

Service Summary



Spring 2018 CHANGES

Effective April 9, 2018

This document outlines the spring 2018 seasonal schedule changes for the Victoria Regional Transit System for implementation on April 9, 2018.

The seasonal spring changes focus on adjusting service levels and vehicle types to better match reduced ridership demand to post-secondary schools. Transit ridership is significantly lower when schools are not in full session. This change also includes seasonal service increases on the Peninsula to reflect increased demands for service to Butchart Gardens.

In addition to seasonal service changes, a number of revisions are being made to local Westshore routes. As part of the 2015 Westshore Local Area Transit Plan development, a review of community transit service in the Westshore was conducted to investigate restructuring the existing routes and schedules to improve running time, service and connections. With the opening of the Westshore Parkway and Westhills Exchange, there is an opportunity to re-route some of the local community bus routes to take advantage of these new roads, transfer points and community destinations. The spring 2018 service changes will capitalize on these infrastructure improvements.

Key Service Changes for Spring 2018

- Service reductions on bus routes that serve post-secondary schools to match ridership patterns.
- Service level improvements on route 75 on Saturdays and Sundays to meet increased passenger demand at Butchart Gardens.
- Seasonal conversion from community bus to conventional bus service on route 81 trips that meet Swartz Bay ferry trips.
- Revisions to Route 47 Goldstream Meadows/Downtown
- Revisions to Route 52 Colwood/Millstream/Bear Mountain
- Revisions to Route 53 Colwood/Langford
- Revisions to Route 56 Thetis Heights/Langford
- Revisions to Route 57 Thetis Heights/Langford
- Revisions to Route 58 Goldstream Meadows
- Introduction of new Route 65 with service from Sooke, along the new Westshore Parkway, to Westhills and Downtown.

Spring 2018 – Service Change Highlights

Route	Service Change
4 UVic / Downtown	Seasonal service reductions to match ridership levels
7 UVic / Downtown	
8 Interurban / Oak Bay	
11 UVic / Tillicum Mall	
12 UVic / University Heights	
13 Ten Mile Point / UVic	
14 UVic / Vic General	
15 UVic / Esquimalt	
16 UVic / Uptown	
26 UVic / Dockyard	
39 UVic / Royal Roads	
51 UVic / Langford	
3 James Bay/Royal Jubilee	Added earlier weekday trip from downtown to Royal Jubilee Hospital to arrive for 7am work start. Changes to inbound trips to James Bay, trips serving Linden and Quimper have been switched during midday.
7 UVic/Downtown	Improved Saturday frequency to every 20 minutes.
50 Langford / Downtown	Service will begin 30 minutes earlier on weekdays. Additional inbound trip at 1:15 am on Fridays and Saturdays.
75 Saanichton / Royal Oak / Downtown	Improved service to Butchart Gardens on Saturdays and Sundays. Additional peaks trips to service Butchart Gardens.
76 UVic / Swartz Bay	Seasonal cancellation of service. Service will resume in September 2018.
81 Swartz Bay / Butchart Gardens	Vehicle assignments on trips meeting ferries changed to Medium Duty (30'). A heavy duty bus will provide Saturday and Sunday service.
Route Changes	
47 Goldstream Mdws / Downtown	The route 47 will now start and terminate at the Westhills Exchange. This route will use the north section of the newly opened Westshore Parkway. See below for details.
52 Colwood / Millstream / Bear Mountain	All trips will run through Bear Mountain.
53 Colwood / Langford	Select trips will provide service to the end of Goldstream Ave. west of Leigh Rd. See below for details.
56 Thetis Heights / Langford	Revised routing with inbound trips now routing via McCallum Road to Langford Exchange. See details below.
57 Thetis Heights / Langford	Revised routing to terminate at Langford Exchange. Selected trips will thru-route with the 58 Goldstream Meadows to maintain direct link with Westhills. See details below.
58 Goldstream Meadows	Revised routing to provide service to Westhills Exchange and service along the Westshore Parkway to Goldstream. Connection to the Langford Exchange will be

maintained as the route 58 bus will continue as a route 57 to Langford Exchange.

