing route 61 trip to operate along the route 65 alignment
 - The introduction of Langford-destined regional-scale trips at commuter times.
- Sooke transit service produces more boardings and operates at a more productive rate than that in communities with transit systems that are similarly sized (in hours).
- Most communities which are similar in size to or smaller than Sooke and which have local transit service operate more local hours than Sooke. If the ratio of local/regional scale service found across communities similar in size to or smaller than Sooke were applied to Sooke, Sooke would have about 9,180 local-scale transit service hours.

Appendix D

Implementation Plan

Sooke Local Area Transit Plan



Considerations – P 1

Suggestions – P 2

Maps – P 4

Considerations

In order to maintain coverage to neighbourhoods in Sooke which are currently served by 63 Otter Point and 64 East Sooke, but which will transition to service by new local routes the implementation of short term service changes in the SLATP must be done in clusters which include both the new local transit routes and the new rural transit routes.

Implementing only new local transit routes(Sunriver/Billings Spit, Grant/Whiffen Spit, and Broomhill Core), or implementing only new rural coverage routes (East Sooke/Beecher Bay and Otter Point) would lead to either coverage loss or service duplication, and the inefficient use of transit vehicles and operator resources.

Suggestions

The following two tables illustrate two suggestions for integrating the short term and medium term service changes into Three Year Service and Financial Plans in the near term and beyond.

Table 1 – Sequential short term implementation

Period	New Hours	New Buses	suggested	Total New Hours
Critical Fix Sooke-Langford-Victoria*	2,800*	2 DD	ASAP	2,800
Short term East Sooke/Beecher Bay**	2,700	2 LD	Year 1	6,100
Short term new Sunriver/Billings Spit	3,400			
Short term Otter Point/Kemp Lake	2,800	1 LD	Year 2	4,400
Short term new Grant/Whiffen Spit	1,600			
Short term Sooke-Langford-Victoria* improvements	3,500*	1 DD	Year 3	3,500
Medium term new Broomhill/Core and increased service for Sunriver/Billings Spit, Grant/Whiffen Spit	6,500	1 LD	Year 4	6,500
Medium term weekend service for East Sooke/Beecher Bay** and Otter Point/Kemp Lake	2,000	1 LD	Year 5	5,000
Medium term Sooke-Langford-Victoria* improvements	3,000*	1 HD		

* Would also provide Langford-Core service

** Would also serve Happy Valley - Langford

Regional-scale commuter service	Local Coverage Transit	Targeted Community Coverage (Rural) Transit
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Table 2 – Accelerated short term implementation

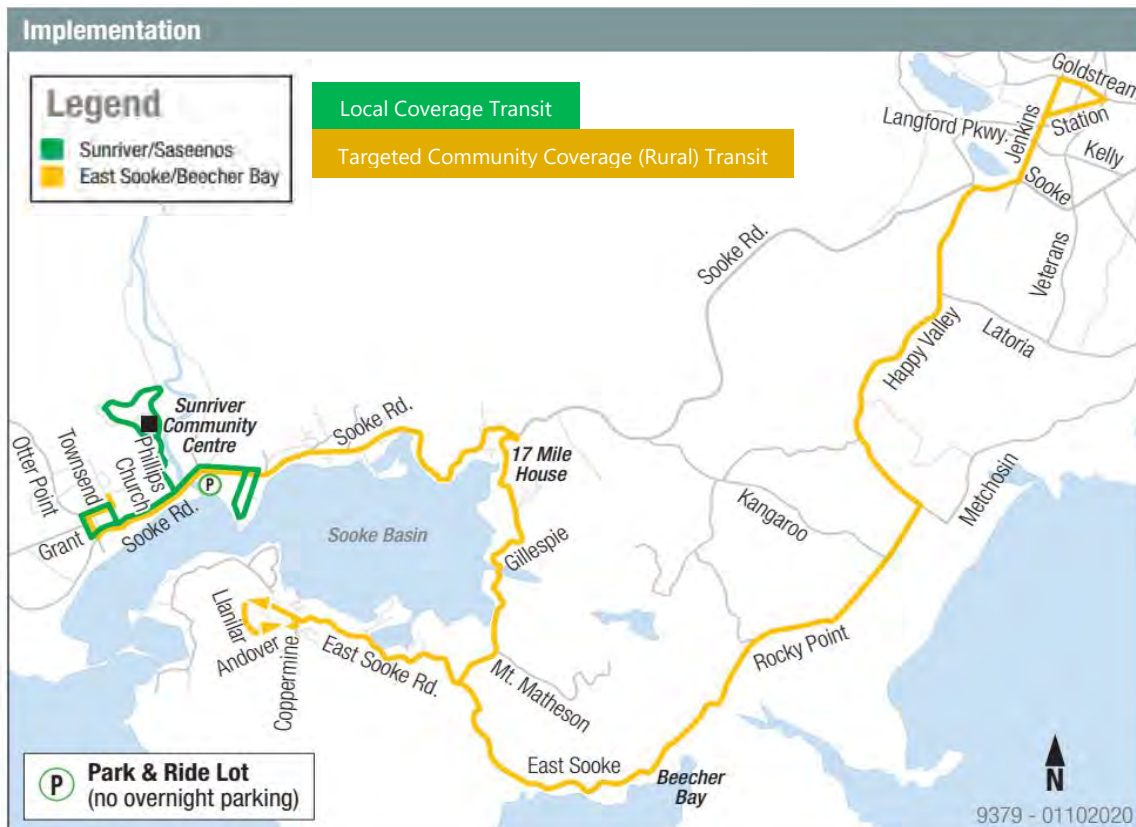
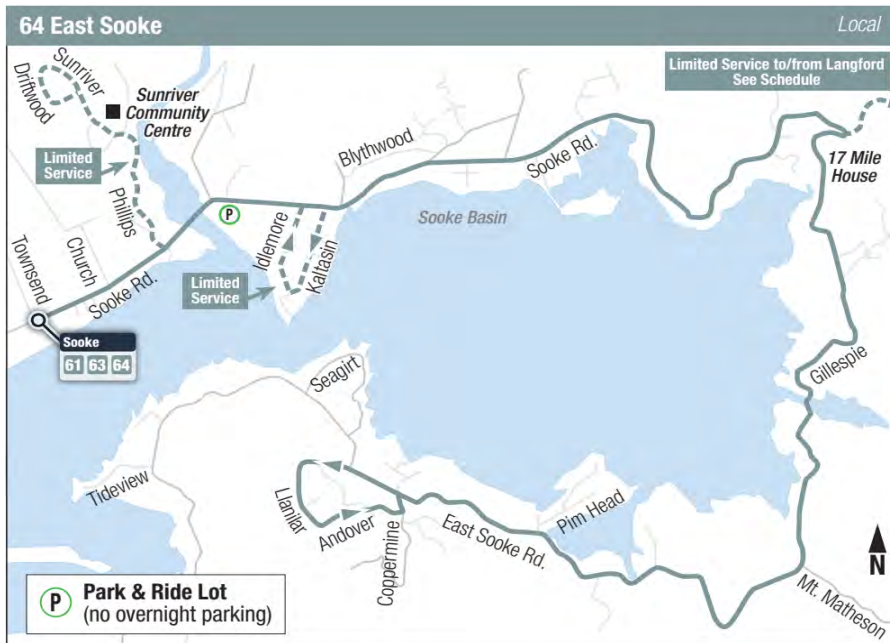
	New Hours	New Buses	suggested	Total New Hours
Critical Fix Sooke-Langford-Victoria*	2,800*	2 DD	ASAP	2,800
Short term East Sooke/Beecher Bay** & Otter Point/Kemp Lake	5,500	3 LD	Year 1	10,500
Short term new Sunriver/Billings Spit & Grant/Whiffen Spit	5,000			
Short term Sooke-Langford-Victoria improvements*	3500*	1 DD	Year 3	3,500
Medium term new Broomhill/Core and increased service for Sunriver/Billings Spit, Grant/Whiffen Spit	6,500	1 LD	Year 4	6,500
Medium term weekend service for East Sooke/Beecher Bay** and Otter Point/Kemp Lake	2,000	1 LD	Year 5	5,000
Medium term Sooke-Langford-Victoria* improvements	3,000*	1 HD		

