

# SICAMOUS – SALMON ARM Transit Feasibility Study



July 2013



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- Columbia Shuswap Regional District
- District of Sicamous

### Document Control Sheet

Name	Position	Organization	Version	Date Completed/Received
Rebecca Newlove	Senior Transit Planner	BC Transit	Draft 1	April 19, 2013
			Draft 2	May 14, 2013
Steve Harvard	Senior Regional Transit Manager	BC Transit	Draft 1	April 19, 2013
			Draft 2	May 15, 2013
Carolyn Black	Deputy Manager Corporate Administration Services	Columbia Shuswap Regional District	Draft	May 17, 2013
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# EXECUTIVE SUMMARY

## INTRODUCTION

At the request of the Columbia Shuswap Regional District (CSRD) and the District of Sicamous, this study was conducted by BC Transit staff, with the assistance of Boulevard Transportation Group, to examine the demand for a Sicamous transit service and create options for the provision of service. Three specific service areas are given consideration:

- 1) Service within Sicamous,
- 2) service between Sicamous and the Shuswap Regional Transit System, and
- 3) service from Malakwa and/or Swansea Point to Sicamous.

The study area includes the District of Sicamous and the unincorporated areas of Swansea Point and Malakwa in Columbia Shuswap Regional District Electoral Area "E".

## COMMUNITY PROFILE

The total population of the study area is 3,230 with a high median of 50.9. The study area has a high proportion of older adults, and a low proportion of young adults and adults. Sicamous and Swansea Point are relatively compact communities, with population densities of 192 and 127 people per square kilometer, respectively, whereas Malakwa is significantly less dense with 21 people per square kilometer. While transit service is generally more feasible in higher density communities, it is nonetheless envisioned in the Official Community Plan pertaining to these communities. Incomes in Sicamous and area "E" are slightly lower than provincial average and 64% of working individuals are employed outside of the area. Private vehicles are the predominant mode of travel. Shopping needs, education, community services, some services for seniors and basic medical services are available in Sicamous. To seek post-secondary education, hospitals, medical specialist, recreation and more shopping options people must travel to Salmon Arm or further afield.

## EXISTING TRANSPORTATION OPTIONS

Existing transportation options include: roadways, walking and cycling, school bus and limited Greyhound services, a health connections bus, neighbouring public transit in Salmon Arm, Vernon and Revelstoke, taxi service in Sicamous and surrounding area, and two specialized shuttle services. The closest airport to the study area is the Kelowna International Airport. The Greyhound schedule is conducive to day trips from Sicamous to Revelstoke.

## COMMUNITY ENGAGEMENT

A public engagement exercise was conducted in February and March 2013. This consisted of an open house and a travel survey. The open house took place at the Sicamous City Hall with 30 attendees where the project team presented information and facilitated a question and answer period. The survey was distributed in paper format and online and resulted in 242 responses. Community outreach revealed that 93% of those surveyed (225 people) would possibly take transit and between 84% and 100% of those engaged through the survey or open house would support using public funds to fund transit (percentages differed between survey and open house). General travel patterns revealed in the survey are that the majority of trips of all types and frequencies are to Salmon Arm (43%, 104 responses), followed by Vernon (25%, 61 responses), Sicamous (19%, 46 responses), Kelowna (6%, 14 responses), Kamloops (4%, 10 responses) and other destinations (3%, 7 responses).

## ASSESSING POTENTIAL MARKETS FOR TRANSIT

The primary potential market is seniors in all communities within the study area. A senior-oriented day-time service connecting seniors from Sicamous to Salmon Arm and potentially from Area "E" into Sicamous would also capture some of the needs of those with a disability, youth (when school is not in session), and non-commuting young adults/adults. All other potential transit markets are low.

## GENERAL SERVICE DESIGN CONCEPTS

The study outlines a number of transit service concepts that are used when forming the service options. These include: conventional transit, custom transit, paratransit and supplementary service concepts (the latter are organized and implemented without Columbia Shuswap Regional District or BC Transit involvement.) Conventional and, therefore, custom service are inappropriate for the Sicamous, Malakwa and Swansea Point community profile given the population size and potential markets. Paratransit options and alternative service concepts were explored.

## SERVICE OPTIONS

### Option 1: Contracted Service and Vehicle

This option proposes that service delivery is contracted out to a third party carrier with a vehicle. The carrier would be contracted to provide one mid-day round trip each week between Sicamous and downtown Salmon Arm. A "bulk" rate would be negotiated with the third party carrier to provide the service. Similar to service in a regular transit vehicle, residents using the service would pay a fare on each trip.

**Option 2: Introductory Mid-day Sicamous-Salmon Arm Service.** This option is almost identical to Option 1, with the exception that the service would be run by BC Transit rather than contracted out. This service would include one mid-day round-trip each week linking Sicamous to downtown Salmon Arm. The service would operate on a fixed route and a fixed schedule through Sicamous. In Salmon Arm passengers can transfer to other routes in the Shuswap system.

**Option 3: Mid-day Sicamous-Salmon Arm Service.** This service is the same as Option 2, but it operates Monday to Saturday. As with the introductory option, this service would operate on a fixed schedule and route through Sicamous.

**Option 4: Weekday Sicamous-Salmon Arm Commuter Service.** This service is intended for Sicamous and area residents who regularly commute to Salmon Arm. It would include two one-way trips each Monday to Friday, including a trip from Sicamous to Salmon Arm in the morning and a trip from downtown Salmon Arm to Sicamous in the late afternoon/early evening. The service should follow a regular route to maintain regularity and minimize trip time. It should include a small loop through Sicamous.

**Option 5: Malakwa-Swansea Connector Service.** This service would operate using a "trip window" that identifies a window of time when residents of Malakwa can request a trip to Sicamous and then return to Malakwa. Trip windows would be organized to ensure arrival in Sicamous to connect with service to Salmon Arm. This option would not be provided as a stand-alone option but as an addition to Option 2. If no requests are made, the service would not operate.

## Option Summary

The five service options were compared based on: number of buses required, total kilometres travelled, service hours, number of rides to be provided, total revenue, total cost, local share of costs and BC Transit share of costs. This study finds that Option 1 and Option 2 are the most appropriate transit service options at this time

### Preliminary Estimated Additional Annual Impacts for Service Options\*

Service Option	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per hour
Option 1, Contracted Service & Vehicle	Costs would be identified and negotiated with the third party appointed via a Request for Proposals process.								
Option 2, Introductory Mid-day Sicamous-Salmon Arm Service	1	3,600	130	312	\$800	\$62,000	\$29,200	\$32,000	4
Option 3, Daily Mid-day Sicamous-Salmon Arm Service	1	19,900	760	1,824	\$4,600	\$106,900	\$47,000	\$55,300	4
Option 4, Weekday Sicamous-Salmon Arm Commuter Service	1	17,200	630	2,268	\$5,700	\$97,600	\$41,500	\$50,400	6
Option 5, Introductory Malakwa-Sicamous-Paratransit Service	0***	2,000	70	280	\$400	\$5,000	\$2,000	\$2,600	4

\* Based on 2012/13 budgets. Final costs may change based on final budgets and operational details.

\*\* Vehicle requirements would be confirmed by BC Transit Fleet Standards Department as part of the implementation plan should service be pursued.

\*\*\*Assumes Option 5 is combined with Option 2 and therefore uses the bus costed in Option 2.

## RECOMMENDATIONS

This study finds that Option 1: Contracted Service and Vehicle (providing one mid-day round trip each week between Sicamous and downtown Salmon Arm with door-to-door pick-ups) is the most appropriate transit service option for the Sicamous, Malakwa, Swanssea Point communities at this time given the low potential markets and high costs of providing service.

There are low potential markets and the majority of respondents (50%) said they would use transit weekly, not daily. In the open ended survey comments, a number of transit supporters said that there was little chance that they would use the service, but want the service for others in their area for reasons of improving social connection or reducing hitchhiking or carbon

emissions. It is important to note that transit providing less than 5-6 rides per hour actually has higher emissions than if the same riders were to travel by private vehicle.

The low market at Swansea Point makes transit service not feasible at this time. Service options to Revelstoke were not considered a priority given Revelstoke was only mentioned 5 times as a location of employment in the survey and was not cited as a frequent destination for other purposes. There is also existing Greyhound service to Revelstoke.

Based on costs of providing each option combined with potential transit markets, the study indicates that Option 2: Introductory Mid-day Sicamous-Salmon Arm Service would also be feasible as an alternative to Option 1. Option 5 could potentially be combined with Option 2 in the future to enable Malakwa passengers to be serviced.

However, if the community wishes to pursue transit service, Service Option 1: Contracted Service and Vehicle to provide one mid-day round trip each week between Sicamous and downtown Salmon Arm, is considered the primary option for transit service.

It is also recommended that a 1-year follow-up study is conducted to evaluate the service, assess ridership and determine if service should continue or if any changes are required.

The report also recommends that the community attempt to increase the incidence of ridesharing by promoting online tools like the Jack Bell Foundation's free matching service at: [www.ride-share.com](http://www.ride-share.com). This tool helps match potential rideshare travelers based on time and location while also protecting user privacy. The benefit to this approach is that it is organized by participants themselves and has no community cost.

## **IMPLEMENTATION CONSIDERATIONS**

The Columbia Shuswap Regional District and District of Sicamous must formally receive this report and give their approval and direction on the recommendation. Discussions regarding service operation and cost-sharing would be required with BC Transit, the City of Salmon Arm, the CSRD and the District of Sicamous. Following this, resident support and feedback should be sought to refine service design and confirm support for public spending on transit. Any expansion will be dependent upon the 2014/15 approved provincial budget, which will include all BC Transit system service expansion requests and prioritization of these requests, if required. Following funding confirmation a detailed implementation plan would be created by BC Transit in collaboration with the CSRD and the District of Sicamous.

It is recommended that the Columbia Shuswap Regional District and the District of Sicamous receive this report for information and provide comment on the recommended Option 1: Contracted Service and Vehicle and secondary Option 2: Introductory Mid-day Sicamous-Salmon Arm Service.



## 1.0 INTRODUCTION

At the request of the Columbia Shuswap Regional District (CSRD) and the District of Sicamous, this study was conducted by BC Transit staff, with the assistance of Boulevard Transportation Group, to examine the demand for a Sicamous transit service, determine the feasibility of providing this service and create options for its provision. Three specific service areas are given consideration:

1. Service within Sicamous
2. Service between Sicamous and the Shuswap Regional Transit System
3. Service from Malakwa and/or Swansea Point to Sicamous

This report presents the findings of the study and outlines service options for consideration. The service option proposals are based on background statistics provided by Statistics Canada, BC Transit financial and ridership information, input from CSRD staff, a community workshop in March 2013, a resident transportation survey, informal discussions with stakeholders, site visits by the consulting team, and comparisons with communities of similar size and density.

### Study Objectives

The primary objectives for the feasibility study are outlined below:

1. Examine the demand for transit service within Sicamous and outline options for its provision;
2. Examine the demand for transit service between Sicamous and the Shuswap Regional Transit System and outline options for its provision;
3. Examine the demand for transit service between Malakwa and Sicamous and Swansea Point and Sicamous and outline options for its provision with potential to tie into the Sicamous to Shuswap Regional Transit System service options;
4. Review existing transportation options within the communities;
5. Review demographic data to identify potential transit markets within the service areas;
6. Identify the transportation needs of the communities;
7. Develop service concepts and outlined associated costs. Service concepts will be consistent with the area's population and geographic area, based on experience in similar B.C. communities; and
8. Consider all forms of transit including vanpools, taxis, buses, and subsidies for the service concepts outlined.

### Study Area

The study area includes the District of Sicamous and the unincorporated areas of Swansea Point and Malakwa in Columbia Shuswap Regional District Electoral Area "E". See *Figure 1* Sicamous is located at the junction of Highway 1 / Highway 97a, approximately 30km northeast of Salmon Arm and 75km southwest of Revelstoke. Malakwa is located adjacent to Highway 1 and Eagle River, approximately 20km northeast of Sicamous and 55km southwest of Revelstoke. Swansea Point is located on Highway 97a and adjacent Mara Lake, approximately 10km south of Sicamous.

**Figure 1: Study Area**



\* Travel times are approximate

Image Source: Google Earth

## 2.0 COMMUNITY PROFILE

The community profile of Sicamous and surrounding area (Malakwa and Swansea Point) is useful in determining the size and characteristics of potential transit markets. This section briefly describes population and demographics, land use and development patterns as they relate to transportation, key locations where people work, attend school and run errands, and existing transportation options in an area.

### Population & Demographics

This section briefly describes demographic information from the 2011 Canadian Census, including population size and notable population statistics. The populations of Sicamous, Malakwa and Swansea Point are older than the provincial average.

#### Sicamous

- The District of Sicamous has a total population of 2,441. Population declined by 9% from 2006 to 2011.
- Sicamous has a high median age of 52.4, more than ten years above the provincial average (41.9).
- Sicamous has a high proportion of older adults with 54% over 50 years of age, versus the provincial average of only 38% over 50.
- Sicamous has a low proportion of young adults and adults with 20% of the population aged 20 to 44 versus the provincial average of 33%.
- The population of Sicamous increases significantly in summer months due to an influx of tourists and seasonal visitors.

#### Malakwa

- The unincorporated area of Malakwa has a total population of 596 people. Population declined by 4% from 2006 to 2011.
- Malakwa has a relatively high median age of 45.6, approximately four years above the provincial average (41.9).
- Malakwa has a high proportion of adults 50 to 64 years of age. 31% of Malakwa residents are 50 to 64 years of age, versus the provincial average of 22%.
- Malakwa has a low proportion of young adults with 11% of Malakwa residents aged 20 to 24 versus the provincial average of 19%.

#### Swansea Point

- The unincorporated area of Swansea Point has a population of 193 people. Population declined by 21% from 2006 to 2011.
- Swansea Point has a high median age. Median age is 54.8, approximately thirteen years above the provincial average (41.9).
- Swansea Point has a high proportion of older adults. 39% of Swansea Point residents are 60 to 79 years of age, more than double the provincial average of 18%.
- Swansea Point has a low proportion of youth and young adults. Swansea Point residents 10 to 19 years of age and 30 to 44 years of age are both approximately half of the provincial average.

## Community Land Use & Form

The density and land use planning objectives of a community are both significant factors in transit feasibility. Generally, transit service is more feasible in higher density communities.

- Sicamous and Swansea Point are relatively dense communities, with population densities of 192 and 127 people per square kilometer, respectively. Malakwa is significantly lower with 21 people per square kilometer.
- Land use planning in Sicamous falls under the jurisdiction of the District of Sicamous. The District's Official Community Plan (OCP) was updated in 2009 and calls for developing walkable neighbourhoods, expanded transportation options and development based on smart growth principles. The OCP encourages transportation planning that will reduce the use of single-occupant vehicle travel and improve pedestrian and cycling safety.
- Land use planning in Malakwa and Swansea Point falls under the jurisdiction of the Columbia Shuswap Regional District. The CSRD Area "E" OCP was developed in 2009 and addresses rural Sicamous, Swansea Point, and Malakwa. It promotes a dense, walkable village core in Malakwa and improvements to existing transportation. Transit, handyDART, vanpool, carpool and other services are envisioned between Malakwa and Sicamous, and also to Salmon Arm and Revelstoke.
- The Area "E" OCP suggests a small amount of commercial development is desirable in Swansea Point. The OCP suggests that the Highway 97A connection between Swansea Point and Sicamous is in need of repairs and that during upgrades to this portion of the highway cycling and pedestrian facilities should be upgraded.
- Cold winters and heavy snowfall make transit, paratransit and alternative transportation options especially important in winter months when other forms of transportation (walking, cycling) are extremely challenging and particularly for seniors who are not comfortable or able to drive in hazardous conditions.

## Employment

Information on employment rate, income level, place of work and typical mode of travel to work is used to determine potential transit markets in an area. In keeping with provincial trends, travel to work by private vehicle is the predominant mode.

- The unemployment rate in the Columbia-Shuswap Regional District is 7.9%. 78% of Sicamous residents that work outside the home typically drive themselves, 6% travel as passengers, 8% walk, and 5% use a bicycle. The rate of walking and cycling is high relative to other communities, likely attributed to Sicamous' small area.
- Sicamous resident's 2006 individual average income is \$22,900, less than the \$24,867 provincial average. Average household income for Sicamous is \$54,859, also less than the provincial average of \$65,787. Generally, lower income residents and families exhibit higher transit usage.
- The Area "E" Census information, which is largely comprised of Malakwa and Swansea Point, suggests that 64% of the workforce (315 people) is employed outside of Area "E" but inside the CSRD and associated municipalities. Presumably a large majority of these individuals are employed in Sicamous.

- 90% of Area "E" residents with a fixed place of work outside the home regularly travel by vehicle.

### **Community Amenities & Trip Generators**

Shopping needs, education, community services, some services for seniors and basic medical services are available in Sicamous. To seek post-secondary education, hospitals, medical specialist, recreation and more shopping options people must travel to Salmon Arm or further afield.

#### **Shopping & Service Destinations**

- Shopping and services in Sicamous are generally centered on Main Street and Finlayson Street, from Riverside Avenue to Paradise Avenue. Services include a grocery store, pharmacy, post office, credit union, retail stores, and restaurants.
- Highway-oriented services are also located on Highway 1 at the northeast of Sicamous, and include two service stations, two motels, three fast-food restaurants, and a number of smaller-scale businesses.
- Services in Malakwa include a general store and post office, as well as a highway-oriented service station and restaurant immediately southwest of Malakwa. Otherwise, Malakwa residents primarily depend on Sicamous for shopping.
- Swansea Point residents rely on shopping and services in Sicamous and elsewhere.
- Residents of Sicamous, Swansea Point and Malakwa travel to Salmon Arm for access to large-scale retail and more extensive restaurant options.

#### **Health Care**

- Sicamous has a medical clinic and health unit that provides basic medical services such as vaccinations, counseling, and care plans. A dental clinic is also located in Sicamous.
- No medical or dental services are available in Malakwa or Swansea Point.
- The nearest full-service hospital is the Shuswap Lake General Hospital in Salmon Arm (601 10th St NE), approximately 30km southwest of Sicamous.
- More extensive medical needs are met at the Vernon Jubilee Hospital, Royal Inland Hospital in Kamloops, and Kelowna General Hospital.
- The "health connections" bus operates twice weekly transporting patients to appointments in Salmon Arm, Vernon, Kamloops, and Kelowna. Details on this service are provided under Section 3.0 Existing Transportation Options.
- Shuswap Children's Association in Salmon Arm provides no-fee professional services for children with special needs.
- Salmon Arm's SAFE Society's Women's Emergency Shelter is the only shelter between Vernon and Revelstoke. Many women suffering from abuse cannot afford taxi or access family vehicle.

#### **Education**

Public education is provided to Sicamous and area residents through School District 83 (North Okanagan Shuswap).

- Parkview Elementary School is located in Sicamous and provides kindergarten to grade 7. Students are from Sicamous, Malakwa, Swansea Point, and other rural communities.

- Eagle River School is located in Sicamous and provides grade 8 to grade 12. Students are from Sicamous, Malakwa, Swansea Point, and other rural communities.
- School busing to both schools is offered to students living in Malakwa and Swansea Point.
- A small portion of students attend school in Salmon Arm or Revelstoke. No school bus service is offered for students of schools outside the catchment area.
- Public education is provided through the Sicamous Store Front and Sicamous Learning Centre. Additionally, the former Malakwa Elementary School has been repurposed as the Malakwa Learning Centre.

Post-secondary education is not available in the Sicamous area. The closest post-secondary opportunity is Okanagan College with campuses in Salmon Arm and Revelstoke. University of British Columbia-Okanagan is located in Kelowna and Thompson River University in Kamloops, both over 90 minutes travel from Sicamous.

### **Facilities for Seniors and People with a Disability**

- Three seniors housing centres are located in Sicamous; The Lodge, Eagle Valley Haven, and Eagle Valley Manor.
- The Eagle Valley Seniors Housing Society coordinates events and programming for seniors through their seniors centre.
- Legion branch #99 is located in Sicamous.
- Malakwa Community Hall and the Malakwa Learning Centre (formerly elementary school) hosts community events attended by seniors.

### **Community Facilities / Clubs**

- Eagle Valley Resource Centre is located in Sicamous and houses a variety of support programs and services, some of which include the food bank, a resource library and counseling.
- The Sicamous branch of the Okanagan Regional Library is located in the Sicamous Civic Centre on Main Street.
- Malakwa Community Hall and Malakwa Learning Centre (formerly elementary school) host a variety of community events (book depository, community meetings, etc.).
- Service clubs and community associations include the following:
  - Sicamous Lions Club
  - Eagle Valley Snowmobile Club
  - Royal Canadian Legion Br 99.

## 3.0 EXISTING TRANSPORTATION OPTIONS

This section provides a summary of the existing transportation options available to residents in Sicamous, Malakwa and Swansea Point.

### Roadways

- Roadways within Sicamous are under the jurisdiction of the District of Sicamous, excepting provincial highways which are under Ministry of Transportation and Infrastructure's (MoTI) jurisdiction.
- The Sicamous OCP calls for work with MoTI to make pedestrian and cycling improvements along the TransCanada Highway through the District.
- Roads outside Sicamous, including Malakwa and Swansea Point, are under MoTI jurisdiction.
- The Area "E" OCP calls for upgrades to Highway 97a from Swansea Point to Sicamous including pedestrian and cycling infrastructure.

