

Port Edward Transit

Service Review



October 10, 2012

Prepared by: Stantec Consulting



District of
Port Edward



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EXECUTIVE SUMMARY

The Port Edward Transit Service Review is a comprehensive analysis of transit in the Port Edward area. This study has been initiated by BC Transit to review the transit system and identify opportunities for improvement to:

1. Further increase transit ridership;
2. Gain efficiencies and increase cost savings;
3. Enhance and build potential community partnerships;
4. Improve service delivery and customer focus; and
5. Increase the satisfaction of customers with transit.

This work was undertaken between May and July of 2012 in conjunction with a review of Prince Rupert Transit System to ensure the two systems continue to take advantage of opportunities to produce increased efficiency and enhanced travel.

Community Overview

Port Edward is a small community located 15 km to the south of Prince Rupert. In 2011 the District Municipality of Port Edward had a population of 544. The main industries of the community are forestry and fishing, and it is also a popular tourist destination, with the North Pacific Historic Fishing Village being a major historical site.

Transit System Overview and Analysis

The Port Edward system consists of a single route, route #60 Port Edward, which connects the community in the District of Port Edward to downtown Prince Rupert. The vehicle used to provide this service is a full size bus and is accessible to people with disabilities using wheelchairs or scooters. There are 10 round trips in the summer months (May to September) and seven round trips in the winter months.

The Port Edward route extends south to the North Pacific Cannery Historic Site during the summer period when the site is open to the public. The route operates Monday to Saturday in the winter time (between October and May) and seven days per week from May to September.

As there is only one conventional bus available to provide this service, service reliability can be a problem when this bus is out of operation for maintenance or other reasons.

Funding is cost shared between the District of Port Edward and BC Transit, and the service is delivered by the contracted operator First Canada ULC.

The Port Edward transit ridership is fairly high, ranking 4th among 10 peer systems carrying nearly 35,000 passengers annually. On a ridership per hour basis, however, it ranks first. Its revenues are fairly high, ranking 4th. Its operating costs are on the high side, ranking 8th among the peer systems. The high ridership is likely due to the short routing and the fairly regular and frequent service throughout the day relative to some of the other systems.

Consultation and Communication

A range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included both "structured" input, organized around key technical issues (e.g. driver survey and meetings with operating managers) and concerns from specific population segments (e.g. interviews with stakeholders), and more open stakeholder sessions (i.e., open houses) and surveys (on-board and web surveys) to allow for free flowing opinions and suggestions on existing or proposed services.

The key stakeholders consulted during this review included the following:

Local Government Partners

- District of Port Edward – staff
- City of Prince Rupert – staff

Transportation Providers

- First Canada ULC – manager and drivers

Educational Agencies

- School District 52
- Northwest Community College

Community Organizations

- North Coast Transition Society
- Ministerial Society
- Friendship House
- Prince Rupert Urban Haida Society

Businesses

- Prince Rupert Port Authority
- Ridley Terminals

Section 4 provides the full summary of public consultation feedback and all consultation comments and results are included in the appendices.

The key themes that emerged from the onboard survey, web survey, open houses, stakeholder meetings, and interviews with passengers are summarized in the table below. These themes fall into four categories – scheduling, routing, capital infrastructure, and other issues. The concerns expressed about the Port Edward system, and some for the Prince Rupert, system are included in the table below, as Port Edward residents also had the opportunity to comment on the Prince Rupert system.

Scheduling Issues
Port Edward: <ul style="list-style-type: none"> • Sunday service is needed (e.g. for shopping, work, going to church, etc.) year round • There is not enough evening service on weekdays during the winter • Frequency of service is too low, particularly in the morning • Summer schedule morning trips do not serve the North Pacific Historic Fishing Village
Routing Issues
Prince Rupert: <ul style="list-style-type: none"> • Some important locations are not being adequately served
Capital Infrastructure Issues
Port Edward and Prince Rupert: <ul style="list-style-type: none"> • Having printed trip schedule information at bus stops would be helpful
Other Issues
Port Edward and Prince Rupert: <ul style="list-style-type: none"> • Buses often break down, causing service reliability problems

Proposed Service Change Options

In reviewing the Port Edward Transit System and the feedback collected from the consultation activities, a set of short- (2012/13, depending on the completion of an implementation Memorandum of Understanding), medium- (2013 to 5 years from now), and long-term (5 to 10 years from now) service change options have been developed for the Port Edward system. The

table below summarizes the service change options, as well as the advantages and disadvantages of each option.

Service Change Option	Advantages	Disadvantages
Short Term (2012/13 - 2013/14)		
1) Move the bus stop in front of the museum to a location in front of Chances	<ul style="list-style-type: none"> • Create a dedicated transit bus stop, reduce vehicle conflict and improve safety 	<ul style="list-style-type: none"> • Increases distance for tourists to access public transit from Cow Bay
Medium Term (2013/14 to 5 years from now)		
2) Provide printed bus schedule information at stops	<ul style="list-style-type: none"> • Improved customer access to bus schedule information 	<ul style="list-style-type: none"> • Cost to acquire, install, and maintain; schedules require periodic updating
Long Term (5 to 10 years from now)		
3) Revise evening schedule during winter months (Requires coordination with Prince Rupert evening improvements)	<ul style="list-style-type: none"> • Provide Port Edward residents working in Prince Rupert more options returning home 	<ul style="list-style-type: none"> • Eliminates late evening trip to Port Edward
4) Increase frequency of service, particularly in the morning, or	<ul style="list-style-type: none"> • Provide Port Edward residents with more options to use the transit service to get to work, school and shopping 	<ul style="list-style-type: none"> • Increased operating costs • Another vehicle will need to be purchased to provide service
5) Extend summer hours into the winter (October to April)	<ul style="list-style-type: none"> • Customers could use the transit service for shopping, going to church, etc. on Sundays and in the evening 	<ul style="list-style-type: none"> • Increased operating costs • Another vehicle may will to be purchased to provide service
6) Add bus stop at the access road to Watson Island when warranted	<ul style="list-style-type: none"> • Employees working on Watson Island could use transit service 	<ul style="list-style-type: none"> • Could increase trip time

The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on 2012/13 Annual Operating Agreement budgets. These estimates would require review based on actual date of implementation and confirmed service and operational details.

Service Option Summary: Estimated Additional Annual Impacts

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
Short Term (2012/13 – 2013/14)								
1) Move the bus stop from the front of museum to a location in front of Chances	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Medium Term (2013/14 to 5 years from now)								
2) Provide printed bus schedule information at stops	n/a	n/a	n/a	n/a	varies	100%	n/a	n/a
Long Term (5 to 10 years from now)								
3) Revise evening schedule during winter months (Requires coordination with Prince Rupert evening improvements)	0	0	1,200	\$2,000	\$0	\$0	\$0	16
4) Increase frequency of service by adding two trips in morning year round, or	1	600	9,600	\$15,600	\$110,000	\$51,000	\$43,400	16
5) Expand winter service to same as summer service:								
a. Monday to Saturday only, or	1*	600	8,400	\$13,600	\$110,000	\$45,000	\$51,400	14
b. including Sundays and holidays	1*	800	9,600	\$15,600	\$136,000	\$56,900	\$63,500	12
6) Introduce a new bus stop at the access road to Watson Island	n/a	n/a	1,500	\$2,400	n/a	n/a	n/a	n/a

*Note, another vehicle is not required if option 4 is implemented first.

Other Changes

In addition to the service changes listed above, other changes have been identified for the Port Edward Transit System, to be implemented in the short and longer term. These are fully detailed in Section 5 and include recommendations on changes to specific stops and Rider's Guide map revisions.

Conclusions

The evaluation results shown in the previous table indicate that all of the proposed service changes have significant advantages. There are, however, disadvantages or challenges to implementing some of the changes. To overcome some of these disadvantages, and to enhance customer satisfaction and improve operational efficiencies, the following actions are recommended:

- Develop a formalized agreement between Port Edward and Prince Rupert with respect to shared assets;
- Allocate more capital and operating funding to the transit system as the population of Port Edward grows. This will allow another vehicle to be purchased to improve service reliability and the ability to respond more effectively to new service needs, bus shelters to be purchased, and the frequency, hours of service, and service reliability to be enhanced;
- Operating and maintenance performance standards should be included in operating contracts, as well as specific financial consequences (i.e. bonuses or penalties) when these standards are met or not met;
- Monitor the impact of the changes described above closely to see what the impact is on ridership and customer satisfaction.; and,
- Conduct more regular service reviews in the future (e.g. every 5 years or when significant changes occur) so that changes in the population and needs of the customers can be responded to more promptly.

Implementation Considerations

The report recommends implementing the service changes options in a staged approach. This will allow the most critical needs and cost-effective options to be implemented first. Once the population of Port Edward has grown such that there is a larger tax base to support the transit system, more resource-intensive improvements can be implemented. Also, is recognized that implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, as well as the allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by the District and BC Transit. This MOU outlines the exact service changes to be developed for implementation and the roles and timeline for implementation.

Recommendations

It is recommended that the District of Port Edward:

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

1. INTRODUCTION

SCOPE OF WORK

The Port Edward Transit Service Review is a comprehensive analysis of transit in the Port Edward area. As specified in the Master Operating Agreement, BC Transit reviews the efficiency and effectiveness of individual systems to make recommendations for improving system performance. This service review is especially timely given that system priorities, local economies, school enrollments and travel patterns may have changed in the last 5 years or more. All of these factors may influence the effectiveness of the transit system, thus requiring a comprehensive service review.

This study has been initiated to review the transit system and identify opportunities for improvement to:

- Further increase transit ridership;
- Gain efficiencies and increase cost savings;
- Enhance and build potential community partnerships;
- Improve service delivery and customer focus; and
- Increase the satisfaction of customers with transit.

These objectives are being accomplished by:

- Building public awareness and support of transit services provided to/from and within the District of Port Edward;
- Gathering feedback on potential routing, scheduling, capital infrastructure, and other changes, as well as input on other elements of the existing transit system;
- Analyzing, summarizing and reporting back on consultation outcomes to the District of Port Edward and making recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers; and
- Identifying potential efficiencies of asset-sharing between the two systems (e.g. Port Edward buses being used within the Prince Rupert system to maximize service hour and vehicle efficiency).

This work has been undertaken between May and July of 2012 in conjunction with a review of the Prince Rupert Transit System. Undertaking both reviews jointly ensures that the two systems continue to take advantage of opportunities to produce increased efficiency and enhanced travel by considering them in an integrated and holistic manner.

SERVICE REVIEW PROCESS

Stantec Consulting, the team conducting this review, has worked closely with BC Transit staff, the local municipal representatives and the local transit operator, First Canada ULC, to provide a comprehensive system service review. The following steps were taken:

- Travel several times to Port Edward and Prince Rupert to better understand the local context, meet with operations managers, transit staff and customers, municipal contacts and stakeholder groups, and conduct a review of the transit systems by riding the routes, examining bus stops, etc.;
- Research current and future demographic and economic trends, review planning documents to determine current and future land use and growth areas, and examine existing transportation options;

- Conduct a full review of the transit systems, including both system and route-by-route overviews, and conduct a detailed analysis of ridership, transit system and operational data, existing system infrastructure, and operational considerations;
- Organize and hold consultation events and activities, including open houses, stakeholder meetings, an onboard survey, and a web survey, and obtain and summarize feedback from these activities;
- Assess infrastructure and vehicle assets and determine existing conditions and future needs including better stop level information for customers; and
- Evaluate service and propose detailed service change options, transit monitoring actions, and short and longer term recommendations.

Guiding Principles

There are an infinite number of ways in which a transit system can be improved or enhanced. To keep this review focused on what can be feasibly implemented as well as meet the critical needs of the community, the following guiding principles have been applied:

- Minimize inconveniences imposed on current customers;
- Place more emphasis on immediate needs;
- Place more emphasis on improvements that require minimal increase in operating and capital costs;
- Improve reliability and accessibility of the transit system; and
- Improve lines of communication with customers.

These principles have provided an important foundation in the development and evaluation of the service change options.

2. COMMUNITY OVERVIEW

DEMOGRAPHICS

The District Municipality of Port Edward had a population of 544 in 2011, a decrease of 5.7% since 2006, when it was 577. Of the District population in 2011, 10% were seniors, 27% were under 15, with the remainder (67%) in the 15-65 age group. This age breakdown is roughly the same as the City of Prince Rupert. It has one of the lowest population densities in the region of only 3.2 persons per square kilometre.

The population of Port Edward moves more frequently than the other communities in the region, with 67% living in the same census subdivision they lived in 5 years earlier, but another 27% having moved from a different census subdivision in the past five years (2006 data). The median income of all private households was \$50,390 per year in 2006.

LAND USE AND FUTURE GROWTH

Port Edward is a small community with a land area of 18,387 hectares located 15 km to the south of Prince Rupert. It is bordered by the Skeena River, Inverness Passage and mountains to the north of Highway 16. The main industries are forestry and fishing, and it is also a popular tourist destination, with the North Pacific Historic Fishing Village being a major historical site and one of the oldest remaining fish canneries on the West Coast. The District also includes two provincial parks and an ecological reserve. Watson Island is also located along the Port Edward bus route, and is the former site of the Skeena Cellulose Pulp Mill and potential future site of a seaport terminal and industrial park.



The District of Port Edward has commercial and residential land that could be developed to meet the need for industry expansion and the working population that will be attracted by it. While Prince Rupert has a relative shortage of developable land, Port Edward has the potential to take up some of the population growth in the area. As of 2006, the vast majority of residents live in single-detached homes (84%), with most of the rest in semi-detached homes (11%). There are about 200 homes in the District, along with 55 mobile homes and one small apartment complex.

Since Port Edward is only 15 minutes by vehicle from Prince Rupert, the positive impact of economic development in Prince Rupert will have spin-off effects in Port Edward. Promoting the use of transit service to commute between Prince Rupert and Port Edwards for work will be of key importance.

TRANSPORTATION OPTIONS

BC Transit provides a well-used transit service between Port Edward and Prince Rupert. The #60 bus route connects the two communities with service that operates six times per day, except Sundays and holidays. In the summer months (May to September) the route changes to also include Sundays and holidays and some trips route to the North Pacific Historic Fishing Village.

According to the 2006 Census, the vast majority of Port Edward residents drive to work (71%) or are a passenger in a vehicle (6%). However, a significant number take public transit (7%), walk or bike (7%), or take another mode (9%). In fact, this transit mode share is the highest of any community outside Vancouver and Victoria. Aside from these options, School District 52 also contracts First Canada to provide a school bus service for students attending middle school or secondary school in Prince Rupert.

Due to its proximity to Prince Rupert, Port Edward can take advantage of the varied transportation options that Prince Rupert offers, with regular flights from Digby Island and Seal Cove, rail access with VIA Rail, and bus transportation using Greyhound Canada.

