

# Service Summary



## FALL 2018 CHANGES –

**Effective September 4, 2018**

This document outlines fall 2018 seasonal schedule changes for the Victoria Regional Transit System for implementation on September 4, 2018. Fall changes include seasonal increases in service to match ridership demand and an expansion of 10,000 annualized service hours and four new buses.

**Changes include the addition of two new routes.**

- **9 UVic / Royal Oak via Gorge/Hillside:** A crosstown route Gorge-Hillside that connects the Camosun College Interurban Campus with the University of Victoria.
- **87 Dean Park:** A route through the Dean Park neighbourhood that connects the Saanichton Exchange, McTavish Exchange and Downtown Sidney.

**There will also be some minor changes to routes serving the Peninsula.**

- **81 Brentwood/Sidney/Swartz Bay/Saanichton:** routing and schedule changes
- **83 Sidney/Brentwood/Royal Oak:** routing and schedule changes
- **85 North Saanich:** introducing weekend service
- **88 Airport/Sidney:** schedule changes to provide connections with 72 Downtown/Swartz Bay

# September 2018 – Service Change Highlights

## Reinstatement of Seasonal Service

**2 S. Oak Bay / Willows / James Bay**  
**4 UVic / Downtown**  
**7 UVic / Downtown**  
**8 Interurban / Oak Bay**  
**11 UVic / Tillicum Mall**  
**12 UVic / University Heights**  
**14 UVic / Vic General**  
**15 UVic / Esquimalt**  
**16 UVic / Uptown**  
**17 Cedar Hill**  
**21 Interurban / Downtown**  
**22 Vic General-Watkiss / Hillside Mall**  
**25 Maplewood / Admirals Walk**  
**26 Dockyard / UVic**  
**27 Gordon Head / Downtown**  
**35 Ridge**  
**39 UVic / Westhills**  
**51 Langford / UVic**  
**52 Colwood / Bear Mtn.**  
**59 Triangle Mountain**  
**60 Wishart**  
**72 Swartz Bay / Downtown**  
**76 UVic / Swartz Bay**

During the spring and summer months, service levels are reduced on a number of routes to reflect the lower ridership levels that generally occur when post-secondary and secondary schools are not in full session. In the fall, service levels are reinstated to reflect this increased demand when secondary schools, UVic and Camosun College are back in full session.

## Discontinuation of Summer Seasonal Services

<b>53 Atkins</b>	Seasonal extensions to Thetis Lake discontinued.
<b>70 Swartz Bay / Downtown</b>	Seasonal improvements to Swartz Bay Ferry Terminal on weekends discontinued.
<b>72 Swartz Bay / Downtown</b>	Seasonal improvements to Swartz Bay Ferry Terminal on weekends discontinued.
<b>75 Royal Oak/Downtown/Saanichton</b>	Direct seasonal midday and evening service between downtown and the Butchart Gardens is discontinued.
<b>81 Swartz Bay / Butchart Gardens</b>	Service returns to Fall service levels.

## Route Changes

<b>81 Swartz Bay / Butchart</b>	New Routing: route rescheduled with trips now routing via Lochside Drive. See below for details.
<b>83 Royal Oak / Sidney</b>	New Routing: route rescheduled with trips now routing via Mills Rd. Weekend service extended to Royal Oak. See routes 87 & 88 for service to YYJ. See below for details.

## Schedule Changes

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**88 Airport**

Increased frequency providing 30-minute weekday service and 60-minute weekend service with connections to and from route 72 at McTavish Exchange. See below for details.

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**New Routes**

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**9 Royal Oak / UVic via Gorge / Hillside**

New Route - crosstown service between UVic and Royal Oak Exchange via Foul Bay, Hillside, Gorge, Tillicum, Interurban, Markham to Royal Oak Exchange. See below for details.

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**87 Sidney / Dean Park via Airport**

New Route: providing service to Dean Park between McTavish and Saanichton Exchanges, Monday through Friday. See below for details.