### Walking and Cycling

- Sidewalks are provided on many roads in the centre of Sicamous, particularly adjacent to commercial and institutional land uses.
- Roads in Swansea Point and Malakwa are generally rural in nature with varying paved shoulder widths for walking or cycling. MoTI design standards traditionally include limited bicycle and pedestrian facilities on roadways.
- There are paved shoulders on the TransCanada Highway providing some space for cyclists and pedestrians.
- The Area "E" OCP calls for the development of a separated bicycle path connecting Malakwa and Swansea Point to Sicamous.

### Bus Service

#### School Buses

School busing is provided by School District no.83 - North Okanagan Shuswap for students from Swansea Point and Malakwa attending Parkview Elementary and Eagle Valley School in Sicamous. There are 2 school bus routes to each school in the morning and returning students home in the afternoon.

The bus fleet consists of buses seating 76-78 passengers and 1 accessible bus and there are no fees for riding the school bus. No busing is provided for area students choosing to attend schools in Salmon Arm or Revelstoke.

#### Greyhound

Greyhound is based in Calgary, AB and operates out of Sicamous (322 Finlayson St) and Salmon Arm. Daily service from Sicamous is available to Salmon Arm and Revelstoke, among other locations. Greyhound does not provide service to Malakwa or Swansea Point.

The trip between Sicamous and Salmon Arm is approximately 30 minutes and an adult one-way weekday fare is approximately \$11.00, varying by day and availability. The schedule is outlined below:

- Daily trips depart Sicamous for Salmon Arm at 12:55 a.m., 5:25 a.m., 2:05 p.m., and 7:25 p.m.
- Daily trips depart Salmon Arm for Sicamous at 1:40 a.m., 10:10 a.m., 1:55 p.m., and 9:20 p.m.

The trip between Sicamous and Revelstoke is approximately 60 minutes and an adult one-way weekday fare is approximately \$18.00, varying by day and availability. The schedule is outlined below:

- Daily trips depart Sicamous for Revelstoke at 2:05 a.m., 10:35 a.m., 2:20 p.m., and 9:40 p.m.
- Daily trips depart Revelstoke for Sicamous at 12:10 a.m., 3:55 a.m., 1:05 p.m., and 6:35 p.m.

The Greyhound schedule is conducive to day trips from Sicamous to Revelstoke, leaving Sicamous at 2:20 p.m. and returning from Revelstoke at 6:35 p.m. This service does not stop at Malakwa or Swansea Point. However, it does pass by Malakwa on Highway 1, which may present an option for future discussion with Greyhound for potential service.

The Greyhound schedule is less conducive to day trips from Sicamous to Salmon Arm as passengers would need to depart Sicamous at 2:05 p.m. but would not be able to return until 9:20 p.m., once many shops and amenities are closed.

### **Health Connections Bus**

The Health Connections bus provides transportation for medical appointments in Salmon Arm, Vernon, Kamloops, and Kelowna. This service may also be used by passengers without medical appointments should there be space available once medical appointments are prioritized. The service has capacity for 16 people and is generally full during the winter months with limited spare capacity in summer months. Approximately 90% of passengers served are those with medical appointments. Passengers must call to pre-arrange a trip and the fare is \$5.00 each direction. The bus provides service in Sicamous twice weekly as follows:

- The Tuesday trip departs Sicamous at 8:50 a.m. and arrives in Kamloops at 11:15 a.m. (via Salmon Arm at 9:30 a.m. and Sorrento at 10:00 a.m.) The return trip departs Kamloops at 3:00 p.m. through Salmon Arm at 4:40 p.m. and arrives in Sicamous at 5:10 p.m.; and
- The Wednesday trip departs Sicamous at 8:50 a.m. and arrives in Kelowna at 11:15 a.m. (via Enderby, Armstrong, and Vernon). The return trip leaves Kelowna at 3:00 p.m. and arrives in Sicamous at 5:20 p.m.

### **Public Transit**

Public transit is not currently available in Sicamous, Malakwa, and Swansea Point. The nearest public transit system is the Shuswap Regional Transit System, which provides conventional and custom transit service to the Salmon Arm area.

- The conventional system centres on Salmon Arm and includes four routes in the greater Salmon Arm area (Routes 1, 2, 3, 4) providing regular service Monday to Saturday.
- Regional routes offer service one day per week to Silver Creek (Route 10), Eagle Bay (Route 12), Sorrento (Route 13), and to Enderby (Route 11) providing a connection with the Vernon Regional Transit System.



- A one-way, one zone cash fare is \$1.50 per trip for adults, \$1.25 for students and seniors. Fare options also include a monthly pass, daily pass, 10-ticket package, and a semester pass option. Trips to rural communities are charged between \$1.75 and \$3.25.
- Demand-responsive HandyDART service is offered for people with a disability unable to use the conventional system within Salmon Arm. The fleet ranges in the type and size of vehicles used and all are accessible to people using wheelchairs or scooters.
- The system is cost shared between the City of Salmon Arm, the Columbia Shuswap Regional District and BC Transit and the operating agreement is between BC Transit and the City of Salmon Arm.
- Service does not extend to Sicamous, Swansea Point or Malakwa. The nearest route is Route 3: Canoe that operates approximately once per hour Monday-Saturday on a loop between Salmon Arm and Canoe.

Public transit is also available in Vernon and Revelstoke.

- The Vernon Regional Transit System includes eight routes centered on Greater Vernon. A number of smaller routes extend into rural areas, including the Route 60: Enderby providing four round-trips between Vernon and Enderby Monday to Saturday. The Vernon system also provides regular service to the University of British Columbia-Okanagan on Route 90: North Okanagan Connector route.
- The Revelstoke Transit System includes four routes focused in the built-up area of the City of Revelstoke. No routes extend beyond the City boundaries.

Information and schedules for all routes on each system can be found at <http://www.bctransit.com/regions/>.

### Other Transportation

- **Taxi service** is available in Sicamous and the surrounding communities. The service provider has only a single vehicle and has previously ceased service over short periods when business was slow.
- A community shuttle bus was previously operated by the Eagle Valley Community Support Society, although this service ceased operation due to lack of funding. The shuttle vehicle is currently unused.
- The Revelstoke "Stoke Shuttle" offers shuttle service between Revelstoke and the Kelowna Airport. Although targeted to Revelstoke Mountain skiers, the Malakwa Esso service station is listed as a pick-up/drop-off location. A one-way adult fare is \$85.00.
- "The Hub" operates a youth travel service to attend recreation and social events outside Sicamous, such as hockey games in Salmon Arm.
- **Kelowna International Airport** is approximately 115km (1 hour, 30 minutes) south of Sicamous and the **Kamloops Airport** is approximately 150km (1 hour, 50 minutes) east of Sicamous. Both offer regular flights to Vancouver, Calgary and other destinations.

## 4.0 COMMUNITY ENGAGEMENT

A public engagement exercise was conducted in February and March 2013. This consisted of an open house and a travel survey. The open house took place at the Sicamous City Hall with 30 attendees where the project team presented information and facilitated a question and answer period. The survey was distributed in paper format and online and resulted in 242 responses.

### Survey

A travel survey was distributed to learn more about current resident travel patterns and methods and gauge potential support for transit. A web-based version of the survey was available on BC Transit's website and a hardcopy version of the same survey was available at the Eagle Valley Community Resource Centres in Sicamous and Malakwa and at the open house. The survey was available February 18 to March 15, 2013. The survey was comprised of twenty questions designed to learn more about how residents currently travel, where and when they are travelling, and gauge their level of support for public transit service.

A total of 242 survey responses were submitted (191 respondents from Sicamous, 38 from Malakwa and 13 from Swansea Point). Responses were tabulated and have been used in the following sections to assess potential transit markets and to test future transit service options. It is important to note that while this survey provides helpful information to assist with developing transit options, the distribution method does not result in statistically valid outcomes and likely over-represents the "pro-transit" segment of the population. A survey summary is included in *Appendix A*.

The utility of the survey was also partly limited by survey design. The survey was designed with an online format in mind, but was also distributed in a paper version. 163 paper surveys were completed and 79 surveys were completed online. The majority of paper surveys were improperly answered on questions 9, 11 and 12 pertaining to transportation mode and questions 16 through 19 pertaining to potential transit usage and desired transit frequency. Therefore, for our analysis we have supplemented these results with census data, qualitative survey comments, and open house feedback.

### General Travel Patterns

Residents were asked where members of their household most commonly did their shopping, recreation, appointments and other errands. In each destination, the purpose of trips taken most frequently was mainly for groceries, other shopping and general errands. Slightly less frequent trips are also for groceries, other shopping and general errands purposes as well as recreation. Least frequent trips are generally for medical appointments (doctor and dentist), medical specialists, recreation and visits to family and friends. Shopping trips were also identified as less frequent trips, it is assumed this is shopping of a different nature (i.e. big box stores, or specialty shopping) than the more frequent shopping trips. A number of comments at the open house express concern with improving VIA Rail service and/or access.

The majority of trips outside of Sicamous of all types and frequencies are to Salmon Arm (43%, 104 responses), followed by Vernon (25%, 60 responses), Sicamous (19%, 46 responses), Kelowna (6%, 15 responses), Kamloops (4%, 10 responses) and other destinations (3%, 7 responses). Revelstoke only came up 5 times in the other category.

### Potential Transit Usage

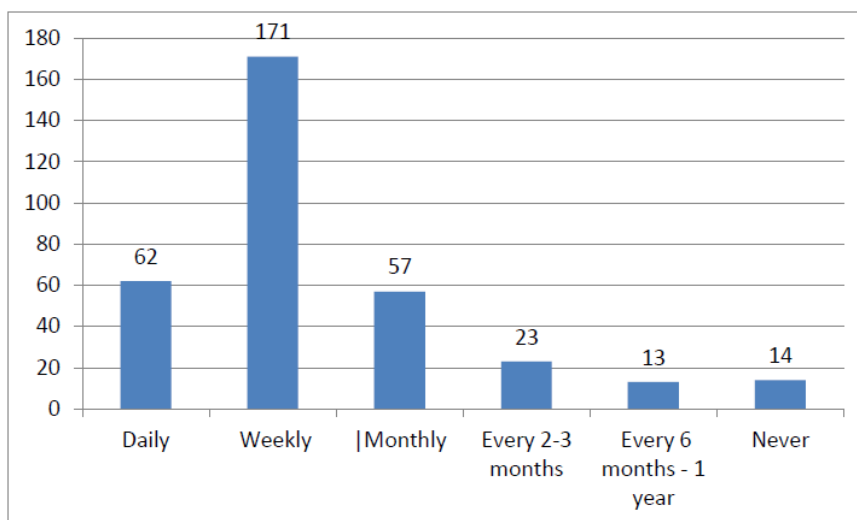
The majority of respondents indicate that they would use transit "throughout the day". There is the potential that this response is selected in hopes of securing the most possible trip options for

the community, and does not necessarily accurately reflect the amount of transit which would actually be used. The majority of respondents say that they would use transit on a weekly basis, but do not indicate how many members of the household would use transit weekly. It was noted that frequency of use will depend on cost and reliability of the transit available.

It is important to note that respondents generally gave a household level response to questions related to potential transit usage, rather than addressing the demand of **each** member of the household. Therefore, the survey questions related to potential transit usage did not provide an accurate measure of demand frequency and one must look at ridership in similar communities to determine potential transit usage (see section 7.2). However, some trends can be noted:

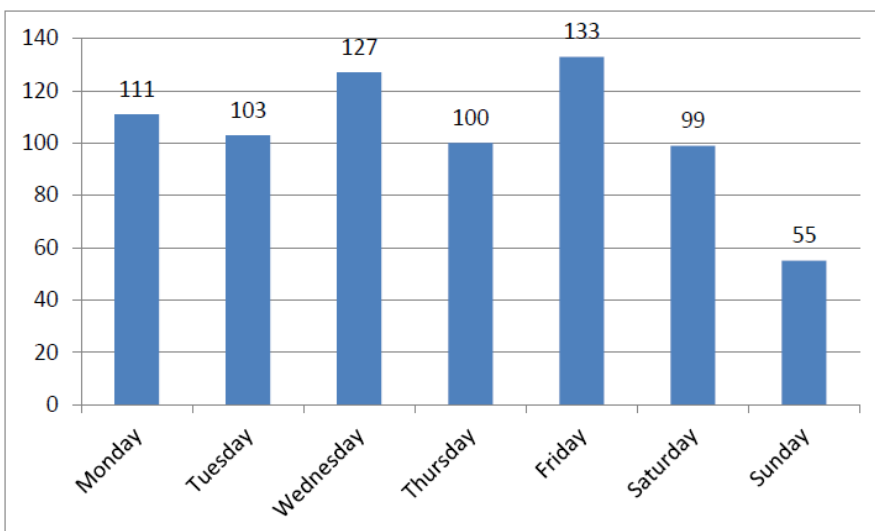
- 70% responded yes to transit, 23% maybe and 7% said they would not use transit.
- The majority of respondents (50%) said they would use transit weekly.

**Figure 2: Sample Survey Results: Potential Frequency of Transit Usage**



- Use is distributed relatively evenly throughout the week, with slightly less demand on Sunday.

**Figure 3: Sample Survey Results: Potential Use of Transit throughout the Week**



- 65% of respondents said they would prefer transit throughout the day and 28% preferred commute periods.

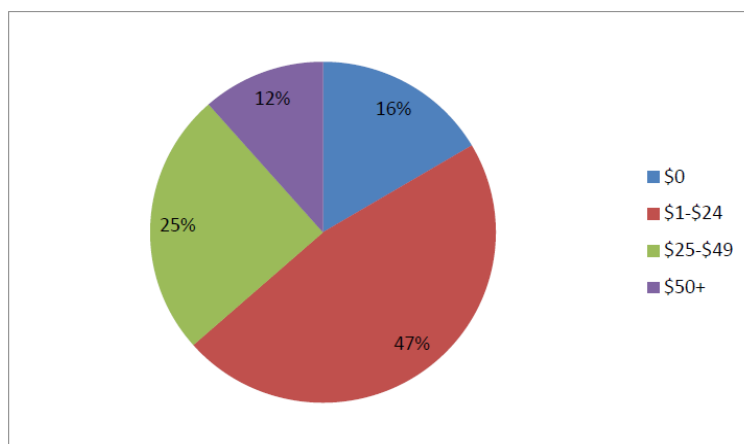
It should be noted that, in general, survey responses tend to overestimate the willingness of respondents to take transit as the responses are often based upon an assumption that the service meets the individual's specific requirements. In reality, ridership is influenced by frequency, flexibility and reliability of the service provided.

### Willingness to Fund Transit

Residents were asked the level of property tax increase they would be prepared to support in order to implement transit service. This question usually acts as a realistic measure of resident willingness to use transit, as it actually suggests a financial commitment is required.

In total, 84% of the responses indicated support for some level of property tax increase to fund transit. 47% of responses indicate support for a small increase (\$1-\$24) in annual property taxes, 25% support a moderate increase (\$25-\$49) and 12% support an increase of \$50 or more. 15% indicate they do not support the use of public funds in support of public transit. Of those who said they would not support a tax increase for transit, the most common comments were that people moving into a rural area should not expect "city" services that the transit system should be entirely user-pay, or that no one would use a transit service.

**Figure 5: Sample Survey Results: Willingness to Fund Transit through Property Taxes**



For those who support a tax increase, common comments were either from parents who want to provide their teens with more options for independent travel and recreation or from seniors who wish to continue living in the area but either do not drive or are cognizant of the fact that they may lose their ability to drive in the future.

Open house feedback from sticky notes on one of the poster boards indicated 100% support for use of public funds to support public transit. It should be noted that both survey responses and open house feedback are expected to represent the "pro transit" segment of the population, based upon past experience of similar exercises, likely suggesting a stronger support to fund transit than the broader community.

From the commentary received through the survey there appears to be a general lack of understanding that transit is funded through a combination of provincial funding, municipal contributions (i.e. through tax increase) as well as through fares. Many people made comments that this service should be paid for solely through transit fares.

A number of transit supporters said that there was little chance that they would use the service, but want the service for others in their area for reasons of improving social connection, reducing hitchhiking or reducing carbon emissions.

**Table 1: Sample Survey Results: Demand and willingness to fund transit**  
(# people in brackets)

Community	% that would use transit	% that might use transit	Property tax increase \$1-24	Property tax increase \$25-\$49	Property tax increase \$50+	No property tax increase
Swansea Point	61% (8)	31% (4)	54% (7)	8% (1)	0%	38% (5)
Malakwa	72% (27)	22% (8)	38% (14)	35% (13)	15% (6)	12% (5)
Sicamous and Other	69% (132)	23% (44)	48% (92)	24% (46)	12% (23)	16% (31)
<b>Greater Sicamous Area</b>	<b>70% (169)</b>	<b>23% (56)</b>	<b>47% (114)</b>	<b>25% (61)</b>	<b>12% (29)</b>	<b>15% (36)</b>

## Open House

An open house was hosted on Monday, March 4, 2013 from 7:00 p.m. to 9:00 p.m. at the Sicamous City Hall. A total of 30 residents attended. The open house included a series of story boards containing pertinent community background information, maps, and potential transit options. The project team gave a presentation followed by a question-and-answer session. The following is a summary of the key discussion points from the open house:

- The large seniors population see a lack of public transit to Salmon Arm as a barrier to living in Sicamous;
- Potential transit service should consider increased service in summer months in response to considerable population increase;
- There is a desire for transit from Sicamous/Malakwa to Revelstoke;
- There is desire for connections to Enderby and into the Vernon Regional Transit System; and
- 100% of those in attendance support municipal and provincial funding on public transit indicated from sticky notes on one of the open house boards.

## Additional Engagement Responses

Service expectations are highlighted in two letters received pertaining to Sicamous from the Sicamous Medical Clinic suggesting a link between Revelstoke, Malakwa, Sicamous, Salmon Arm and Enderby. The letters cite that the Health Connections Bus is not adequate due to a turn-around time of 9 hours and limitation of twice weekly access. The need to provide transit for seniors is highlighted in the survey comments in order to prevent isolation and to increase independence.

## 5.0 POTENTIAL MARKETS FOR TRANSIT

Potential transit markets are population segments and/or locations where transit service is considered based on community characteristics. Potential transit markets were assessed for Sicamous, Malakwa, and Swansea Point based on the community profiles, demographics, travel options, and community feedback.

For the purpose of this study, the size of potential transit markets are characterized as low, medium or high based on a combination of population size and potential usage.

**Low**= a small population (1-100) of the demographic group and/or trip types that are dispersed over the course of the day or the week

**Medium**= a medium population (100-300) of the demographic group and/or trip types that are somewhat concentrated over specific windows of time and with somewhat fewer destinations

**High**= a high population (300+) of the demographic group and/or well-defined and limited trip times and locations.

Potential Market:

### People with a Disability

**Overview:** People with disabilities fit into all passenger categories. They include students who need transportation to school, younger adults and adults who may need transportation to jobs or day program activities, and seniors.

#### Persons with Disabilities

In 12% of households surveyed (29 households) there is someone who requires door-to-door transportation (Sicamous and other 7% or 13 people, Malakwa 5% or 2 people, Swansea Point 7% or 1 person). In 26% of households (63 households) no one uses a mobility aid. Of those that do use a mobility aid the most common mobility aids used are a cane (21% or 51 people) and a walker (14% or 34 people).

**General Service Expectations:** In transportation terms, people with disabilities can be considered in two general categories:

- **Commuters:** Mainly student and adult passengers, commuting people with disabilities rely on transit for non-discretionary trips to work, school or adult day care programs on a regular, predictable basis. Commuters have much less flexible schedules and it is therefore harder for door-to-door style accessible service to meet their needs since only a limited number of daily trips can be scheduled in peak commuting times.
- **Discretionary Trip Makers:** Mainly adults and seniors and the more common type of need in the study area, these passengers have schedules that are less regular than commuters. These passengers tend to use transit to go to medical, dental and therapy appointments, perform shopping and personal errands, and attend social and recreational functions. Therefore, transportation needs are somewhat more flexible and often vary from day to day and from week to week.

**Potential Market for Transit Service:** In general, the potential market for people with disabilities for transit service is **low** (based on population) and **medium** (based on potential usage).

- Mid-day medical / dental appointments and shopping trips would be the prime reasons for transportation.
- The population for the area as a whole (and particularly Sicamous and Swansea Point) is already older than the Provincial average; as the population ages, the number of residents with mobility challenges will increase.

Potential Market:

## Seniors

**Overview:** Sicamous and Area “E” has a higher median age than the provincial average with 51% of the population over 50 (provincial average of 38%), and 22% over 65 (provincial average of 16%). When people between the ages of 55-64 are included in this category (as they may be early retirees), the percentage of seniors increases to 40% (976 people in Sicamous, 238 people in Malakwa and 77 people in Swansea Point). Seniors age 75 or over, who tend to take transit more than their younger counterparts, make up 9% of the area’s total population. The seniors’ population is aging and the need for transit for seniors will be significantly increasing in the short to medium term.

**General Service Expectations:** In general, seniors request consistent midday service that adequately serves shopping, social, recreational and medical / dental facilities. Trips are of a discretionary nature and often fluctuate on a daily, weekly and monthly basis. Because appointments must be made around the schedule of medical professionals, rather than around a transit schedule, flexibility is very important for seniors. Long wait times for a return trip are challenging for seniors.<sup>1</sup> Services that offer some personal attention and a chance to socialize as part of the trip tend to be better used.

**Potential Market for Transit Service:** In general, the potential seniors market for transit service is **medium** based on a combination of population and potential usage.

- Midday trips with a relatively brief (2-3 hour) turn-around time for shopping, recreation trips and medical / dental appointments would be the prime reasons for transportation.
- Travel in the early evening is also a potential need due to declining eyesight and reluctance to drive at night for some seniors. This need is exacerbated in poor weather conditions, which are common to the study area. However, this need can be harder to serve in a more rural area since it has a higher transit cost and carries fewer passengers.