The main driving route is the Yellowhead Highway (Highway 16), which runs east from Prince Rupert to the BC-Alberta border. Residents of Port Edward can reach the highway via Skeena Drive. The highway also runs west of Prince Rupert runs along Haida Gwaii, connected to the mainland by a ferry across Hecate Strait.

Greyhound operates an inter-city bus service from Prince Rupert westbound to Prince George in the mornings and evenings. Morning trips depart at 10:15am from Tuesday to Saturday and evening trips depart at 9pm Tuesday to Thursday.

The Prince Rupert Airport is located on Digby Island, a short bus and ferry ride away from Port Edward. The airport offers 28 non-stop flights per week through Air Canada, Inland Air and Hawkair. The City also has the Seal Cove Seaplane Base, home to the seaplane fleet as well as the Flight Services Station. Two seaplane operators, North Pacific Seaplanes and Inland Air Charters offer flights to Port Simpson, Masset, Kitkatla and Hartley Bay. Helijet also provides helicopter flights from the Seal Cove Heliport.

Port Edward has moorage for travellers at the Small Craft Harbour that is operated by the Port Edward Harbour Authority. Nearby Prince Rupert is also linked by water routes through BC Ferries, with service to Haida Gwaii, the mid-BC Coast, and Port Hardy. Alaska Marine Highway Ferries connects the District with coastal Alaskan towns such as Juneau, Ketchikan, and Skagway and south to Bellingham, Washington.

VIA Rail runs the Jasper-Prince Rupert train, which departs three times a week, on Wednesdays, Fridays and Sundays. The trip is a two-day journey with a stopover in Prince George, with connections in Jasper to Vancouver and Toronto with VIA Rail Canadian.

3. TRANSIT SYSTEM OVERVIEW AND ANALYSIS

SYSTEM OVERVIEW

The Port Edward system consists of a single route, route #60 Port Edward, which connects the community in the District of Port Edward to Downtown Prince Rupert. It is categorized as a paratransit service, as it makes stops on request. The vehicle used to provide this service is a full size bus and is accessible to people with disabilities using wheelchairs or scooters.

Funding is cost shared between the District of Port Edward and BC Transit, and the service is delivered by the contracted operator First Canada ULC.

Service Span and Size

The Port Edward route operates Monday through Sunday from May to September and extends south to the North Pacific Historic Fishing Village during this period when the site is open to the public. The route operates Monday to Saturday in the winter time (between October and May).

As there is only one conventional bus available to provide this service, and service reliability can be a problem when this bus is out of operation for maintenance or other reasons. Currently, there is an informal agreement between Prince Rupert and Port Edward that Prince Rupert will supply a bus if the Port Edward bus breaks down. In exchange, the Port Edward bus is used to operate one of the Prince Rupert routes. It would be ideal if the Port Edward and Prince Rupert buses could be used interchangeably, but this would require a more formal agreement to be drawn between parties.

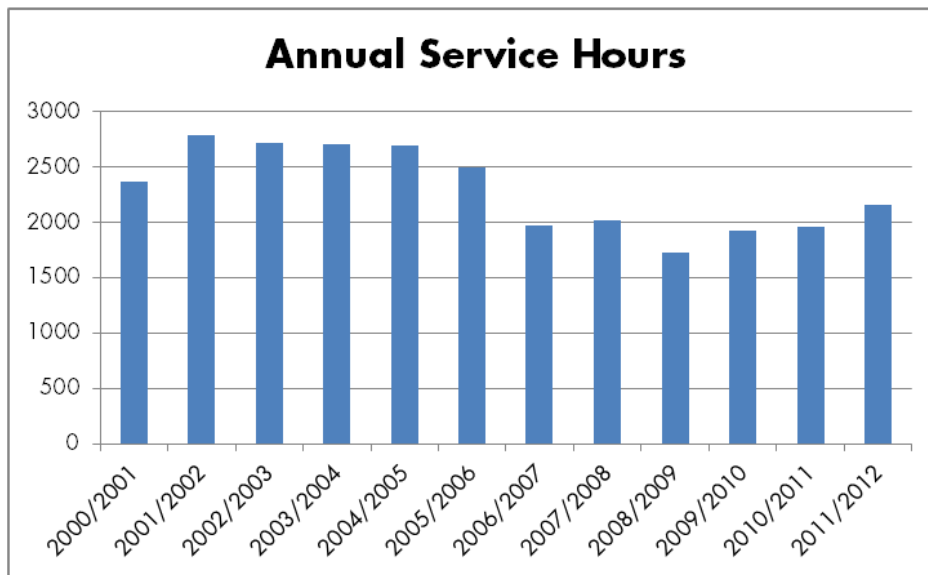
SYSTEM HISTORY

The Port Edward Transit System has been operating since 1992.¹ The following charts show annual boardings and service hours starting since 2000. Annual boardings have remained fairly constant in recent years, at just below 35,000. Annual service hours also appear to have remained fairly steady in recent years at around 2,000 hours per year (the number of service hours in 2011/12 was 2,155).

¹ http://www.bctransit.com/corporate/partnership/pdf/Regional_Transit_Facts_2011.pdf



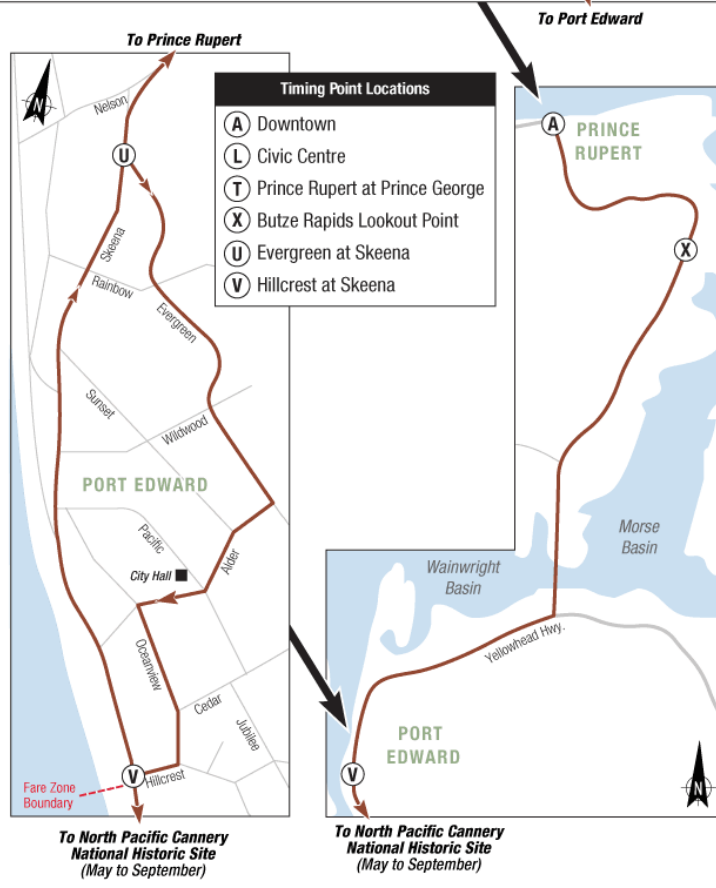
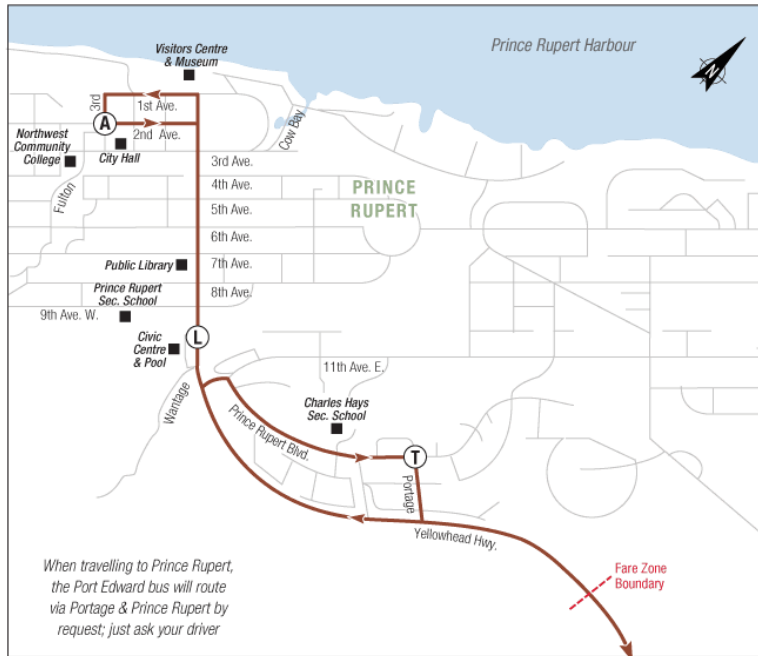
Source: BC Transit



Source: BC Transit

ROUTE OVERVIEW

Route #60 – Port Edward. This route serves the community of Port Edward, a portion of the City of Prince Rupert along the Yellowhead Highway, and Downtown Prince Rupert. The first trip from Port Edward leaves at 7:35am. The last bus back to Port Edward leaves Prince Rupert at 10:10pm. On Saturdays, the first departure from Port Edward is at 9:30am and the last bus leaves Prince Rupert at 10:10pm. On Sundays (in the summer months), the first departure from Port Edward is at 9:30am and the last bus leaves Prince Rupert at 4:10pm. There are 10 round trips in the summer months (May to September) and seven round trips in the winter months. In other words, in the summer service frequency ranges between once every hour to once every three hours and in the winter service frequency ranges from once every hour to once every four hours. In the evening, however, there is only a 40 minute gap between the last trip and second last trip.

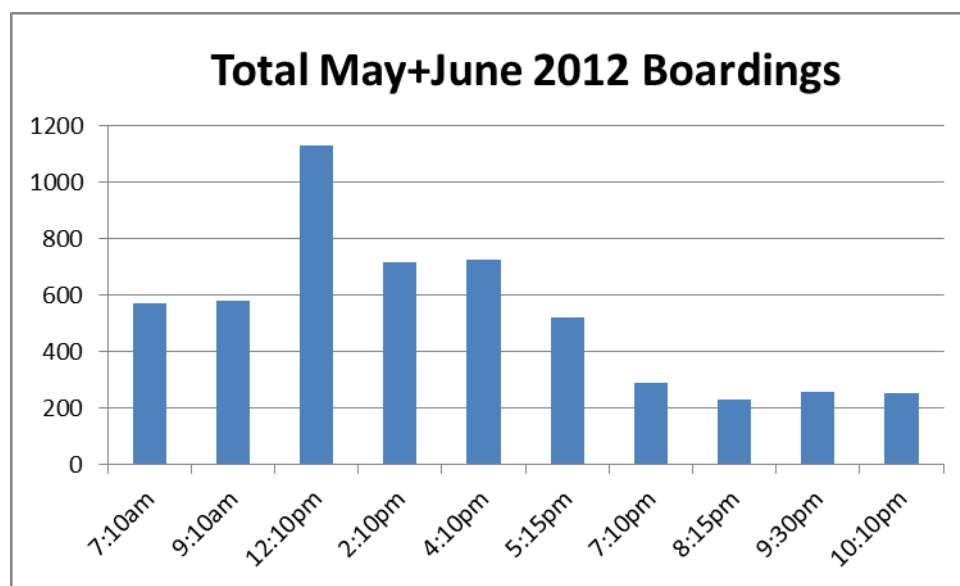


ANALYSIS OF RIDERSHIP AND TRANSIT SYSTEM DATA

According to the May and June 2012 transit passenger boarding data, about 80% of boardings occur on weekends.

The route extends to the North Pacific Historic Fishing Village during the tourist season between May and September. According to May and June 2012 ridership numbers, about 3% of boardings occurred at the North Pacific in May and 5% of total boardings occurred at the North Pacific in June. In general, the peak direction of travel is towards Prince Rupert in the morning and mid-day and back to Port Edward in the afternoons and evenings.

The following chart shows the distribution of boardings on each of the 10 round trips that make up a regular summer time schedule. The mid-day round trip is by far the most popular. The 8:15pm, 9:30pm, and 10:10pm trips appear to do equally well. However, in the winter, the ridership is reduced on the 10:10pm trip.



Source: First Canada

The following table shows how the Port Edward Transit System compares to other systems that have access to only one, two, or three vehicles and have similar ridership levels.

Port Edward's ridership is fairly high in this comparison, ranking 5th among the 10 peer systems. On a ridership per hour basis, however, it ranks first. Its revenues are fairly high, ranking 4th. Its operating costs are on the high side, ranking 8th among the peer systems. The high ridership is likely due to the short routing and the fairly regular service throughout the day relative to some of the other systems.

2011/12 Paratransit System Figures for Port Edward and Peer Communities

Transit System	Licensed Vehicles (1)	Total Passengers	Rank	Total Revenue (\$) (2)	Rank	Cost Recovery	Rank	Rides/Hour	Rank	Operating Costs/Hour	Rank
Pemberton Valley	2	56,963	1	147,805	1	30.9%	1	12.5	2	\$139.97	10
Merritt and Area	2	50,728	2	46,224	5	19.4%	2	12.1	3	\$56.77	4
Agassiz - Harrison	3	42,253	3	57,563	3	15.0%	6	7.7	5	\$56.00	3
Skeena Regional	2	35,330	4	66,580	2	14.8%	7	10.6	4	\$106.18	9
Port Edward	1	33,179	5	49,104	4	18.8%	3	15.4	1	\$100.06	8
Smithers and District	2	18,857	6	37,913	7	17.8%	4	5.1	8	\$51.17	2
Bella Coola	2	18,179	7	28,513	8	12.5%	8	5.1	8	\$64.30	5
Hazeltons' Regional	2	14,682	8	45,546	6	15.5%	5	5.7	6	\$97.00	7
Summerland	1	12,438	9	14,772	10	9.0%	10	3.5	9	\$47.63	1
Okanagan - Similkameen	1	9,148	10	16,519	9	11.1%	9	5.3	7	\$66.90	6

- (1) Includes in service and spare vehicles
 (2) Includes advertising revenue

Source: BC Transit

EXISTING SYSTEM INFRASTRUCTURE

There is no bus exchange in Port Edward. The operations and maintenance facility owned by First Canada is located in Downtown Prince Rupert. The bus stops are satisfactory in terms of accessibility and provision of shelters. The main downtown bus stop at Ocean Centre in Prince Rupert offers protection from the elements for passengers returning to Port Edward.

OPERATIONAL CONSIDERATIONS

The fact that there is only one bus dedicated to this route is a reliability issue. Currently, there is an informal agreement between Prince Rupert and Port Edward that Prince Rupert will supply a bus if the Port Edward bus breaks down. In exchange, Port Edward bus is used to operate two of the Prince Rupert trips. It would be ideal if the Port Edward and Prince Rupert buses could be used interchangeably, but this would require a more formal agreement to be drawn between parties.