* Would also provide Langford-Core service

** Would also serve Happy Valley-Langford

Regional-scale commuter service	Local Coverage Transit	Targeted Community Coverage (Rural) Transit
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Service to the Eastern portions of Sooke currently provided by 64 East Sooke will be separated into two routes – the new local transit route Sunriver/Billings Spit and the new rural coverage East/Sooke Beecher Bay. These two routes should be implemented at the same time.



Service to western portions of Sooke currently provided by 63 Otter Point will be separated into two routes – the new local transit route Grant/Whiffen Spit and the new rural coverage Otter Point/Kemp Lake. These two new routes should be implemented at the same time.



Burnside Tillicum Local Area Transit Plan

Summary

1.0 Introduction

The Burnside Tillicum Local Area Transit Plan [BTLATP] contains nine recommendations for changes to routes that serve the Burnside-Tillicum area and identifies five infrastructure improvements within the plan area.

The area contained by the BTLATP forms a wedge shape containing western portions of the District of Saanich, eastern parts of the Town of View Royal and touching upon the north of the City of Victoria. The area is bounded by:

- The intersection of Gorge Road with Douglas in the south
- Gorge/Portage Inlet waterway and Victoria General Hospital to the west
- Camosun College Interurban Campus area to the north
- The alignment of Colquitz Creek and the Interurban corridor along the eastern edge








Combined, the eight routes serving this area account for approximately one third of the Victoria Regional Transit System's total ridership. Residents of the BTLATP have a 13.5% transit mode share compared to an overall transit mode share of 7.5% in the Victoria CMA.

The BTLATP works to reach the vision identified in the 25-year Transit Future Plan (2011) and the 2013/14 Service Review. Local area transit plans translate strategic directions into discrete service changes to support the development of the Victoria Regional Transit System.

Proposed service changes were developed through extensive public engagement in accordance with transit planning principles to support the goals and objectives of the Victoria Region Transit Future Plan. The purpose of this document is to provide a summary of the engagement and the key findings to date. This information will then be integrated into the new Victoria Regional Transit Future Action Plan which begins in 2020.

2.0 Public Engagement

Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service. Public engagement events for the BTLATP was carried out in two phases. In total nearly 900 people participated through the consultation. The majority of these were involved in online surveys, while over 300 people attended scheduled events.

Phase 1		Transit Future Bus 180 people		Online Survey 153 people
Targeted Stakeholder Workshops		19 people		
Phase 2		Open House Events 103 people		Online Survey 365 people

Phase One Key Themes (by location)

Tillicum Centre

- Strong interest in improved connectivity between the Tillicum area to Langford; concerns that access to and from Langford from the Tillicum Mall area can involve lengthy walks
- Strong support for the route 11 stop at the back of the Mall for staff and movie patrons

Camosun Interurban:

- Concerns that transit service levels are insufficient for program expansions occurring at the Interurban Campus and nearby institutions
- Frustration with delays caused by congestion along Interurban Road
- Requests for better connections from Esquimalt and the Westshore to the College
- Requests for additional later evening service

Victoria General Hospital:

- Frustration that the service span on route 22 does not align with weekend nurse shifts.
- Requests for more direct and improved access to/from Langford
- Requests for more direct service to the hospital from most parts of the core, especially Esquimalt and the Gorge Road area.

General

- Highest interest in improved commuter time transit, lowest interest in midday service



- Very strong interest in improved crosstown routes to make crosstown travel faster and more direct

The second phase of consultation presented draft route concepts through three open houses held at Camosun College Interurban, Victoria General Hospital and Tillicum Centre and an online survey.

Phase Two Engagement Responses

Public Response to Service Change Proposals

- Support for service changes was 95% or greater among survey respondents with the exception of proposals for route 8 and route 9, which had about 85% support.
 - Route 8 customers living along Gorge Road and expressed concerns that about losing access to destinations such as Mayfair shopping centre and Cedar Hill Recreation centre
 - Route 11 customers expressed concerns regarding the modest reduction in service for route 11 that would coincide with service increases of route 9 to FTN level
- Service change proposals with the highest support were for the creation of the new Dockyard/UVic via Admirals McKenzie route and the realignment of route 53 to terminate at Victoria General Hospital. These were tied at 97% for respondents' support.

Transit Operators Response to Service Change Proposals

BTLATP service change proposals were shared with transit operators at [the Victoria Transit Center](#) and [the Langford Transit Centre](#). There was overall strong support for the concepts with the strongest support for the new Dockyard/UVic via Admirals & McKenzie route and separation of the route 22 variants into distinct routes.

2.0 Proposed Service Changes

The following section provides a list of projects that were presented as part of the public engagement. Note that these service changes are for discussion purposes only and additional engagement may be required.