Potential Market:

## Adults

**Overview:** People aged 25 to 64 make up approximately 56% of Sicamous and Area “E”’s population, which is the same as the provincial average. When people between the ages of 55 and 64 are removed from this category (since they may be early retirees and are already discussed in the seniors category above), this number drops to 39% or 951 people in Sicamous, 232 people in Malakwa and 75 people in Swansea Point.

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<sup>1</sup> According to additional engagement feedback, see Section 4.0 Community Outreach

### Location of Employment

Residents were asked the location of their usual place of work. 59% (143 responses) work in Sicamous, 21% (51 responses) in other locations, 12% (29 responses) in Salmon Arm and 11% (27 responses) in Malakwa. Those that worked elsewhere worked in locations across the province and in a number of cases also parts of Alberta. Work locations cited include: Revelstoke, Fort McMurray, Alberta, Edmonton, Enderby, Northwest Territories, the Coast, Kelowna and Kamloops. The survey data differs from the census data in that the survey shows a higher percentage of respondents working in the CSRD (70%) compared to the survey that indicates 64% (155 responses) working in the CSRD.

### Peak Travel Times

In the survey, respondents were asked to indicate the typical time of departure and return for their daily travel. Most departures occurred between 7:30 a.m. and 9:00 a.m. (44%, 107 responses) and another small peak occurred from 6:00 a.m. to 6:30 a.m. (12%, 29 responses). Return times varied greatly. There were a high number of respondents that selected they usually returned at miscellaneous unspecified times (18%, 44 responses). 66% of respondents (160 responses) indicated that they returned home between the large window of 3:00 p.m. and 5:30 p.m. The “other” category is interpreted to represent various mid-day errand and appointment trips. There were no strong trends in departure or arrival times. There were some differences within Sicamous and the rest of Area “E”:

**Table 2: Sample Survey Results: Departure and Arrival Times**

Location	Departure	Arrival
Malakwa	6-6:30, 7:30-8 and Other	Other, 3:30-4:00
Swansea Point	Other, between 9:30 and 10:30a.m	3:00-3:30pm, 5:00-5:30p.m.
Sicamous/Other	7:30-9:00 and Other	4:30-5:00 is slightly higher, but much variation

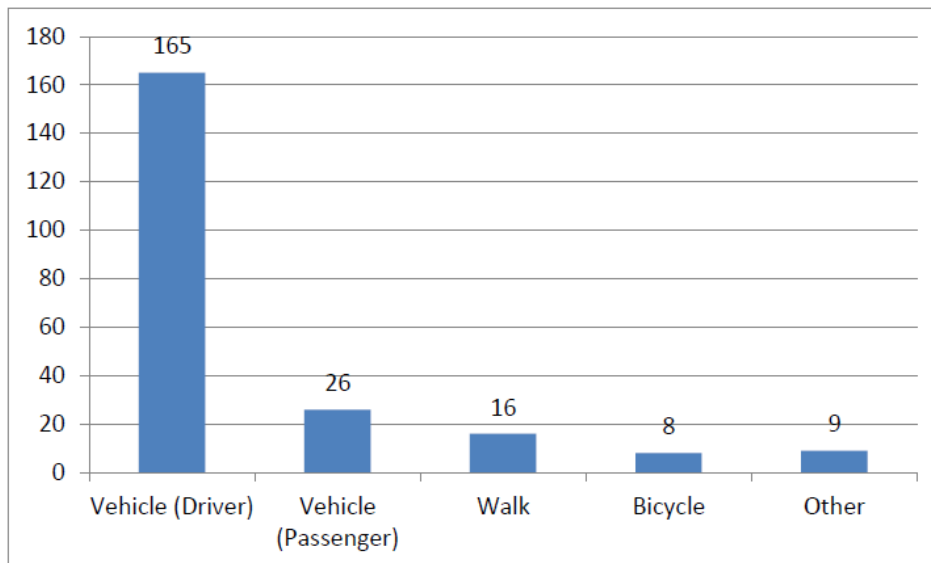
### Travel Mode

For respondents who work outside of the home, the majority drive to work (74%, 165 people) and 12% (26 people) travel to work as a passenger in a private vehicle. This is lower than the census data which indicates that 78% of individuals working outside of the home drive to work. However, our survey indicated a higher percentage of shared driving (12% passengers whereas census indicates only 6% as passengers).

For those at home during the day, driving is the most popular travel mode (48%, 161 responses). However, a significant number of people who are home during the day, travel by walking (22%, 64 responses) or as a vehicle passenger (19%, 64 responses). Throughout Sicamous and Area “E”, households have 0.8 cars per household on average. A few people noted that they could get rid of 1 car if transit were available.



**Figure 6: Sample Survey Results. Mode of Travel for Those Who Work Full-Time Outside of the Home**



### Summary

In general, members of this group are more likely to be financially stable and most likely to own a private automobile. Transit passengers in this group are normally split into two:

- **Captive adult riders:** those who do not own or have regular access to a private vehicle, often for economic reasons. These passengers have similar transit needs to working young adults.
- **Choice adult riders:** those who have access to (or could have access to) a private automobile, but choose to use transit for economic, environmental, social or health reasons. Members of this group are typically regular commuters and expect service that rivals the convenience and travel time of an automobile.

### General Service Expectations:

- The commuters of this group expect direct service, timed to meet key connections and common work start and end times.
- Adults with less rigid schedules require service similar to younger adult riders.

**Potential Market for Transit Service:** The likelihood of travel by private vehicle rather than transit is very high in Sicamous and Area “E” given that 21% of the working population works in disparate areas, often outside of the region and a high percentage of respondents work within Sicamous (59%, 143 responses). For those residing and working within Sicamous, it is unlikely that transit would be required given the area’s small size and density. However, there may be a moderate working population commuting between Malakwa and Sicamous. Only 12% of respondents (29 responses) indicated that they worked within Salmon Arm, which significantly reduces the potential commuter market between Sicamous and Salmon Arm. In addition, the range of trip departure and arrival times for respondents further reduces the potential commuter market.

Therefore, the potential adult market for transit service between Sicamous and Salmon Arm and Swansea Point and Sicamous is considered to be **low** (based on a combination

of population size, employment location, trip times and usage). The potential adult market for transit service between Malakwa and Sicamous is considered to be **low to medium** (based on a combination of population size, employment location, trip times and usage).

Potential Market:

## School Students / Youth

### Location of Education

**Overview:** According to census data, school-aged youth between the ages of 5 and 19 make up approximately 14% of Electoral Area “E”’s population. Of these, youth in the more independent ages of 15 to 19 make up 6% of the total area population. This would equate to 146 people in Sicamous, 35 in Malakwa and 11 in Swansea Point (194 people out of 3,230). According to survey data, 0.2 people per household attend school full-time for a total of 17% of respondents and their household members (Swansea 11%, Malakwa 19%, Sicamous and other 17%), which is slightly higher than census data. 78% attend school in Sicamous, 13% in Salmon Arm and 9% in other locations.

Youth tend to be a captive transit market with limited transportation alternatives. Cycling and various pedestrian activities (walking, skateboarding, etc.) represent the main means of autonomous transportation.

For those who attend school, the majority are passengers in a vehicle (35%), 27% walk, 19% drive themselves, 10% take the school bus and 6% cycle.

### General Service Expectations:

- In general, the primary reason youth use transit is to commute to/from school. In more rural areas such as Area “E” where the School District provides school transportation for those attending school in Sicamous, one of the more common transit uses is for travel to and from other activities before or after school.<sup>2</sup>
- Youth attending school in Salmon Arm, Revelstoke or to the Malakwa Learning Academy do not currently have any travel options aside from a private vehicle.
- When not in school, the youth market group tends to use transit to go to part-time work or volunteer jobs, shopping, and social and recreational activities.
- School students and youth would have their needs best met by a transit system which offers direct trips between residential areas and schools, which aligns with school start and end times (in cases where no school bus service is provided), and which offers access to recreation and shopping facilities in the late afternoons and on Saturdays.

**Potential Market for Transit Service:** In general, the potential youth market for transit service is **low** (based on population) **to medium** (based on potential usage).

- The fact that most youth go to Sicamous, Salmon Arm and Vernon for social, recreational and work opportunities indicates a demand for transit albeit from a small population base.

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<sup>2</sup> Activities can be formal (school-based extracurricular activities) or informal (hanging out with friends, shopping, etc.)

- A late afternoon commuter trip between Sicamous and Salmon Arm and some midday Saturday service would be an appropriate level to build independent youth travel.
- Similarly, implementing trips that correspond with the Friday night “movie bus” service might be a good starting point for area youth. However, this service may be too costly to implement.

Potential Market:

### Younger Adults / College Students

**Overview:** Approximately 4% of Sicamous and surrounding area population (129 people) are adults between the ages of 20 and 24, about two thirds of the provincial average. This group of younger adults may be working or looking for work, may have started families, and may be attending a post-secondary or technical institution. Unlike youth, captive young adult riders have a greater tendency to take midday trips to perform personal errands or shop.

#### General Service Expectations:

- Service needs for college students are nearly identical to those of school students. Transit schedules need to correspond to the majority of class start and end times and transit must pass close to learning facilities. However, midday service to these facilities is also necessary since not all college students attend school full-time and not all courses have the same class schedules.
- Younger adults have similar needs to commuters in general, but they may also work part-time or in jobs without standard hours or shifts. This lack of regularity makes midday service more important. For reasons of better health and less insurance coverage, this passenger group tends to make fewer medical/dental related trips.

**Potential Market for Transit Service:** In general, the potential younger adult and youth market for transit service is **low** (based on population and usage).

- Currently, students who commute daily to/from Okanagan College, UBC in Kelowna or TRU in Kamloops likely either own a vehicle (if living at home in Sicamous, Malakwa or Swansea Point) or rent other accommodation closer to school. Varying class schedules and infrequency/ prohibitive cost of the existing Greyhound service make BC travel from Sicamous and surrounding area to post-secondary classes challenging, if not impossible.
- Other young adults not going to school may benefit from the same services targeted to meet the needs of other potential markets.
- A departing and returning commuter trip to Salmon Arm during summer months would allow youth living at home in the Sicamous area to seek summer jobs in other areas.

Potential Market:

### Tourists & Seasonal Residents

**Overview:** Anecdotal evidence suggests that there is an influx of approximately 10,000 tourists to the greater Sicamous area during the summer months (July and August).

#### General Service Expectations:

- A limited number of tourists might consider accessing transit to arrive in Sicamous at the beginning of their vacation and leave at the end of their vacation.
- There may be limited interest from tourists in a service between Sicamous and Salmon Arm for a day trip or to run errands.

**Potential Market for Transit Service:** The potential tourist market for transit is **low** based on usage and surrounding population base.

- It is expected that a high proportion of tourists and seasonal residents will travel to Sicamous using a private automobile.

### **Potential Markets: Conclusions**

- Seniors and non-commuter adults represent the best potential markets for transit (medium), primarily between Sicamous and Salmon Arm. All other potential markets are deemed low.
- The primary focus for transit service should be providing mobility for seniors within Sicamous and between Sicamous and Salmon Arm. A senior-oriented service will also address day-time medical and errand/shopping trips for people with a disability, youth (when school is not in session), and non-commuting young adults/adults.
- There is insufficient population base and indicated demand to consider weekday service from Sicamous to Salmon Arm targeting working commuters and students attending secondary or post-secondary school in Salmon Arm during working hours.
- School-aged children are well accommodated on buses into Sicamous, although some children attend school in Salmon Arm and could benefit from transit service. A weekend service to Salmon Arm would appeal to youth. However, there is insufficient population base and anticipated usage to consider weekend service to Salmon Arm.
- Malakwa has a number of potential day-time transit users seeking connections to Sicamous and potentially Salmon Arm (or Revelstoke). Malakwa also has a need for consistent service into Sicamous for school children. Commuters between Malakwa and Sicamous represent a potential market for transit but there is no trend in commuter times, which limits this market. This service would be required daily and encompass the associated costs.
- Swansea Point has an older population who may value mid-day service for medical, shopping/errand trips to Sicamous and/or Salmon Arm. However there is insufficient population base and expected demand to consider connecting service.
- An evening service and weekend service to and from Salmon Arm would enable seniors, youth and some adults to better participate in the community and access jobs and recreation. Adults with vehicles may choose to use this service for frequent shopping trips instead of their own vehicles. However, weekend service can be more expensive to operate and generally receives lower ridership. This would be deemed unfeasible given the potential market is already low.
- There may be limited summer demand from the influx of tourists/seasonal residents for a daytime service into Salmon Arm to run errands or for a day trip. This market is difficult to meet since service would only be used during a two month time frame.
- 85% of area respondents to a residential transportation survey stated they would support some level of taxation increase to implement transit.

## 6.0 GENERAL SERVICE CONCEPTS

There are several service types provided by BC Transit. These include:

- **Conventional Transit** – regularly schedule, fixed-route service operating according to published route maps and timetables.
- **Custom Transit** – a door-to-door transit service for those persons whose physical disability prevents them from being able to use a conventional transit service. Custom service is only provided to systems with an existing conventional service. Custom service may be supported by such programs as Taxi Supplement and Taxi Saver<sup>3</sup>.
- **Paratransit Style Service** – a class of transit offering a more flexible service than conventional fixed-route transit. It includes systems such as flex-route and on-demand service.

Conventional and, therefore, custom service are inappropriate for the Sicamous, Malakwa and Swansea Point community profile given the population size and potential markets (more information is provided on these types of service in Appendix B).

However, paratransit service concepts have been explored in more detail below to determine if they are appropriate for service between Sicamous, Malakwa, Swansea Point and Salmon Arm. In addition, information on several non-BC Transit services that are often more suitable transportation options for small rural communities has been provided.

### Paratransit Service Concepts

Paratransit uses a standard transit vehicle or vehicles to provide a more flexible service than conventional fixed-route transit that is often more appropriate to meet the specific needs of smaller communities.

Encompassing a range of service types, paratransit services can include everything from door-to-door, demand responsive services for people with disabilities, to buses serving stops on fixed routes and schedules. It may also include many other mixtures and hybrids of these. In most cases, funding partners would be directly responsible for paratransit vehicle lease, insurance and maintenance costs. As with conventional transit, paratransit services use an accessible transit vehicle provided by BC Transit and are usually operated by contracted private operating companies or local governments contracted to provide that function.

Paratransit service is divided into two basic types:

**On-demand** paratransit provides door-to-door service only when passengers request service. Dispatchers work to group similar trips together and have a specified number of service hours within each day to allocate trips.

**Scheduled** paratransit operates on a fixed schedule on a designated route with trips occurring at a predictable time each day. Trips operate regardless of the number of passengers on them. The service may use bus stops in more populated areas or may use flag stops<sup>4</sup> in more rural areas.

Between these two basic types are some hybrid options that are applicable for Sicamous, Malakwa, and Swansea Point.

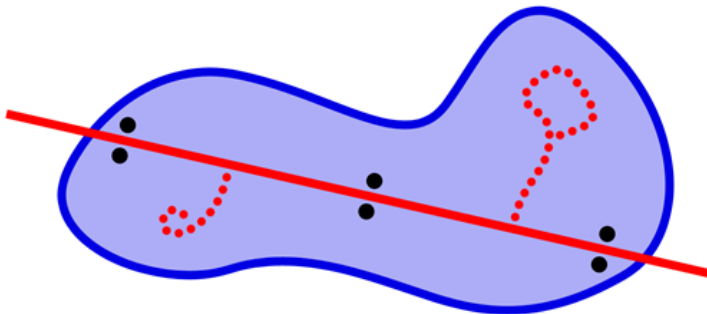
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<sup>3</sup> More information is provided in Appendix B

<sup>4</sup> A “flag stop” is when passengers wait on the bus route at safe pull off locations—such as group mail box areas—and wave at the approaching driver to stop. To get off the bus, passengers request a stop from their driver.

**Flexible Transit** or **Flex-Routed Transit**, illustrated in Figure 7, is a hybrid between on-demand paratransit and scheduled paratransit by building extra time into scheduled trips. This extra time enables the bus to go off route to provide door-to-door pick up or drop off for people with disabilities who would not otherwise be able to walk to the route.

**Figure 7: Illustration of a Flex-Routed Transit System**



The benefit to this model is that it provides the predictability of scheduled service for the general population while also being able to provide a higher level of access and care to those who need it. A potential challenge is that it needs careful attention to schedule development and dispatching to work best. It is easier to do well on mid-day trips rather than mixed with peak-period commuter trips.

An example of a flex-route service is route 22 between Peachland and Westbank in the Central Okanagan (Figure 8). The route follows Highway 97 and parallel roads along the waterfront, where the downtown commercial area and much of the population are located. The flex-route bus will deviate anywhere within the municipal boundaries, as illustrated in Figure 5, which can mean a deviation of more than a kilometre from the designated route. The schedule incorporates an additional 15 minutes for each round trip or run to allow sufficient time for route deviations. In practice, if someone has scheduled a pick-up or drop-off requiring a large deviation, and someone else requests another large deviation on the same run, the second person will be asked to travel on an earlier or a later run, to avoid two large deviations on the same run.

**Figure 8: Example of a Flex-Routed System in Peachland**

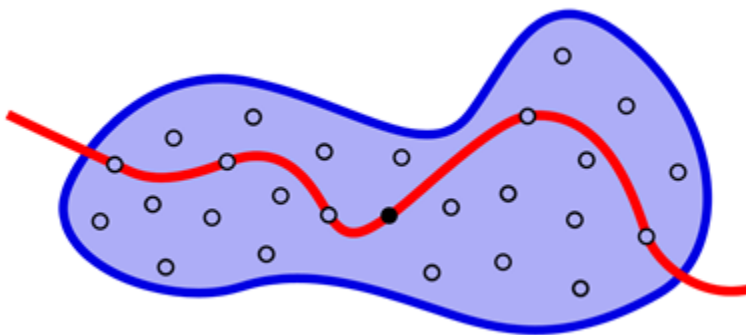


**On-Demand Service Using Trip Windows** is another hybrid (Figure 9). In this case, trip window times (say 10:00am to 11:00am, 2:00pm to 3:00pm, etc.) are published for transit users

rather than a fixed route and schedule. People wanting to use transit—including both people with disabilities and general users—call dispatch and indicate during which trip window they would like to travel. The dispatcher then provides the caller with an estimated pick-up and drop-off time. The bus provides door-to-door service for all pre-booked passengers during that trip window, shaping its route in the most efficient way. If no one requests service, the trip during that window does not operate and/or the transit vehicle can be allocated elsewhere.

The key benefit of this style of service is that it is the most efficient way of providing service to people with a disability and others in a rural setting. It groups similar trips together and ensures that the bus doesn't travel further than it needs to. The challenge is that it can be harder to mix with commuter needs and can provide less predictability and autonomy for general users. Transit services in two rural electoral areas outside of Comox use this style of service<sup>5</sup>.

**Figure 9: On-Demand Service Using Trip Window**



### Alternative Service Options

In addition to the concepts identified above, alternative service options can sometimes be more appropriate for rural communities and could be implemented with or without involvement and funding from the CSRD, District of Sicamous or BC Transit.

#### Contracted Service & Vehicle

For this option, service delivery is contracted out to a third party carrier with a vehicle. This third party could be a taxi company or could be a non-profit organization or community group with a vehicle. This carrier would be contracted to provide either scheduled trips on a specific day or days per week or using a “trip window” method whereby door-to-door pick-ups or drop offs to an area would be available for specific periods of time and would not operate if there was no demand.

A “bulk” rate is negotiated with the third party carrier to provide the service. Terms of service are developed to ensure the service is consistent and kept to an appropriate standard. Similar to service in a regular transit vehicle, residents using the service would pay a fare on each trip, the level of which would be determined by the local funding partner(s).

Some examples of this type of service in other BC Transit communities include:

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<sup>5</sup> Refer to BC Transit website for information: [www.transitbc.com/regions/com/schedules/community\\_bus.cfm](http://www.transitbc.com/regions/com/schedules/community_bus.cfm)

- **Pemberton Paratransit**, where a taxi operator provides seven scheduled round trips per day between Lil'wat First Nation communities and the Village of Pemberton using private vehicles. (See: [www.transitbc.com/regions/whi/schedules/schedule.cfm?line=100&](http://www.transitbc.com/regions/whi/schedules/schedule.cfm?line=100&))
- **Central Fraser Valley Transit**, where taxis are used to provide shared-ride service within Mission to transport pre-booked passengers to the train station to meet very early West Coast Express trips that occur prior to the start-up of regular service on the transit system. (See: [www.transitbc.com/regions/cfv/schedules/wce.cfm](http://www.transitbc.com/regions/cfv/schedules/wce.cfm))

The key benefit of providing this type of service is that vehicle-related responsibilities (leases, insurance, or maintenance) are assumed by a third party operator, not CSRD or BC Transit. In addition, "down time" between trips or poor utilization does not impact transit financial viability. Further, if a smaller vehicle (such as a taxi) provides the service, this can be more appropriate if the anticipated ridership is low and has a more positive impact on reducing Green House Gas Emissions<sup>6</sup>. Depending upon the negotiated contract, this can provide a low risk, lower cost option to support residents without access to a private vehicle.

However, it is difficult to monitor and control quality and customer service and there is limited control over whether the vehicle is accessible. There may also be issues with consistent integration with other potential transit options. Should the service be well used and ridership be significant, it would then become more efficient to explore a paratransit style service.