The demand is such that there are occasionally standing loads on some trips. This may warrant an additional round trip, particularly in the hour before or after the noon trip, which has the greatest demand.

CONCLUSIONS / SUMMARY

Route #60 appears to be a fairly well performing route that provides an important transportation link between the community of the District of Port Edward and the City of Prince Rupert.

4. CONSULTATION AND COMMUNICATION

CONSULTATION ACTIVITIES AND LEVEL OF RESPONSE

Communication Tools

A key part of developing a more effective transit system is to effectively engage the community in their system's development. In the case of Port Edward, a range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included both "structured" input, organized around key technical issues (e.g. driver surveys and meetings with operating managers), and more open stakeholder sessions to allow for free flowing opinions and suggestions on existing or proposed services. Listed below are some of the types of tools used.

STAKEHOLDER MEETINGS AND INTERVIEWS

Meetings were held with key stakeholders, including the District of Port Edward, the City of Prince Rupert, and the Branch Manager of First Canada ULC, and many others were interviewed over the phone. A complete list of the organizations consulted can be found below and a summary of the issues and opportunities that they brought forward can be found in the Appendix.

Community Stakeholders

Local Government Partners

- District of Port Edward – staff
- City of Prince Rupert – staff

Transportation Providers

- First Canada ULC – manager and drivers

Educational Agencies

- School District 52
- Northwest Community College

Community Organizations

- North Coast Transition Society
- Ministerial Society
- Friendship House
- Prince Rupert Urban Haida Society

Businesses

- Prince Rupert Port Authority
- Ridley Terminals

OPEN HOUSES

A public open house was held at the Port Edward Council Chambers on June 19. Two other public open houses were also held at key locations in Prince Rupert – the Friendship House, and an empty retail space at Ocean Centre where a prominent bus stop is situated – to capture as many current and potential future riders as possible. All three open houses featured interactive presentation boards that gave an overview of the current service and provided the opportunity to "vote" and offer feedback on suggested schedule, route, and bus stop changes, and other ideas to improve service. The poster boards used at the open houses can be found in Appendix A.



Open house at Ocean Centre

ONBOARD PASSENGER SURVEY

A customer satisfaction survey was distributed by the drivers between June 18 and 23, 2012. The purpose of this survey was to receive passenger feedback and to gather information for the ongoing service review. Passengers were encouraged to fill in the survey while on the bus and then return their completed forms when exiting. The survey questions and detailed results can be found in Appendix B.

ONLINE SURVEY

A web survey posted on BC Transit's *Transit Future* website provided another opportunity for customers and other Port Edward and Prince Rupert residents to provide input to the study. The survey questions and detailed results can be found in Appendix C.

DRIVER SURVEY

Since the drivers have an intimate knowledge of the technical aspects of the transit system, they were asked to complete a survey. They provided feedback on some of the changes that have been suggested, and submitted their own recommendations for service improvements. The survey questions and detailed results can be found in Appendix D.

PUBLIC ADVERTISEMENTS

To advertise the public consultation activities, two sets of mail outs were sent to all Port Edward households. The Prince Rupert public events were also advertised on the Prince Rupert municipal website, in the Prince Rupert weekly community e-newsletter, on BC Transit's *Transit Future* website, and on the radio. It was also advertised in the local newspapers in Prince Rupert (Prince Rupert Northern View and Prince Rupert Daily News), and onboard buses.

Levels of Response

The levels of participation and response for the open houses and surveys are summarized in the table below.

Consultation Method	Level of Participation / Response
Open houses	Port Edward Council Chambers – 5 people Friendship House, Prince Rupert – 15 people Ocean Centre, Prince Rupert – 40 people
Onboard survey	422 responses, including those from residents of both Port Edward and Prince Rupert
Online survey	10 responses, including those from residents of both Port Edward and Prince Rupert
Driver survey	3 responses

One particular demographic group that could have potentially provided more valuable information is post-secondary students. However, since the consultation activities were held over the summer, it was difficult to engage this demographic group. Some feedback, however, was collected through conversations with school staff, and through the web survey. This group will also be engaged in the second round of consultations in fall 2012.

SUMMARY OF KEY THEMES FROM PUBLIC CONSULTATION

The key themes that emerged from the onboard survey, web survey, open houses, stakeholder meetings, and interviews with passengers are summarized in the table below. These themes fall into four categories – scheduling, routing, capital infrastructure, and other issues. The concerns expressed about the Port Edward system and relevant Prince Rupert system concerns are included in the table below, as Port Edward residents also had the opportunity to comment on the Prince Rupert system.

Scheduling Issues
Port Edward: <ul style="list-style-type: none"> • Sunday service is needed (e.g. for shopping, work, going to church, etc.) year round • There is not enough evening service on weekdays during the winter • Frequency of service is too low, particularly in the morning • Summer schedule morning trips do not serve the North Pacific Historic Fishing Village Prince Rupert: <ul style="list-style-type: none"> • Sunday service is needed (e.g. for shopping, work, going to church, etc.) • Evening service from Monday to Thursday is lacking • Frequency of service is too low, particularly in the morning
Routing Issues
Prince Rupert: <ul style="list-style-type: none"> • Some important locations are not being adequately served (e.g. new location of the Transition Society only receives service three times per day and the trip times are inconvenient) • Some areas have less transit coverage than other parts of the city (e.g. the area between the Yellowhead Highway and route #52 Summit)
Capital Infrastructure Issues
Port Edward and Prince Rupert: <ul style="list-style-type: none"> • Having printed trip schedule information at bus stops would be helpful Prince Rupert: <ul style="list-style-type: none"> • More bus shelters needed
Other Issues
Port Edward and Prince Rupert: <ul style="list-style-type: none"> • Buses often break down, causing service reliability problems

ADDITIONAL CONSIDERATIONS

The District of Port Edward, City of Prince Rupert, as well as First Canada and their drivers, also provided valuable feedback. They reiterated many of the key themes mentioned in the previous section, as well as the additional issues and opportunities described in the table below.

Routing Issues
<ul style="list-style-type: none">• Some portions of existing routes make trip times unnecessarily longer (e.g. downtown loop portions of route #52 Summit), changes may affect Port Edward passengers wishing to transfer
Capital Infrastructure Issues
<ul style="list-style-type: none">• Some bus stops are difficult to pull into and out of (e.g. bus stop at the Museum, where tour buses, visitors and staff often park)• The location of some bus stops near pedestrian crossings results in buses having to slow down more frequently• Some bus stops are in a location that creates potential pedestrian-vehicle conflicts (e.g. Yellowhead Highway near Prince Rupert Middle School). Bus stops should be located on the far side whenever possible to avoid such conflicts• Some bus stops are too close together, extending travel time• Some bus stop poles have been installed too close to the street, and so have broken bus mirrors or have been damaged themselves• Some roads are poorly surfaced and are taking a toll on the buses• There is a low vehicle spare ratio, leading to service interruptions when a vehicle is inoperable
Other Issues
<ul style="list-style-type: none">• There are errors on the current transit map (e.g. the map does not show that route #60 Port Edward serves the bus stop at the front door of the Civic Centre and Pool)• Need to educate public about yielding to buses pulling back into traffic, perhaps through a marketing/information campaign

CONCLUSIONS

The consultation activities described above enabled the project team to reach out to many key stakeholders, including the primary users such as seniors, youth, and low-income individuals. Furthermore, the level of response and participation to the surveys and open houses were relatively high, given the population of the District of Port Edward.

Through these activities, the project team was able to successfully draw out the main opportunities and issues for the Port Edward system, and identify options for service changes. These options are described in the next section.

5. PROPOSED SERVICE CHANGE OPTIONS

In reviewing the Port Edward Transit System and the feedback collected from the consultation activities, a set of short- (2012/13 – 2013/14, depending on the completion of an implementation Memorandum of Understanding), medium- (2013/14 to 5 years from now), and long-term (5 to 10 years from now) service change options have been developed for the Port Edward system. Service options and recommendations for the Prince Rupert system are described in the Prince Rupert Transit Service Review Report. These options have been developed with the following assumptions/constraints in mind, as informed by the input provided by BC Transit staff and the District of Port Edward:

Short-Term Assumptions/Constraints (2012/13 – 2013/14)

- Some low-cost immediate actions can be taken
- There is no new substantial funding from the District of Port Edward
- There will be no turnover of the transit vehicle fleet and the number of vehicles in the transit fleet will remain the same

Medium-Term Assumptions/Constraints (2013/14 to 5 years from now)

- The population of the District of Port Edward will remain stable
- There is no new substantial funding from the District of Port Edward
- There will be no turnover of the transit vehicle fleet and the number of vehicles in the transit fleet will remain the same

Long-Term Assumptions/Constraints (5 to 10 years from now)

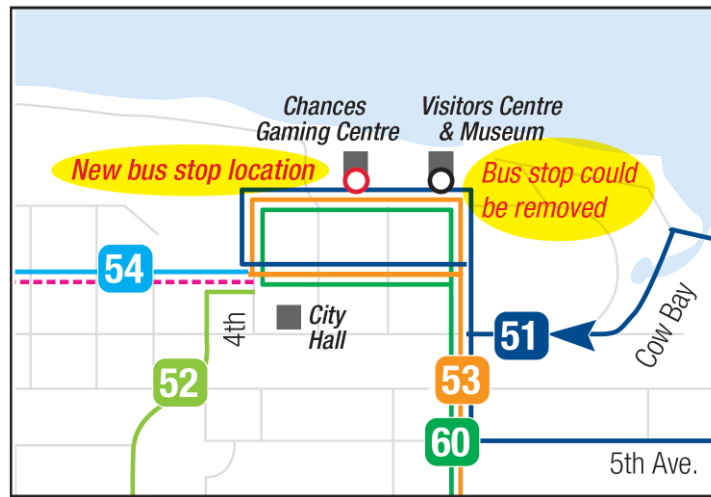
- The population of the District of Port Edward will have grown
- There is additional funding from the District of Port Edward
- There will be turnover of the transit vehicle fleet and there will be an opportunity to increase the number of vehicles in the transit fleet to provide more service

Short-Term Service Change Options (2012/13 – 2013/14)

Note: Resources required (service hours, service kilometres, peak vehicles, total vehicles required, operating and capital costs, fare revenues) have been developed in partnership with BC Transit staff.

1) Move the bus stop in front of the museum to a location in front of Chances.

The stop in front of the museum is currently shared with tourist buses and is often blocked by cars in the loading/unloading area behind the bus stop. A bus stop at Chances would continue to serve Safeway well (see the illustration below), reduce vehicle conflicts and therefore improve safety.



This change should not require changes to operating resources.

Medium-Term Service Change Options (2013/14 to 5 years from now)

2) Provide printed bus schedule information at stops.

Bus schedule information could be placed at most or all bus stops the bus stop poles. There are a variety of products available for mounting on stop poles and costs vary.

This infrastructure change would require resources to purchase and install the schedule holders. Resources would also be required to maintain (i.e. clean graffiti from holder surfaces) and replace schedules when there is schedule change.

Long-Term Service Change Options (5 to 10 years from now)

Note: The fact that there is only one bus dedicated to this system is a reliability issue. Currently, there is an informal agreement between Prince Rupert and Port Edward that Prince Rupert will supply a bus if the Port Edward bus breaks down. In exchange, the Port Edward vehicle is used to operate two of the Prince Rupert trips.

3) Revise evening schedule.

In conjunction with the implementation of evening service in Prince Rupert Monday to Thursday and on Saturdays, there would then be an opportunity to look at revising Port Edward's evening schedule. Accordingly, this change would revise the Port Edward transit

schedule to shift the last trip to Port Edward in the winter months (September to May) from 9:30pm to leave at 9:45pm and eliminate the 10:10pm trip, as there is a significantly lower ridership on this trip during many months of the year.

The time gained by deleting the 10:10pm trip could then be used to provide a 6:30pm trip from Prince Rupert to Port Edward. Also, shift the 5:10pm departure to 5:30pm year-round so that people getting off work at 5pm have time to get to the bus stop. This option appears that it could be implemented using the current vehicle allocation. However, due to operational issues, this change cannot be made until there is evening service in Prince Rupert Monday to Saturday.

Initial High Level Estimate – Additional Annual Impacts	
Short Term Option: 3) Revise evening schedule.	
Service Hours: 0	Passenger Revenue: \$2,100
Annual Ridership: 1,290	Total Cost: \$0
Vehicles Required: 0	Net Local Share of Costs: \$0
	Provincial Share of Costs: \$0

4) Increase frequency of service, particularly in the morning year round.

Additional round trips in the morning could be added between the current first and second trips and during the 3 hour gap between 9am and noon. In the summer it would be possible to extend one of the morning trips to the North Pacific Historic Fishing Village, as students often get summer jobs at the Cannery but are challenged finding transportation.

As the Port Edward bus is currently being used to provide service in Prince Rupert between 8:10am and 9:10am (one #52 Summit trip and one #53 Crestview trip), an additional vehicle would need to be purchased. This would give Port Edward a spare vehicle and end the need for the current informal agreement.

Initial High Level Estimate – Additional Annual Impacts	
Longer Term Option: 4) Increase frequency of service in the morning Monday through Saturday	
Service Hours: 600	Passenger Revenue: \$15,600
Annual Ridership: 9,600	Total Cost: \$110,000
Vehicles Required: 1	Net Local Share of Costs: \$43,400
	Provincial Share of Costs: \$51,000

5) Extend summer schedule into the winter (October to April) (i.e., have more evening service on weekdays and introduce Sunday service during these months). The 2011/2012 ridership numbers suggest that the average ridership per trip remains high in the winter months (6.5 to 7 passengers/trip), and some cases, exceeds the average ridership per trip during the summer months (where there are 6 to 7 passengers/trip). Thus, the average monthly ridership during the winter months could be similar to the averages experienced during the summer (i.e., 3,200-3,900).

The current number of trips made per day is shown in the table below.