**~~61X Sooke / Langford /
Downtown~~**

This route is REPLACED by 65 Sooke/Westhills/Downtown

New Routes

**65 Sooke / Westhills /
Downtown**

Operating Monday to Friday, replacing the 61X, servicing Sooke, Westhills and downtown Victoria. Route 65 will service all stops on Trans-Canada Hwy.

Service Change Details

New Service to Westhills – Route 47 47 GOLDSTREAM MEADOWS / DOWNTOWN

PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

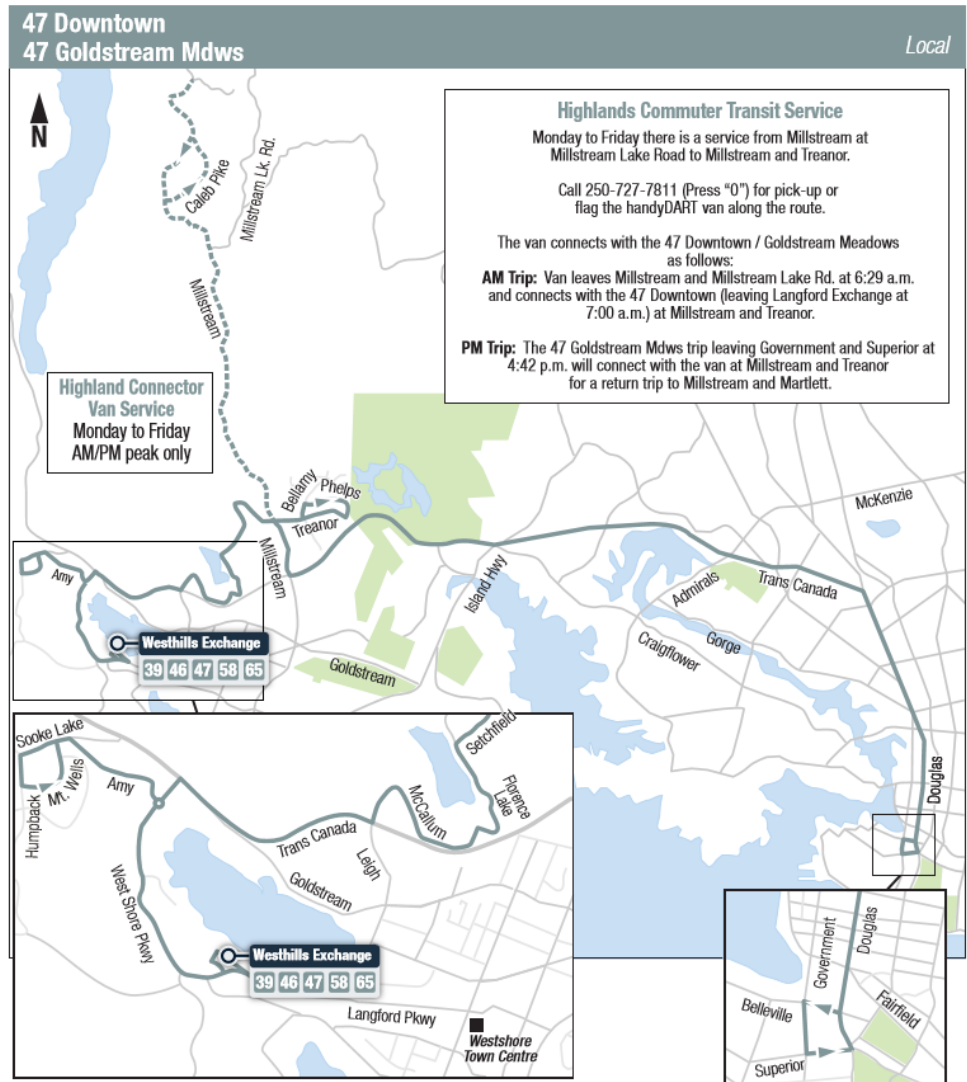
- The existing 47 Goldstream Meadows/Downtown segment operating peak periods between Langford Exchange and Thetis Heights will be changed to route between the Westhills Exchange and Thetis Heights.