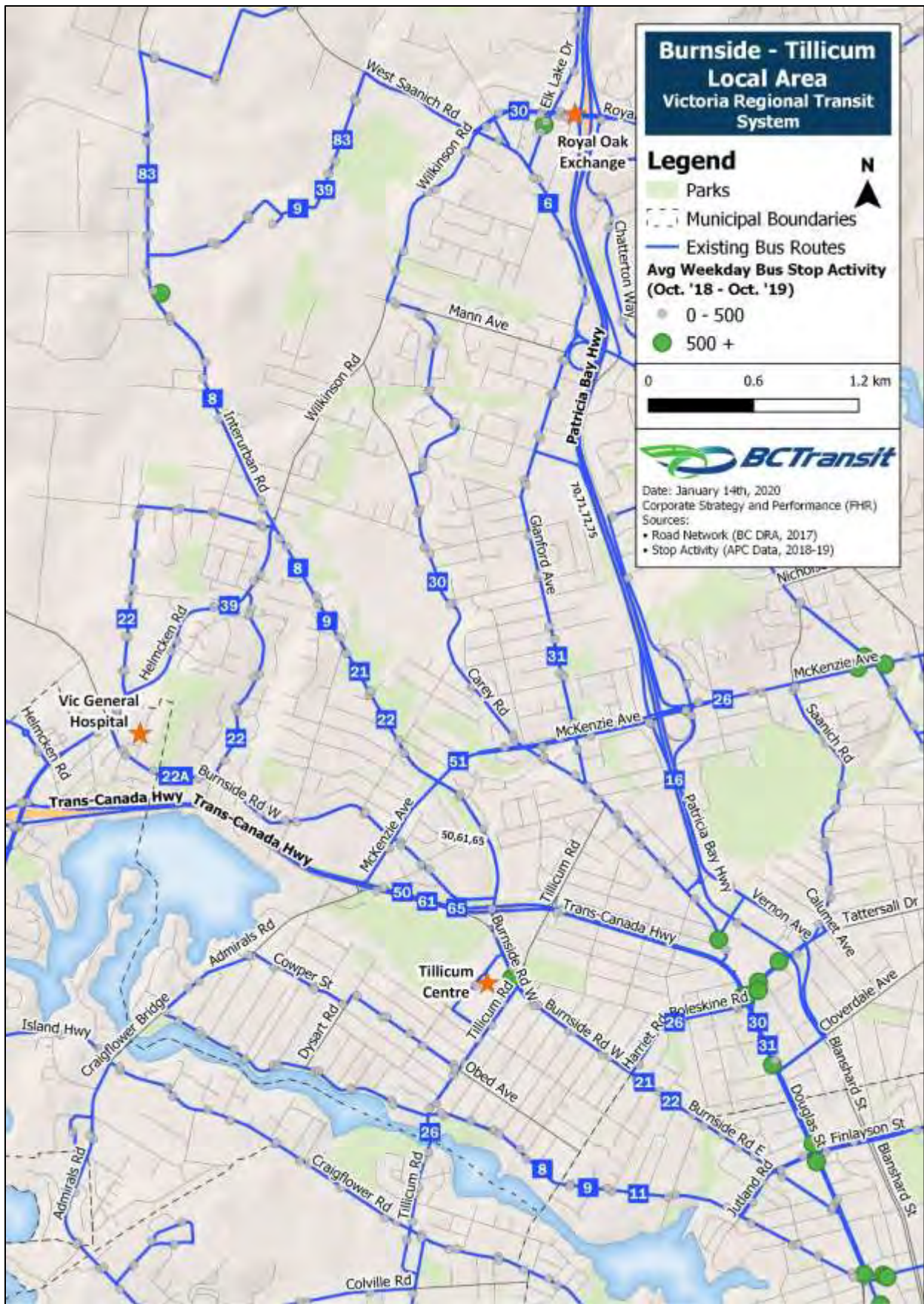
2.1 Proposed Network and Service Changes	
A.	<p>Realign 8 Interurban/Tillicum Centre/Oak Bay from Gorge Road to Burnside Road between Jutland and Tillicum</p> <p>This change will maintain balanced service level between Gorge Road and Burnside Road as service levels on the route 9 (serving Gorge Road) are increased to a Frequent Transit Network (FTN) service level. Travel times for route 8 passengers will be reduced and the journey from Hillside and the Mayfair area to Tillicum Centre and Camosun College will be more direct. This realignment should coincide with increased service levels on the route 9.</p>
B.	<p>Increase service on route 9 Royal Oak Exchange via Gorge/UVic via Hillside to a Frequent Transit Network route</p> <p>Camosun College's Interurban campus and the adjacent employment cluster are increasingly popular destinations. Meanwhile the Hillside and Gorge corridors have among the highest residential densities. This proposal supports continual investment in the route 9 to achieve FTN service levels. A concurrent minor reduction in service on the route 11 at off-peak times may be considered as FTN status is reached. This change could be timed to coincide with the realignment of 8 Interurban/Oak Bay.</p>

<p>C. Extend all trips on 21 Interurban/Downtown to terminate at Royal Oak Exchange. Camosun College Interurban and the cluster of employment and institutions surrounding it are rapidly growing destinations. This route extension will enable commuters and travelers to access the Camosun College Interurban area more directly from routes 6, 30, 31, 70, 72 and 75 without needing to travel further south.</p>
<p>D. Simplify 22 Vic General/Hillside Centre to operate consistently on the 22A alignment Route 22 operates using two different variants between Victoria General Hospital and Burnside Road at Wilkinson. This is a common source of confusion. This proposal simplifies route 22 so that all trips operate using the current 22A variant, which remains on Burnside Road, turning south on Helmcken Road, prior to turning onto Watkiss Way. This realignment will improve the simplicity and legibility of the transit system. This change should coincide with the introduction of a new route to maintain transit coverage of the Wilkinson Valley and Rural Saanich area. Travel time savings resulting from the realignment should be invested in additional trips to meet 7:00 am weekend shift times at Victoria General Hospital.</p>
<p>E. Introduce new route 23 to serve the Wilkson Valley and rural Saanich area The introduction of a new route (23) would maintain transit coverage within the Wilkson Road and Rural Saanich area currently served by route 22. Trips during peak morning and afternoon commute would continue to serve downtown, while midday trips would conclude at Tillicum Centre. Service levels would align with route 53. This change should coincide with both the realignment of the route 22 and the realignment of 53 Colwood Exchange</p>
<p>F. Realign 53 Colwood Exchange to terminate at Victoria General Hospital Changing the terminus of the route 53 from Colwood Exchange to Victoria General Hospital will provide a better, more direct option from Langford and View Royal to Victoria General Hospital. The realigned route 53 should be interlined with the proposed route 23. This change should coincide with both the simplification of the route 22 and the introduction of the proposed route 23. Bus stop locations and crossings along the Island Highway will need to be reviewed to ensure that transit users can safely transfer from the route 53 to Colwood Exchange routes.</p>
<p>G. Extend 24 Cedar Hill/Admirals Walk and 25 Maplewood/Admirals Walk to Tillicum Centre This proposal provides new local connectivity for residents of the BLATP to nearby amenities and employment at Admirals Walk. Neighbourhood connectivity would be achieved by operating route 24 along Gorge Road and route 25 along Cowper/Obed.</p>
<p>H. Introduce a new frequent crosstown route along Admirals Road and McKenzie Avenue The introduction of a new route between Esquimalt (Dockyard) and UVic would provide a direct crosstown service along the entire length of Admirals Road and McKenzie Avenue. In addition to serving two key regional destinations, the route would connect established and emerging nodes of residential density, amenities and employment at Admirals Walk, Gorge Road, Quadra, and Shelbourne as well as providing connections to Rapid Transit on Highways 1 and 17. As a large proportion of CFB Esquimalt personnel begin their workday at 6:00 a.m., service on the new route should serve this early pre-peak travel demand.</p>
<p>2.2 Proposed Infrastructure Investments</p>
<p>A. Establish pedestrian access at the Burnside Bridge between rapid transit routes on Highway 1 and transit routes on Burnside and Interurban The development of the rapid bus lanes on the Highway 1 corridor and frequent transit on the Burnside/Interurban corridor will play a vital role in achieving transit mode share targets set forth in the Transit Future Plan for Victoria and in municipal plans. To meet growing travel demand travel between the Westshore and the Camosun College's Interurban campus, a pedestrian access must be developed to enable transfer connections between the two</p>