Daily # of one-way trips	Monday-Friday	Saturday	Sunday & Holidays
Summer (May-Sept)	20	18	8

Winter (Oct-April)	14	12	0
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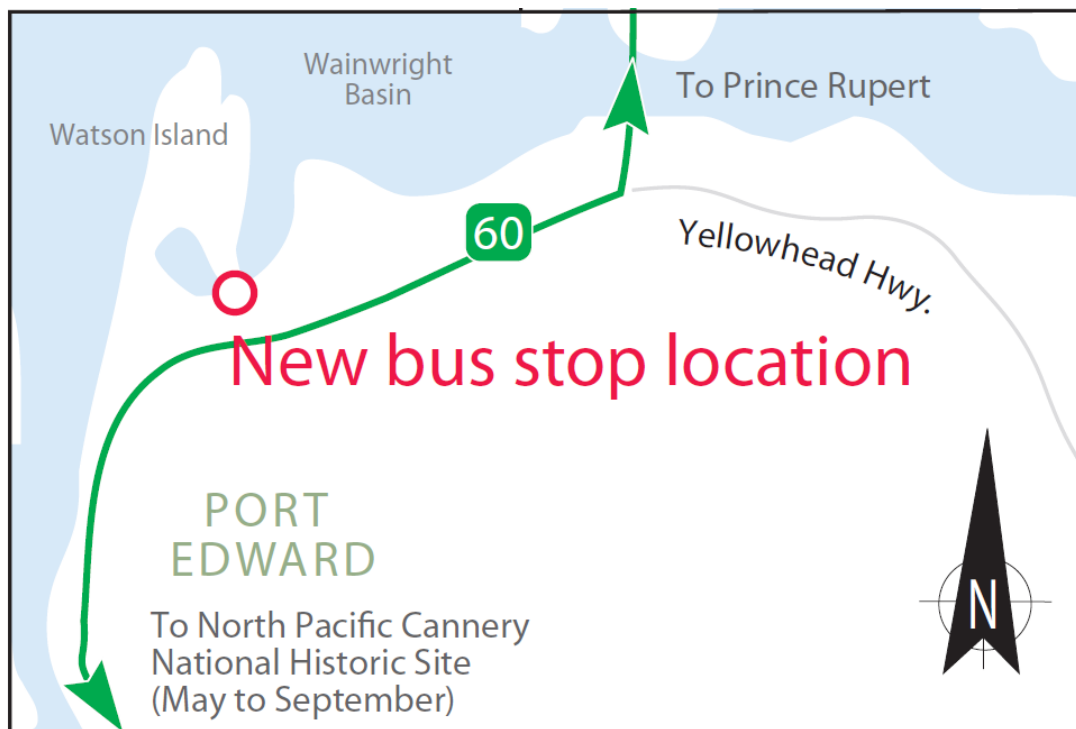
Option 5) a. Extend schedule Monday through Saturday only

Initial High Level Estimate – Additional Annual Impacts	
Long Term Option: 5) a. Extend summer hours into the winter (October to April) Monday through Saturday only	
Service Hours: 600	Passenger Revenue: \$13,600
Annual Ridership: 8,400	Total Cost: \$110,000
Vehicles Required: 1*	Net Local Share of Costs: \$45,000
	Provincial Share of Costs: \$51,400
*Note, another vehicle is not required if option 4 is implemented first.	

Option 5) b. Extend schedule Monday through Sunday

Initial High Level Estimate – Additional Annual Impacts	
Long Term Option: 5) b. Extend summer hours into the winter (October to April) Monday through Sunday	
Service Hours: 800	Passenger Revenue: \$3,000
Annual Ridership: 9,600	Total Cost: \$136,000
Vehicles Required: 1*	Net Local Share of Costs: \$56,900
	Provincial Share of Costs: \$63,500
*Note, another vehicle is not required if option 4 is implemented first.	

- 6) **Introduce a new bus stop at the access road to Watson Island** once Watson Island has been redeveloped. Below is a map showing the location of the potential new bus stop.



While there are no additional operating costs anticipated, there would be capital costs involved in installing a new bus stop at Watson Island. If a bus shelter is installed, the approximate total capital cost would be \$18,000 with an opportunity to cost share through the BC Transit Bus Stop Improvement program.

SUMMARY OF SERVICE CHANGE OPTIONS

The table below summarizes the advantages and disadvantages of each service change option.

Service Change Option	Advantages	Disadvantages
Short Term (2012/13 - 2013/14)		
1) Move the bus stop in front of the museum to a location in front of Chances	<ul style="list-style-type: none"> Create a dedicated transit bus stop, reduce vehicle conflict and improve safety 	<ul style="list-style-type: none"> Increases distance for tourists to access public transit from Cow Bay
Medium Term (2013/14 to 5 years from now)		
2) Provide printed bus schedule information at stops	<ul style="list-style-type: none"> Improved customer access to bus schedule information 	<ul style="list-style-type: none"> Cost to acquire, install, and maintain; schedules require periodic updating
Long Term (5 to 10 years from now)		
3) Revise evening schedule during winter months (Requires coordination with Prince Rupert evening improvements)	<ul style="list-style-type: none"> Provide Port Edward residents working in Prince Rupert more options returning home 	<ul style="list-style-type: none"> Eliminates late evening trip to Port Edward
4) Increase frequency of service, particularly in the morning	<ul style="list-style-type: none"> Provide Port Edward residents with more options to use the transit service to get to work, school and shopping 	<ul style="list-style-type: none"> Increased operating costs Another vehicle will need to be purchased to provide service
5) Extend summer hours into the winter (October to April)	<ul style="list-style-type: none"> Customers could use the transit service for shopping, going to church, etc. on Sundays and in the evening 	<ul style="list-style-type: none"> Increased operating costs Another vehicle may will to be purchased to provide service
6) Add bus stop at the access road to Watson Island when warranted	<ul style="list-style-type: none"> Employees working on Watson Island could use transit service 	<ul style="list-style-type: none"> Could increase trip time

The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on 2012/13 Annual Operating Agreement budgets. These estimates would require review based on actual date of implementation and confirmed service and operational details.

Service Option Summary: Estimated Additional Annual Impacts

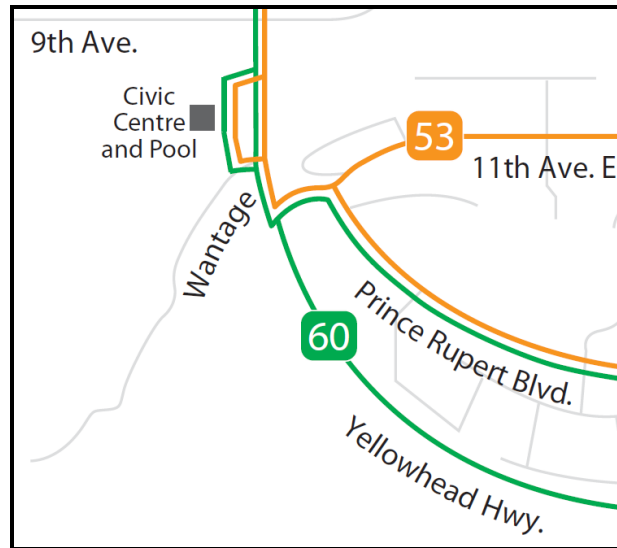
Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
Short Term (2012/13 – 2013/14)								
1) Move the bus stop from the front of museum to a location in front of Chances	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Medium Term (2013/14 to 5 years from now)								
2) Provide printed bus schedule information at stops	n/a	n/a	n/a	n/a	varies	100%	n/a	n/a
Long Term (5 to 10 years from now)								
3) Revise evening schedule during winter months (Requires coordination with Prince Rupert evening improvements)	0	0	1,200	\$2,000	\$0	\$0	\$0	16
4) Increase frequency of service by adding two trips in morning year round	1	600	9,600	\$15,600	\$110,000	\$51,000	\$43,400	16
5) Expand winter service to same as summer service:								
a. Monday to Saturday only, or	1*	600	8,400	\$13,600	\$110,00	\$45,000	\$51,400	14
b. including Sundays and holidays	1*	800	9,600	\$15,600	\$136,000	\$56,900	\$63,500	12
6) Introduce a new bus stop at the access road to Watson Island	n/a	n/a	1,500	\$2,400	n/a	n/a	n/a	n/a

*Note, another vehicle is not required if option 4 is implemented first.

OTHER CHANGES

While this section has focused mainly on service changes, there are also other changes that have been identified for the Port Edward Transit System, to be implemented in the short term. These include:

- Moving bus stop poles further away from the curb so that they do not damage the mirrors of transit vehicles; and
- Revising the map in the Rider's Guide to show the stop at the Civic Centre for buses heading to Port Edward (see the following figure).



6. CONCLUSIONS

The evaluation results shown in table in Section 5 indicate that all of the proposed service changes have significant advantages. There are, however, some disadvantages and/or challenges. To overcome some of these disadvantages, and to enhance customer satisfaction and improve operational efficiencies, a number of actions are recommended.

The first is to develop a formalized agreement between Port Edward and Prince Rupert with respect to sharing vehicles. While the current informal agreement may work in the short term, having a formal agreement in place would ensure that each party is fairly compensated and that the expectations and responsibilities of each party are clear.

The second recommendation is to allocate more capital and operating funding to the transit system as the population of Port Edward grows. This would allow another vehicle to be purchased and the frequency and hours of service to be enhanced. This in turn would increase the Port Edward residents' mobility and their access to jobs, education, and other important amenities. It could also provide more support the summer activities of the North Pacific Historic Fishing Village, an important local and national historic site.

In addition, to provide reliable and high quality transit services, it is recommended that operating and maintenance performance standards be included in operating contracts. This clarifies the standards that are expected of the operators in terms of service delivery (on-time performance, customer service, and safety issues), and vehicle standards (utilization, reliability, and condition). Also, a third party should be hired to conduct audits of the system semi-annually. These monitoring practices are further described in the next Section.

As the service changes described in Section 5 are implemented, the changes implemented should also be monitored closely to see what the impact is on ridership and customer satisfaction.

Finally, it will be important to conduct more regular service reviews in the future (e.g. every 5 years or when significant changes occur) so that changes in the population and needs of the customers can be responded to more promptly.

7. IMPLEMENTATION CONSIDERATIONS

OPPORTUNITIES FOR STAGED IMPLEMENTATION

Section 5 provides an outline of how the proposed service changes could be implemented over several stages. This approach would allow the most critical needs and cost-effective options to be implemented first. Once the population of Port Edward has grown such that there is a larger tax base to support the transit system, more resource-intensive improvements could be implemented.

It should also be noted that the service change options and costs presented here are for the purpose of guiding transit development and investment in the Port Edward Transit System. It is recognized that service needs and/or local government capacity to fund transit improvements may change over time. Therefore, while this document is presented to guide service development over the longer term, options for implementation that require expansion to service hours or vehicles will need to be confirmed on an annual basis for the subsequent year as part of the District's budget approval.

Similarly, provincial funding for transit is confirmed on an annual basis. Therefore, implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, normally confirmed in mid-February each year. Implementation of specific service options and packages are also dependent on allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by the District and BC Transit. This MOU outlines the exact service changes to be developed for implementation and the roles and timeline for implementation. Once signed, changes to scope of services in the implementation may change timelines. Detailed costing would be confirmed through implementation.

CHANGES TO TRANSIT INFRASTRUCTURE (BUS STOPS, EXCHANGES) AND FUTURE CAPITAL INVESTMENTS

As described in the previous Sections, it is recommended that more funding be allocated to transit for the purpose of installing more bus shelters and making bus stops more accessible, and purchasing and operating an additional vehicle.

If the contract with First Canada is renewed, to keep costs down it is recommended that the current maintenance facility be upgraded or that another site within downtown be chosen. This would keep operating costs down by minimizing deadhead costs. It would also minimize any negative impact on the reliability of the buses in the morning (buses could be caught in traffic if they are arriving from outside of downtown).

MONITORING PLAN

With respect to monitoring performance, it is recommended that BC Transit conduct regular audits of the system. While the operator would continue to collect ridership and other data that requires on-going collection, BC Transit should objectively perform semi-annual audits and collect information such as on-time performance, vehicle maintenance quality, safety, and customer satisfaction. This can be included as part of the conditions of the operator's contract.

8. RECOMMENDATIONS

It is recommended that the District of Port Edward:

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

APPENDICES

APPENDIX A – MEETING, INTERVIEW, AND OPEN HOUSE SUMMARIES

Partner Organizations

District of Port Edward

The Chief Administrative Officer of the District of Port Edward was consulted. Some of the opportunities and issues that were brought up included:

- The subdivision at the far end of the community should be better served when more of the lots are built out over the next five years. As housing in Prince Rupert is more limited and Port Edward residents pay lower property taxes, Ron thinks more people will be attracted to Port Edward.
- A new school is also being built, and it will serve K-5 students. The building will include three classrooms and a joint-use library.
- Transit service was first introduced to reduce hitchhiking, which often leads to youth getting into trouble, and to relieve parents from having to drive their children back and forth from Prince Rupert.
- The District receives very few complaints about the service (about less than 10 calls per year).
- The service continues on to the North Pacific Cannery in the summer time, and this service is successful (able to support itself).
- The community might undergo some significant growth in the near future due to economic activity in the area (e.g. new industrial development on Watson Island and Ridley Island, and more cruise ships stopping at Prince Rupert) and create pressure for more service (e.g. a new bus stop at the access road to Watson Island).
- There might be some opportunities for improving the service by changing some of the departure times. For example, the 10:10pm bus is underutilized, but people are still returning from the movies at Prince Rupert at that time. At the same time, there have been complaints about no service at 6pm (there is a gap between 4pm and 7pm). Perhaps there could be hourly service and there would be increased ridership.
- Users are typically individuals without cars, families with one car, and seniors. Most residents work in Prince Rupert, but the culture is not to use transit for work trips. Typical trip purpose include shopping, going to the movies, and medical appointments for seniors.
- There isn't much of a need for handyDART, as drivers know the riders well and will drop off passengers with mobility impairments at their door, if required.

City of Prince Rupert

The Chief Financial Officer and another staff member of the City of Prince Rupert were consulted. Some of the opportunities and issues that were brought up included:

Demographics:

- BC Education is indicating that school enrollment would drop in Prince Rupert, but several trends might suggest that this may not happen to the extent forecasted. Firstly, the forecasts may not have reflected the industrial development that may occur in Prince Rupert in coming years with the Port Authority and other entities. It may also not have accounted for the fact that Prince Rupert has a high number of First Nations residents (55%), that a high percentage of them are young (65%), and that their birth rates are much higher than non-First Nations BC residents. It may also not have accounted for the low housing prices in Prince Rupert that may attract young couples and the marketing campaigns that encourage immigrants to work in the North instead of in the bigger cities of Canada. On the other hand, there are certainly many people from Prince Rupert who have moved to other parts of Canada, such as Calgary or Vancouver Island, but these people have generally been the wealthier elderly. They have often moved to be closer to children and grandchildren.
- The population in Prince Rupert will increase by 15–20% over the next five years.
- Some seniors may see riding the bus as a chance to socialize.

Efficiencies:

- It might be worthwhile looking into the airport bus services for improved efficiencies. Three bus trips are made to the airport each day, and the services are operated by First Canada, the same company that provides most of the other bus services in the Region. The City took on the burden of operating the airport when the federal government was trying to offload its rural airports. The City saw that the continued operation of the airport would be critical for preventing the City from becoming a backwater. Efficiencies might come from the reduction in contract materials, in the greater sharing of vehicles, or in the form of better customer service and therefore more transit riders. The biggest complaint the City receives is about the airport bus services.