### **Vanpools**

A vanpool is a group of up to 15 commuters who travel to the same destination at the same time each day. The group travels in a van provided by a transit agency or other organization, and each person in the group (sometimes with the exception of the driver) pays a monthly fare calculated based on the distance travelled and the costs of operating the van. Vanpools applicable conditions include:

- Longer-distance trips of at least 25km and 30 minutes travel time each way;
- Regular commute trips such as work and post-secondary school;
- Trips that are made at the same time each day; and
- Trips to destinations with a large number of persons, such as downtowns, hospitals, post-secondary institutions, and business parks.

Jack Bell Rideshare is an example of a vanpool program that operates throughout the province.

Vanpools use eight-passenger minivans purchased by Jack Bell Rideshare and operated by a designated vanpool driver. All passengers except the driver pay a monthly fare calculated to recover capital and operating costs. Seven persons is the minimum number required to start a vanpool, although a vanpool can be started with only six persons if the group is prepared to pay for the empty seat until a seventh person can be found. It should be noted that BC Transit no longer provides funding for vanpool programs.

### **Ridesharing**

Ridesharing or carpooling refers to cases where people coordinate trips together using a private vehicle owned by one of the participants. Likely a number of informal rideshares are already

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<sup>6</sup> As a general estimation, on average it requires greater than 5 or 6 rides per hour in a BC Transit bus to off-set the Green House Gas emissions produced by a single driver in a private automobile.



organized by Sicamous residents. The community could increase the incidence of ridesharing by promoting online tools like the Jack Bell Foundation's free matching service at: [www.ride-share.com](http://www.ride-share.com). Easy to use, this tool helps match potential rideshare travelers based on time and location while also protecting user privacy. The benefit to this approach is that it is organized by participants themselves and has no community cost. A drawback is that it is more useful for regular commuters rather than non-commuters (i.e. seniors, youth) whose travel time may vary by day.

### **Volunteer Network**

A volunteer transportation network is a transportation concept that has worked well in the Mt. Waddington Regional District in the Port Hardy / Port McNeil area<sup>7</sup>. Through the network anyone who is a resident within the Regional District and does not own or have access to transportation (due to a permanent or temporary disability or socio-economic reasons) may register with or be referred to the program. Trips are booked by calling the Mount Waddington Community Services Society who coordinates the service. Volunteer drivers use their own private vehicles to deliver the service. Passengers using the service (or families or referring agencies on their behalf) provide a donation to the network for each trip.

A similar service was formerly available in the Sicamous area, operated by the Eagle Valley Community Support Society. The Eagle Valley Community Support Society felt that this was a very valuable service and people in Malakwa felt that they have been negatively impacted since this service ceased. This service ceased operation due to lack of funding.

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<sup>7</sup> Refer to BC Transit website for information: [www.transitbc.com/regions/mtw/accessible/family\\_of\\_services.cfm](http://www.transitbc.com/regions/mtw/accessible/family_of_services.cfm)

## 7.0 SERVICE OPTIONS

Service options are presented in this section that are specific to Sicamous, Malakwa, and Swansea Point, and address the potential transit markets identified in *Section 5.0*. The service description for each option identifies the following:

- **Service Hours** - Estimated number of annual hours buses will be utilized based on the time to complete one round-trip and any recovery time or "dead heading".
- **Ridership** - Estimated annual ridership based on ridership levels on routes in other, similar transit systems.
- **Passenger Revenue** - Expected revenue generated based on estimated annual ridership and passenger fares at existing Shuswap system rates.
- **Vehicle Requirements** - Estimated number of vehicles required to operate the service option, with consideration for potential to utilize under-used vehicles in Shuswap system.
- **Expected Cost** - Expected annual cost based on a standardized operating cost per service hour and estimated vehicle costs, off-set by passenger revenue.
- **Cost Share** - Expected share of overall costs funded locally versus provincially based on an assumed 43.31% (local) and 56.69% (provincial) split. Share of local cost between the District of Sicamous and CSRD (and potentially other funders) would be determined locally.

Service options are presented in this section for transit service within Sicamous, between Malakwa, and Sicamous, and between Sicamous and the Shuswap system. Residents (particularly from Malakwa) noted an interest in transit service between Sicamous/Malakwa and Revelstoke. However, given that potential markets for transit service are deemed to be low (medium for seniors) and that engagement responses primarily indicated that Salmon Arm was the main destination point for services, transit service between these communities is not considered a priority. Currently, a daily greyhound service exists between Sicamous and Revelstoke, currently passing Malakwa on Highway 1. Should interest in transportation between Malakwa and Revelstoke continue, the CSRD could approach Greyhound regarding an additional stop at Malakwa.

Based upon the community profile and potential transit market it is considered that there is insufficient population base and expected demand within Swansea Point to warrant transit service.

### Service in Comparable Communities

Service in comparable communities is characterized by between one and three different bus routes, potentially supplemented by some form of on-request transit service. In the case of a single route service, transit service operates throughout the week and throughout the day. In the case of multiple routes, different routes operate on different days of the week, with service a few times per day. Often, one route is a local route and other routes alternate between connecting the central community to different outlying communities or popular destinations. Additional information is provided within Appendix C.

### Service Option 1: Contracted Service and Vehicle

This option proposes that service delivery is contracted out to a third party carrier with a vehicle. This third party could be a taxi company or could be a non-profit organization or community group with a vehicle based out of either Sicamous or Salmon Arm. Consideration

could be given to using the former Eagle Valley Community Support Society shuttle bus and operator (currently unused), "The Hub" shuttle bus and operator or the local taxi company. This would eliminate the need for a new vehicle, a spare capacity vehicle and significantly reduce costs. The carrier would be contracted to provide one mid-day round trip each week between Sicamous and downtown Salmon Arm.

Door-to-door pick-ups would be provided, requiring that passengers book their trip at a minimum the day before to allow the driver to select an appropriate route. If no one requested a ride, the service would not operate on that day. The trip time is approximately 30 minutes to downtown Salmon Arm, where passengers could transfer to other routes in the Shuswap system. There is the potential that connecting trips between Malakwa and Sicamous may also be included. Discussions may also include the potential for commuter service between Malakwa and Sicamous.

A "bulk" rate would be negotiated with the third party carrier to provide the service. Terms of service should be developed to ensure the service is consistent and kept to an appropriate standard. Similar to service in a regular transit vehicle, residents using the service would pay a fare on each trip, the level of which would be determined by the CSRD and the District of Sicamous.

#### Pros:

- Vehicle-related responsibilities (leases, insurance, or maintenance) are assumed by a third party operator, not CSRD or BC Transit;
- "Down time" between trips or poor utilization does not impact CSRD/BC Transit financial viability;
- A low risk, low cost option to support residents without access to a private vehicle; and
- Service style is appropriate for the estimated low ridership.

#### Cons:

- A suitable third party carrier will need to be identified through a Request for Proposal process. The service will not be viable if there is no suitable third party carrier.
- Difficult to monitor and control quality and customer service;
- Limited control over vehicle accessibility to people using wheelchairs and scooters; and
- Possible issues with consistent integration with other potential transit options.

### **Service Option 2: Introductory Mid-day Sicamous-Salmon Arm Service**

Option 2 outlines an introductory paratransit service, which would include one mid-day round-trip each week between Sicamous and downtown Salmon Arm. The service would operate on a fixed route and a fixed schedule through Sicamous. Suggested routing through Sicamous is identified in Appendix D. The trip time is approximately 30 minutes from Sicamous to downtown Salmon Arm, where passengers can transfer to other routes in the Shuswap system. This service would appeal mainly to senior residents of Sicamous or non-commuting adults with limited access to a private vehicle.

The costs for providing this service would include the operating costs (associated with necessary service hours) and vehicle lease fee costs. BC Transit requires 1 spare vehicle (a spare ratio of 33%) for a transit system with a fleet size between 1 and 3 buses. For a larger transit system with fleet size of between 4 and 8 buses, 2 spare vehicles (a spare ratio of 25%) are required. Therefore, should Sicamous be served by BC Transit independently of an existing transit system, this would require any service to have a minimum of 2 vehicles in order for a spare vehicle to be available.

However, for the purposes of this feasibility study, it has been assumed that service for Option 2 would be operated as part of the Shuswap transit system and may make use of a vehicle within that system for the spare capacity requirement. However, it is anticipated that this would still require a minimum of one vehicle to be purchased for the provision of transit service to Sicamous.

Should Option 2 be pursued, discussion between BC Transit, the City of Salmon Arm, the District of Sicamous and the CSRD will be required to determine whether the ability to operate service to Sicamous from the Shuswap Transit system would be viewed favourably and in order to refine the associated costs and agreement. For the purposes of costing, this feasibility study has assumed one vehicle would be required for Option 2.

**Pros:**

- Addresses seniors needs with service aimed at shopping, social, and medical trips in Salmon Arm; and
- Utilizes existing vehicle capacity in the Shuswap system, resulting in lower cost.

**Cons:**

- Once per week service will not meet all resident needs;
- Requires new vehicle and associated costs;
- Trip times will not address commuter travel needs; and
- GHG emissions are not offset if ridership is low. GHG emissions from transit serving less than 5-6 rides per hour will be higher than if those passengers travelled by private automobile.

<b>Initial High Level Estimate – Additional Annual Impacts</b>			
<b>Option 2, Introductory Mid-day Sicamous-Salmon Arm Service</b>			
Service Hours:	130*	Passenger Revenue:	\$800
Annual Ridership:	312**	Total Cost:	\$62,000
Vehicles Required:	1	Net Local Share of Costs:	\$29,200
		Provincial Share of Costs:	\$32,000

\* Assumes 2.5hrs per day (15min service within Sicamous and 30min between Sicamous and Salmon Arm with an additional 30min deadhead out and back)

\*\*Ridership based upon an estimated 4 rides per hour informed by experience from similar BC Transit communities and informed by two-week ridership counts for the Shuswap Transit System Regional routes

\*\*\* Based upon an average fare of \$2.50, informed by regional fares within the Shuswap Transit System

**Service Option 3: Daily Mid-day Sicamous-Salmon Arm Service**

A regular mid-day service is the same as Option 2, except that it operates Monday to Saturday. As with the introductory option, this service would operate on a fixed schedule and route through Sicamous.

As with Option 2, the costs for providing this service would include the operating costs associated with necessary service hours and vehicle lease fee costs. For the purposes of this feasibility study, it has been assumed that service for Option 3 would be operated as part of the Shuswap transit system and may make use of a vehicle within the Shuswap system for the spare capacity requirement. However, this would still require a minimum of one vehicle to be purchased for the provision of transit service to Sicamous.

Should Option 3 be pursued, discussion between BC Transit, the City of Salmon Arm, the District of Sicamous and the CSRD will be required to determine whether the ability to operate service to Sicamous from the Shuswap Transit system would be viewed favourably and in order

to refine the associated costs and agreement. For the purposes of costing, this feasibility study has assumed one vehicle would be required for Option 3.

This service would appeal mainly to seniors or non-commuting adults with limited access to a private vehicle and may also serve school students and youth during school holidays.

Suggested trip times are as follows:

- Lv Sicamous 10:15am, Ar Salmon Arm 10:45am
- Lv Salmon Arm 2:30pm, Lv Sicamous 3:00pm

Pros:

- Regular, predictable service; and
- Provides reliable option for shopping, social, or medial trips in Shuswap.

Cons:

- A higher number of service hours and associated cost;
- Requires new vehicle and associated costs; and
- GHG emissions are not offset if ridership is low.

<b>Initial High Level Estimate – Additional Annual Impacts</b>			
<b>Option 3, Daily Mid-day Sicamous-Salmon Arm Service</b>			
Service Hours:	760*	Passenger Revenue:	\$4,600
Annual Ridership:	1,824**	Total Cost:	\$106,900
Vehicles Required:	1	Net Local Share of Costs:	\$47,000
		Provincial Share of Costs:	\$55,300

\* Assumes 2.5hrs per day (15min service within Sicamous and 30min between Sicamous and Salmon Arm with an additional 30min deadhead out and back)

\*\*Ridership based upon an estimated 4 rides per hour informed by experience from similar BC Transit communities and informed by two-week ridership counts for the Shuswap Transit System Regional routes

\*\*\* Based upon an average fare of \$2.50, informed by regional fares within the Shuswap Transit System

**Service Option 4: Weekday Sicamous-Salmon Arm Commuter Service**

A weekday commute service is intended for Sicamous and area residents regularly commuting to Salmon Arm. It would include two one-way trips each Monday to Friday, including a trip from Sicamous to Salmon Arm in the morning and a trip from downtown Salmon Arm to Sicamous in the late afternoon. The service should follow a regular route (i.e. no door-to-door or flex routing) to maintain regularity and minimize trip time. It should include a small loop through Sicamous, as shown in Appendix D. Suggested trip times are as follows:

- Lv Sicamous 7:45 a.m., Ar downtown Salmon Arm 8:15 a.m.; and
- Lv downtown Salmon Arm 4:45 p.m., Ar Sicamous 5:15 p.m.

This option is for commuter service alone and does not include costs for mid-day service. Future consideration may be given to implementing the commuter service and a regular mid-day service i.e. Option 3 and 4 together. This would allow seniors, non-commute adults, and youth (outside school) to extend their stay in Salmon Arm by using the mid-day service for one trip and the commute service for the other. It would also provide a level of flexibility for commuters who would like to begin late or end early. Should a combination of options be pursued, an additional bus and associated costs would be required. This has not been represented in the calculated cost options.

Pros:

- Regular, predictable service;

- Provides reliable option for Sicamous residents employed in Salmon Arm area;
- Would be useful for seniors and daytime errand trips if combined with Option 4;

**Cons:**

- Does not serve Malakwa and Swansea Point;
- Requires new vehicle and associated costs;
- A higher number of service hours and associated cost; and
- GHG emissions are not offset if ridership is low.

<b>Initial High Level Estimate – Additional Annual Impacts</b>			
<b>Option 4, Weekday Sicamous-Salmon Arm Commuter Service</b>			
Service Hours:	630*	Passenger Revenue:	\$5,700
Annual Ridership:	2,268**	Total Cost:	\$97,600
Vehicles Required:	1	Net Local Share of Costs:	\$41,500
		Provincial Share of Costs:	\$50,400

\* Assumes 2.5hrs per day (15min service within Sicamous and 30min between Sicamous and Salmon Arm with an additional 30min deadhead out and back)

\*\*Ridership based upon an estimated 4 rides per hour informed by experience from similar BC Transit communities and informed by two-week ridership counts for the Shuswap Transit System Regional routes

\*\*\* Based upon an average fare of \$2.50, informed by regional fares within the Shuswap Transit System

**Service Option 5: Introductory Malakwa-Sicamous Paratransit Service**

Option 5 is intended to supplement Option 2 by providing service from Malakwa to Sicamous in order for Malakwa passengers to travel to Sicamous and connect to service between Sicamous and Salmon Arm. An introductory paratransit service would operate one day a week using a "trip window" that identifies a window of time when residents of Malakwa can request a trip to Sicamous. Return trip windows would also be identified. If no requests are made, the service would not operate. Door-to-door pick-ups would be provided, requiring that passengers book their trip at minimum the day prior to allow the driver to select an appropriate route. The trip time is approximately 15-minutes between Malakwa and Sicamous. Note that this option should only be selected in combination with Option 2 and therefore does not include the cost requirements for an additional bus.

**Pros:**

- Accommodates demand from Malakwa;
- Provides a reliable weekly option with door-to-door service;
- Trip window approach ensures vehicle doesn't operate when no demand; and

**Cons:**

- Trip window once per day service on one day per week will not meet all resident needs;
- Trip times will not address commuter travel needs; and
- GHG emissions are not offset if ridership is low.

<b>Initial High Level Estimate – Additional Annual Impacts</b>			
<b>Option 5, Introductory Malakwa-Sicamous-Paratransit Service</b>			
Service Hours:	70*	Passenger Revenue:	\$400
Annual Ridership:	280**	Total Cost:	\$5,000
Vehicles Required:	0	Net Local Share of Costs:	\$2,000
		Provincial Share of Costs:	\$2,600

\* Assumes 1.33 hours per day (30mins round-trip for Malakwa, 10min buffer)

\*\*Ridership based upon an estimated 4 rides per hour informed by experience from similar BC Transit communities and informed by two-week ridership counts for the Shuswap Transit System Regional routes

\*\*\* Based on a fare of \$1.50, as a more local ride

## SERVICE OPTION SUMMARY

Table 3 summarizes the estimated impacts for all service options presented above. All figures are annual and are based on estimates that would require review based on actual date of implementation and confirmed service and operational details. Costs are also based on the service being operated under the umbrella of the Shuswap Regional Transit System's Custom system.

**Table 3: Preliminary Estimated Additional Annual Impacts for Service Options\***

Service Option	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per hour
Option 1, Contracted Service & Vehicle	Costs would be identified and negotiated with the third party appointed via a Request for Proposals process.								
Option 2, Introductory Mid-day Sicamous-Salmon Arm Service	1	3,600	130	312	\$800	\$62,000	\$29,200	\$32,000	4
Option 3, Daily Mid-day Sicamous-Salmon Arm Service	1	19,900	760	1,824	\$4,600	\$106,900	\$47,000	\$55,300	4
Option 4, Weekday Sicamous-Salmon Arm Commuter Service	1	17,200	630	2,268	\$5,700	\$97,600	\$41,500	\$50,400	6
Option 5, Introductory Malakwa-Sicamous-Paratransit Service	0***	2,000	70	280	\$400	\$5,000	\$2,000	\$2,600	4

\* Based on 2012/13 budgets. Final costs may change based on final budgets and operational details.

\*\* Vehicle requirements would be confirmed by BC Transit Fleet Standards Department as part of the implementation plan should service be pursued.

\*\*\*Assumes Option 5 is combined with Option 2 and therefore uses the bus costed in Option 2.

## 8.0 RECOMMENDATIONS

This study finds that Option 1: Contracted Service and Vehicle (providing one mid-day round trip each week between Sicamous and downtown Salmon Arm with door-to-door pick-ups) is the most appropriate transit service option for the Sicamous, Malakwa, Swansea Point communities at this time given the low potential markets and high costs of providing service.

There are low potential markets and the majority of respondents (50%) said they would use transit weekly, not daily. In the open ended survey comments, a number of transit supporters said that there was little chance that they would use the service, but want the service for others in their area for reasons of improving social connection or reducing hitchhiking or carbon emissions. It is important to note that transit providing less than 5-6 rides per hour actually has higher emissions than if the same riders were to travel by private vehicle.

The low market at Swansea Point makes transit service not feasible at this time. Service options to Revelstoke were not considered a priority given Revelstoke was only mentioned 5 times as a location of employment in the survey and was not cited as a frequent destination for other purposes. There is also existing Greyhound service to Revelstoke.

Based on costs of providing each option combined with potential transit markets, the study indicates that Option 2: Introductory Mid-day Sicamous-Salmon Arm Service would also be feasible as an alternative to Option 1. Option 5 could potentially be combined with Option 2 in the future to enable Malakwa passengers to be serviced.

However, if the community wishes to pursue transit service, Service Option 1: Contracted Service and Vehicle to provide one mid-day round trip each week between Sicamous and downtown Salmon Arm, is considered the primary option for transit service.

It is also recommended that a 1-year follow-up study is conducted to evaluate the service, assess ridership and determine if service should continue or if any changes are required.

The report also recommends that the community attempt to increase the incidence of ridesharing by promoting online tools like the Jack Bell Foundation's free matching service at: [www.ride-share.com](http://www.ride-share.com). This tool helps match potential rideshare travelers based on time and location while also protecting user privacy. The benefit to this approach is that it is organized by participants themselves and has no community cost.

It is recommended that the Columbia Shuswap Regional District and the District of Sicamous receive this report for information and provide comment on the recommended Option 1: Contracted Service and Vehicle and secondary Option 2: Introductory Mid-day Sicamous-Salmon Arm Service.



## 9.0 IMPLEMENTATION CONSIDERATIONS

The following is a summary of actions that must be pursued in advance of implementing transit service.

- **City of Salmon Arm support** - If any of options 2 through 5 are run out of the current Salmon Arm system Salmon Arm City Council will need to be the first party to review and approve this study.
- **CSRD and District of Sicamous support** –this report must be formally received by the Columbia Shuswap Regional District and the District of Sicamous and direction provided prior to moving forward on the recommended option.
- **Identification of a Suitable Third Party Provider** – if the CSRD Board and District of Sicamous Council is supportive of the recommended transit option and wishes to pursue implementation Option 1, a Request for Proposals (RFP) process should be initiated to identify a suitable third party provider.
- **Coordination with the City of Salmon Arm** – the recommended Option 1 does not require coordination with the Shuswap Transit system. However, the implementation of all other options would require discussion between BC Transit, the City of Salmon Arm and the CSRD to determine whether the ability to operate service to Sicamous from the Shuswap Transit system would be viewed favourably and to refine the associated costs and agreement.
- **Funding and Implementation Timeline** – Under the BC Transit Act, funding for public transit systems must be cost shared between BC Transit and the sponsoring local or regional government at a prescribed rate, with passenger revenues used to offset the local share of costs. This funding arrangement means that both parties must come to the table with funding before service can be implemented. For instance, if a municipality or regional government has funding for new transit services but the corresponding provincial share is not available, then service cannot be implemented.

BC Transit receives its funding on an annual basis from the provincial government. Occasionally, BC Transit receives expansion requests that exceed the available expansion funding and, as such, BC transit cannot always accommodate all requests. If a commitment is made by CSRD and the District of Sicamous to fund the recommended service option, the service expansion request will be included within the BC Transit expansion plan and an available timeline for implementation be determined. BC Transit uses a number of transit service performance and land use criteria to prioritize available funding for service expansions between transit systems. Therefore, moving ahead on the recommended CSRD/Sicamous transit service option would require available provincial funding and sufficient ranking against other service requests.