Key Benefits:

- Improves access and connectivity with the growing Westshore with major regional destinations.
- Uses north section of the new Westshore Parkway.

Considerations:

- Impact from this change should be generally positive as it provides Westhills commuters with a direct connection to downtown. Customers who formally used this route from the Langford Exchange still have the route 50 and 61 that can take them downtown.



Service Change Details

New Service along Goldstream Ave. – Route 53 53 COLWOOD / LANGFORD

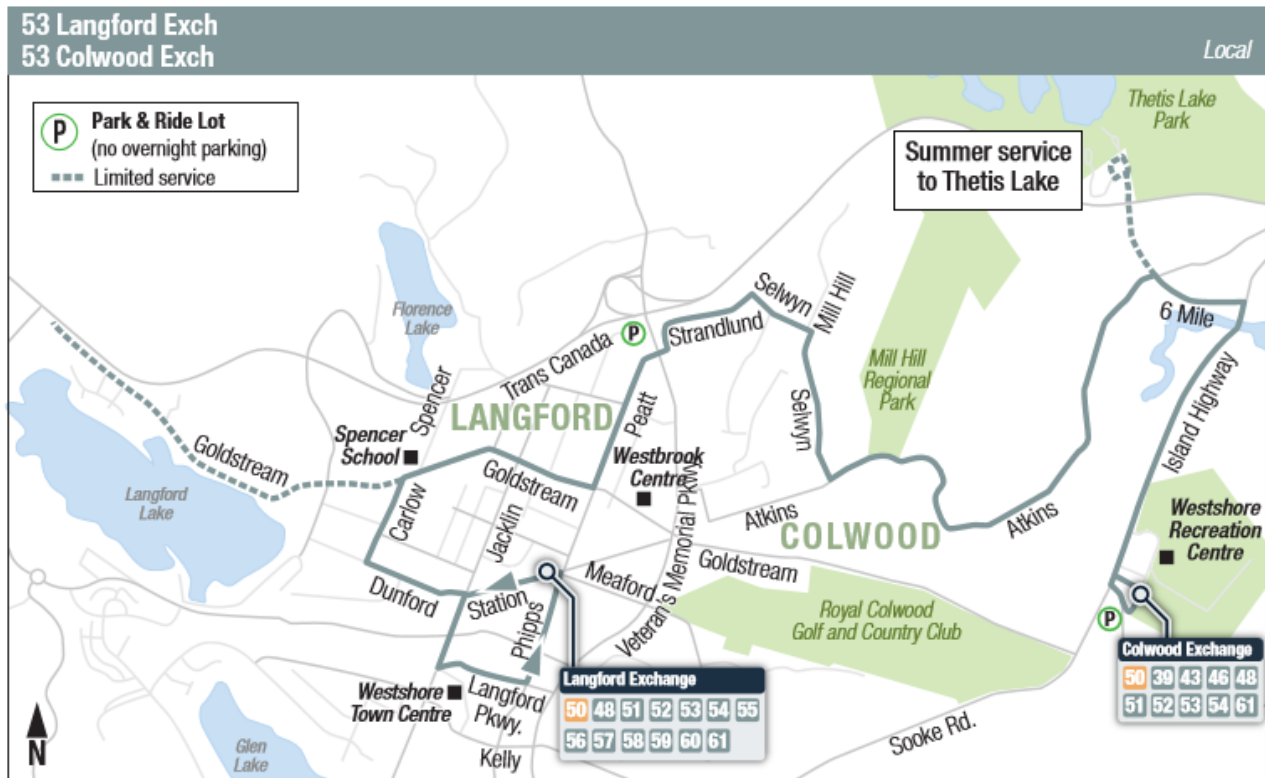
PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

- This new routing provides limited service on Goldstream west of Leigh Rd

Benefits

- Impact from this proposed change should be positive as residents along Goldstream Avenue will see an increase in service that will connect them to the Langford Exchange for access to other local and regional routes.