Bus Stops:

- The Department of Highways recently put in some new bus stops along the highway between McBride and the ferry dock. One set of bus stops that were recently installed in Prince Rupert were uprooted in a windstorm. They were never recovered.

Routing:

- A plan for the City was laid out in 1908. Greg Howie designed the transit system in 1979, and the routes have changed very little since then. The routes are short, and most places are walkable.
- Installing more covered bus stops might have a positive impact on transit ridership, given the weather in Prince Rupert.

- An objective for the study should be to examine how we can make our community more green in the future.
- Dan did not foresee many route changes due to population increases or new subdivisions, but he saw route changes due to industrial developments as being more likely.

Other:

- It would be ideal if the report could indicate transit service changes that might be beneficial to make if the population increases and if parking became a problem again. When the city had 18,000 residents, parking was a large issue.
- The City receives very few complaints about the system, only about one per month. Most complaints would go to the transit operator, as the phone number in the Rider's Guide connects to the First Bus office.
- The greatest issue is likely having an insufficient number of spare buses. This recently created a problem when a child in a wheelchair could not board a bus. The BC Transit bus fleet is 100% accessible, but on that day, there was not an available BC Transit bus for this child's trip, and First Canada ended up using one of its own (non-accessible) buses for that particular trip.
- Some changes haven't had much of an impact, such as the installation of bicycle racks.
- The Dennis Darts are not an ideal bus, with a high incidence of breakdown.
- It is not necessary to market the services. The City is frequently told that it has one of the best performing systems among BC Transit systems.

Operator

First Canada UCL

The branch manager was consulted. He had the following ideas for improvements:

Schedule improvements:

- The last trip to Port Edward could be earlier. Right now, the 10:10pm bus is underused, especially in the winter months. People finishing up a movie can take the 9:30pm bus. [Note: the current movie schedules were checked, and the 7:00pm, 7:10pm, and 7:20pm showings would be over by 9:30pm.] Children returning home from a practice can usually get the 8:15pm. The extra travel time could potentially be placed elsewhere in the schedule. An added benefit to this is that the driver would then be available earlier the next day to provide service, as a minimum of eight hours is required between shifts.

Operational improvement:

- To reduce the travel time required for Route 52 (Summit), the downtown loop portion of the route, which can add two to three minutes to the route, can be eliminated when the route

turns into Route 54 (Westview). The two main downtown stops for this route would then be at 4th Street and 2nd Avenue (see the illustration below).

- On Route 53 (Crestview), the Crestview loop could be eliminated, with the bus by-passing this loop. Crestview will likely never be able to accommodate sidewalks, and using the loop takes extra time. The Crestview route is currently starved for time and any time savings would be helpful. It would also reduce the number of stops from three to two .
- The bus stop in front of the museum could be moved to a location in front of Chances. This would be used by Route 60 (Port Edward) and routes coming from and going to the East side. The problem with the stop in front of the museum is that it is currently shared with tourist buses and is often blocked by cars in the loading/unloading area behind the bus stop. A bus stop at Chances would continue to serve Safeway well.
- A yield sign for buses exiting the Civic Centre and Pool area could provide an operating benefit, as buses are often slowed as they try to re-enter traffic on the Yellowhead Highway.
- Some yellow curb paint has been removed to allow more parking along Cow Bay Road. This makes it difficult for buses to turn left from George Hills Way onto Cow Bay Road, especially if a large car has taken one of the spots.
- Double up service for the special school runs; current school bus runs are at capacity. A bus from Route 51 (Seal Cove) could be used during the school run.
- Transfers between Route 60 (Port Edward) and Route 51 (Seal Cove) could be better scheduled. Sometimes drivers will radio in to tell another bus driver that there are some passengers who want to transfer. The transfer point is on 6 Ave just off the Yellowhead Highway.

Coverage improvement:

- The area between the Yellowhead Highway and Route 52 (Summit) requires longer walks to bus stops than other sections of the community. Coverage here is not as good as it is elsewhere in the City.
- The Transition Society is moving to a location on the Yellowhead Highway. This will likely continue to be a heavily used stop (its current location on the Westview route is being closed). The new location is only served now when Routes 54 and 52 are operating as a combo. This stop could become part of a permanent route by altering existing routes (see below for some potential routings).
- The BC Ferries Terminal / VIA is now underserved. Some trips could go out there to meet departing ferries or trains. The terminal already accommodates taxis and coach buses, and so a transit bus should not be an issue. In addition, there is a bus stop closer to the private docks that could be used by passengers coming from private boats or the employers on the water. People coming by private boat could time their arrivals to meet the buses going to Downtown.

He also raised the following bus stop issues:

- Some bus stops are difficult to pull in and out of.
- Some bus stops are in a location that results in pedestrians slowing the bus down.
- Some bus stops are in a location that creates potential pedestrian-vehicle conflicts (Yellowhead Highway near Prince Rupert Middle School, Summit at Sloan near Regional Hospital).
- Some bus stops are too close together.
- Someone has covered over the yellow paint so that curb parking appears legal (e.g. Teddy Bear Daycare).
- Some bus stop poles have been installed too close to the street, and so they have broken bus mirrors or have been damaged themselves.
- Many stops are inaccessible.

The current transit map has a few errors, including the following:

- The map does not show that Route 60 (Port Edward) serves the bus stop at the front door of the Civic Centre and Pool, like Route 53 (Crestview).
- The map does not show the allowed diversion to Prince Rupert Middle School on Route 53 (Crestview) which travels West on 7th Ave and East on 8th.
- Some newer roads are missing.

Other comments

- There are complaints from the public about early buses that get missed, but these are often the result of misreading the schedule or misreading one's watch/clock.
- A lot of people expect to be dropped off anywhere they ask or picked up if they flag the bus down.
- There are many positive comments about the bus drivers.
- Route 51 (Seal Cove) has lost ridership in recent years, in part due to the closing of some Harbourview Apartments. Some people use the route to go to the Seaplane base to pick up checks from the reserves if there is enough layover time. Harbour Air and Inland Air use this terminal.
- Rushbrook Floats could potentially pick up more demand if the multi-use trail that follows an abandoned railroad track is extended.
- There isn't much potential for using transit buses on the routes to the airport due to the fact that the buses might not be able to board the ferries at high or low tides, as the gradient of the ramp onto the ferry would be too much for a transit bus. It would also introduce some uncertainty into the system. Three staff are currently needed for each trip to and from the airport.
- Some of the bus routes are taking their toll on the buses. Some have bad pavement, sharp turns, steep slopes, etc.
- Some bell times have already been adjusted to spread out crowding.

- Sunday service makes sense in some ways because most stores are now open on Sundays.
- Most people coming from Port Edward are coming to Prince Rupert to shop, as there is very little shopping available in Port Edward.
- There can be a parking problem in the Mall.
- About 30 students from Port Edward travel to Prince Rupert for middle school, and 40 students for high school.
- A mini-Walmart and Target are replacing Zellers at the mall.
- Several schools have been closed in recent years, resulting in changing travel demand patterns.
- First Canada provides the Port Edward school bus route for the Middle School.

Drivers and Passengers

Onboard buses, the consultant team received the following feedback from passengers and drivers:

- According to the bus driver, there are standing loads on all routes during bell times (i.e., when schools are let out).
- The GFI (the fare collection equipment), is not very driver friendly.
- A driver noted that he has encountered violent customers several times.
- Most First Canada employees are school bus drivers and are content with their working conditions.
- BC Transit should put “Yield to Buses – It’s the Law” signs on the back of buses to help educate people about the law that requires drivers to yield to buses pulling back into traffic.
- There are some concerns with the rule that requires drivers to wear seatbelts.
- A driver noted that some of the stops seemed to have been plotted on paper and not given real thought. Some were on very steep slopes, for example.
- It was observed that a passenger got unmarked bus stop location near the hospital, which has the potential of creating vehicle-vehicle conflicts and bus-pedestrian conflicts.

Other Stakeholders

North Coast Transition Society

I spoke with an administrative assistant, and she passed on some of the comments she had received from clients. They said that they used transit whenever it fit their schedules, but the current schedules do not currently meet their needs. The buses do not run often enough and do not run at the times needed to make appointments. Jamie also explained that current services to the Transition Society are limited to three pick-ups/drop-offs per day as part of Route 55. These happen around 7:40 am, 12:35 am, and 4:35 am. The first departure is too early for trips to get to elementary school, and the transfer downtown is inconvenient for getting to the schools. Also people have to get on an outbound

bus to get to go Downtown, which is somewhat inconvenient, although the turnaround time is quite short.

97% of the women at Transition Society do not have access to a car.

Ministerial Society

I spoke with someone at Fellowship Baptist who indicated that a lack of transit services on Sunday was an issue. One church provides its own shuttle services on Sunday for members who do not have a car. This service is generally limited to Prince Rupert, with people coming from Port Edward being encouraged to carpool. No fare is charged for this service, and the shuttle can seat 21 passengers. Salvation Army also has its own bus. This is used to assist lower-income families.

The services are fairly well used, although people still complain about them.

Youth generally walk to get around the City.

School District 52

A spokesperson from the School District said that buses are full in the morning and afternoon, so some students are unable to get on. This is especially true in the afternoon. He suggested having 2 school special buses in the morning and 2 schools special buses in the afternoon. Another suggestion that the district gave was to have BC Transit create “student” bus schedules – essentially a limited bus schedule that would show options for students from the 4 areas of town to get to Charles Hayes Secondary School or Prince Rupert Middle School on transit buses. This may need to include an “early” and a “late” option, for students participating in extra-curricular activities.

He also noted that the timing of the changes to transit service is important. People need to know before September if there is a service change so that they can plan accordingly.

He also noted that students living in the Westview area find it more difficult to use to transit to get to the middle school and secondary school. Students have to leave very early in the morning so that they can get to downtown to get the Crestview bus. This might also be an issue for students living in other parts of town (West side to Charles Hayes Secondary School, and East side to Prince Rupert Middle School).

In addition, he noted that bus drivers of route #53 (Crestview) sometimes get cranky, as students on the bus heading in the direction of downtown often pull the bell too early and there are two stops very close together near the Civic Centre and Prince Rupert Middle School. The students will often want to stop at 9th Avenue and Yellow Highway, but they may pull the bell early, so the bus driver ends up stopping at the stop near the Civic Centre.

He is also aware that First Bus would like to change the routing for route #53 (Crestview) so that they don't have to go the long way around Crestview Dr. he thinks that the residents of the proposed

new section of the route may have some issues with parking being reduced to accommodate the buses.

Northwest Community College

Two staff members who work closely with students noted the following issues:

- On Mondays to Thursdays, buses stop running in the Prince Rupert area at 6:30pm, when their classes end at 9:00 pm. It is not safe to be walking home this late at night, especially in the winter months when it is dark by 4:30 - 5:00 pm.
- Schedule does not start earlier enough in the morning - students who have to get their children to daycare, end up being late for class
- Port Edward frequency of bus service is too limited, particularly in the morning
- No bus service to major industry areas, such as Ridley Island, where students often get summer jobs. Even if a bus schedule was set for the start of morning shift and the end of the shift, it may help
- During the summer, many students and other residents from Port Edward travel into Prince Rupert to work in the canneries. The buses do not start early enough for their shifts - some end up hitchhiking, which isn't the safest way to travel.

One of the staff also mentioned that some students who have received funding from the Adult Basic Education Student Assistance Program have used the program's transportation allowance to purchase transit passes.

Friendship House

The Friendship House does provide a variety of programs in the evenings, but transit service is not available. It would be useful to provide more evening transit service.

Prince Rupert Senior Centre

The spokesperson said that she said that she does not take transit, she is not a senior. Therefore she has not comments about the transit system. However, some of the members of the centre might be interested in attending the open houses, and she said that she would post up the event invitation at the centre.

Prince Rupert Urban Haida Society

A member of the Society noted that the handyDART bus service hours need to be longer, as seniors are unable to get out and do other things besides going to be medical appointments. The city bus does not work for seniors because the streets are not wheelchair accessible. There has been some work done on roads, but it's patchwork.

Prince Rupert Port Authority

A spokesperson from the Port said that he doesn't think any of the staff at the Port take transit. Transit service is not important to the Port's business activities either. When clients come to the port, they take a taxi, as transit is not time-effective. Therefore, he didn't have any feedback on how to improve transit services.

Ridley Terminals

A spokesperson from Ridley Terminals said that if transit service is provided to Ridley Island, it should only allow employees to use the service due to safety reasons. There is a lot of construction on the island. She was also wondering if BC Transit has any issues about operating buses on industrial land.

Ridley Terminals currently has 140 employees and 200 contractors, and operates 24/7, 365 days/year. Employees work 12-hour shifts – 6am–6pm, and 6:00pm–6:00am. Office employees work 8:00am–4:30pm.

The Grain Terminal also has three shifts between Mondays and Fridays. They have 120 employees. The shifts start at 8am, 4pm, and 12am.

In the future, additional industrial expansion on the island will mean parking will become more limited. They are providing a shuttle right now. A few people carpool, so transit would benefit those employees.

General Public

Port Edward

The issues and comments heard at the Port Edward open house included:

- The Port Edward bus⁷ scheduled trip should depart Port Edward at 4:30pm instead of 4:10pm. The 5:15pm bus leaving Prince Rupert should be moved to 5:45pm. People getting off work at 4pm don't have time to catch the 4:10pm bus. 4:30pm would give people more time to get to the bus stop. The 8:10pm bus should be removed, as there is low ridership. The 10:10pm bus could potentially be removed, and the 9:30pm bus could be changed to 9:40pm.
- There should be a stop at Alder Avenue, between Sunset Drive and Evergreen Drive.
- There are five cruise ships coming to Prince Rupert this year. When the cruise ships are in town, the bus does get full.

Prince Rupert

Two open houses were held in Prince Rupert. Some of the main issues that were heard included:

- There needs to be more transit service in the evenings. The Friendship House tries to give taxi vouchers to participants to get them to come out to evening programs. However, they can't do

that beyond the first few classes. One spokesperson from the Friendship House said he had to buy a car because there is no evening transit service.