<p>corridors. The Burnside bridge dates to 1954. In the coming decades, it is likely that the Ministry of Transportation will need to consider upgrades or replacement to this structure. At that time, BC Transit should work closely with the Ministry of Transportation to ensure that designs enable safe, accessible and comfortable pedestrian transfers between the two corridors.</p>
<p>B. Develop Transit Priority Treatments for Interurban Road</p> <p>The limited road network surrounding and rural siting of the Camosun College’s Interurban campus has resulted in severe congestion on Interurban Road. The congestion results in transit delays of up to 14 minutes. Congestion delays were also a key challenge communicated by Camosun students and staff, area residents and transit operators during consultation for the Burnside-Tillicum Local Area Transit Plan. In total, congestion delays on Interurban Road account for between 4 and 5 hours of weekday service and contribute to reduced reliability and on-time performance of Camosun College Interurban routes. Reducing delays and transit travel times can make transit a more attractive option for commuters and allow time savings to be reinvested into additional trips. BC Transit can work closely with the District of Saanich to explore opportunities to implement transit priority measures at the intersection at Wilkinson Road and Interurban as well as along Interurban Road north of Wilkinson.</p>
<p>C Build Additional Capacity at Royal Oak Exchange</p> <p>Proposed service changes – provided in this plan – will require additional bus bays at Royal Oak Exchange. A review of existing capacity and possible expansion at Royal Oak Exchange should be carried out to accommodate at least two additional vehicles at peak times. This review and the subsequent expansion must be completed prior to implementation of service changes for the routes 9 and 21.</p>
<p>D Improved integration of transit stops serving Tillicum Centre</p> <p>As a key destination and important transfer point, Tillicum Centre could be served by seven routes once 24 Cedar Hill and 25 Maplewood are extended. Collectively these will offer about 460 daily trips once route 9 achieves FTN service levels. The large expanse of Tillicum Centre, and distribution of the how routes pass through or around Tillicum Centre means that these routes are dispersed across an area equal to six downtown city blocks. Opportunities for a more integrated transit exchange should be explored to better serve Tillicum Centre and provide efficient travel through to further destinations.</p>
<p>2.3 Proposed Transit Amenities</p>
<p>A. Enhance pedestrian amenities serving Vic General Hospital and Highway 1</p> <p>Public consultation conducted for both the Burnside-Tillicum Local Area Transit Plan and Sooke Local Area Transit plan show a strong desire for access to Vic General Hospital, but a reluctance to use stops located along the Helmcken overpass, particularly at night and in inclement weather and despite the high service levels and more direct travel options. BC Transit should work with MOTI and Island Health to identify pedestrian improvements to reduce barriers and improve accessible access between Helmcken rapid transit stops and Vic General Hospital.</p>
<p>B. Improve bus stop amenities</p> <p>The public consultation carried out in the development of this plan indicated a desire for improved amenities, such as bicycle racks at bus stops, better lighting, and garbage and recycling receptacles. Many participants also expressed a desire for shelters that provide better weather protection and more visibility than provided by the perforated steel shelter.</p>
<p>C. Creation of improved on-street schedule and wayfinding signage</p> <p>The plan recommends improved on-street schedule and wayfinding signage to provide easier access to transit and to direct and guide transit users.</p>

4.0 Next Steps

- Integration of this information into the Victoria Transit Future Action Plan (additional engagement expected)
- Integration of the service change recommendations into the Victoria Three Year Service and Financial Strategy
 - Service changes details may be further refined through additional detailed planning and scheduling work
- Integration of the Royal Oak Transit Exchange expansion into Capital Planning as a high priority
- Integration of Transit Priority Measures on Interurban Road into Capital Planning



Jubilee Local Area Transit Plan

Summary

1.0 Introduction

The Jubilee Local Area Transit Plan contains nine recommendations for service changes to routes that serve the Jubilee area. The Jubilee plan area encompasses the eastern neighbourhoods within the City of Victoria, the District of Oak Bay and the southeastern neighbourhoods of the District of Saanich north to the University of Victoria. Combined, the ten routes serving this area account for approximately a third of the Victoria Regional Transit System's total ridership.

The Jubilee Local Area Transit Plan builds upon the 25-year Transit Future Plan (2011) and the 2013/14 Service Review. Local area transit plans provide route changes to support the development of the Victoria Regional Transit System.

Recommendations were developed through extensive public engagement in accordance with transit planning principles to support the goals and objectives of the Victoria Region Transit Future Plan. **The purpose of this document is to provide a summary of the engagement and the key findings to date. This information will then be integrated into the new Victoria Regional Transit Future Action Plan which begins in 2020.**



2.0 Public Engagement

Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service. Public engagement events for the Jubilee Local Area Transit Plan were carried out in two phases. Each phase included events developed for different audiences, various tools to solicit input and feedback and opportunities for one-on-one conversations with project staff.

In November 2017, phase one included three open houses (University of Victoria, Camosun College, and Oak Bay Recreation Centre) and an online survey was carried out to gather information on transit priorities and travel behavior within and through the Jubilee area. Open houses were held on November 15, 2017 and November 22, 2017, and received feedback from 141 participants. The following priorities were identified during this first phase of public consultation:

1. Desire for better local service to key locations within Oak Bay
 - Connect North and South Oak Bay to ensure residents can travel to local destinations such as Willows Beach and the library
2. Desire for increased frequency on frequent transit network corridors

- Increase weekend frequency on Oak Bay Avenue
- Increase weekend and weeknight service on Foul Bay Road
- Increase frequency at peak times to address passenger pass-ups on school oriented routes

3. Desire for a transit hub to provide more local and regional connections

- Provide more choices to travel to destinations without going downtown
- Preference to transfer to more direct service rather than travel on circuitous routes

The second phase of consultation presented draft route concepts through four open houses (University of Victoria, Camosun College, Oak Bay Recreation Centre, and Royal Jubilee Hospital) and an online survey. The survey received 993 responses.

3.0 Proposed Service Concepts

The following section provides a list of projects that were presented as part of the public engagement. Note that these service changes are for discussion purposes only and additional engagement may be required.