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**December 2018 – Service Change Highlights**

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**Holiday Service****4 UVic / Downtown****7 UVic / Downtown**

Seasonal service reductions to match ridership levels.

**8 Interurban / Oak Bay****11 UVic / Tillicum Mall****12 UVic / University Heights****13 Ten Mile Point / UVic****14 UVic / Vic General****15 UVic / Esquimalt****16 UVic / Uptown****21 Interurban / Downtown****26 Dockyard / UVic****39 UVic / Westhills**

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**76 UVic / Swartz Bay**

Seasonal Route cancellation

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# Service Change Details

## New Route – Route 9

9 Royal Oak / UVic via Gorge/Hillside

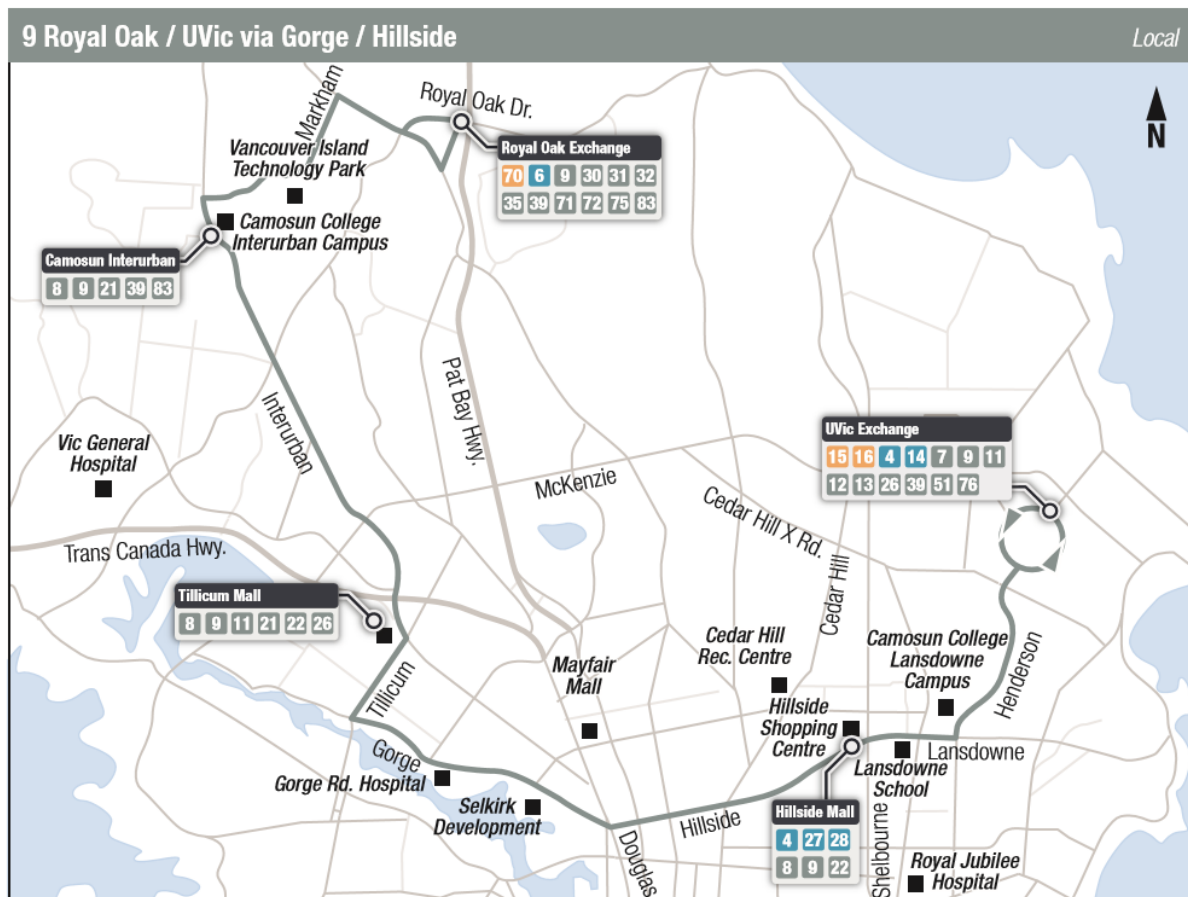
FALL 2018 CHANGE: Effective September 4

### Change Overview:

- The 9 Gorge / Hillside will provide service between Royal Oak Exchange, Camosun Interurban, Tillicum Mall, Hillside Mall, Camosun Lansdowne and UVic via Hillside and Gorge