Additionally, there may be opportunities to leverage community funding partners to support public transit. As an example, the Community Employer Partnership Program is seeking options to improve access to employment. Similarly, CSRD Tourism may also see value in funding transit.

- **Resident support** – If the CSRD Board and the District of Sicamous Council are supportive of the recommended transit option and wish to pursue implementation of service, a second round of public consultation should be undertaken to confirm the intent to pursue (and fund) public transit and refine service options, trip window schedule, and fares. The resident survey conducted for this study indicates support to fund transit using

public monies, but survey responses represent only a portion of residents (~7.5%) and a greater response rate is needed to confirm broad support for spending on transit.

- **Detailed Implementation Plan** – Once funding is confirmed, BC Transit would work with the CSRD and District of Sicamous to create a detailed implementation plan. This plan would finalize third party contractor (if required), vehicle requirements, schedules or trip windows, routes or pick-up areas, and outline a strategy to market the new service. Consideration should be given to working with the Sicamous-Malakwa Interagency Committee to refine options, as their membership includes potential transit riders in the area.

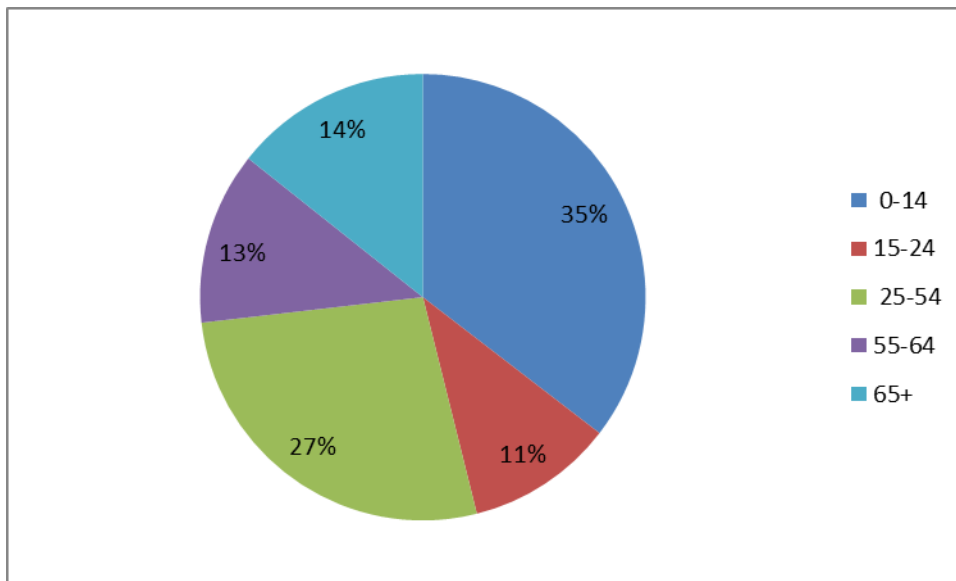
# APPENDIX A: Survey Summaries

## Sicamous and Other

**Total # of responses: 191**

### 1. How many people live in your household?

384 (2 per household)



### 2. How many people in your household work full-time outside the home?

171 (0.9 per household) 45%

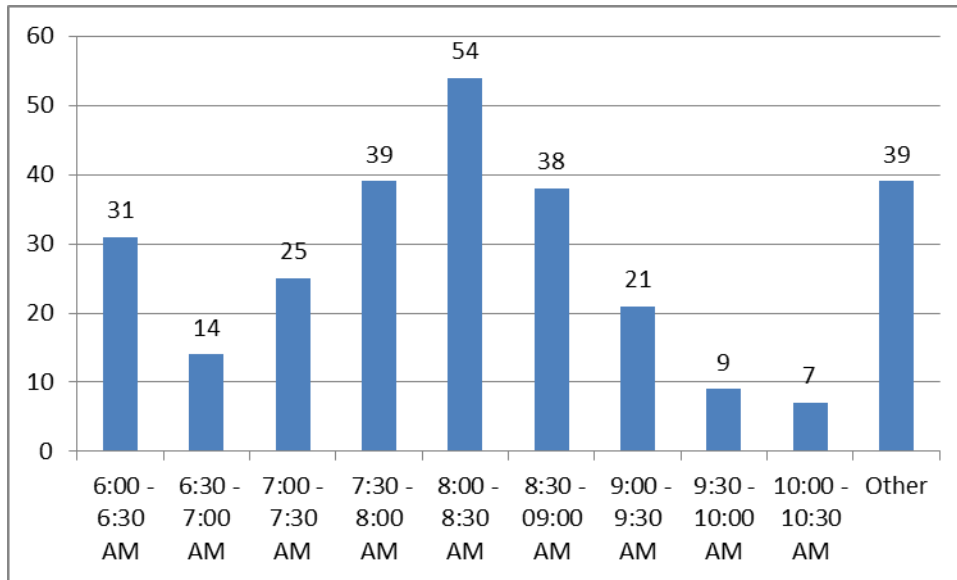
### 3. How many people in your household attend school full time (including post-secondary) outside the home?

65 (0.3 per household) 17%

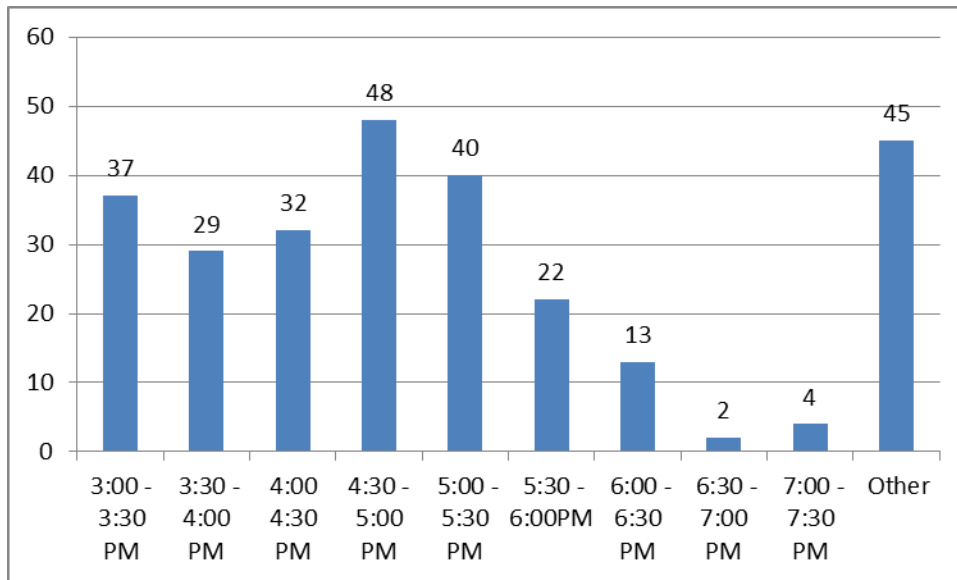
### 4. How many licensed, registered vehicles does your household own?

304 (1.6 per household)

**5. Generally what time does each member of your household leave for the day?**



**6. Generally what time does each member of your household return for the day?**



**7. Where are the workplace locations for those who work full-time outside the home? Please specify the street address and community.**

**Sicamous**

Sicamous (undefined) x 17  
 2000 TransCanada Hwy, Sicamous  
 Parksville St. Sicamous  
 Sicamous and area x 2  
 709 riverside, Sicamous  
 Brown Rd. Sicamous  
 SD#83  
 917 TransCanada Hwy, Sicamous  
 675 Old Town Road, Sicamous  
 Old Town Road, Sicamous  
 2000 TransCanada Hwy, Sicamous  
 436 Main St., Sicamous  
 617 TransCanada, Sicamous  
 Waterway houseboats, Sicamous  
 314 Finlayson St. Sicamous  
 Arena, Sicamous  
 Finlayson St. Sicamous  
 1133 Eagle Passway, Sicamous  
 Larch Ave, general area  
 Twin Anchors, Sicamous x 2  
 101 martin, Sicamous  
 Askews, Sicamous x 2  
 Main St. Sicamous x 2  
 Riverside, Sicamous  
 b17 TransCanada Hwy Sicamous  
 Waterway Houseboats, Sicamous  
 Sicamous, Hemlock  
 Highway 1, Sicamous x 2  
 1214 Shuswap, Sicamous  
 1133 Eagle Pass Hwy, Sicamous x 3  
 Various places in Sicamous  
 446 Main St. Sicamous  
 We own and work at the Best Western Sicamous  
 Inn at 806 TCH, Sicamous, BC  
 534 main St. Sicamous  
 446 Main Street Sicamous, BC  
 Shuswap Avenue, Sicamous  
 1217c Shuswap St. Sicamous x 2  
 217 Finlayson St., Sicamous  
 Finlayson Street  
 426 Main Street  
 Main Street x 2  
 709 Riverside, Sicamous  
 101 Martin St., Sicamous

446 Main Street, Sicamous  
 Eagle Pass Way, Sicamous  
 314 Finlayson St, Sicamous

**Malakwa**

Malakwa and area x 4  
 3994 Malakwa Rd, Malakwa  
 3994 Malakwa rd. Malakwa  
 The Gorge, Malakwa  
 4055 Malakwa Cemetery Rd

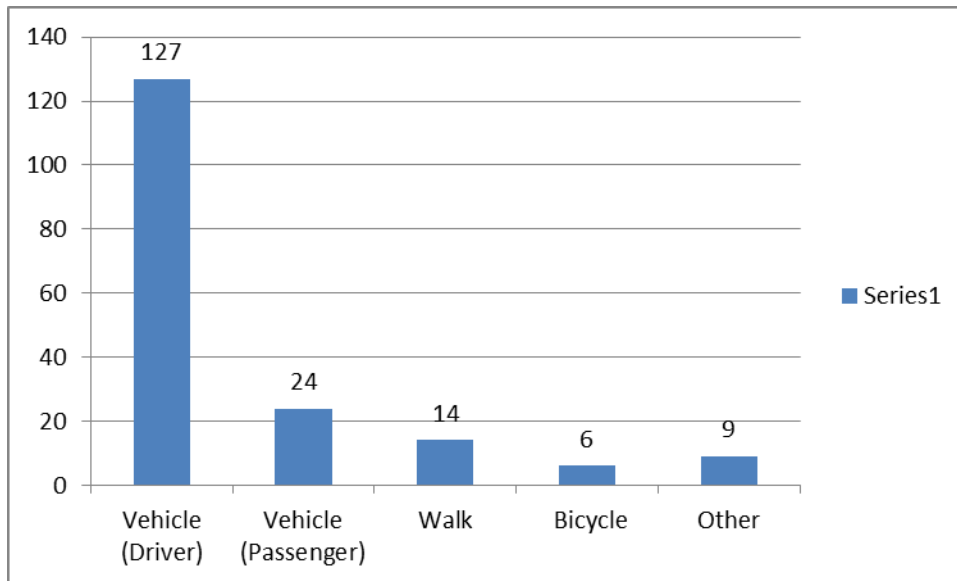
**Other**

Edmonton, Alberta  
 Camp, Alberta  
 Alberta x 4  
 Northwest Territories  
 Coast  
 Fort McMurray x 2  
 Varies x 9  
 Vancouver  
 Okanagan Regional library: Sicamous, Vernon,  
 Salmon Arm, Sorrento, Enderby  
 Construction contracts: Vernon, Kelowna, Salmon Arm  
 Revelstoke x 4  
 Glacier National park -Rogers Pass, Revelstoke  
 Tappen x 2  
 out of province  
 Pemberton Ave. North Vancouver  
 Various bush locations

**Salmon Arm**

Salmon Arm x 4  
 2010 foot hill, Salmon arm  
 610 Salmon Arm  
 1870 Okanagan, Salmon Arm  
 20th St., Salmon Arm  
 Village west plaza Salmon Arm  
 850B 16 Street NE Salmon Arm  
 1091 Shuswap Avenue  
 3550-45 Street SE (Auto Road), Salmon Arm

**8. Of those who work full-time outside the home, what are their usual methods of getting to work?**



**9. Of those who attend school full-time, where do they go to school? Please specify the school names and locations.**

Jackson, Salmon Arm

Main Street, Sicamous x 2

Parksville

Eagle River Secondary Sicamous x 16

Parkview elementary, Sicamous x 15

Sicamous x 4

Sicamous preschool, Sicamous

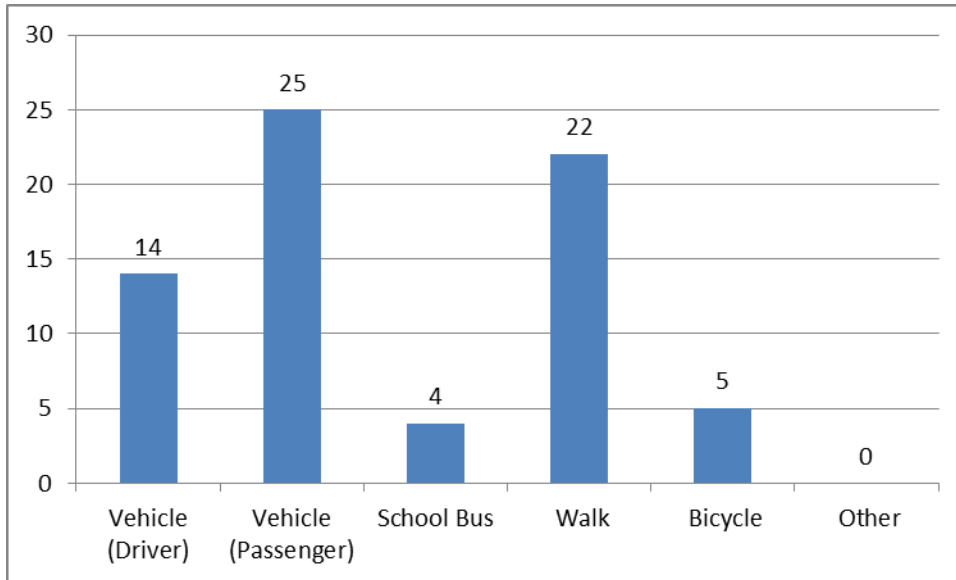
Salmon Arm x 2

Salmon Arm Secondary, Salmon Arm x 4

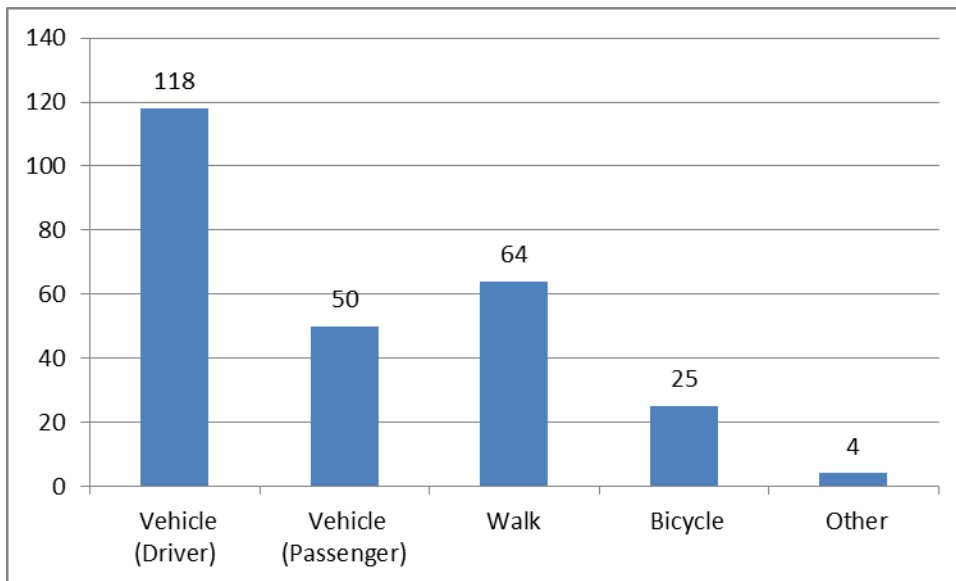
Jackson High School in Salmon Arm

UVIC Victoria

**10. Of those who attend school full-time, what is their usual method of getting to school?**



**11. For those who are home during the day, what is their usual mode of transportation?**



**12. Outside work or school, where do members of your household most often travel for shopping, recreation, medical appointments, and other errands? Please choose your top three destinations and specify the community, destination and how often.**

*\* Note: In all locations, more frequent trips are for groceries, other shopping and general errands. Slightly less frequent trips are for the same as well as recreation. Least frequent trips are generally for medical appointments (Doctor and Dentist), medical specialists, recreation and visits. Less frequent trips are also often for shopping; it is assumed this is shopping of a different nature than the more frequent shopping trips (big box stores, or specialty shopping)*

**Sicamous**

Sicamous daily x 10  
 Sicamous 2-3 times a week x 9  
 Sicamous weekly x 4  
 Sicamous bi-weekly x 4  
 Sicamous monthly x 2  
 Sicamous 4 x year  
 Sicamous 2 x year  
 Sicamous undefined x 29

**Salmon Arm**

Salmon Arm daily x 2  
 Salmon Arm 4 times a week  
 Salmon Arm 2-3 times a week x 36  
 Salmon Arm weekly x 89  
 Salmon Arm every 2-3 weeks x 26  
 Salmon Arm monthly x 16  
 Salmon Arm every 2 months  
 Salmon Arm every 3 months  
 Salmon Arm every 4 months  
 Salmon Arm 4 times a year  
 Salmon Arm annually  
 Salmon Arm undefined x 6

**Vernon**

Vernon 3-4 times a week  
 Vernon twice a week x 3  
 Vernon weekly x 14  
 Vernon every 2-3 weeks x 24  
 Vernon once a month x 37  
 Vernon every 2 months x 2  
 Vernon 2-3 times a year  
 Vernon yearly  
 Vernon undefined x 24

**Kelowna**

Kelowna every 1-2 weeks x 3  
 Kelowna monthly x 15  
 Kelowna every 2 months  
 Kelowna 3 times a year  
 Kelowna annually  
 Kelowna undefined x 10

**Kamloops**

Kamloops twice a month  
 Kamloops monthly x 8  
 Kamloops every 2 months  
 Kamloops twice a year x 2  
 Kamloops once a year  
 Kamloops undefined x 3

**Other**

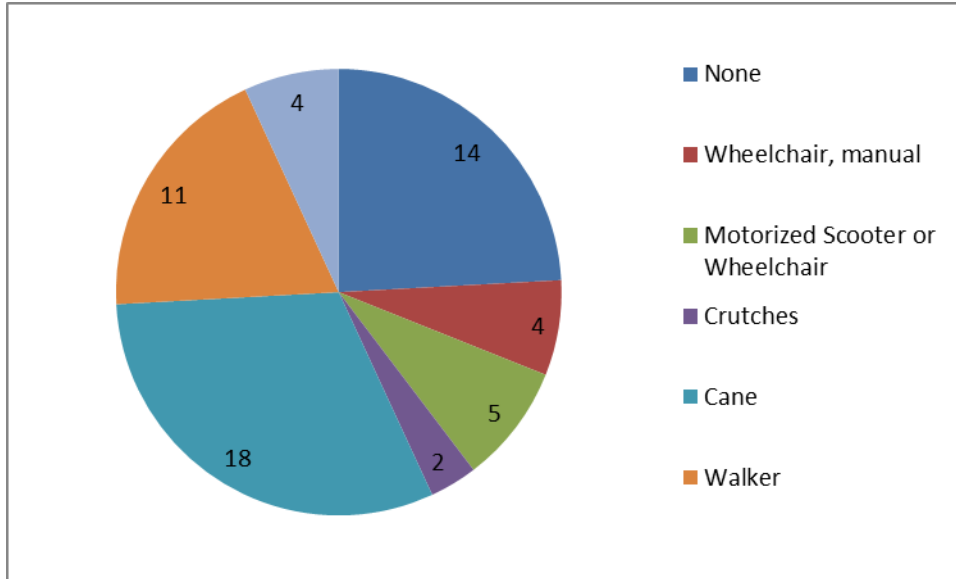
Canoe, as much as possible  
 Canoe 3-4 x week  
 Armstrong once a week  
 Chase once a month x 2  
 Revelstoke once a week  
 Revelstoke every 1-3 weeks  
 Revelstoke once a month  
 Enderby weekly  
 Enderby monthly  
 Penticton monthly  
 Sorrento monthly  
 Tappen once a week  
 Various locations



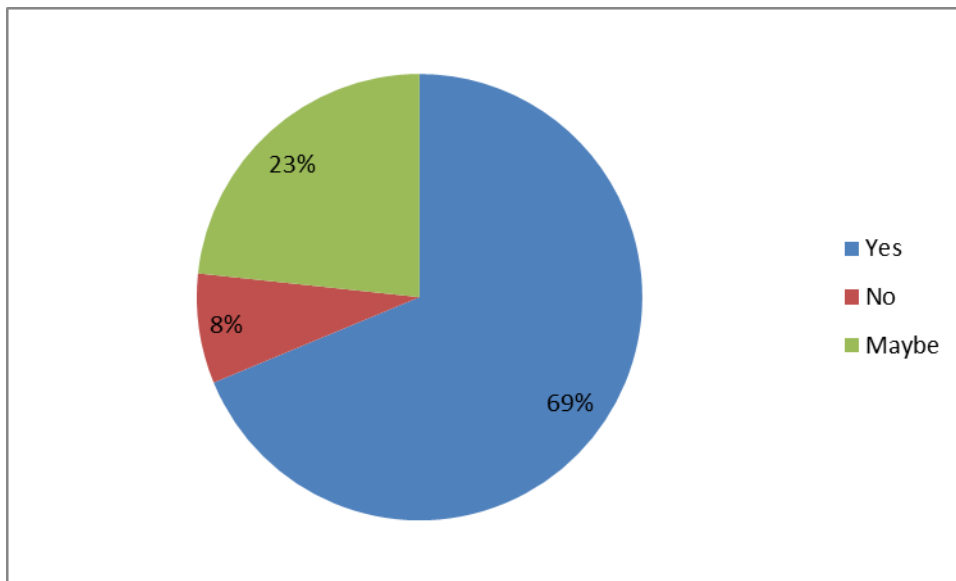
**13. Does anybody in your household have a disability that requires door-to-door transportation?**

