

Appendix A: VRTS Service Review Workshop Summary

Workshop results:

Transit Design Standards

Overall = General support by all groups

Key themes:

- Improve land use cooperation with municipal government (i.e. Commercial opportunities at Rapid Transit Stations, density/business on RTN and FTN corridors)
- Intermodal integration (i.e. bike racks at exchanges, pedestrian friendly)
- Infrastructure needs (i.e shelters, schedule information at stops)
- Transfer/connections between network layers need to work for public

Rapid Transit Network

Overall = General support by all groups

Key themes:

- Douglas/ Hwy 1 bus lanes seen as big priority
- Westshore service supported #1
- Peninsula service supported
- Land use planning key at exchanges/stations
- Park & Rides more for both Westshore and Peninsula
- Transfers to FTN and LTNs need to be easy/efficient

Frequent and Local Transit Networks

Overall = General support by all groups

Key themes:

- Focus on market needs (i.e. demographics when considering stop spacing)
- Ensure good connections/transfers between LTN and FTN/RTN
- Improve Crosstown network
- Westshore service (i.e. better connections to DND, Ferries, UVic)
- Need to reduce travel times

Branding and Customer Ease of Use

Overall = General support by all groups

Key themes:

- Colour coding of Network service levels for buses, maps, shelters, etc
- Colour coded, stylized lines, symbols, simplified (subway like) maps
- Stop locations and major destinations on maps
- Route variations be identified by individual numbers
- Name should identify destination or route corridor
- More education for public/students, special materials for visitors/new to town
- Next bus information at stops
- Next stop announced on bus
- Improve website/trip planner, schedules at stops
- WiFi on buses
- Improve training for drivers/customer info agents on routes

Evaluation responses 29:

83% agreed to strongly agreed they had enough information to prepare

86% agreed to strongly agreed they had opportunity to share thoughts and that conversation open

96% agreed to strongly agreed their input heard and valued

89% agreed to strongly agreed the workshop process/facilitation was effective

89% agreed to strongly agreed the workshop was valuable

97% agreed to strongly agreed that similar workshops should be held in the future

Comment highlights:

Westshore

“Really great to segregate the local areas, great chance to network and hear a local voice.”

“Unfortunate that there wasn't a greater take up and better attended.”

Victoria

“Smaller groups, more time.”

“More info going in. I don't know some jargon/ terminology as BC Transit employee. Tailor talks/meets per user group.”

“More [workshops] and diversity requested.”

Sidney

“Very informative and satisfying session. Professionally carried out with a good level of information.”