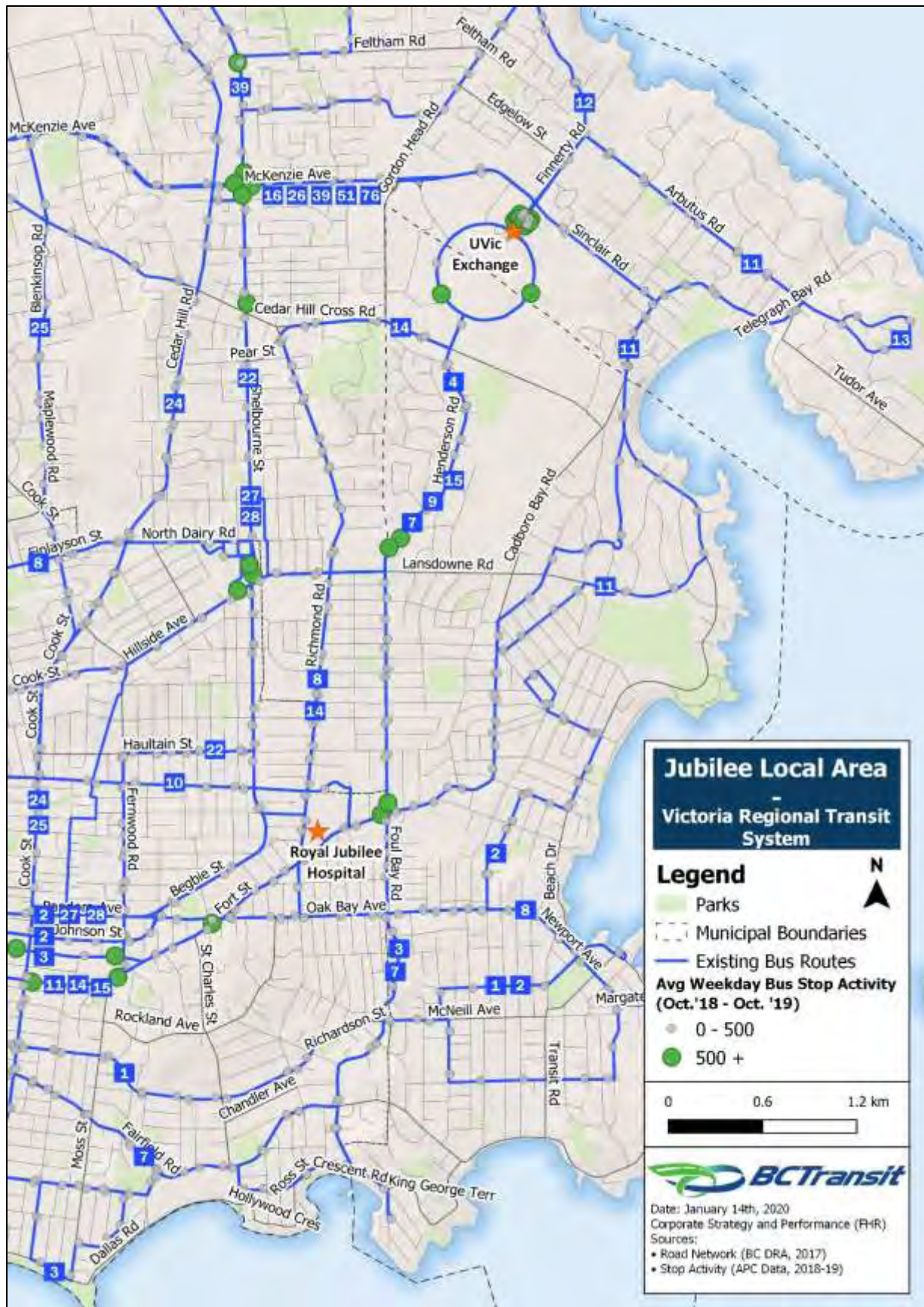
2.1 Proposed Network and Service Improvements
<p>A. Revise the routing of the 1 Richardson and establish a new route between Willows/Fairfield</p> <p>These two routes provide an efficient approach to providing local area service to core areas with lower ridership. The route 1 is proposed to travel further into Oak Bay to serve Oak Bay Marina, Oak Bay village core and the Royal Jubilee Hospital. In collaboration with the City of Victoria’s Bicycle Master Plan, opportunities are also being explored to adjust the route 1 to improve mobility options in the area.</p> <p>A new route between Willows and Fairfield would uncouple the portion of the 22 Vic General/Hillside Centre between downtown and Hillside Centre and extend service along Hillside Avenue to Lansdowne Middle School and Camosun College’s Lansdowne campus, down Cadboro Bay Road to Oak Bay’s Estevan neighbourhood, and through Oak Bay Village to Royal Jubilee Hospital.</p>
<p>B. Increase the route 2 Oak Bay/James Bay to Frequent Transit status and eliminate route variants</p> <p>The route 2 is a high ridership route with significant demand. The route presently includes two lower performing split-tailed variants that serve the south Oak Bay Terminus and the Estevan neighbourhood, which could be served by additional network changes. By terminating this route at Oak Bay Marina, local areas can be served more efficiently by a route with a lower level of service and savings can be added to increase service levels to Frequent Transit status.</p>
<p>C. Extend Service on the route 3 Jubilee/James Bay and route 10 James Bay/Royal Jubilee via Vic West by 1 hour later into the evening</p> <p>Route 3 connects James Bay, downtown Victoria, Cook Street Village, Fairfield/Gonzales, and Royal Jubilee Hospital via Fairfield and Foul Bay Road. The route 10 connects James Bay, Downtown Victoria, Vic West and the Royal Jubilee Hospital via Bay Street. This proposal simply recommends extending service from 8 pm to 9 pm on both existing routes.</p>

<p>D. Improve service frequency on Foul Bay Road</p> <p>Opportunities will continue to be explored to improve service frequency on Foul Bay Road which is a frequent-transit dedicated corridor. Possible options, that require further discussion and engagement, include the realignment of the route 14.</p>
<p>E. Terminate route 8 Interurban/Tillicum Centre/Oak Bay at Royal Jubilee Hospital</p> <p>This proposal recommends terminating the route 8 at the Royal Jubilee Hospital and discontinuing service into Oak Bay. This service change would be done in collaboration with other network change, which maintain service levels to Oak Bay. Note that additional engagement would be required.</p>
<p>F. Realign route 22 to provide service to Bay Street</p> <p>In collaboration with the City of Victoria's Bicycle Master Plan, explore opportunities to realign the route 22 to service Bay Street instead of Haultain and provide any additional infrastructure and mobility improvements</p>
<p>2.2 Proposed Infrastructure Investments</p>
<p>A. Development of a Royal Jubilee Hospital multi-modal hub</p> <p>The Royal Jubilee Hospital Master Campus Plan 2015-2035 identifies the development of a transportation hub as a long-term goal. A multi-modal mobility hub at Royal Jubilee Hospital would provide centralized transfers between local and regional transit routes and access to other transportation modes at a key destination. The hub would ultimately be sited largely within the campus footprint, but would initially be developed as an on-street exchange in the next five to seven years.</p>
<p>B. Upgrade of University of Victoria Exchange and develop additional bus capacity</p> <p>With the increase in service between the University of Victoria (UVic) and Downtown, the downtown-bound portion of UVic Exchange (NW of Finnerty Road) requires capacity to accommodate future expansion. Sections of the UVic exchange are also past its life and showing significant wear. An engineering report providing design options was completed in February 2019.</p>
<p>2.3 Proposed Transit Amenities</p>
<p>A. Improve bus stop amenities</p> <p>The Jubilee plan area encompasses a number of stops with large volumes of passengers boarding with no shelter and minimal amenities. The public consultation carried out in the development of this plan indicated a desire for more shelters and improved amenities – such as garbage and recycling receptacles, street trees, wider sidewalks, and better lighting.</p>
<p>B. Creation of improved on-street schedule and wayfinding signage</p> <p>The plan recommends improved on-street schedule and wayfinding signage to provide easier access to transit and to direct and guide transit users.</p>

3.0 Next Steps

- Integration of this information into the Victoria Transit Future Action Plan (additional engagement expected)
- Integration of the short term service change recommendations into the Victoria Three Year Service and Financial Strategy
 - Service changes details may be further refined through additional detailed planning and scheduling work

- Integration of UVic Exchange Capital Planning as a high priority
- Integration of Jubilee Exchange Capital Planning as a medium term priority



SUBJECT: OPERATIONS UPDATE

PURPOSE

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

SUMMARY

While the fall schedule experienced impacts to scheduled service, BC Transit was still able to deliver well over 99 per cent of the 3,200+ daily scheduled trips. The most significant impacts to service came from bus availability and on-road disruptions. A significant improvement in scheduled service delivered was realized during the December period due to lower fleet requirements, the opening of the Bay Street Bridge, and the opening of the McKenzie overpass.