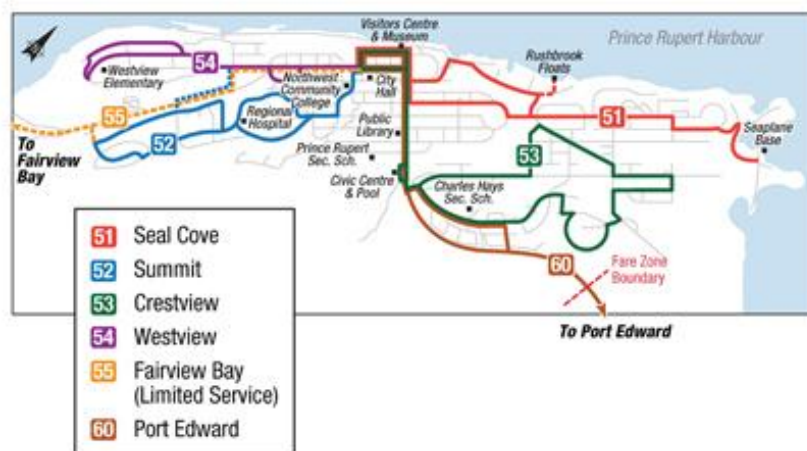
- Service should be introduced on Sundays and holidays.

APPENDIX B – OPEN HOUSE
DISPLAY BOARDS AND SUMMARY
OF RESULTS

Prince Rupert and Port Edward Transit Service Reviews

Welcome!

In partnership with the City of Prince Rupert and District of Port Edward, BC Transit wants your input into how we can improve transit service for Prince Rupert and Port Edward.



Transit in Prince Rupert and Port Edward Today

The Prince Rupert and Port Edward Transit systems carry over 370,000 passengers annually on regular buses. In addition, approximately 5,000 people every year use the handyDART bus service in Prince Rupert.

The Prince Rupert and Port Edward bus services are an important part of the community. They provide transportation options for everyone and reduce the costs of getting around.

These displays describe some changes that have been suggested by community members. We would like your feedback on these suggestions, and your own recommendations for transit service improvements.



What are your priorities for service improvements?



Routes	More direct routes	Better connections	More frequent peak period service (7-9am, 3-5pm)	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service	Other
51 Seal Cove										
52 Summit										
53 Crestview										
54 Westview										
55 Fairview Bay										
60 Port Edward										
99 School Special										



Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Route Changes

52 Summit/54 Westview – Potential Routing



Potential 52 Summit/54 Westview routing – eliminate the downtown loop portion above. The two main downtown stops for these routes would be at 4th Street and 2nd Avenue.

What do you think of this potential route change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us your comments

53 Crestview – Potential Routing



Potential 53 Crestview routing – by-pass the Crestview loop to shorten travel time. There are limited sidewalks along the loop.

What do you think of this potential route change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Route Changes

54 Westview – Potential Routing



54 Westview routing – serve the new location of the Transition Society on the Yellowhead Highway. Right now, the stop is only served when **54 Westview** and **52 Summit** combine.

What do you think of this potential route change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

52 Summit – Potential Routing



Potential 52 Summit routing – increase service to the BC Ferries Terminal / VIA Rail station and the Fairview Bay area.

What do you think of this potential route change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

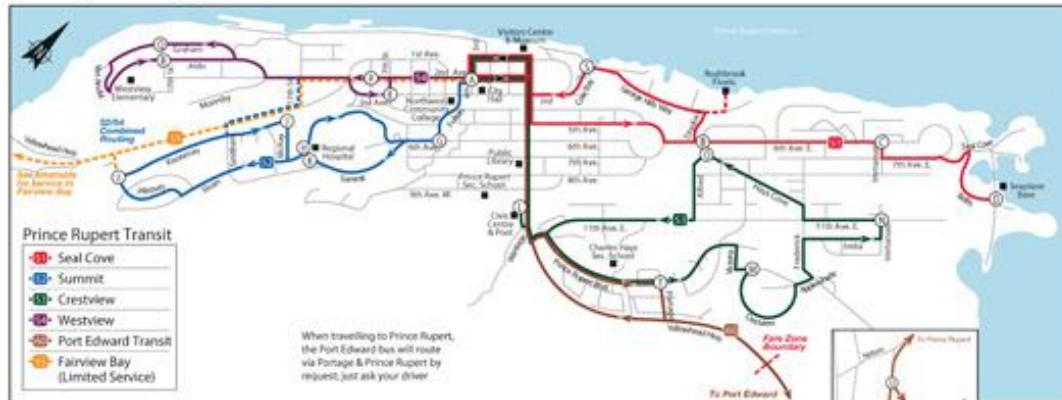


Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Schedule Changes

Existing Prince Rupert and Port Edward Transit Service



What do you think of the following potential changes?

Use a sticky dot to vote for each suggestion

	The suggested change would encourage me to take transit more often	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below
Introduce Sunday service				
51 Seal Cove schedule – add a second bus to trips serving key school times.				
54 Westview and 53 Crestview – reduce morning transfer time for student commutes.				
60 Port Edward schedule – make the last trip to Port Edward from Prince Rupert 9:30 or 9:40pm. Movies typically end by 9:30pm.				
60 Port Edward schedule – add a trip from downtown around 6pm.				



Tell us your comments

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Bus Stop Location Changes

53 Crestview – Potential Bus Stop Change



Potential Bus Stop Change – remove bus stop on east side of Yellowhead Highway across from the Civic Centre. Use bus stop just north of 9th Avenue at the crosswalk.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us your comments

51 Seal Cove/53 Crestview/60 Port Edward – Potential Bus Stop Change



Potential Bus Stop Change – move the bus stop in front of the museum to a location in front of the Chances Gaming Centre. The current stop is often blocked by tour buses and cars.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us your priorities by June 30
www.bctransit.com
and click on Transit Future



Potential Bus Stop Location Changes

60 Port Edward – Potential Bus Stop Location



Potential Bus Stop location – at access road to Watson Island once Watson Island has been redeveloped.

What do you think of this potential bus stop change?



I support the suggested change	I have some concerns, but overall I support the suggested changes » please tell us your concern	Makes no difference to me	I don't support the suggested change » please tell us why below

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Thank you!

Next Steps

Once the surveys are completed, we will summarize your comments and provide an update to the City of Prince Rupert and District of Port Edward.

Later this fall 2012, the preliminary plan will be shared with the public during the next round of consultations.

The final Transit Service plans will be completed in winter 2012.

Do you have any other ideas to improve transit in your area?

Include suggestions that have not been mentioned on the other boards.

Thank you.



Voting Results

The numbers in the following tables represent the number of times people voted for the option presented. The values are cumulative totals of all three open houses that were held in Prince Rupert and Port Edward.

Service Improvement Priorities

ROUTE	More direct routes	Better connections	More frequent peak period (7-9am, 3-5pm) service	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service
51 Seal Cove			5			6	16	7	14
52 Summit					1	1	15	4	11
53 Crestview						3	16	7	17
54 Westview	1	2		1		1	12	3	6
55 Fairview Bay			1			1	8	2	6
60 Port Edward				1		2	6	3	6
99 School Special									

Route Changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
52 Summit/54 Westview - downtown loop	7	3	5	
53 Crestview - Crestview loop	7	1	8	4
54 Westview - Transition Society	11		5	
52 Summit - BC Ferries/VIA Rail	7		1	2

Schedule changes

	The suggested change would encourage me to take transit more often	I have some concerns, but overall, I support the suggested changes	Makes no difference to me	I don't support the suggested changes
Introduce Sunday service	22			
51 Seal Cove - second bus at key school times	11			
54 Westview and 53 Crestview - reduce morning transfer time	3			
60 Port Edward - 9:30/9:40pm last trip from Prince Rupert to Port Edward	3	2		
60 Port Edward - 6:00pm trip from downtown	5	1	1	

Bus stop location changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
53 Crestview - Civic Centre	4	1	2	17
51 Seal Cove/53 Crestview/60 Port Edward - Chances Gaming Centre	16		2	3
60 Port Edward - Watson Island	7		5	

Comments

The following specific comments were made during the open houses.

Prince Rupert
Bus route to Mahar Terminals (Port) as part of route #55 7 pm and 12 am
TaxiSaver program - 1/2 city, 1/2 province, \$60 value per month, customer pay \$30 & \$30 subsidized; Taxi has 2 cabs - change regular fare
Port Edward bus needs to stop at entrance to industrial park
Bike racks don't fit all types of bikes - certain bike won't fit in = drivers should help first time users
First aid for bus drivers
Friendship House Evening Programs
Evening - Fall - Apr. for students to attend college + secure/safe travel to/from
Extra Seal Cove bus so people don't have to take the School Special at 3:05 Thanks :)
Port Edward summer schedule should be extended to winter (esp. 2:10pm, 7:10pm)
Permanent 2:30-3pm route to Port Ed
Paratransit - should be weekend service
Covered bus shelters; pm Handidart; Weekend Handidart services
When you move the bus stops passengers have to walk further in the rain. The cost of fare is already too high for the length of ride on bus.
More Sunday service
Ensure stop is made safe from traffic (60 Bus stop change)
Allow anybody to request stop all along the route (60 Bus stop change)
Need bus stop on Park Ave at 11st going to downtown (at Liquor Warehouse)
More bus shelters, especially busy points especially the 99 route stops (60 Bus stop change)
Further for ppl to walk mostly elder & some disabilities. Think about wheel chairs and parents with buggies (51/53/60 stop changes)
Use that stop a lot to go to Safeway (53 Bus stop change)
Further walk from downtown (51/52/60 bus stop changes)
New stop should be in front of the Fire Museum instead. If its in front of Chances, vehicles turning out of the Chances driveway might conflict with buses (51/53/60 bus stop changes)
More shelters 1200 Haze Cove Ave (51/53/60 bus stop changes)
Too far from Civic Cetnre (53 potential bus stop)
Safer with existing turnout at existing stop (53 potential bus stop)
53 Crestview Civic Centre + Pool STAY AS IS; seniors/adults/young children strollers use this stop
Why couldn't there a bus stop put across the stop right outside civic? It would avoid

mishaps without crosswalk (53 potential bus stop)
use this stop alot with my kids (53 potential bus stop)
not enough education on how many ppl use bus but also concerns 4 wheelchair users in this areas (53 potential routing)
moving stop to in front of mall - where would connecting stop to go east be? (52/54 potential routing)
Need service for Comox & 7,8,9 Avenue areas - save service her on Hazelmore
Do not reduce service to Atlin Avenue now that T House has moved - one an hour is not enough (54 potential routing)
New leg should be included after Branch A (54 potential routing)
Should be a stop at 1139 Park Ave going downtown. Apartment building with seniors (20 ppl). Right now, have to go Sunset Villa (54 potential routing)
Should connect with ferries (52 potential routing)
different school bus for the kid's after school
Transit not available in the evening except Friday - Friendship House Programs, Culture Night : Thursday night, Stop Smoking Program : Wed night, Other programs : Tues, Wed, Thurs night, Getting groceries at night (schedule change)
#60 - PE instead of 6 pm I suggest 6:30 for workers to get to the bus - if they end @6 they will miss the bus (schedule change)
Some later evening trips on 51
Port Edward
Summer run schedule between 5pm & 9:30pm & 2:30 pm should continue in winter. So people don't get stuck waiting for 4 hours at night.
Bus stop on Alder Ave between Sunset & Evergreen
Winter pathways need better clearing for strollers and elders to get on & off in Prince Rupert & Port Edward; Day Passes to be sold in Port Edward also - I would so buy them!!
Port Edward bus often full at 2pm & 4pm, especially Fridays, when cruise ship passengers come in
More winter service running on Sunday; make a run between 5pm and 9pm weekday; Bus fair is alright
Need 6:10 & 7:10 trips in winter schedule PR to Pedward
Summer schedule to be added to winter or at least move some bus service (hours) ex. 9:30, 7:10 or 8:10 bus

APPENDIX C – ON-BOARD SURVEY QUESTIONS AND SUMMARY OF RESULTS

ON-BOARD SURVEY CARDS

Below is an example of the survey cards that were distributed.

CUSTOMER SATISFACTION SURVEY — BC TRANSIT SERVICES

1. What is the **main reason** for making this trip? Travel can be to or from any of these destinations. Select one.

- Work Shopping University/College High School Social/Recreational
- Medical/Dental Other: _____

2. Where did you **start** this trip? Please note the **nearest intersection, neighbourhood or landmark**.

3. When did you **start** this trip? _____

4. What is the **location** you are going to? _____

5. What route are you riding now? _____

6. How often do you ride BC Transit services? Select one.

- Everyday Every weekday 2-3 times per week 2-3 times per month
- Less than 2-3 times per month Never

7. How often do you have access to a car as a driver? Select one.

- Always have access to a car Sometimes have access to a car
- Never have access to a car Do not have driver's license



One response per person. Please return to a bus driver or to the First Canada office at 225 W 2nd Ave by June 30. Thank you for your input!

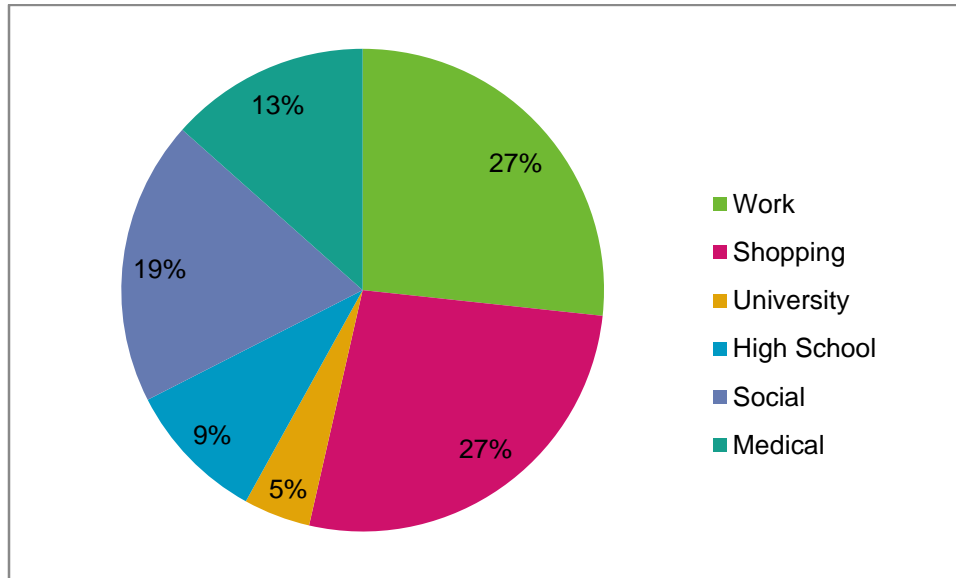
How satisfied are you with the following aspects of your transit service? Select one box to the right of each aspect listed.

Attribute	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness of stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money (of fares)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to schedule information (eg. Telephone info-line, internet, Rider's Guide)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could transit services be improved so that you or your friends and family would use it more often?