### Key Benefits to Change:

- Provides improved service to Camosun College Interurban Campus with key trips for class start times
- Provides new crosstown route that supports Transit Future Plan network vision



# Service Change Details

## Routing Change — Route 81 81 Brentwood / Sidney / Swartz Bay / Saanichton

**FALL 2018 CHANGE: Effective  
September 4**

### Change Overview:

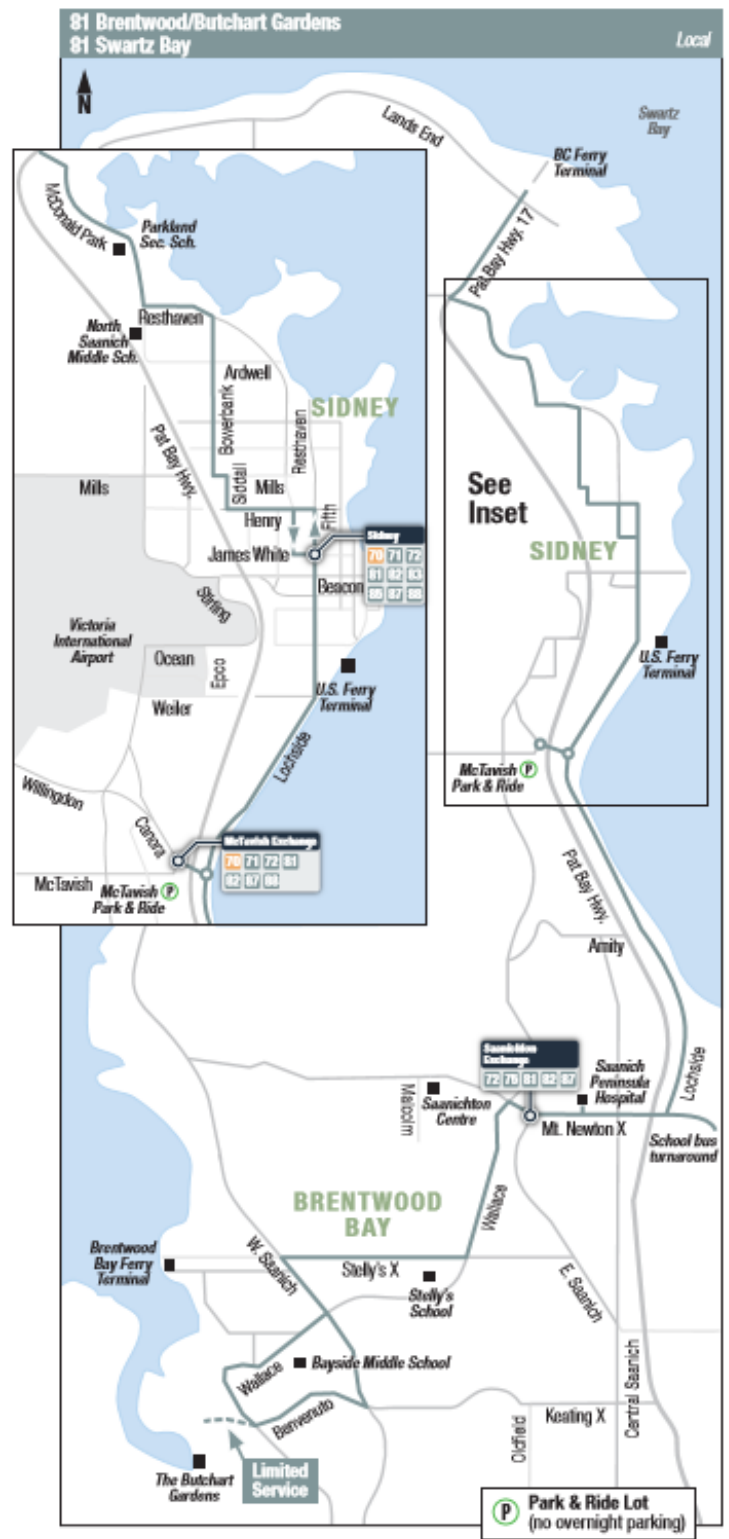
- The Route 81 will stay on Lochside Drive between the McTavish Exchange and downtown Sidney.