We expect that service reliability will continuously improve throughout the year on account of several initiatives coming to fruition in 2020. These initiatives include the completion of the CNG fueling station, maintenance bay upgrades to accommodate the CNG fleet, the arrival of new replacement and expansion buses, and the completion of bus priority lanes.

CONVENTIONAL TRANSIT SERVICE

FALL SERVICE - September 2 to December 8

- Expansion implemented
- 99.39% of scheduled service delivered
- 32% of cancellations due to Bus Availability
- 27% of cancellations due to Short Turns (i.e. congestion)
- 12% of cancellations due to Operator Availability
- 11% of cancellations due to Change Offs (i.e. mechanical, sick)

DECEMBER SERVICE - December 9 to January 5

- Seasonal service reduction implemented
- 99.72% of scheduled service delivered
- 23.5% of cancellations due to Bus Availability
- 23.8% of cancellations due to Short Turns (i.e. congestion)
- 7% of cancellations due to Operator Availability
- 25.2% of cancellations due to Change Offs (i.e. mechanical, sick)

WINTER SERVICE – January 6 to April 5

- Enhancement from Fall Schedule includes reallocation of some pull-out trips to:
 - Increase reliability of schedule service
 - Enable flexibility to respond to service demands

CUSTOM TRANSIT SERVICES

October 2019 – December 2019

- 25,822 average monthly trips vs 24,270 from same period last year
- 2.39 average monthly rides per service hour vs 2.45 from the same period last year

Other Statistics	October	November	December
Same Day Requests met	72%	77%	77%
Unmet Trips	2.20%	1.90%	2.60%
Trip by Taxi	8.60%	7.70%	7.10%

CUSTOMER SERVICE INFORMATION

- **October 2019 – December 2019**
 - 1151 complaints vs 1587 last year
 - Oct 391 vs 560 for the same period last year
 - Nov 378 vs 568 for same period last year
 - Dec 382 vs 459 for the same period last year
 - 503 schedule adherence complaints
 - Average 167/month vs 182/month for the same period last year
 - 106 Lack of Service complaints vs 24 same period last year
 - 146 customer pass up complaints
 - Average 49/month vs 58/month for the same period last year
 - 33 overcrowding vs 37 for the same period last year

RECOMMENDATION

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

Respectfully,



Kevin Schubert
General Manager, Victoria Operations

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**.

SUMMARY

Winter 2020 (Effective January 6, 2020)

Service levels for winter 2020 remained consistent with the expansion implemented in the fall of 2019. Some minor changes were required to improve service reliability. Due to operational challenges throughout the fall, select service changes were made to mitigate the risk of last-minute trip cancellations during peak times. Changes were targeted to routes with surplus capacity and high frequency to minimize impact on transit users and will be monitored closely.

Spring 2020 (Effective April 6, 2020)

The Spring seasonal service change reduces service levels on routes serving post-secondary schools to better match transit demand and allow for service to be focused where demand is greatest. Pursuant to the Annual Service Plan adopted at the November 5, 2019 meeting of the Victoria Regional Transit Commission, additional trips are being added on the 47 Goldstream Meadows/Downtown and the 48 Happy Valley/Downtown to better meet morning and afternoon peak commute demand from Colwood and Langford into downtown Victoria.

As a regular annual change, service levels are increased on the 75 Saanichton Exchange/Royal Oak Exchange/Downtown and the vehicle is switched from a light-duty bus to a heavy-duty bus on the 81 Brentwood/Saanichton/Sidney/Swartz Bay to better match transit demand to Butchart Gardens.

SERVICE PLANNING INITIATIVES

Work undertaken or proposed since the last Commission meeting includes:

Local Area Transit Plans

- The Local Area Transit Plan has been completed for Sooke and is included in this agenda package.
- Both phases of public engagement have completed for the Jubilee and Burnside/Tillicum Local Area Transit Plans. A summary of this work is included in this agenda package.
- Phase two of public engagement is underway for Esquimalt/View Royal and Broadmead/Cordova Bay. Results from these engagements will be incorporated into the Transit Future Action Plan.
- Local area transit planning for the peninsula is slated to begin in 2020 through the Transit Future Action Plan process. An update to local area transit planning for the Westshore will commence in 2020 as part of the Transit Future Action Plan.

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:

- **BC Ferries (Swartz Bay Terminal Design)** – BC Transit staff met with BC Ferries staff to review a proposed redesign of the Swartz Bay Ferry Terminal. Staff provided comments on possible improvements to the terminal for efficient operation of transit buses and large volumes of passengers.
- **City of Victoria AAA Bike Network** – BC Transit staff had a number of meetings with City of Victoria staff to review impacts of the proposed “All Ages and Abilities” bike lanes on the transit network – especially in regards to Haultain and Richardson Roads. BC Transit staff provided recommendations to enable ongoing transit service, to support improvements to bus stops and pedestrian access on adjacent routes, and to ensure ongoing outreach to any transit users that may be effected by proposed route changes. BC Transit continues to collaborate with the City of Victoria to support the implementation of AAA bike facilities in concert with improvements to the transit network.
- **District of Saanich AAA Bike Network** – BC Transit staff met with District of Saanich staff to review recent reconstruction of Finnerty Road between Arbutus Road and Sinclair/McKenzie Road and proposed improvements to Haliburton Road. BC Transit provided comments on factors that impact transit movement and measures to enable future transit network expansion.
- **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, transit supportive infrastructure such as bus stops and sidewalks, and provides comments on the feasibility of future transit service to the proposed development. Since the last planning report, planning staff have received a large volume of development referrals and provided comment to six local governments.

SERVICE MONITORING

Fall 2019 Service Performance Report

The attached Service Performance Report provides information on the system performance at the system level and ridership performance at the route level. It summarizes ridership over the period from September 2, 2019 to December 8, 2019 against the performance guidelines developed in the Victoria Regional Transit System 2013/14 Service Review.

RECOMMENDATION

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

Respectfully,

Seth Wright
Transit Planner

Attachment: Fall 2019 Service Performance Report

Attachment: Victoria Regional Transit System Fall 2019 Service Performance Report

Introduction

This report presents the ridership performance review for the Victoria Regional Transit System – at the system and route level – during the period from September 2, 2019 to December 8, 2019 against the performance design guidelines established in the Victoria Regional Transit System 2013/14 Service Review.

Performance Guidelines

What they are and what they define: Performance Guidelines define numeric thresholds and targets for a particular system and its routes and services.

Why they matter: Working in tandem with Service Design Standards, Performance Guidelines are tools that evaluate existing services, identify trends in performance and, based on this evidence, determine how service and supporting features (fares, marketing, facilities, etc.) should be adjusted to improve the effectiveness and efficiency of the system to optimize resources.

For a service to be efficient and productive, a balance should be achieved between oversupply and overcrowding. A number of measures can establish this equilibrium such as:

- Implement transit priority
- Alter frequency
- Reduce/increase coverage
- Targeted marketing/corridor branding
- Change service span
- Change bus stop spacing
- Bus route changes
- Vehicle type allocation



When performance falls below the set guidelines, recommendations to the Commission will focus on the utilization of the above tools to maximize efficiency.