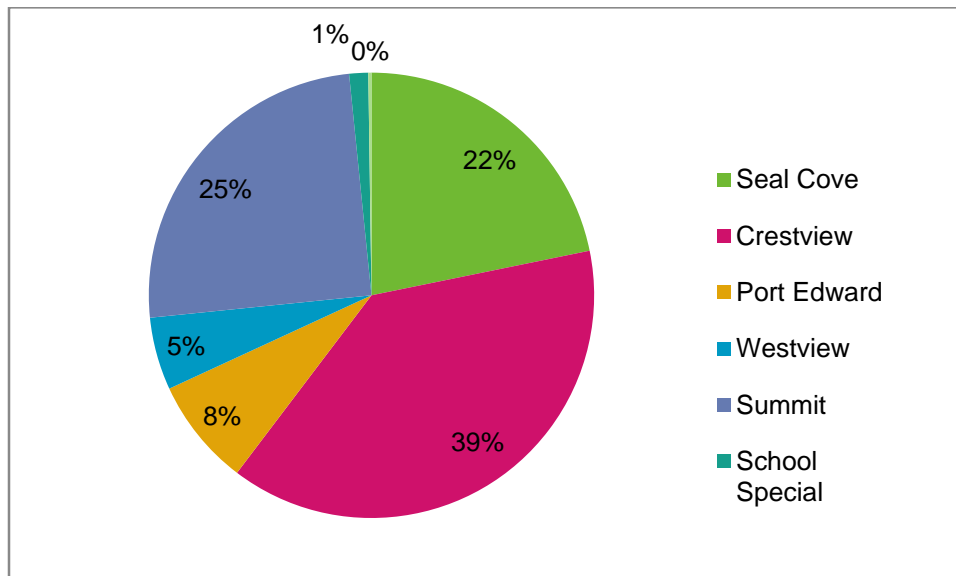
Survey Results

Question 1. What is the main reason for making this trip?



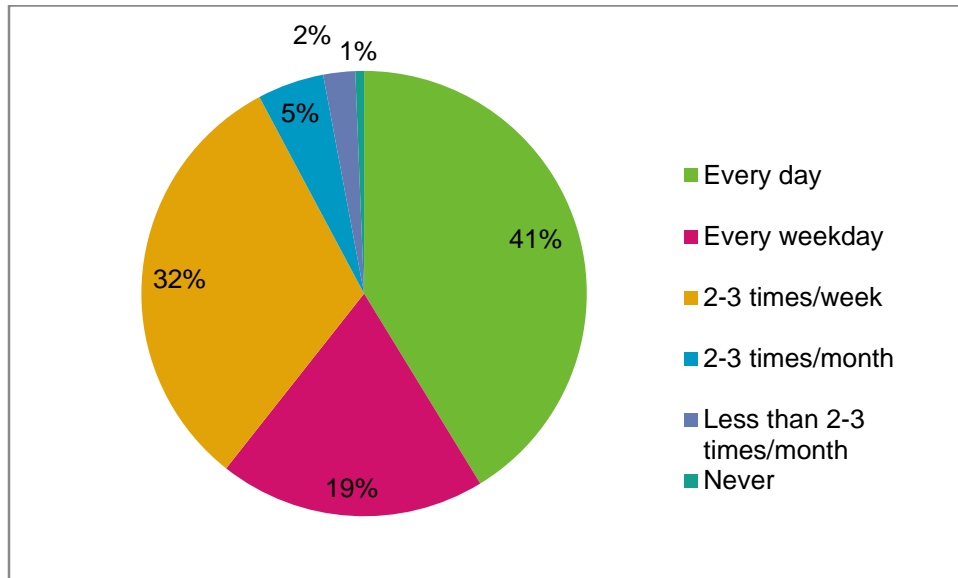
Over half of survey respondents cite either commuting to and from **work** or going **shopping** as their main trip purposes.

Question 5. What route are you riding now?



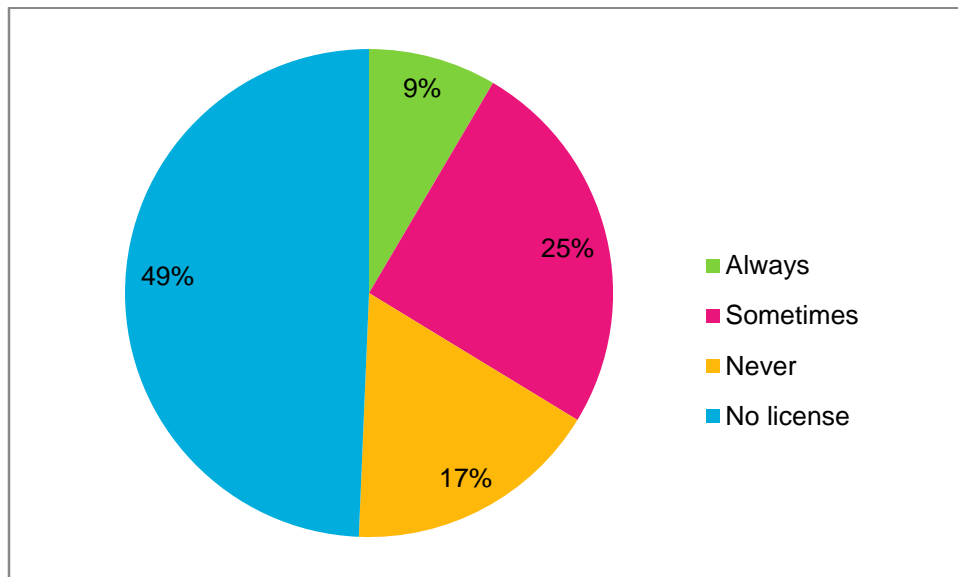
Most survey respondents ride the **Crestview (#53)**, **Summit (#52)** and **Seal Cove (#51)** routes.

Question 6. How often do you ride BC Transit services?



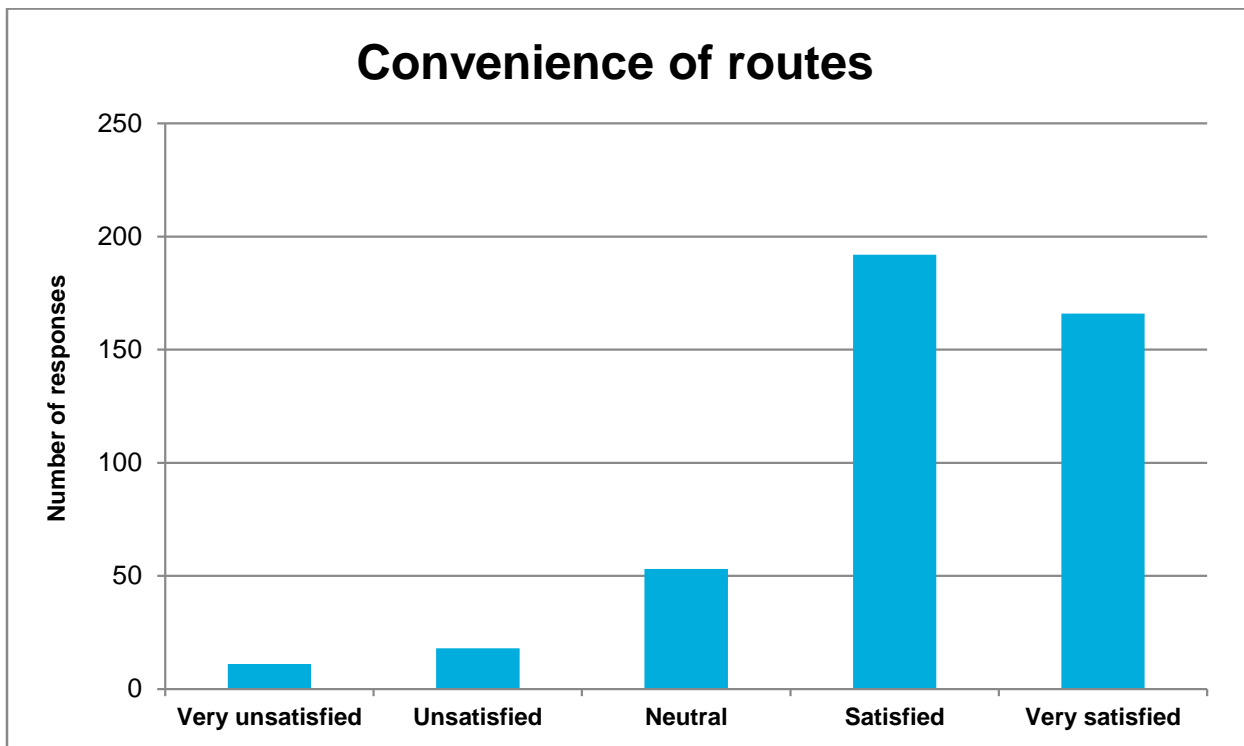
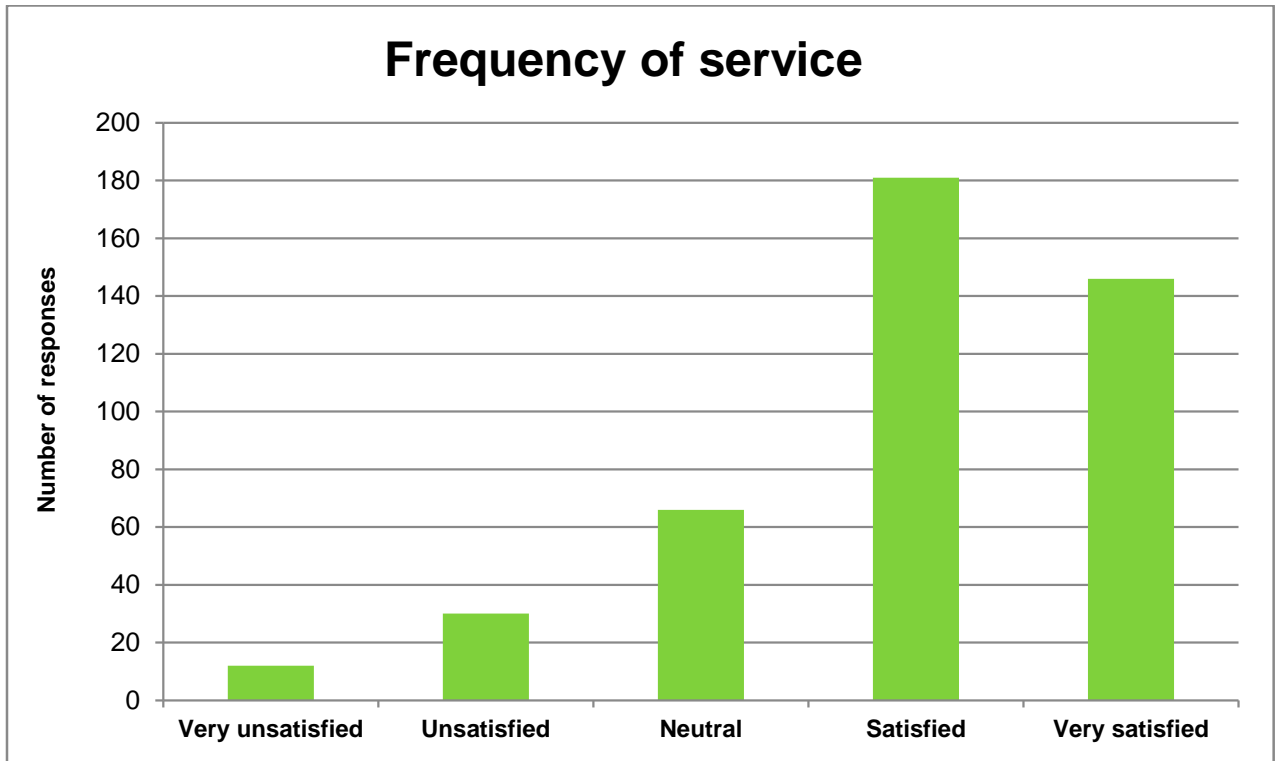
The majority of respondents report taking transit daily, and over **ninety percent** of respondents take transit **at least 2 to 3 times a week**.

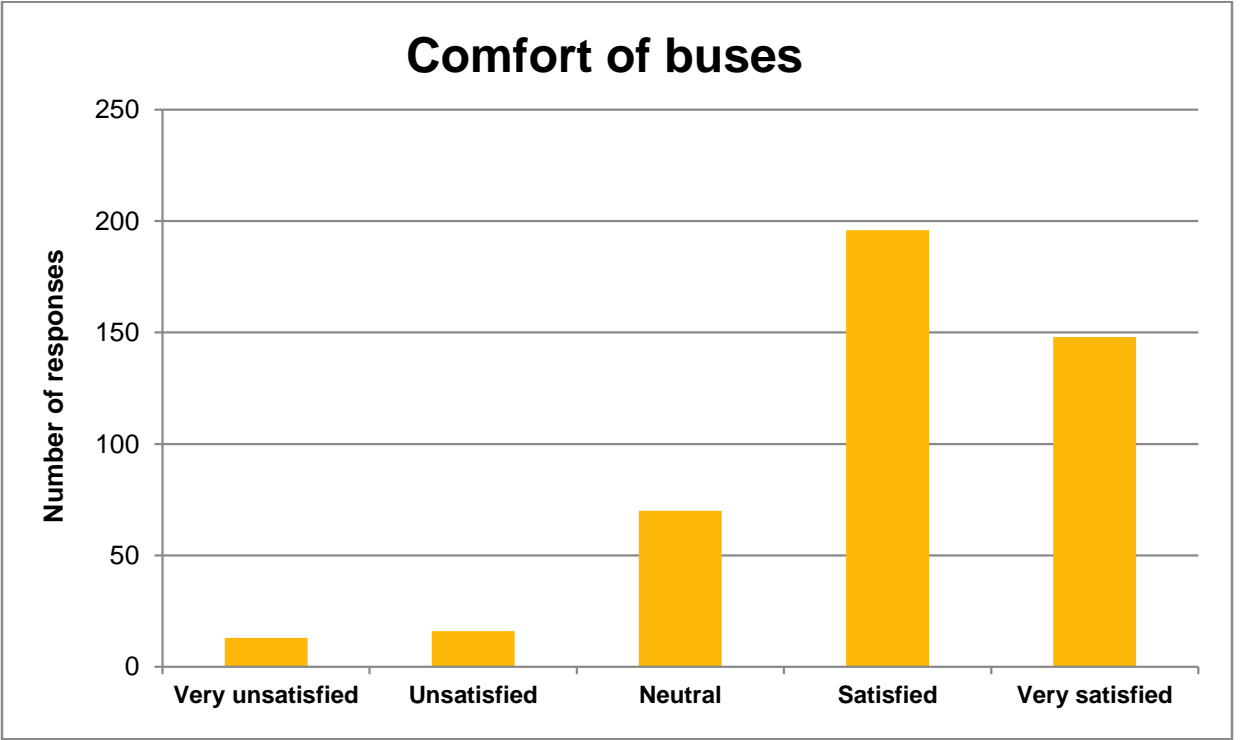
Question 7. How often do you have access to a car as a driver?