25 answered Yes

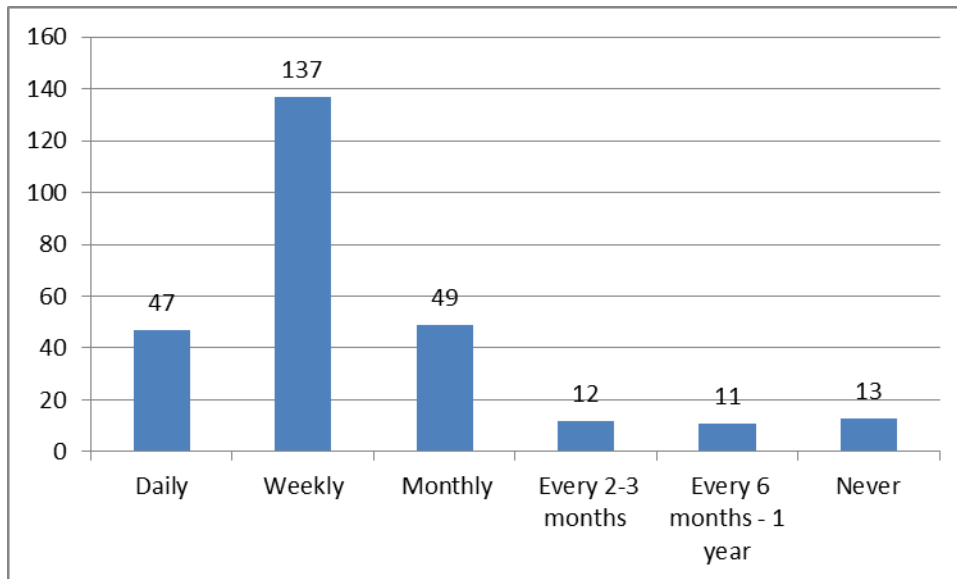
**14. If yes, what types of mobility aids do they use? Please select all that apply.**



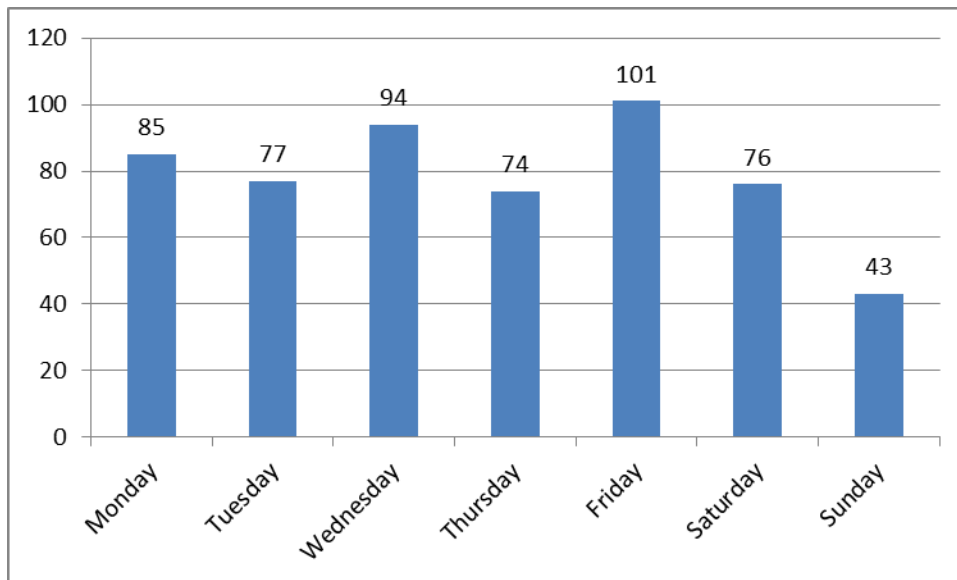
**15. If public transit were provided in your area, would you or members of your household use it?**



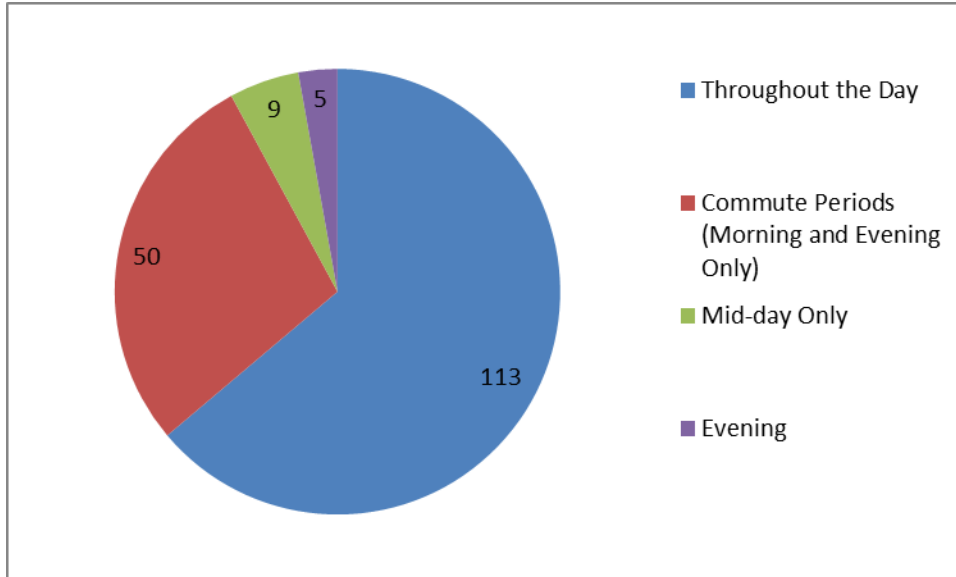
**16. How often would you or members of your household use transit if it operated in your area?**



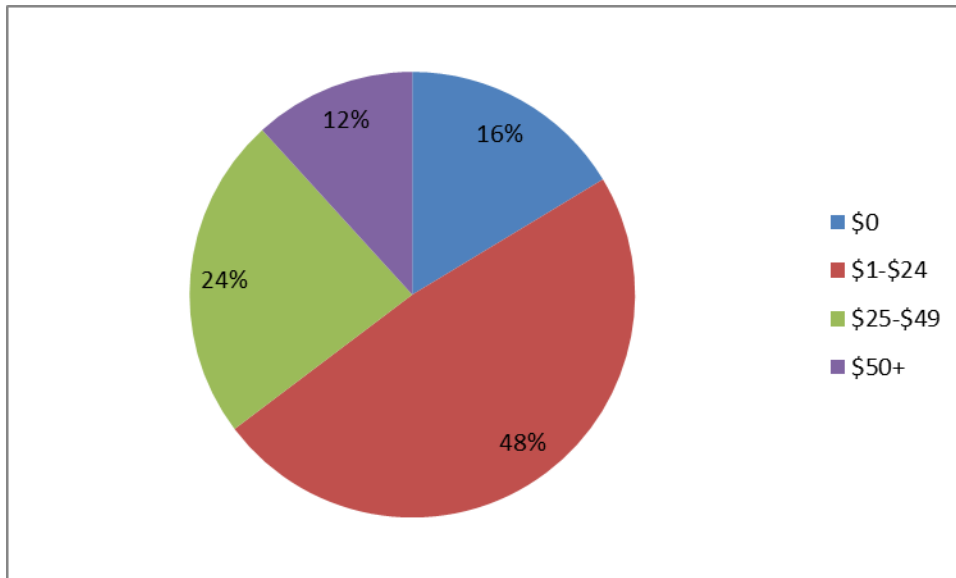
**17. What days of the week would you or members of your household be most likely to use this service? Please check all that apply.**



**18. How often should a transit operate if provided in your community?**



**19. What level of annual property tax increase would you be prepared to support in order to implement transit service?**



**20. Comments:**

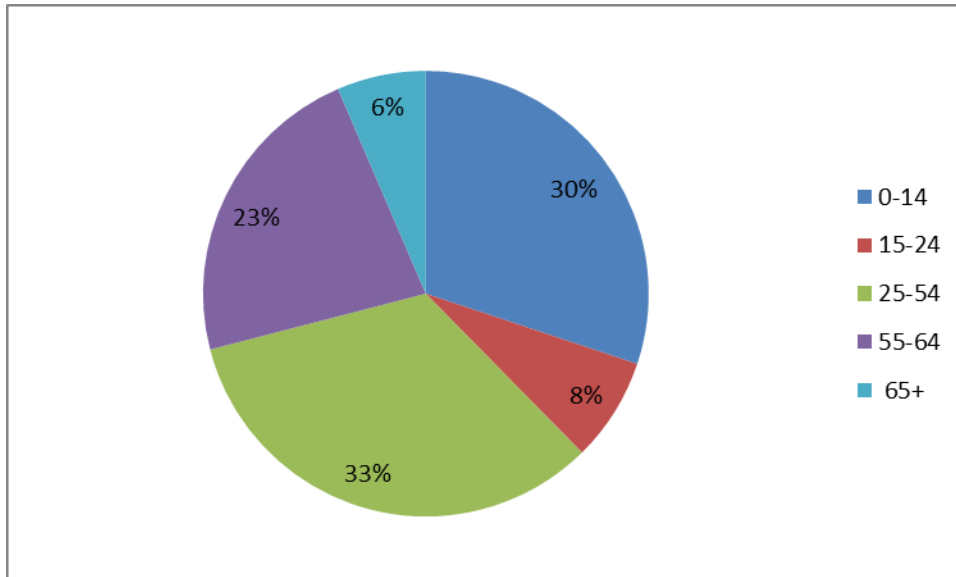
*Summarised as part of the report analysis. Not included here for purposes of protecting anonymity.*

**Malakwa**

**Total # of responses: 38**

**1. How many people live in your household?**

93. Approximately 2.4 per household



**2. How many people in your household work full-time outside the home?**

38 (1 per household) 40 %

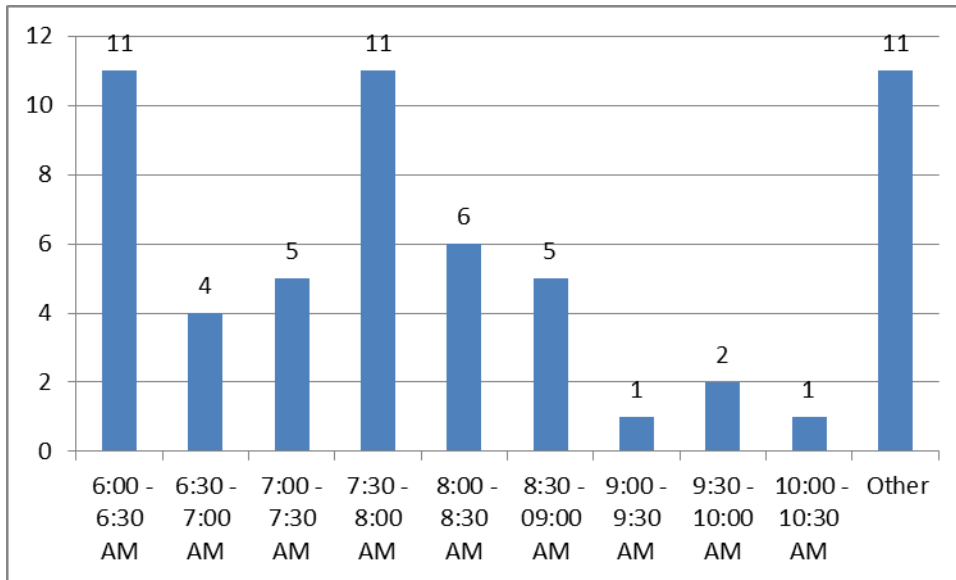
**3. How many people in your household attend school full time (including post-secondary) outside the home?**

18 (19%)

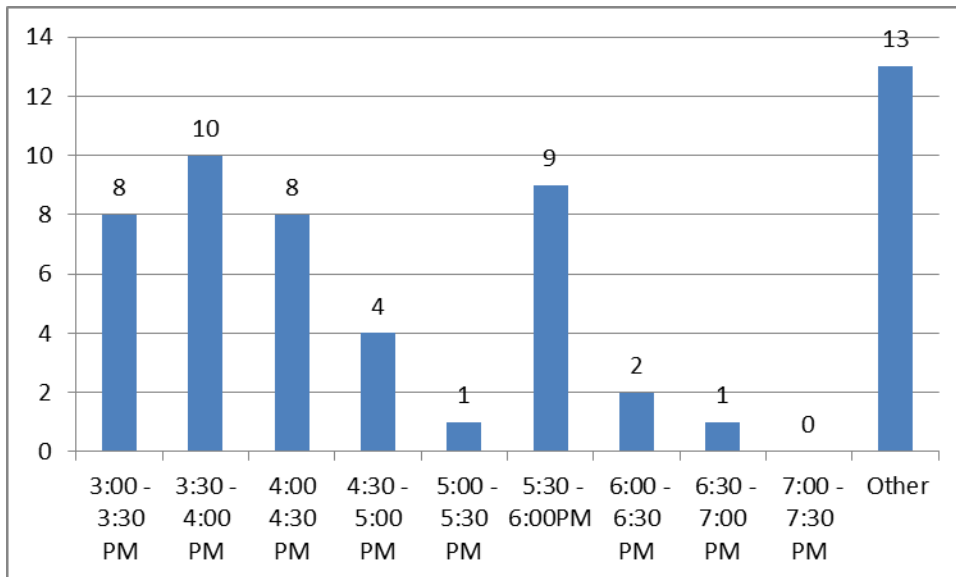
**4. How many licensed, registered vehicles does your household own?**

63

**5. Generally what time does each member of your household leave for the day?**



**6. Generally what time does each member of your household return for the day?**



**7. Where are the workplace locations for those who work full-time outside the home? Please specify the street address and community.**

**Malakwa**

3994 Malakwa Rd., Malakwa x 2  
 4270 Oxbow Fay Rd Malakwa  
 TransCanada, Malakwa  
 Malakwa Rd, Malakwa

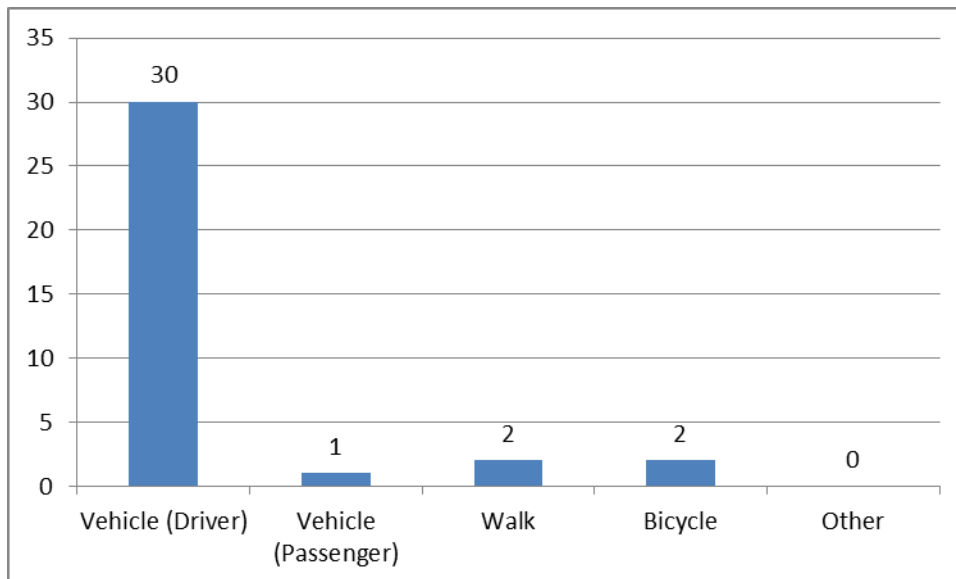
**Sicamous**

TC Hwy, Sicamous  
 Self-employed and live at the work place  
 and work as a contractor part time  
 around the Malakwa /Sicamous area.  
 Rauma Rd, Sicamous  
 Finlayson Street, Sicamous

**Other**

Salmon Arm x 4  
  
 5507 TransCanada HWY, Kamloops and Craigellachie  
  
 Nakusp  
  
 Truck Driver Hwy 1, BC/ Alberta  
  
 Revelstoke x 5  
  
 Various bush around Shuswap Lake  
  
 Calgary AB

**8. Of those who work full-time outside the home, what are their usual methods of getting to work?**

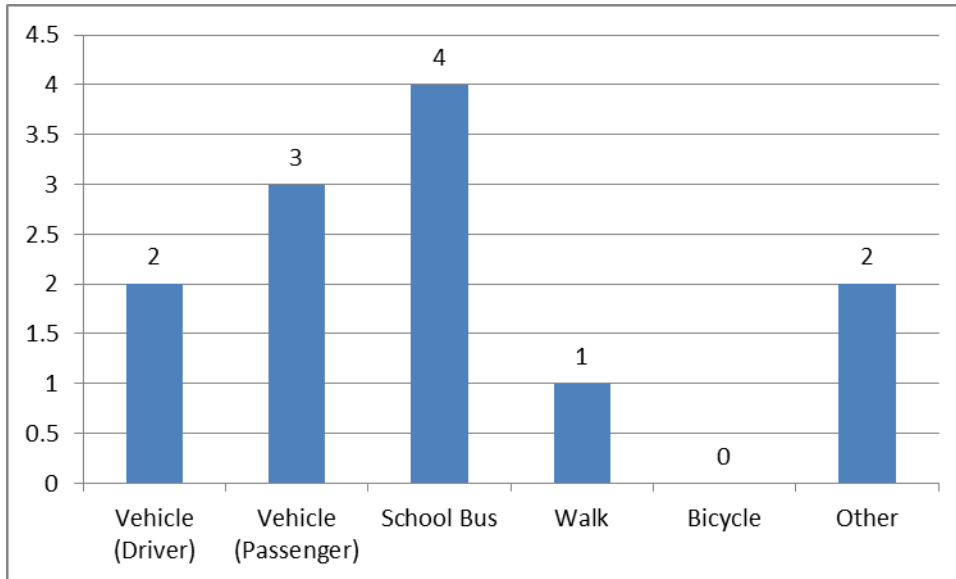


**9. Of those who attend school full-time, where do they go to school? Please specify the school names and locations.**

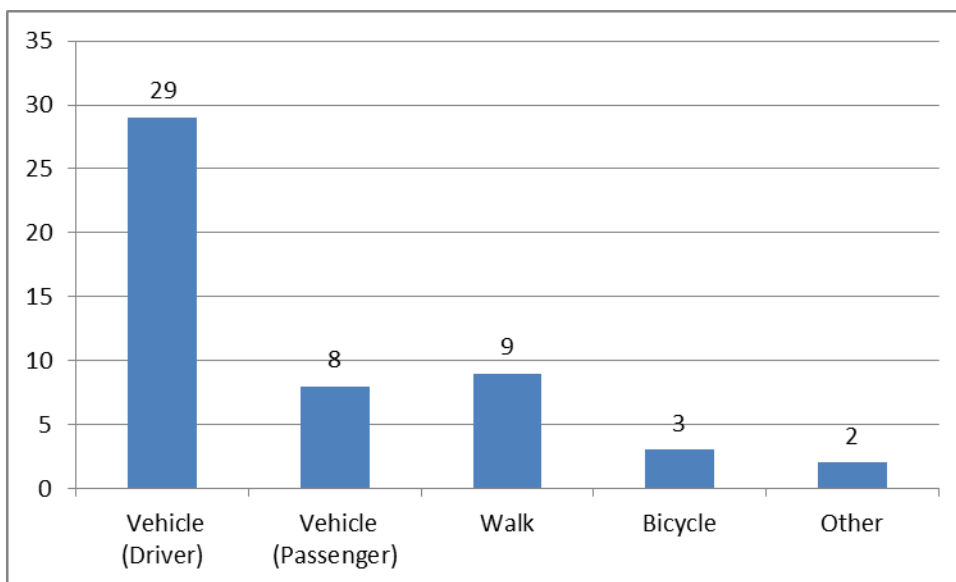
Eagle River High School, Sicamous x 4  
 Parkview, Sicamous x 2  
 Sicamous x 3

Okanagan College  
 Malakwa Learning Academy, Malakwa x 2  
 Malakwa

**10. Of those who attend school full-time, what is their usual method of getting to school?**



**11. For those who are home during the day, what is their usual mode of transportation?**



**12. Outside work or school, where do members of your household most often travel for shopping, recreation, medical appointments, and other errands? Please choose your top three destinations and specify the community, destination and how often.**

*\* Note: In all locations, more frequent trips are for groceries, other shopping and general errands. Slightly less frequent trips are for the same as well as recreation. Least frequent trips are generally for medical appointments (Doctor and Dentist), medical specialists, recreation and visits. Less frequent trips are also often for shopping; it is assumed this is shopping of a different nature than the more frequent shopping trips (big box stores, or specialty shopping)*

**Sicamous**

Sicamous everyday x 1  
 Sicamous 4 times a week x 4  
 Sicamous 2-3 times per week x 9  
 Sicamous weekly x 7  
 Sicamous bi-weekly x 4  
 Sicamous once a month x 2  
 Sicamous (unspecified frequency) x 3

**Vernon**

Vernon once a week x 3  
 Vernon bi-weekly x 2  
 shopping Vernon monthly x 6  
 Vernon (unspecified frequency) x 2