### Key Benefits

- Consistent routing and frequency through Canora neighbourhood
- Improved transit service on Lochside Dr.

### Considerations:

- Canora neighbourhood no longer has access to route 81. Service levels and connections will be maintained through Routes 87 and 88. As a result, there will be little impact to customers.



# Service Change Details

## Routing Change — Route 83 83 Royal Oak / Sidney

**FALL 2018 CHANGE: Effective September 4**

### Change Overview:

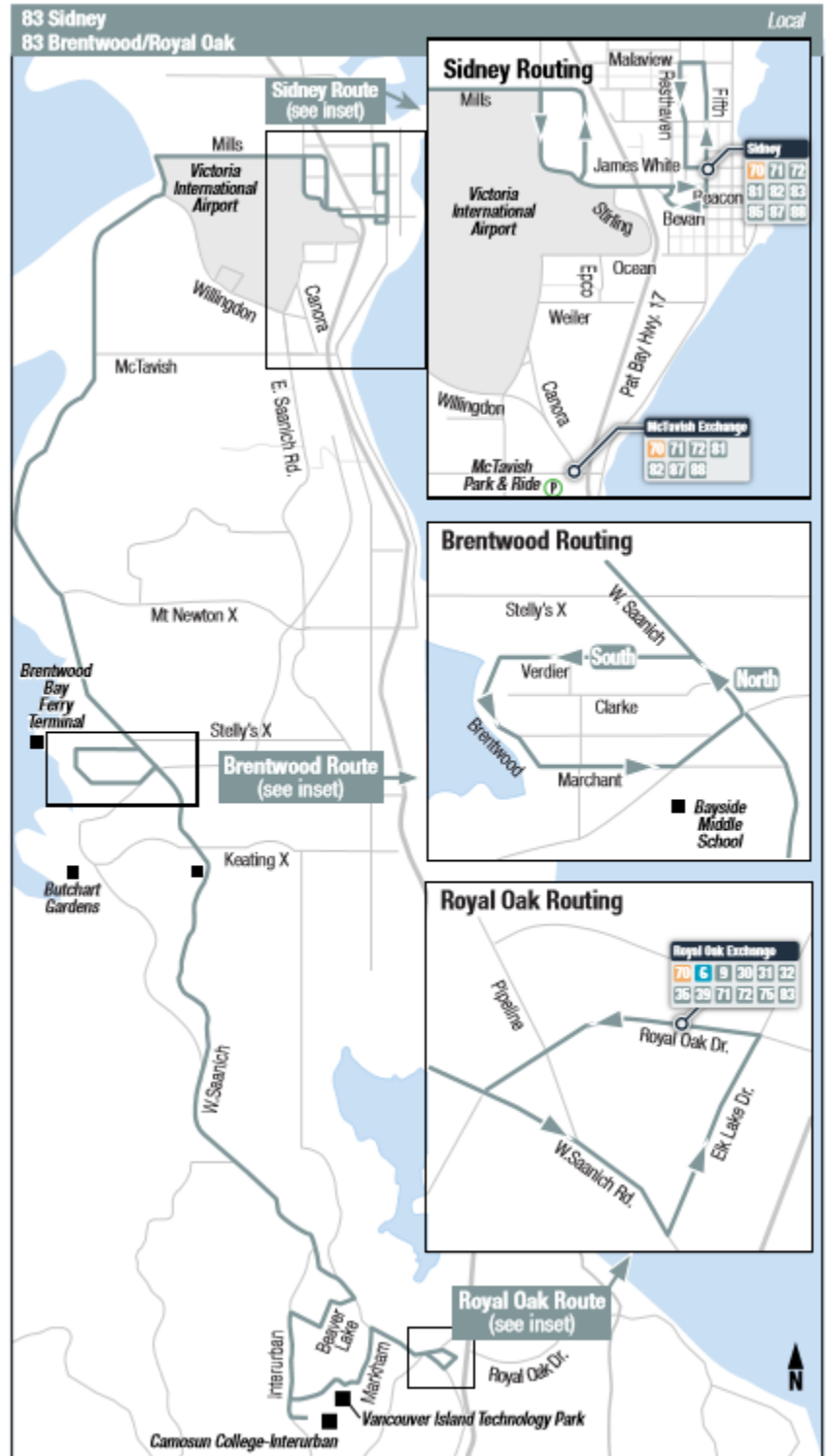
- The Route 83 will stay on West Saanich Road and turn onto Mills, no longer service the Victoria International Airport. On weekends, Route 83 will be extended to Royal Oak to match weekday routing. Service levels should be maintained.