KEY ASSUMPTIONS

Data

Ridership information used was collected through automated passenger counters which are in place over 60 percent of the buses assigned to the Victoria Region's conventional fleet. This system counts the number of persons boarding and disembarking from a vehicle. A person may board more than one bus to complete a single trip.

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 and land use changes.

Performance Measures

Performance measures have been chosen that evaluate the effectiveness of service planning investments on a system and route level.

System level

The measures used for the system guidelines are:

- **Operating cost per passenger trip** – annual operating cost divided by the total number of passenger trips predicted from farebox revenue and transit passes
- **Cost recovery** – the portion of operating costs that are recovered from fare revenues
- **Boardings per route km** – the total number of passengers boarding a bus divided by the total kilometres of in-service routes
- **Boardings per revenue hour** – the total number of passengers boarding a bus divided by the total time of in-service hours

Route level

The measures used for the route level guidelines are averaged on a daily basis according to the following definitions:

- **Trips Operated** – the total number of trips operated
- **Service Hours** – the total number of hours where buses are in service per day, including recovery (layover) and deadhead time
- **Revenue Hours** – the total number of hours where buses are in service carrying passengers, excludes recovery and deadhead time
- **Passenger Boardings** – the total number of passengers boarding a bus
- **Boardings per Trip** – the total number of passengers travelling on a bus divided by the number of trips operated to express the mean usage level of buses on a route
- **Boardings per Revenue Hour** - the total number of passengers travelling per day divided by the revenue hours to express the operational efficiency of a route
- **Boardings** – the number of passengers that board transit buses. Passengers are counted each time they board a vehicle regardless of whether they pay the full fare, use a pass or need to use more than one bus to arrive at their destination.

Route level performance guidelines have been classified into four categories (Rapid Transit, Frequent Transit, Local Transit and Targeted Transit) to acknowledge different performance expectations based on a route's objective, and in accordance with the 2011 Transit Future Plan and the Victoria Regional Transit System 2013/14 Service Review.

Performance Targets

Tables 1 and 2 outline the performance targets set for the system and route level. As well as monitoring existing performance against these guidelines, historical trends will also be monitored to determine if the system or routes are becoming more or less efficient over time. Significant variance (+/- 25 per cent) from the target will place a route on an action list for further investigation and will require more detailed analysis. Routes that fall below the 25 per cent variance will be candidates for corrective adjustments, and routes that are above the 25 per cent variance will be candidates for service improvements. BC Transit will report on an annual basis how the system and routes are performing and this will help guide planning decisions.

System Level

The purpose of monitoring system wide performance is to identify trends in system performance, and compare the performance of the transit system with other peer transit systems. These measures are designed to monitor the pulse of the Victoria Regional Transit System as a whole and guide service planning decisions. This can be particularly useful when identifying system wide impacts of major investments in the transit network, such as development of the Rapid and Frequent Transit networks.

Table 1: System Level Performance Guidelines

Metric	Target	2018/19 Actual
Operating cost per passenger trip	\$4.08	\$3.84
Cost recovery	30.0%	41.3%

Route Level

Analysis on a route-by-route basis gives a detailed indication of how individual components of the transit system are performing. A route-by-route analysis allows observations of the impact of service changes and investments made in the past and identifies future opportunities for strategic investment or re-investment.

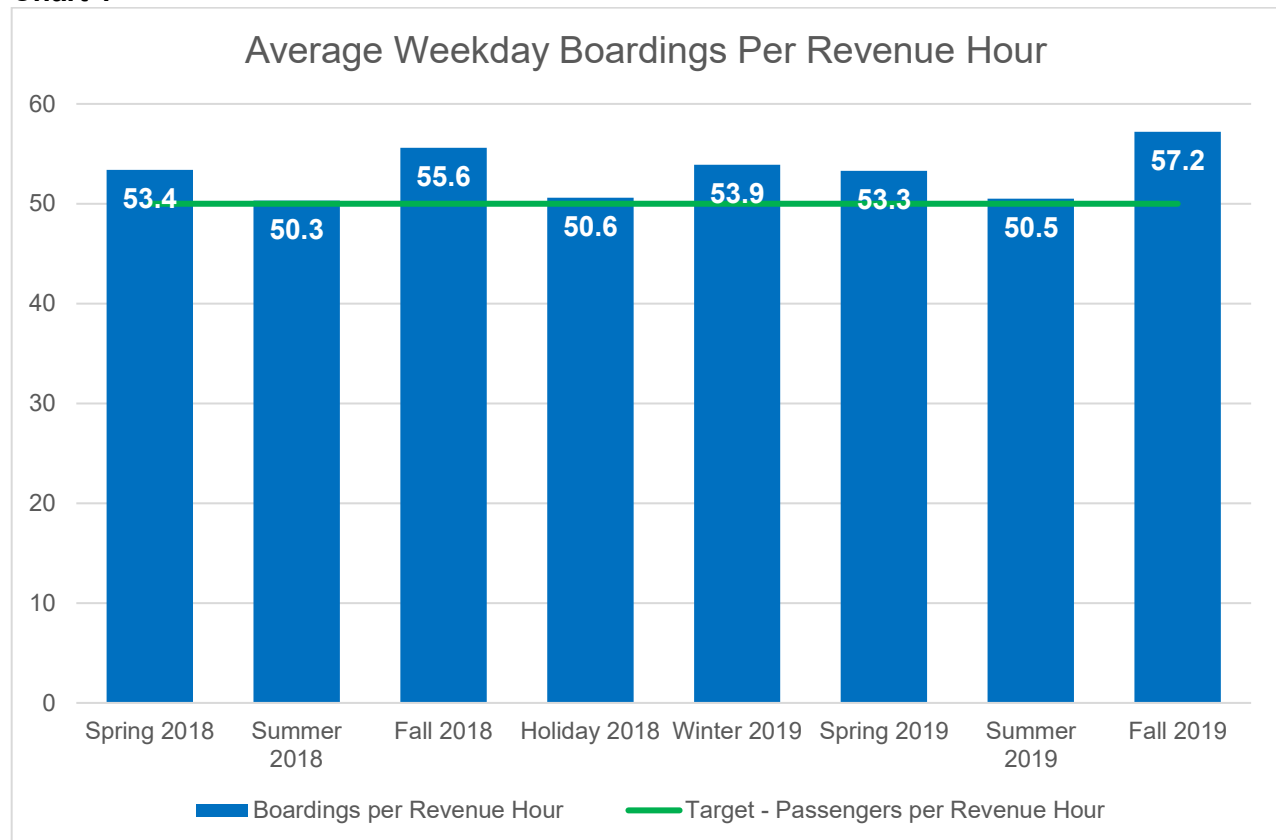
Table 2: Route Level Performance Guidelines

Route Type	Boardings per Trip	Boardings per Revenue Hour
Rapid Transit	40	55
Frequent Transit	40	55
Local Transit (High Demand)	25	40
Local Transit (Coverage)	10	20
Targeted Transit	40	60

Transit System Performance Results

Chart 1 displays boardings per revenue hour performance for the transit system by service period for the last year. The target of 50 boardings per revenue hour is indicated in orange.