**Enderby**

Banking Enderby bi-weekly

**Salmon Arm**

Salmon Arm 4 times a week x 1  
 Salmon Arm 2-3 times per week x 6  
 Salmon Arm weekly x 10  
 Salmon Arm 2-3 times per month x 5  
 Salmon arm periodically x 2  
 Salmon Arm monthly x 7  
 Salmon Arm (unspecified frequency) x 2

**Kamloops**

Kamloops 2 x month

**Kelowna**

Kelowna 1 x month

**Revelstoke**

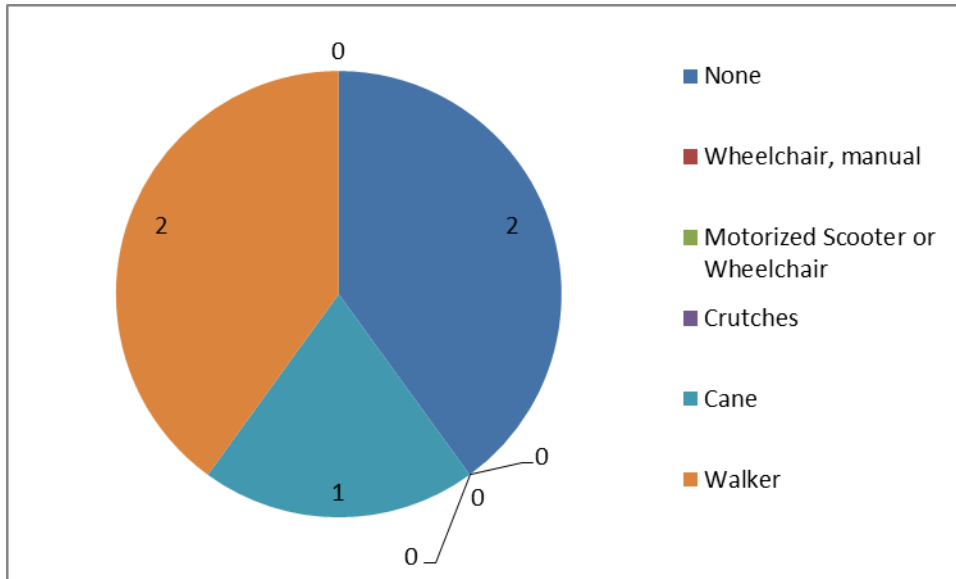
Shopping and recreation in Revelstoke  
 twice a month  
 Skiing/pool in Revelstoke- varies



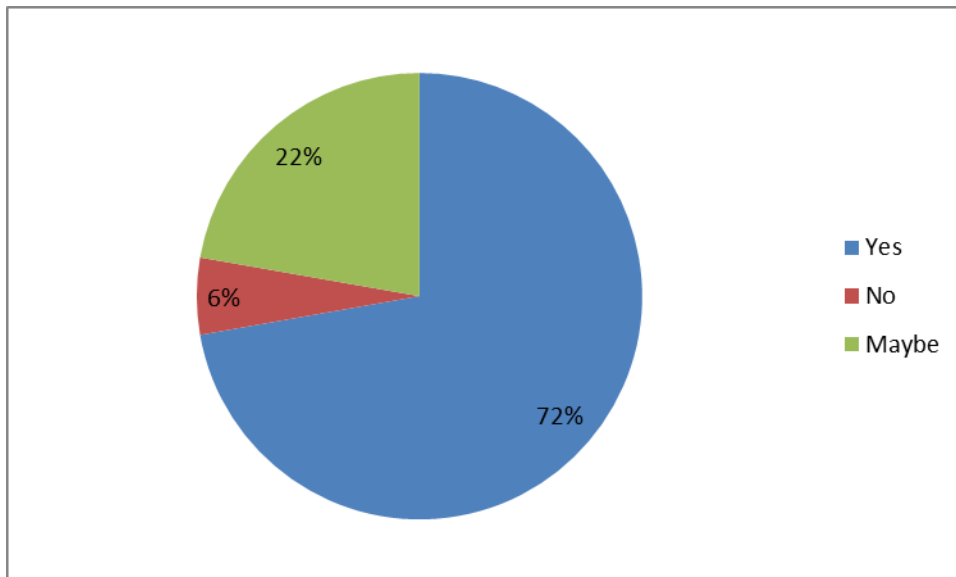
**13. Does anybody in your household have a disability that requires door-to-door transportation?**

2 people answered yes

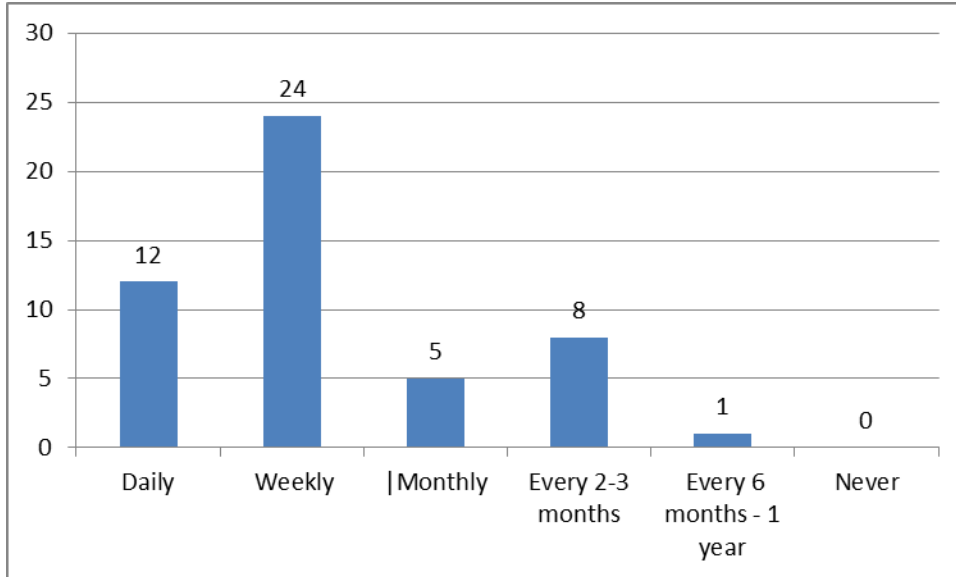
**14. If yes, what types of mobility aids do they use? Please select all that apply.**



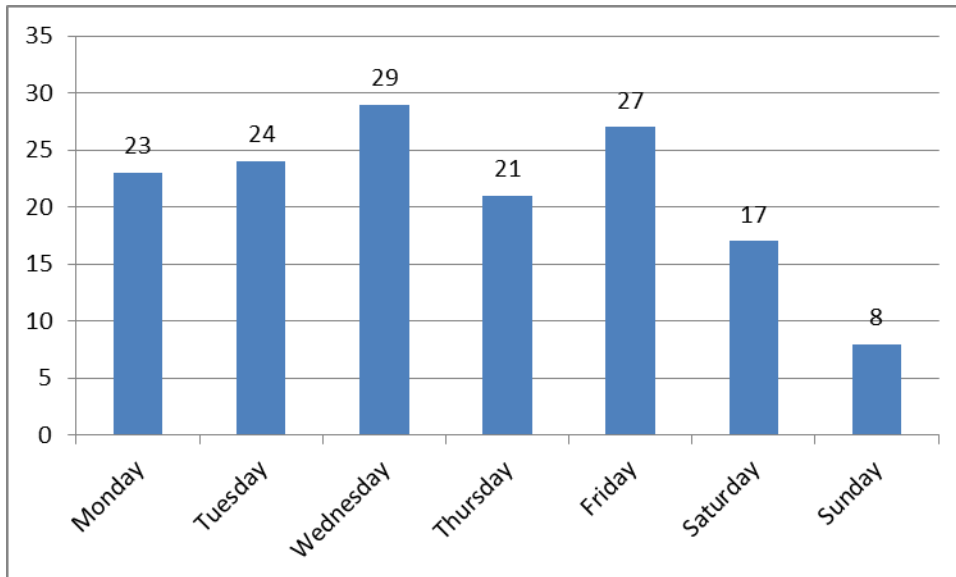
**15. If public transit were provided in your area, would you or members of your household use it?**



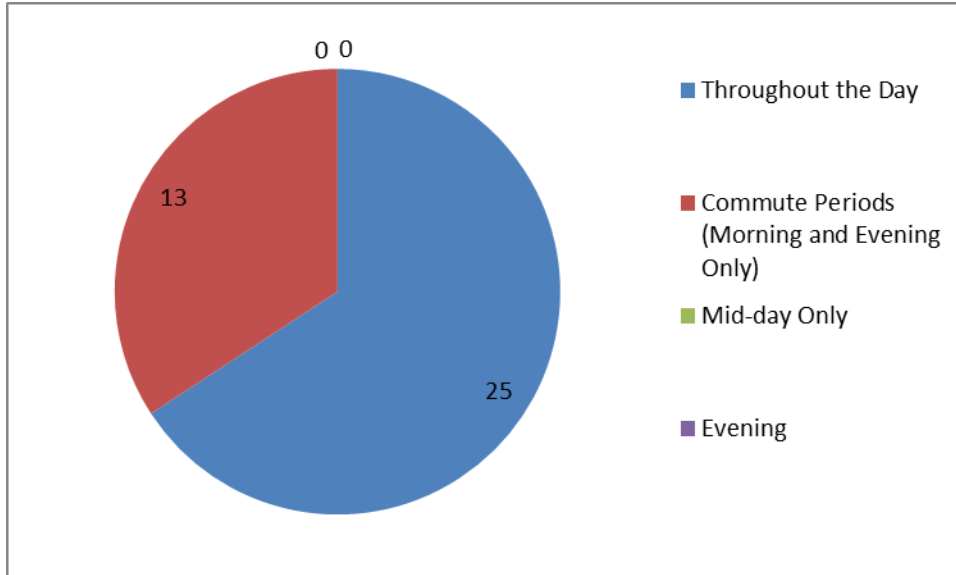
**16. How often would you or members of your household use transit if it operated in your area?**



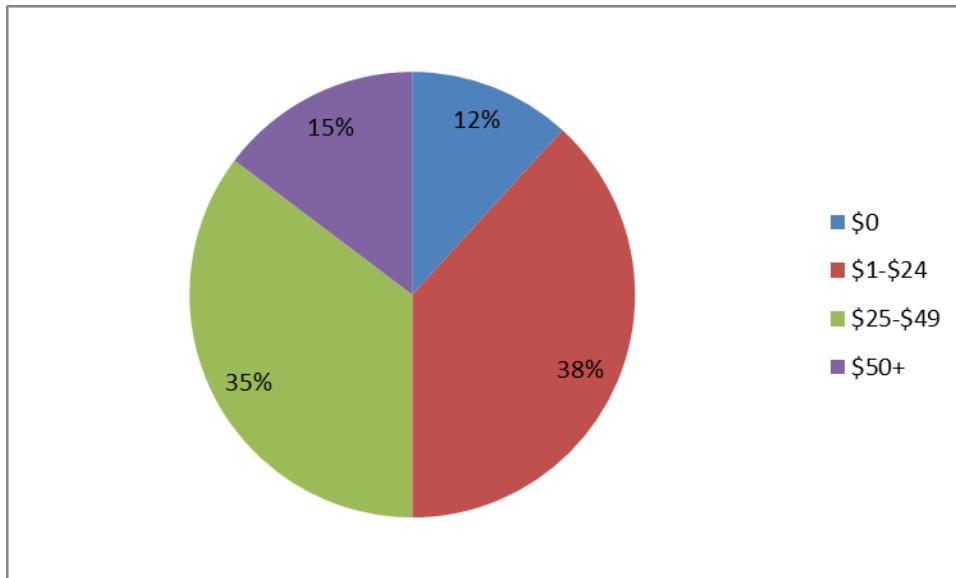
**17. What days of the week would you or members of your household be most likely to use this service? Please check all that apply.**



**18. How often should a transit operate if provided in your community?**



**19. What level of annual property tax increase would you be prepared to support in order to implement transit service?**



**20. Comments**

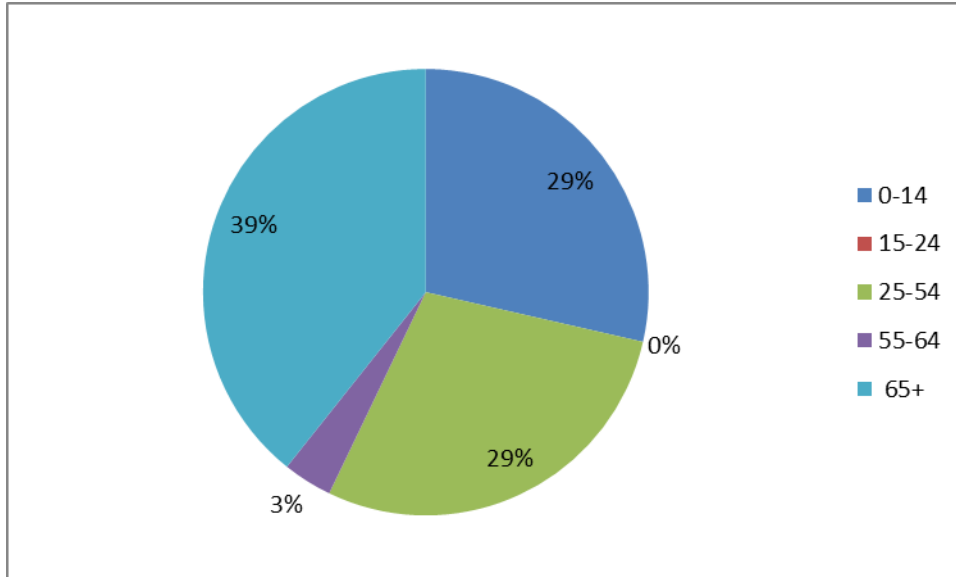
*Summarised as part of the report analysis. Not included here for purposes of protecting anonymity.*

## **Swansea Point**

**Total # of responses: 13**

### **1. How many people live in your household?**

28 total. Average 2 per household



### **2. How many people in your household work full-time outside the home?**

6 (21%)

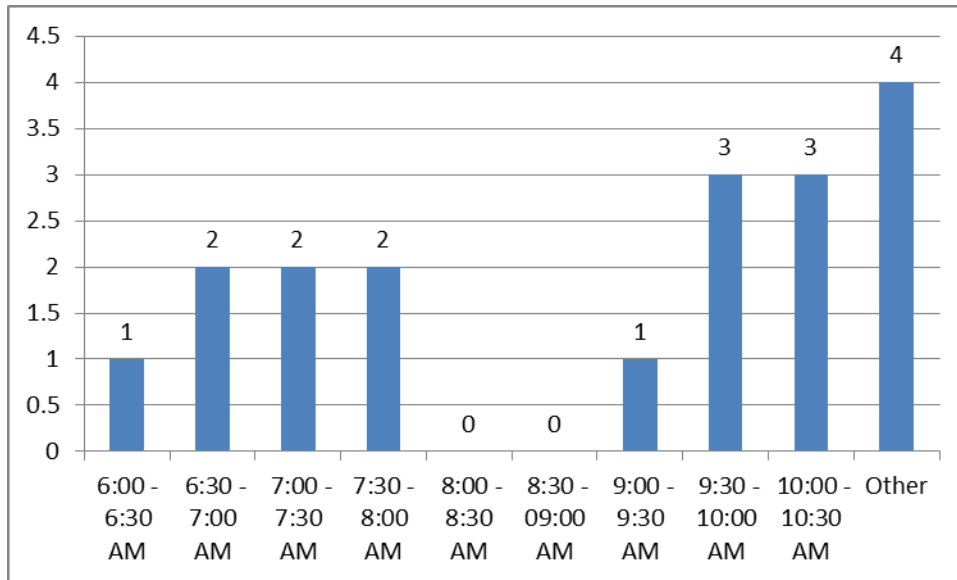
### **3. How many people in your household attend school full time (including post-secondary) outside the home?**

3 (11%)

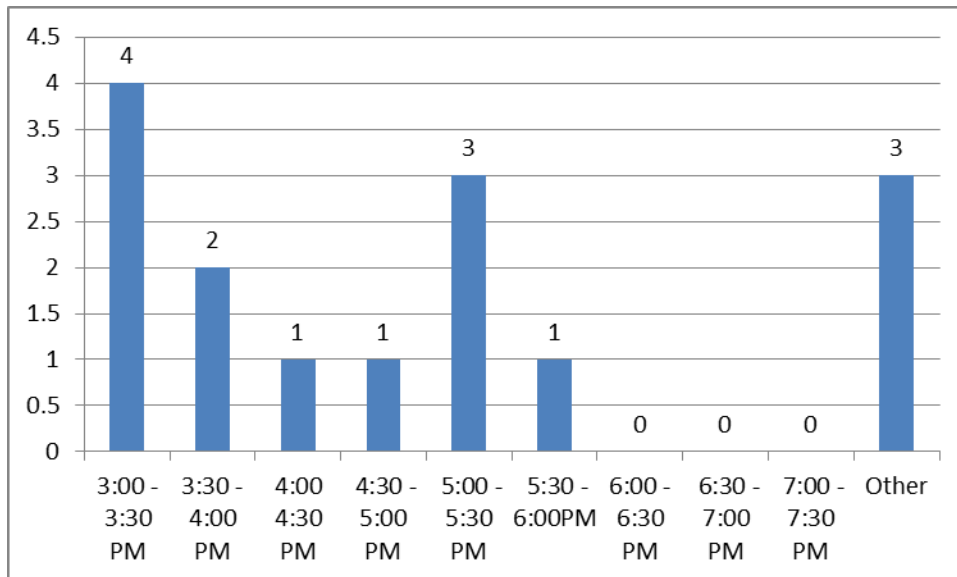
### **4. How many licensed, registered vehicles does your household own?**

24 (0.9 per household)

**5. Generally what time does each member of your household leave for the day?**



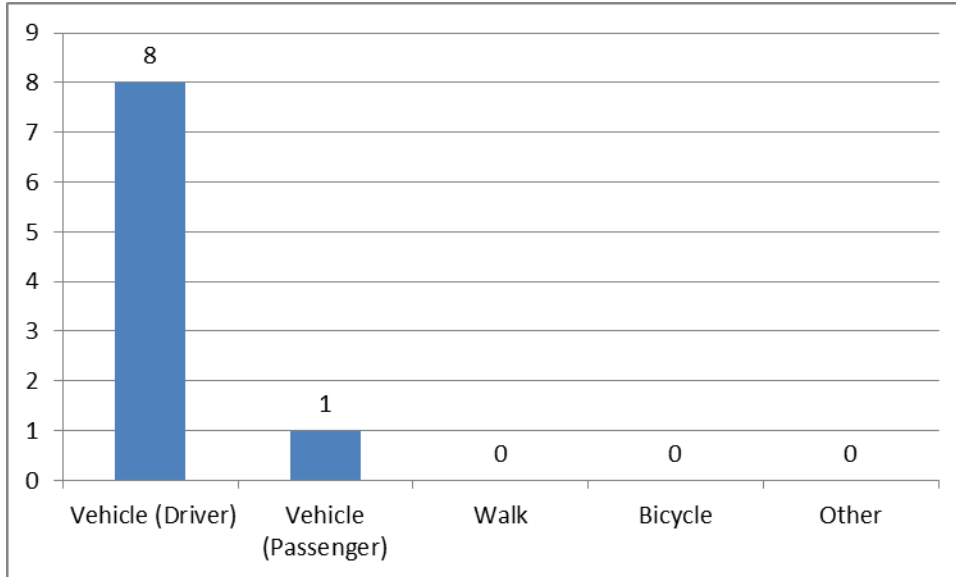
**6. Generally what time does each member of your household return for the day?**



**7. Where are the workplace locations for those who work full-time outside the home? Please specify the street address and community.**

- Shuswap Ave.
- Sicamous x 3
- Main Street
- Malakwa x 2

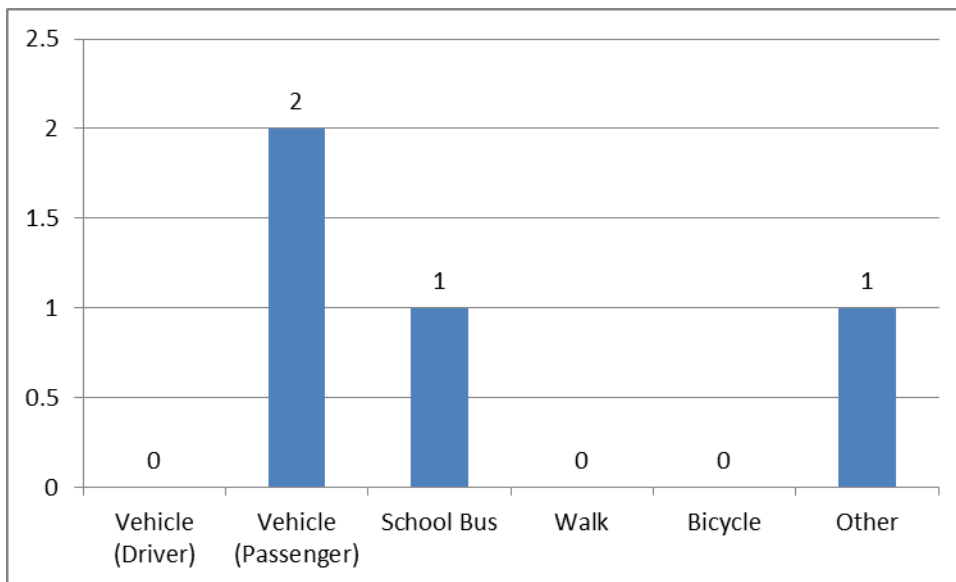
**8. Of those who work full-time outside the home, what are their usual methods of getting to work?**