### Key Benefits

- Consistent routing on weekdays and weekends

### Considerations:

- Route 83 no longer services the airport – these resources have been reallocated to Routes 87 and 88
- Canora neighbourhood no longer has access to Route 83. Service levels and connections will be maintained through Routes 87 and 88. As a result, there will be little impact to customers.



# Service Change Details

## Service Improvement – Route 85 85 North Saanich

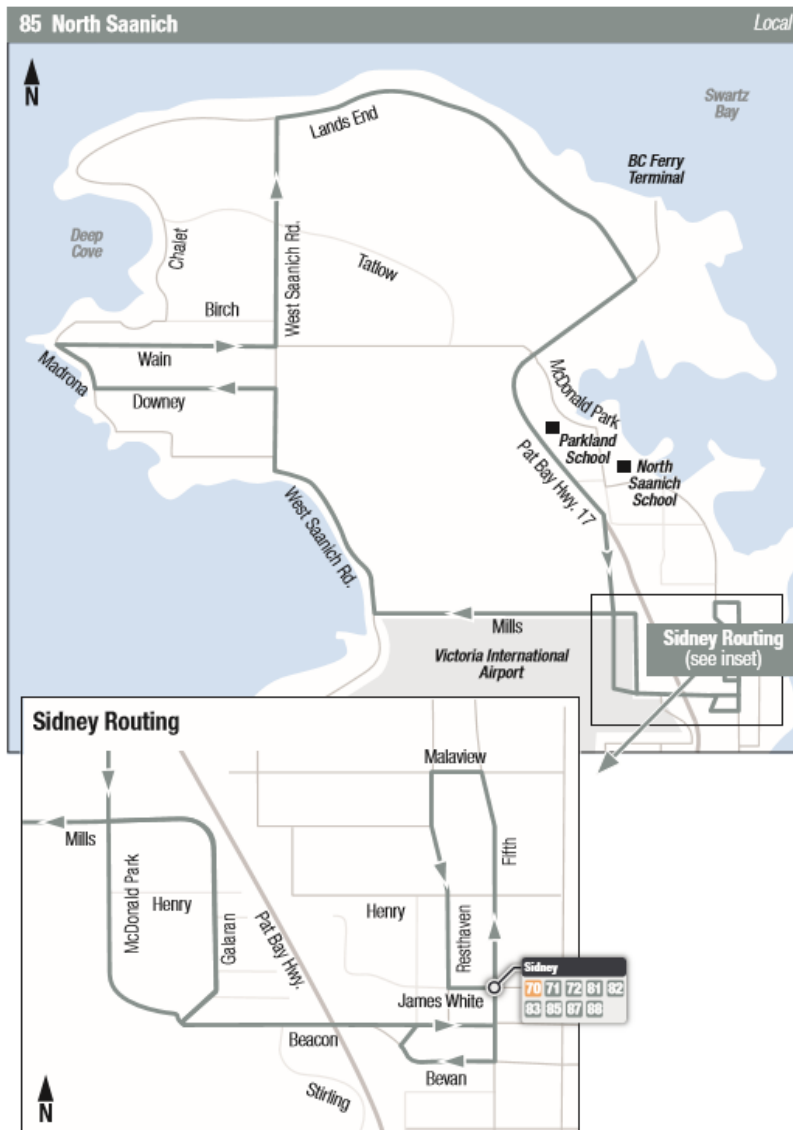
**FALL 2018 CHANGE: Effective September 4**