Service Change Details

New Service to McCallum Rd – Route 56 56 THETIS HEIGHTS / LANGFORD EXCH

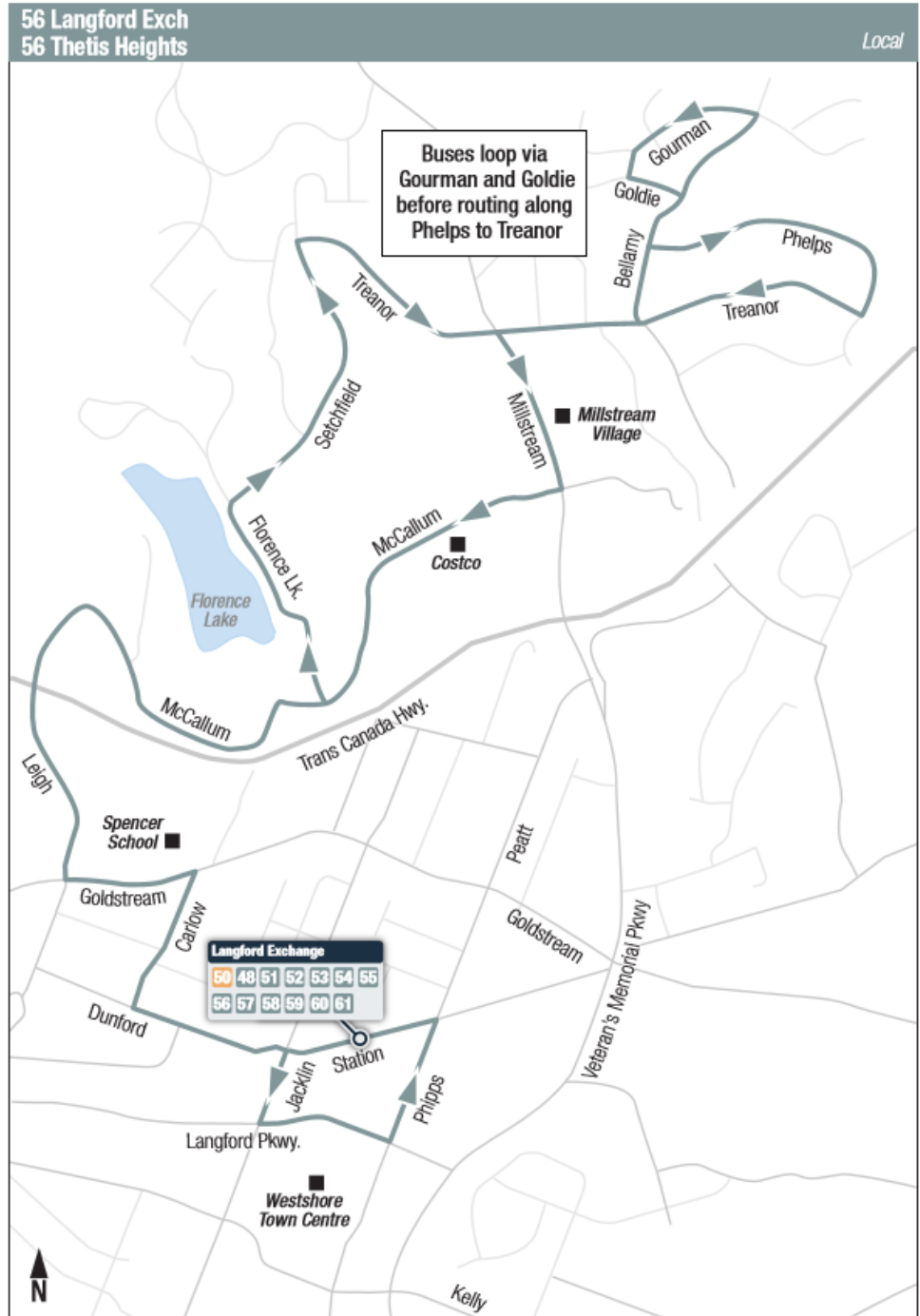
PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

- The 56 Langford Exch/Thetis Heights will route on McCallum road on the inbound trip between Millstream and Florence Lake Rd. to provide new connection to Costco and the residential buildings along McCallum.