Chart 1



System Performance

The table below display average daily system performance for passenger boardings, boardings per route kilometre, and boardings per revenue hour for the Fall 2019 service periods.

Table 3: Fall 2019 Average Weekday Total System Performance

System Level	Trips Operated	Boardings	Route km	Revenue Hours	Boardings / Route km	Boardings / Rev. Hour
Core	2,466	93,402	30,130	1,487	3.10	62.8
Peninsula	310	10,047	8,016	250	1.25	40.2
Westshore	516	16,302	9,332	349	1.75	46.8
Total	3,291	119,751	47,478	2,086	2.52	57.2

Route Performance Results – Fall 2019 Weekday Route Performance (Daily)


Rapid Transit		Trips Operated	Service Hours	Revenue Hours	Projected Boardings	Boardings per Trip	Boardings/ Rev. Hr.
Target						40.0	55.0
15	Esquimalt / UVic	174	155.1	112.7	8,276	47.6	73.4
16	Uptown / UVic	72	36.8	25.6	1,566	21.8	61.1
50	Langford / Downtown	171	163.8	126.0	9,754	57.0	77.4
70	Swartz Bay / Downtown	37	49.6	33.9	1,965	53.1	58.0
Total		454	405.3	298.3	21,561	47.5	72.3


Frequent Transit		Trips Operated	Service Hours	Revenue Hours	Projected Boardings	Boardings per Trip	Boardings/ Rev. Hr.
Target						40.0	55.0
4	UVic / Downtown	199	139.6	101.9	8,044	40.4	78.9
6	Royal Oak Exch / Downtown	205	145.0	105.5	8,125	39.6	77.0
11	Tillicum Centre / UVic	145	165.7	128.8	7,630	52.6	59.2
14	Vic General / UVic	179	203.7	153.0	9,855	55.1	64.4
26	Dockyard / UVic	143	133.9	101.6	8,189	57.3	80.6
27	Gordon Head / Downtown	121	86.0	67.2	5,341	44.1	79.5
28	Majestic / Downtown	121	84.7	67.6	5,213	43.1	77.1
30	Royal Oak Exch / Downtown	90	75.7	51.0	2,617	29.1	51.4
31	Royal Oak Exch / Downtown	92	76.0	51.4	2,884	31.4	56.1
Total		1,295	1,110.2	828.0	57,898	44.7	69.9

Local Transit - High Demand		Trips Operated	Service Hours	Revenue Hours	Projected Boardings	Boardings per Trip	Boardings/ Rev. Hr.
Target						25.0	40.0
2	James Bay / South Oak Bay / Willows	141	109.4	81.5	4,936	35.0	60.5
3	James Bay / Royal Jubilee	58	44.3	35.7	1,153	19.9	32.3
7	UVic / Downtown	119	71.9	55.7	3,179	26.7	57.0
8	Interurban / Tillicum Centre / Oak Bay	56	55.4	40.3	1,805	32.2	44.8
9	Royal Oak / UVic	26	28.2	21.8	947	36.4	43.6
21	Interurban / Downtown	114	69.4	51.7	3,077	27.0	59.5
22	Vic General / Hillside Centre	68	75.7	57.5	2,499	36.7	43.5
24	Cedar Hill / Admirals Walk	39	35.9	24.7	915	23.5	37.1
25	Maplewood / Admirals Walk	37	37.3	27.8	1,124	30.4	40.5
39	Westhills / Interurban / Royal Oak / UVic	92	95.0	72.1	4,127	44.9	57.2
61	Sooke / Langford / Downtown	60	66.6	51.2	2,163	36.1	42.2
72	Swartz Bay / Downtown	78	126.1	90.4	4,628	59.3	51.2
75	Saanichton / Royal Oak / Downtown	74	81.2	61.3	2,188	29.6	35.7
Total		962	896.2	671.6	32,741	34.0	48.7

Local Transit - Coverage		Trips Operated	Service Hours	Revenue Hours	Projected Boardings	Boardings per Trip	Boardings/ Rev. Hr.
Target						10.0	20.0
1	South Oak Bay / Downtown	11	5.4	3.2	55	5.0	16.9
10	James Bay / Royal Jubilee	56	33.4	26.4	407	7.3	15.4
12	University Heights / UVic	41	17.7	10.4	854	20.8	81.9
13	Ten Mile Point / UVic	6	1.3	0.7	11	1.8	15.4
32	Cordova Bay / Royal Oak Exch	31	14.3	10.3	230	7.4	22.4
35	Ridge	16	7.5	4.5	270	16.8	59.5
43	Royal Roads via Belmont Park	5	2.3	1.1	12	2.4	11.1
46	Dockyard / Westhills	16	15.7	12.1	300	18.8	24.8
52	Colwood Exch / Bear Mountain	72	72.2	57.1	1,520	21.1	26.6
53	Colwood Exch / Langford via Atkins	25	14.7	10.5	125	5.0	11.9
54	Metchosin	10	12.8	10.8	246	24.6	22.9
55	Happy Valley	7	9.1	7.4	137	19.5	18.4
56	Thetis Heights / Langford Exch	32	12.4	9.4	197	6.2	20.9
57	Thetis Heights / Langford Exch	31	9.6	7.5	170	5.5	22.8
58	Goldstream Meadows	16	9.2	7.5	141	8.8	18.8
59	Triangle Mountain	11	8.1	6.1	141	12.8	23.0
60	Wishart	12	8.2	6.7	119	9.9	17.8
63	Otter Point	4	2.9	2.3	30	7.4	12.7
64	East Sooke / Sooke	16	10.8	9.0	50	3.1	5.6
81	Brentwood / Saanichton / Sidney / Swartz Bay	29	25.9	18.0	328	11.3	18.2
82	Sidney / Saanichton via Stautw	5	4.7	2.9	33	6.7	11.4
83	Sidney / Brentwood / Royal Oak	16	18.0	13.0	218	13.7	16.8
85	North Saanich	8	8.2	5.9	83	10.4	14.2
87	Saanichton / Sidney via Dean Park	11	9.0	6.3	75	6.9	12.1
88	Airport / Sidney	42	21.9	10.6	166	4.0	15.7
Total		529	355.1	259.7	5,916	11.2	22.8

Targeted Transit		Trips Operated	Service Hours	Revenue Hours	Projected Boardings	Boardings per Trip	Boardings/ Rev. Hr.
Target						40.0	60.0
17	Cedar Hill	2	1.3	0.9	74	37.0	87.0
47	Goldstream Meadows / Downtown	4	6.4	4.7	192	48.0	41.3
48	Happy Valley / Downtown	4	5.9	4.5	200	50.0	44.5
51	Langford / UVic	13	14.2	9.4	498	38.3	53.2
65	Sooke / Downtown via Westhills	4	9.3	6.2	309	77.2	49.6
71	Swartz Bay / Downtown	7	11.4	7.2	332	47.5	46.5
76	Swartz Bay / UVic	2	3.9	1.5	30	15.0	20.0
Total		36	52.4	34.2	1,635	45.4	47.8

 Underperforming
– may require corrective action

 Overcapacity
– may require additional service

Weekday Fall 2019 Boardings and Service Hours as a Portion of Service by Route Type