### Change Overview:

- 85 North Saanich service is being extended to Saturdays and Sundays

### Key Benefits

- Residents of North Saanich will have Saturday and Sunday service that will provide local and regional connections



# Service Change Details

## New Route – Route 87

### 87 Sidney/Dean Park via Airport

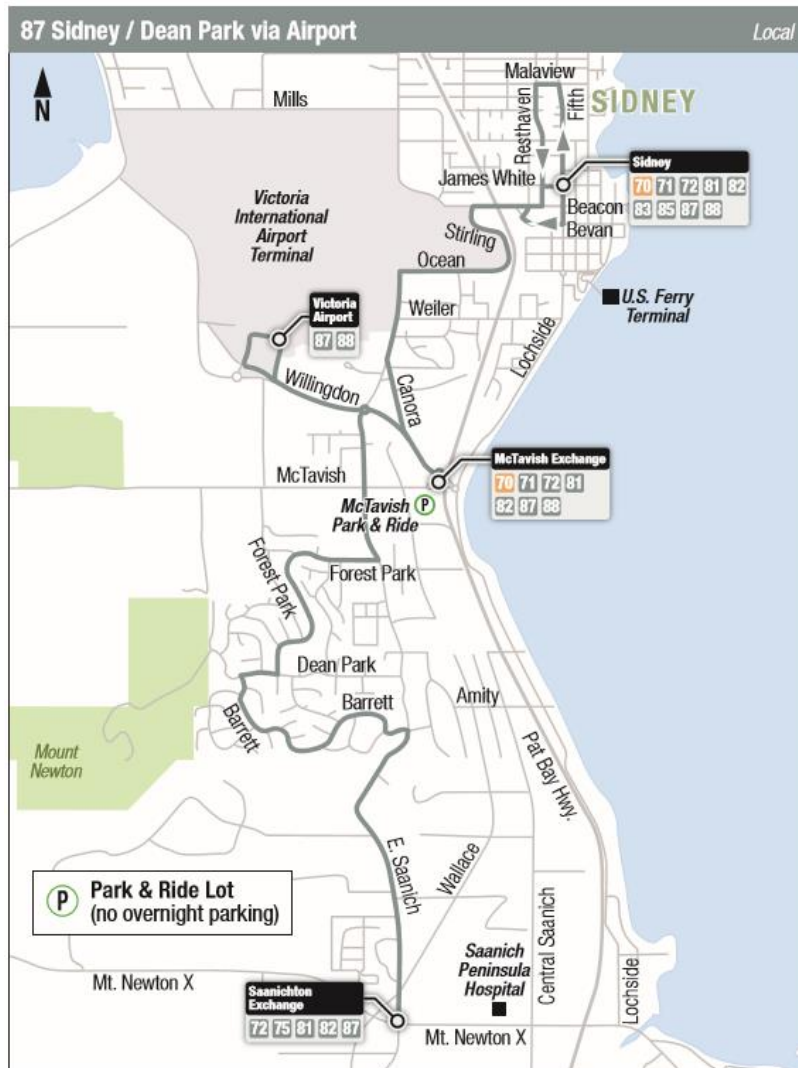
**FALL 2018 CHANGE: Effective September 4**

#### Change Overview:

- This new route will connect Saanichton Exchange, McTavish Exchange, YYJ and Downtown Sidney through the Dean Park and Canora neighbourhoods neighbourhood.