Key Benefits to Change:

- Impact from this change should be generally positive as a new segment of McCallum will be serviced, providing a connection to the Langford Exchange.



Service Change Details

Service Revision – Route 57 57 THETIS HEIGHTS / LANGFORD EXCH

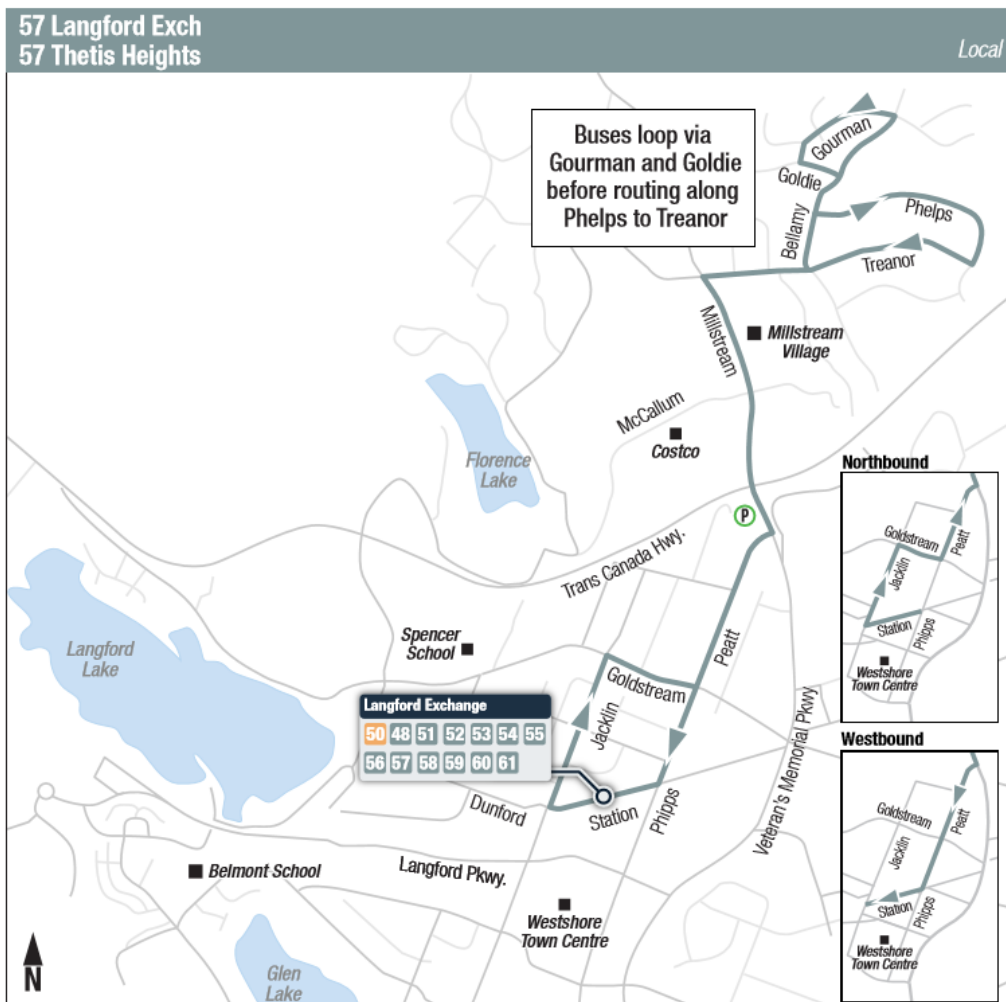
PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

- The 57 Thetis Heights/Langford Exch will no longer serve the Westhills Exchange and will terminate at the Langford Exchange. The route will continue to thru-route with the 58 Goldstream Meadows to provide a one seat ride for users travelling to the Westhills Exchange or Belmont High School.

Considerations

- There will be directional interlining between Route 57 and Route 58 in the morning and in the afternoon in order to facilitate access between Thetis Heights and Goldstream Meadows.