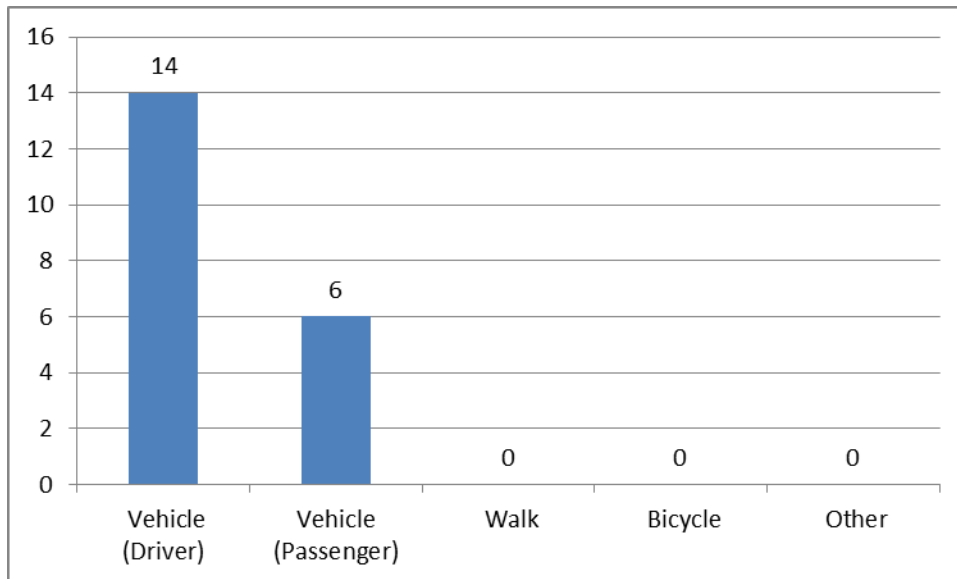
**9. Of those who attend school full-time, where do they go to school?**

Parkview Elementary x 2

**10. Of those who attend school full-time, what is their usual method of getting to school?**



**11. For those who are home during the day, what is their usual mode of transportation?**



**12. Outside work or school, where do members of your household most often travel for shopping, recreation, medical appointments, and other errands? Please choose your top three destinations and specify the community, destination and how often.**

*\* Note: In all locations, more frequent trips are for groceries, other shopping and general errands. Slightly less frequent trips are for the same as well as recreation. Least frequent trips are generally for medical appointments (Doctor and Dentist), medical specialists, recreation and visits. Less frequent trips are also often for shopping; it is assumed this is shopping of a different nature than the more frequent shopping trips (big box stores, or specialty shopping)*

**Salmon Arm**

- Salmon Arm weekly x 5
- Salmon Arm twice a week x 3
- Salmon Arm twice a month
- Groceries in Salmon Arm 3 times a week

**Vernon**

- Vernon 1-2 times a week x 3
- Errands Vernon bi-weekly x 2
- Vernon once a month x 2

**Kamloops**

- Kamloops weekends

**Kelowna**

- Kelowna, once a month x 2

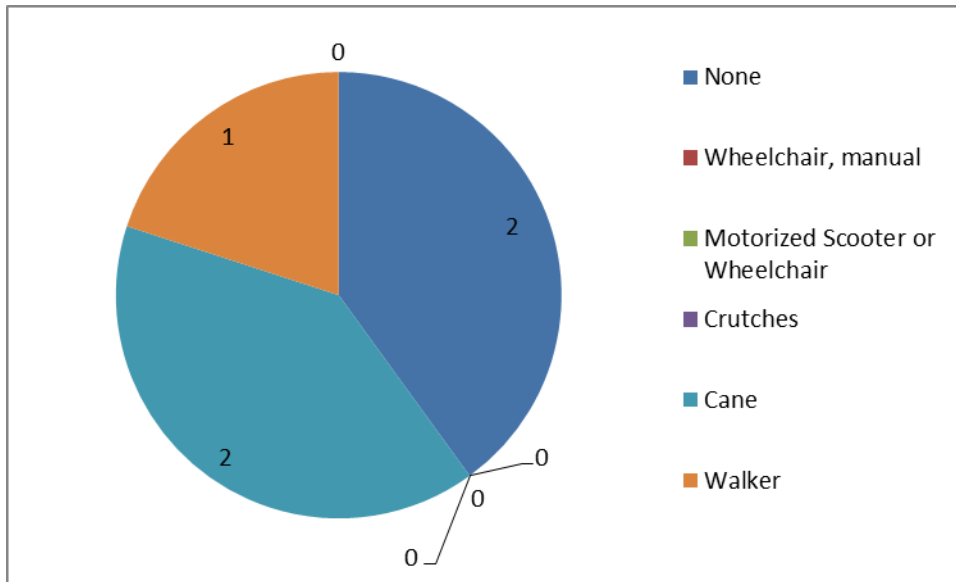
**Sicamous**

- Sicamous 6 times a week x 2
- Sicamous 2 times a week x 3
- Sicamous 4 times weekly errands x 2

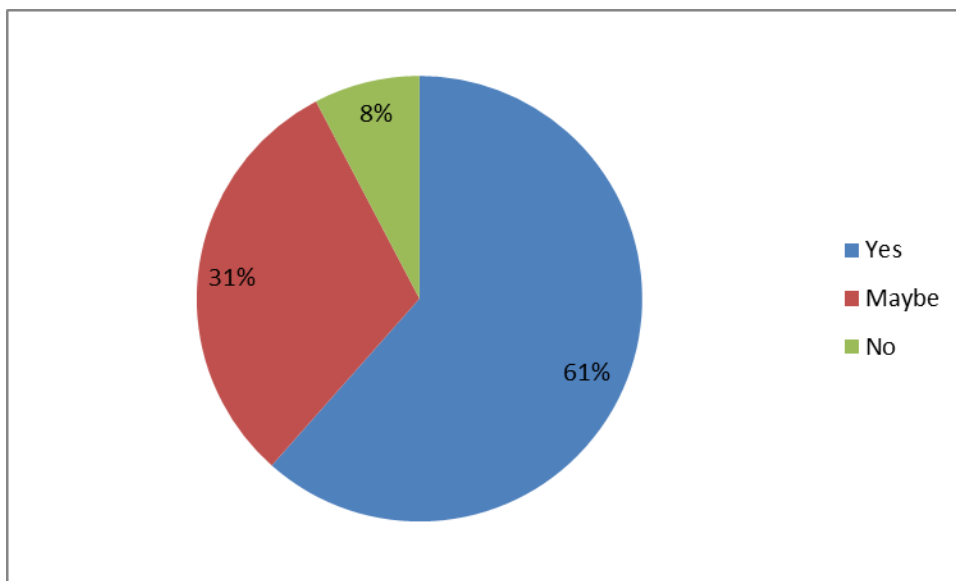
**13. Does anybody in your household have a disability that requires door-to-door transportation?**

1 respondent answered yes

**14. If yes, what types of mobility aids do they use? Please select all that apply.**

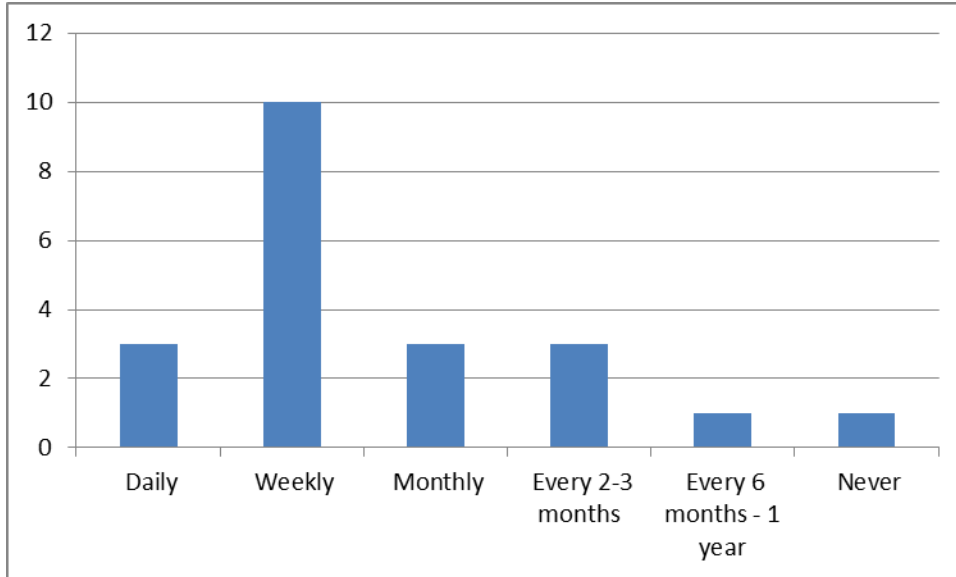


**15. If public transit were provided in your area, would you or members of your household use it?**

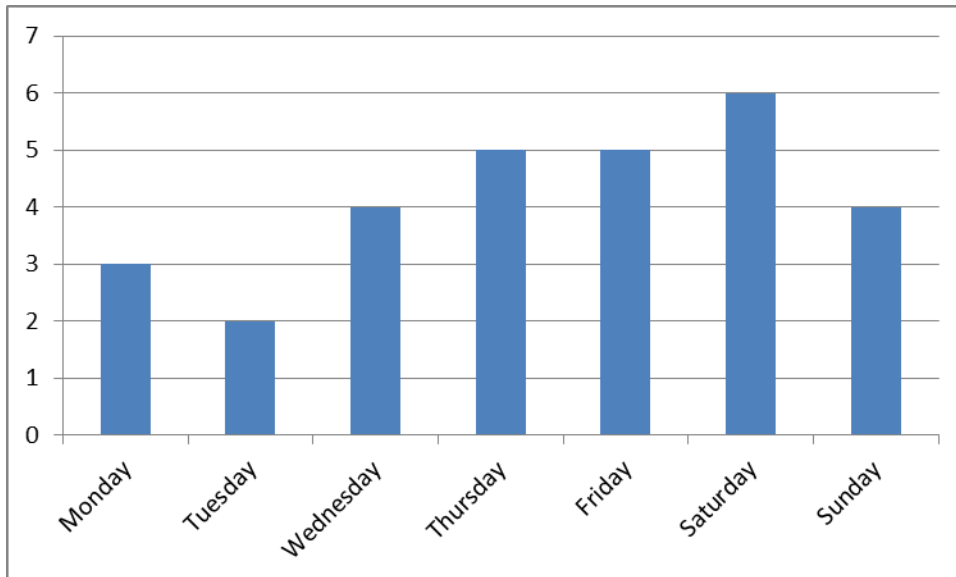




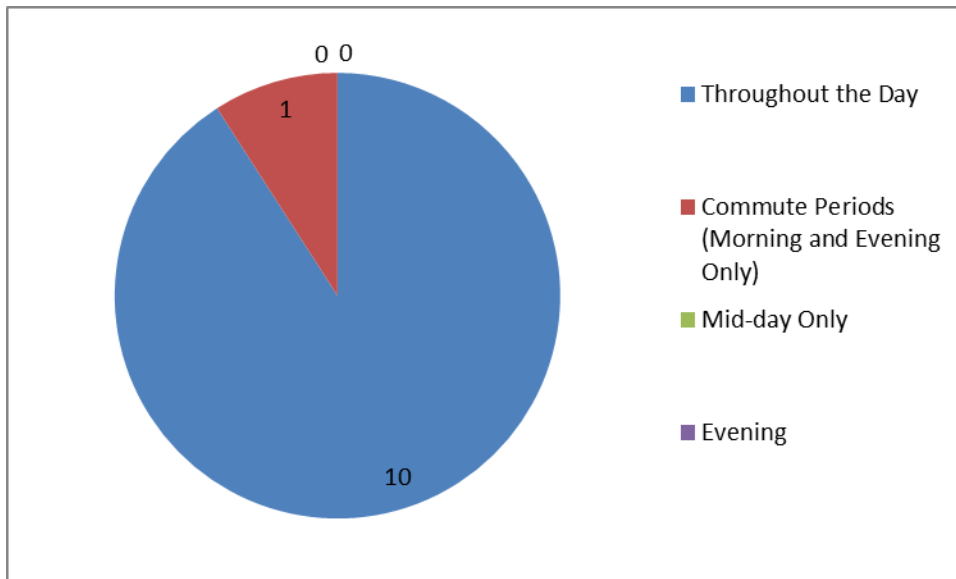
**16. How often would you or members of your household use transit if it operated in your area?**



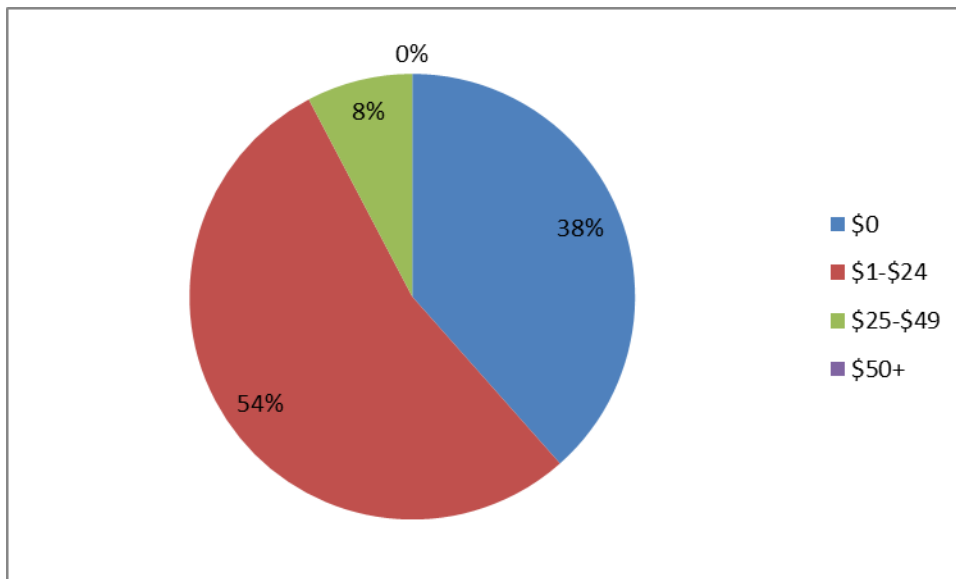
**17. What days of the week would you or members of your household be most likely to use this service? Please check all that apply.**



**18. How often should a transit operate if provided in your community?**



**19. What level of annual property tax increase would you be prepared to support in order to implement transit service?**



**12. Comments:**

*Summarised as part of the report analysis. Not included here for purposes of protecting anonymity.*

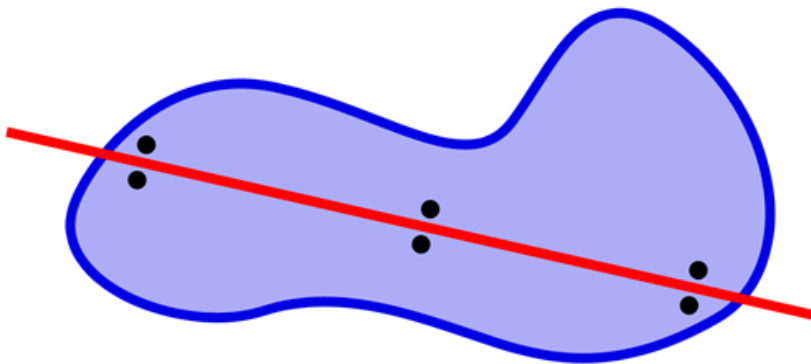
# APPENDIX B: Conventional & Custom Transit Service Description

## Conventional Transit

Conventional transit is the most common form of transit service and may use a range of vehicle types and sizes dependent upon a variety of factors such as ridership and terrain. Buses operate on established routes at scheduled times, stopping at designated bus stops.

The Vernon Regional Transit System operates on a conventional transit model. Figure A illustrates an idealized conventional service.

**Figure A: Conventional Transit**



Conventional transit services are best suited to higher-density areas with popular origins and destinations concentrated along main arteries. In these conditions, conventional service can attract sufficient ridership to support reasonably frequent service throughout the day, in evenings and on weekends. On the other hand, in many rural and lower-density areas, conventional service cannot attract sufficient ridership to be financially viable.

Where conventional transit services do operate in rural and low-density areas, they are characterized by the following limitations:

**Infrequent service.** A limited number of trips per day and the lengthy time between trips means that in many cases, passengers must travel earlier or later than their desired times. This might mean arriving at work 45 minutes early, for example, or waiting two hours after a medical appointment for the trip home.

**Limited hours of service** mean that passengers cannot return home in the evening, for example, and cannot make trips on the weekend. A teenager using the service to travel to a job after school would not be able to use transit to return home in the evening, and service would not be available on Sunday to take people to church.

**Limited coverage.** A conventional transit service on a fixed route can only cover a small part of a large rural or low-density area. Many residents will be beyond a reasonable walking distance to a bus stop, which for most people is 400 m or about a 5-minute walk.

One example of a “non-conventional” feature of Conventional Service would be a route where passengers may flag down buses at points along the route where the bus can safely pull off the road. An example of this would be the Lake Cowichan Route 7 service.

### **Custom Transit**

Custom transit is provided in systems with existing conventional service. HandyDART is a door-to-door, on-demand custom transit service for people who are unable to use the conventional transit system unassisted either some or all of the time. It is generally provided to registered users who live in areas within 1.5 kilometres of the conventional system routes. Potential customers must register for handyDART. To determine eligibility, handyDART considers medical conditions as well as limitations in mobility, agility, sensory or cognitive skills.

### **Taxi-based Service Concepts**

#### **Taxi Supplement**

Taxi Supplement is a service where a privately owned taxi is dispatched through the transit operator when the regular custom (handyDART) service is not available. For instance, this may occur when a passenger takes handyDART to an appointment which finishes after the handyDART service has ended and so the Taxi Supplement Program enables the passenger to return home after their appointment.

In general, Taxi Supplement trips are dispatched to a taxi operator and are operated using the taxi company’s private vehicle(s). Passengers using the service pay a standard custom transit fare (which covers a portion of costs), with the remaining portion paid by local transit funding partners. The cost of service may either be a metered amount or on a per-trip or per-hour amount, depending upon the contract established between the taxi operator and transit operator.). Many BC Transit systems use taxi supplement to complement their custom (handyDART) service e.g. Vernon and Kelowna.

A key benefit of Taxi Supplement service is that funding partners are not directly responsible for funding vehicle leases, insurance, and maintenance. It can also be a more economical way of delivering service since funding partners do not have to pay for “down time” between trips.

On the other hand, Taxi Supplement programs can be harder to monitor and control in terms of customer service and integration within a transit system. The funding partners may have less control over the physical condition of vehicles used and whether or not they are accessible to people using wheelchairs and scooters. Also, at some point enough trips are carried that it is actually more feasible to pay a driver for a number of hours of work.

#### **Taxi Saver**

The Taxi Saver program provides eligible handyDART clients<sup>8</sup> with a 50% subsidy towards the cost of taxi rides. Eligible individuals purchase an \$80 package of Taxi Saver coupons once per month at a cost of \$40. The coupons come in denominations of \$1, \$2 and \$5. Registered users would typically use subsidized Taxi Saver coupons to travel by taxi when handyDART cannot accommodate their needs. The handyDART client uses the coupons to pay the dollar meter rate of taxi fare. For example, if a taxi fare is \$5.80, the passenger pays \$5.00 in coupons and 80 cents in change (taxi drivers do not give change on Taxi Saver coupons).

The Vernon system offers a Taxi Saver program to complement handyDART services. The key benefit to the Taxi Saver Program is that it offers flexibility for passengers to travel when they

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<sup>8</sup> HandyDART provides door-to-door pre-booked transportation for people with a disability. More information available at: [www.bctransit.com/regions/rev/accessible/door\\_to\\_door.cfm](http://www.bctransit.com/regions/rev/accessible/door_to_door.cfm)

want and can help support taxi providers in a community, thereby assisting in keeping them viable to provide Taxi Supplement services.

One challenge with the program is that it is harder to monitor usage and that, particularly in smaller communities; it may undermine other transit services since some people will use Taxi Savers exclusively without supporting the shared-ride transit system. Also, the Taxi Saver program is typically misunderstood to be a subsidy program for any senior when it is actually only available for people with a disability who are unable to use the regular transit system (many of whom may be seniors) and are registered with the program.

## APPENDIX C: Transit Service in Comparable Communities

Community	Population	Description of Service	Vehicles	Annual Revenue Hours (2011/2012)	Annual Ridership (2011/2012)	Total Operating Cost/Hour (2011/12)
Sicamous & Area "E"	3,230	n/a	n/a	n/a	n/a	n/a
Clearwater & Area	2,300	3 routes. M-F morning, noon and afternoon trips from Clearwater to Vavenby and from Clearwater to Blackpool. Mon-Fri early morning trip from Blue River to Kamloops.	3 vehicles.	2400	6,080	\$53.82
Princeton & Area	2,700	2 routes. Mon and Weds morning trip to Penticton with mid-day return. Tues morn and noon return-trips to Hedley.	2 vehicles.	2, 426	8,651	\$52.65
Kimberley	6,700	1 route operates Tues -Fri morning, mid-morning and mid-afternoon return trips to Cranbrook. Local service an accessible on-request transit service operating Mon-Fri 8:00 a.m. - 4:30 p.m.	4 vehicles.	4782	13,183	\$52.65
100 Mile House	1,700	2 routes operate Mon-Fri. 2 morning and 2 afternoon trips around 100 Mile House. 4 daily loops through 103 Mile, 105 Mile and 108 Mile Ranch.	3 vehicles.	3136	12,498	\$64.43