#### Key Benefits

- Introduces service to the Dean Park neighbourhood, a neighbourhood not currently served by transit





# Service Change Details

## Service Change — Route 88

### 88 Airport/Sidney

**FALL 2018 CHANGE: Effective September 4**

#### Change Overview:

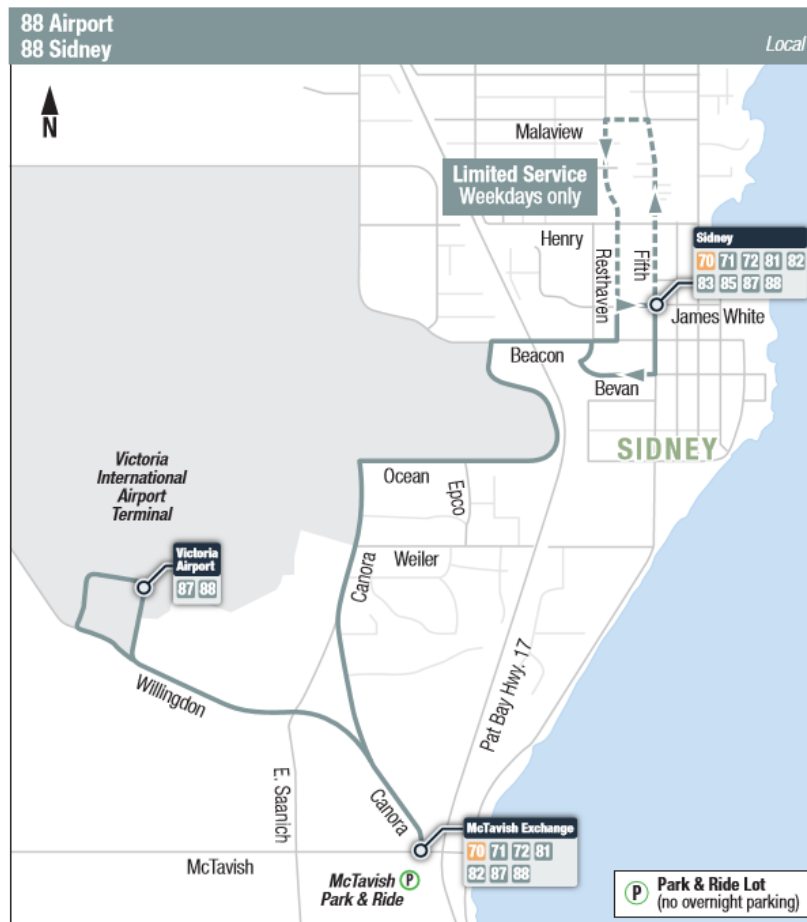
- Service improvements are being made to 88 Airport/Sidney to provide 30-minute weekday service, 60-minute weekend service and connections with the 72 Swartz Bay/Downtown.

#### Key Benefits

- Provides consistent service to the airport and improves frequency on weekdays
- Provides timed connections for customers travelling between Downtown Victoria and the Airport

#### Considerations

- Service span reduced to provide improvement



## How are Service Changes Developed?

Service changes are based on:

- The system's long term [Transit Future Plan](#), recent [Victoria Regional Service Review](#) and 2018/19 Annual Service Plan.
- Recent feedback from customers, front line staff, major employers and area local governments.
- Detailed route analysis and application of the system's service design standards and route performance guidelines<sup>1</sup> to best match service to customer demand.

### For more Information

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

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<sup>1</sup> See Appendix A for an excerpt.

# Appendix A

## Excerpt - Victoria Regional Transit Service Standards and Performance Guidelines

### Minimum Service Standard

Service frequency defines the minimum frequency at which a route operates, subject to meeting the Performance Guidelines. Investments to increase service levels will be considered to strategically develop the network or when route performance indicates the route is performing 25% above the target for the routes class.

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

Span of service defines the operating hours for each service type. Extension to the span of service shall be considered when the first and last hour of service has productivity greater than the average productivity on the route.