Service Change Details

Service Revision – Route 58 58 Goldstream Meadows

PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

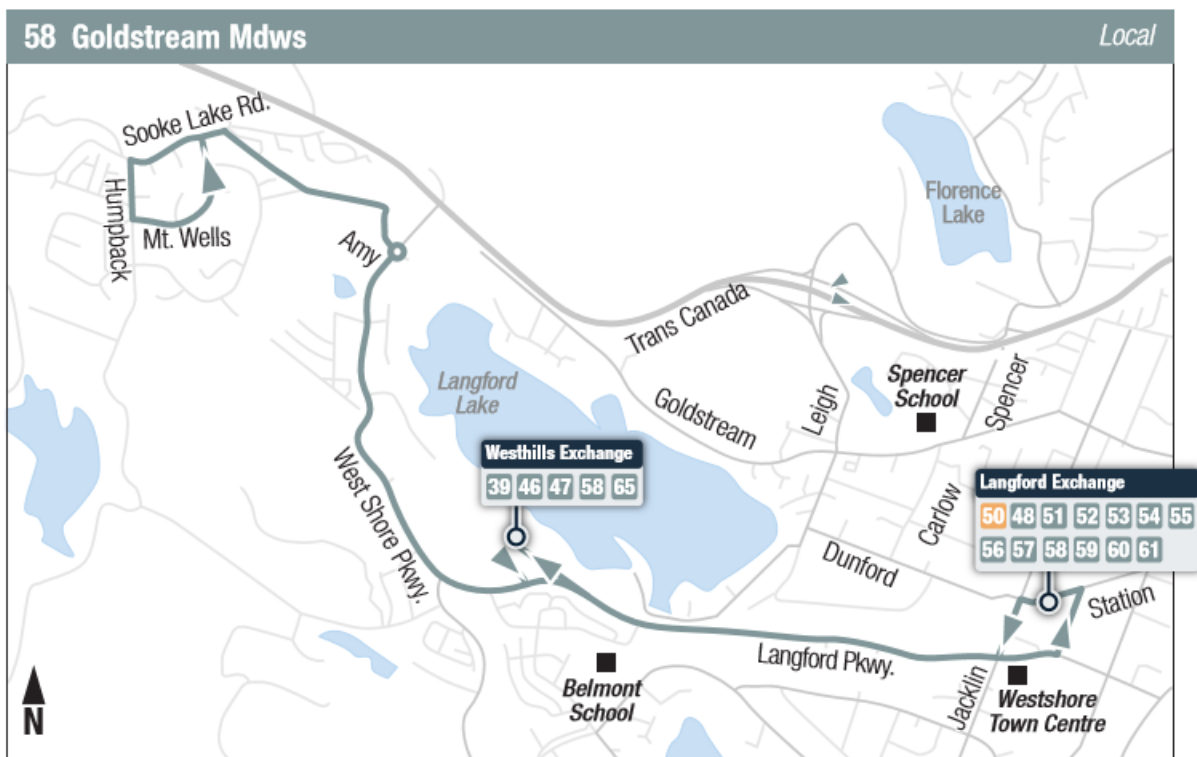
- Route 58 will service the Westhills Exchange and use the new segment of the Westshore Parkway between the Langford Parkway and Amy Rd.

Key Benefits to Change:

- Impact from this proposed change should be positive as residents of Goldstream Meadows will see new access to community destinations and amenities located in the Westhills area, and whilst residents of Thetis Heights will maintain directional access through Route 57 interlining.

Considerations:

- There will be directional interlining between Route 57 and Route 58 in the morning and in the afternoon in order to facilitate access between Thetis Heights and Goldstream Meadows.



Service Change Details

New Route – Route 65

65 Sooke / Westshills / Downtown

PROPOSED SPRING 2018 CHANGE: Effective April 9

Change Overview:

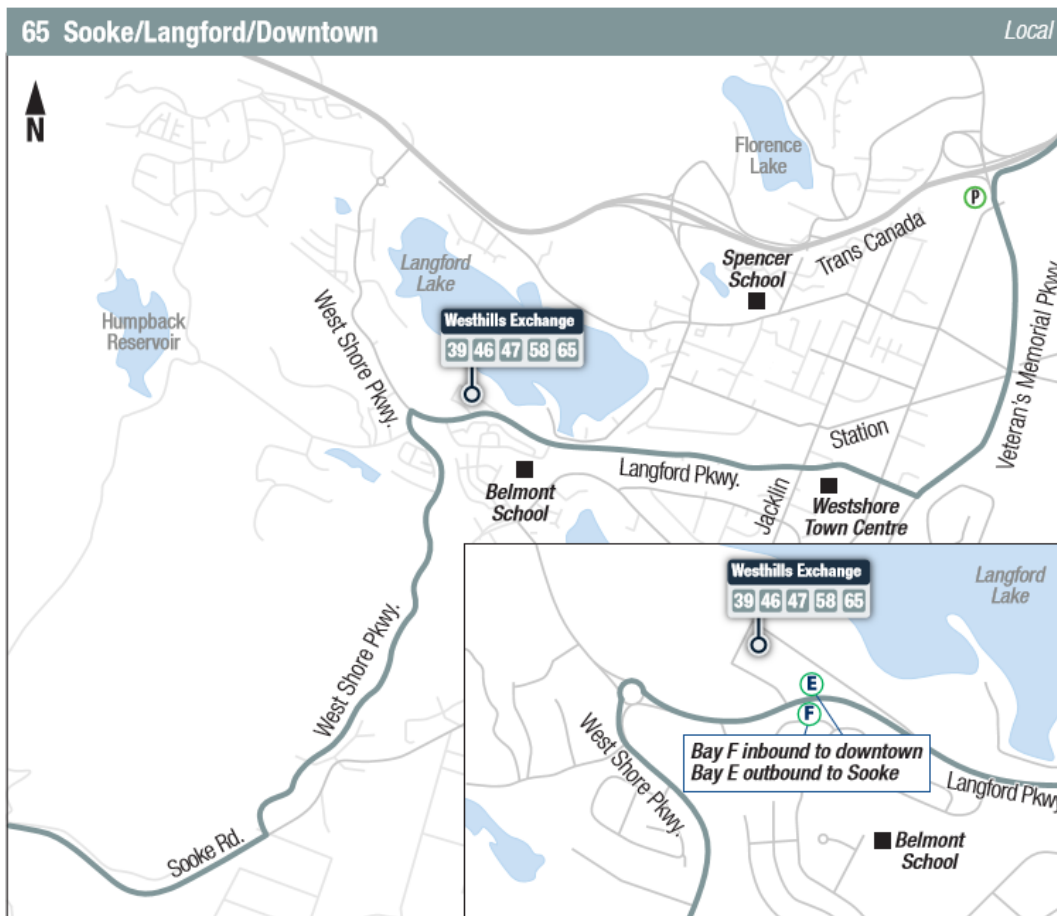
- The 65 Sooke/Westhills/Downtown will route on the new segment of the Westshore Parkway between Hwy 14 and Langford Parkway.

Key Benefits to Change:

- Provides a connection to Westhills and Downtown for residents along the Westshore Parkway.

Considerations:

- There will be some impact to customers on Hwy 14 between the Westshore Parkway and Jacklin Road as the express trips will be re-routed and these customers will have to adjust to the Route 61 trip times.



How are Service Changes Developed?

Service changes are based on:

- The system's long term [Transit Future Plan](#), recent [Victoria Regional Service Review](#) and 2017/18 Annual Service Plan.
- Recent feedback from customers, front line staff, major employers and area local governments.
- Detailed route analysis and application of the system's service design standards and route performance guidelines¹ to best match service to customer demand.

For more Information

Need help planning a trip or questions or comments about these changes? Head to <http://www.bctransit.com/regions/vic/> or call busline at 250.382.6161.

¹ See Appendix A for an excerpt.

Appendix A

Excerpt - Victoria Regional Transit Service Standards and Performance Guidelines

Minimum Service Standard

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

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

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.