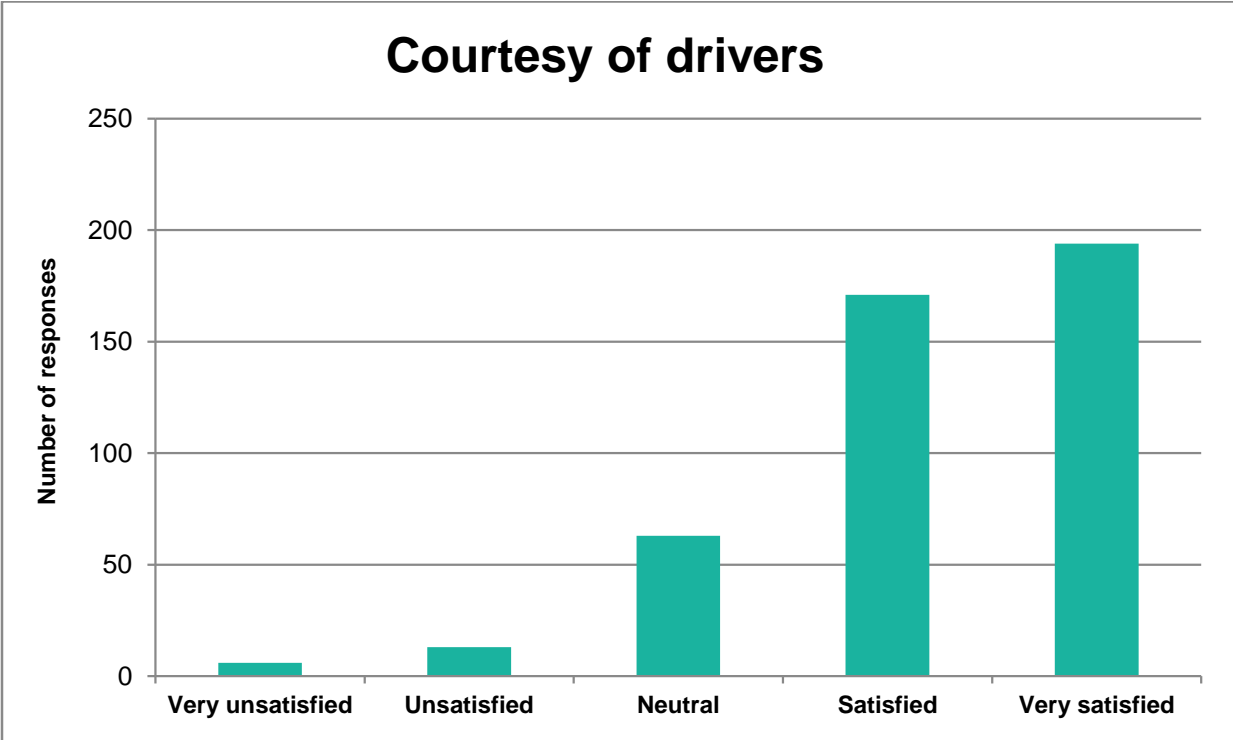
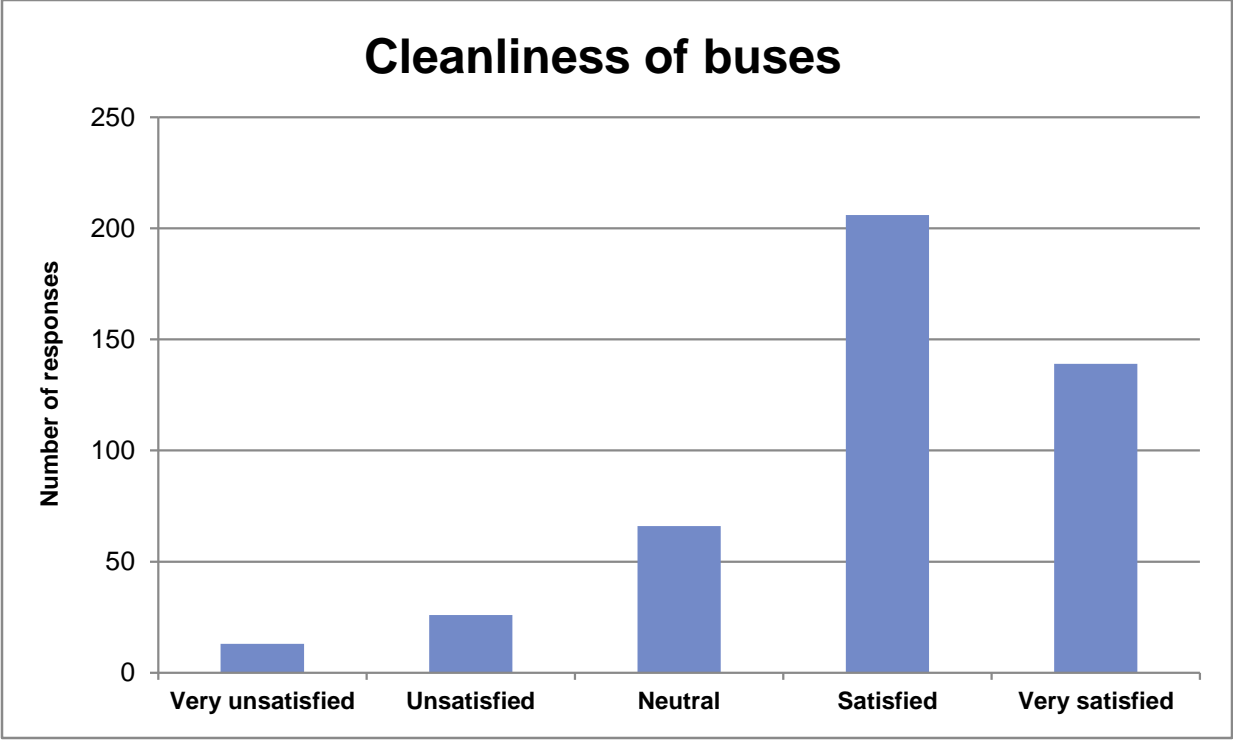


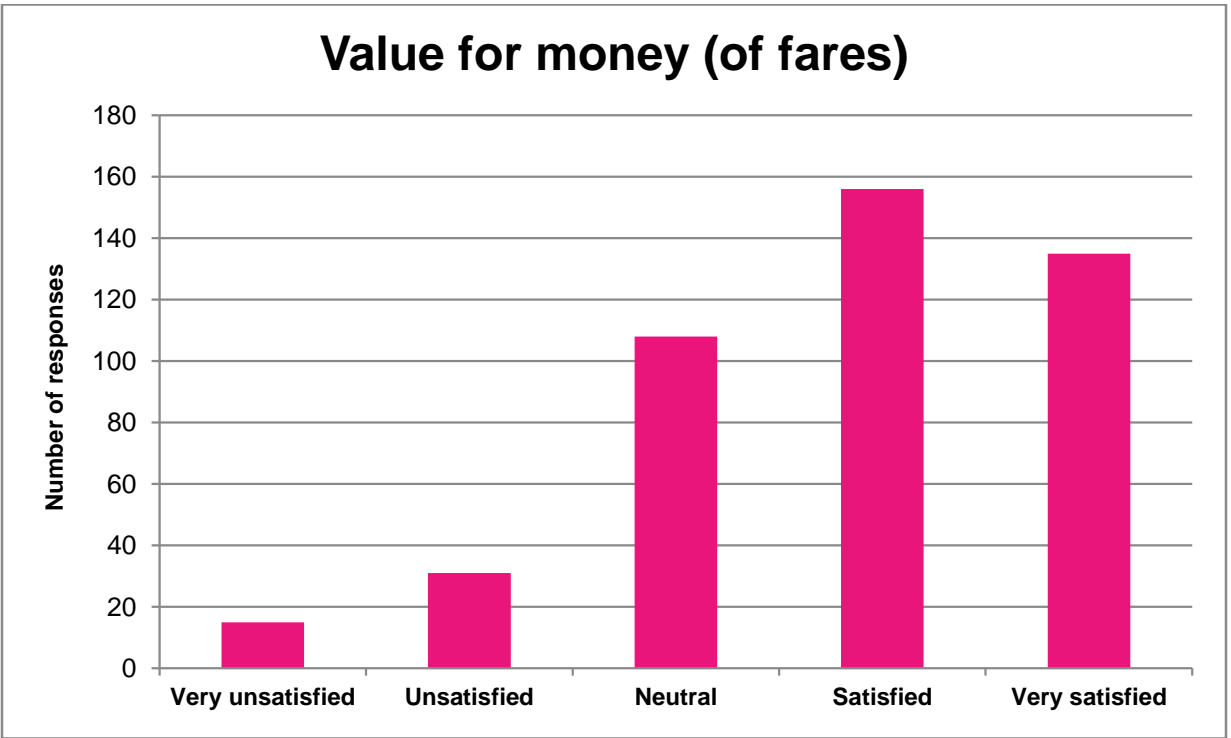
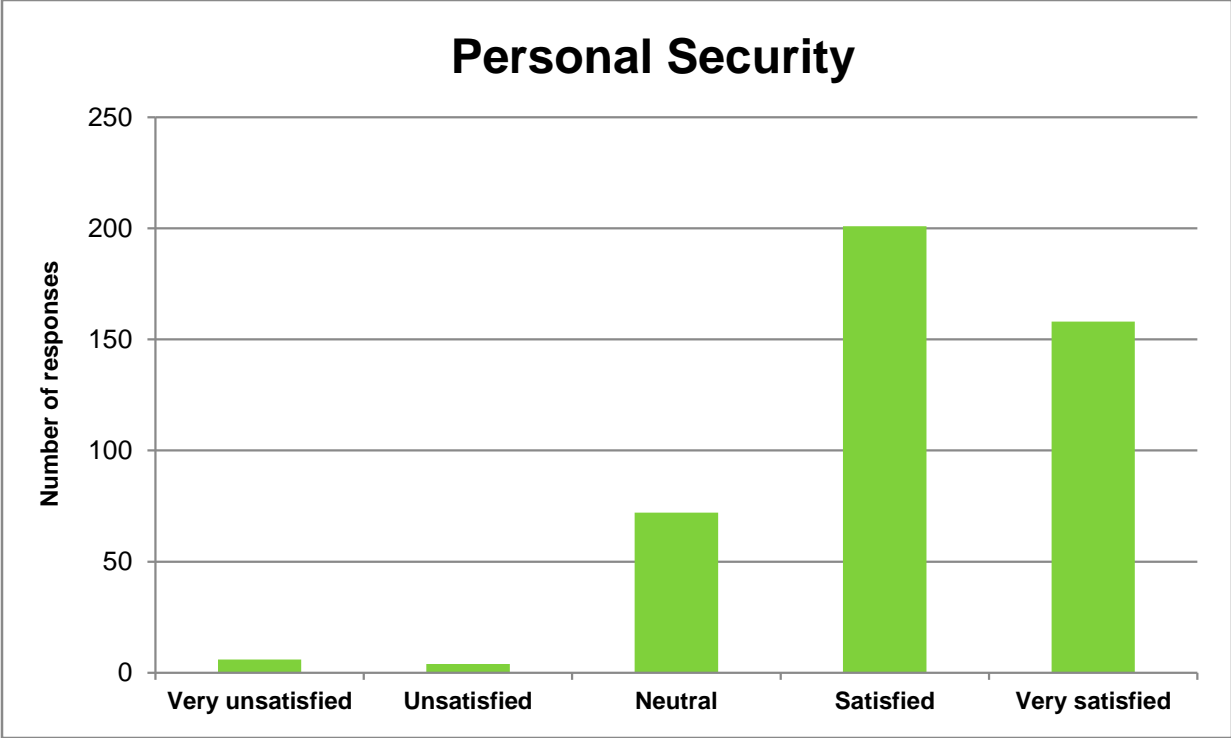
More than half of survey respondents do not have a driver's license. **About two-thirds** of respondents **do not have access to a car** as a driver.

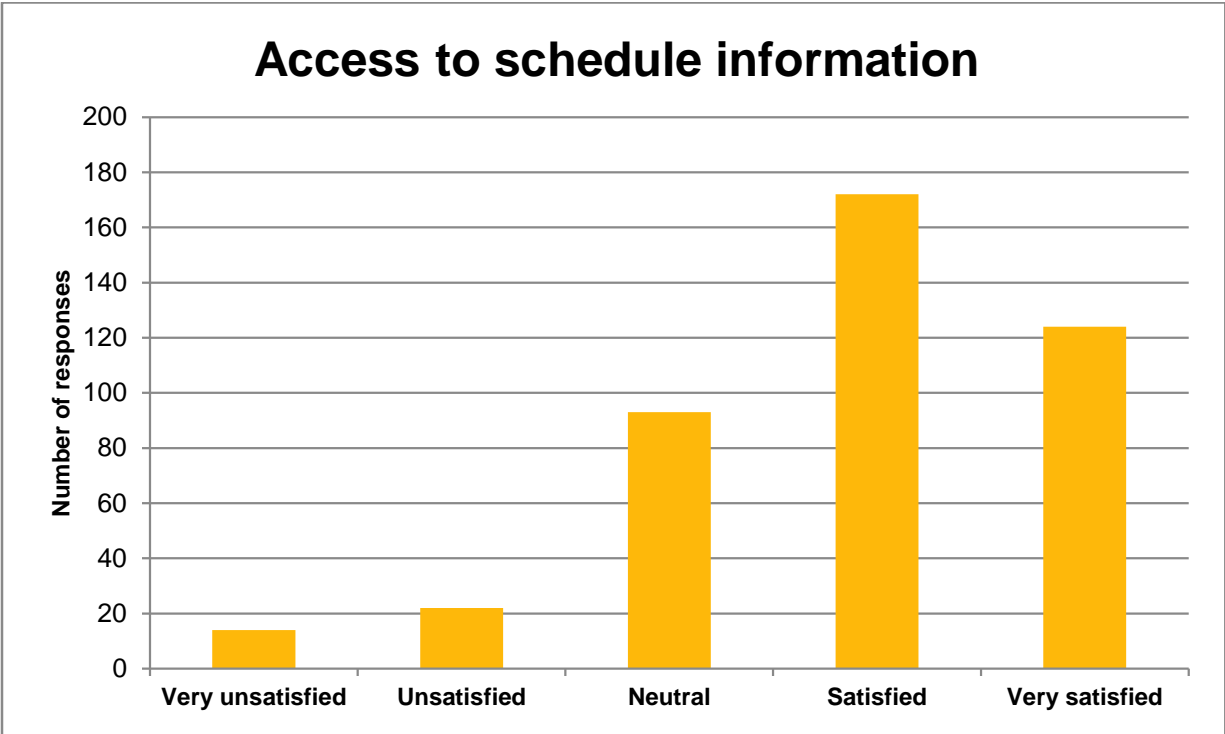
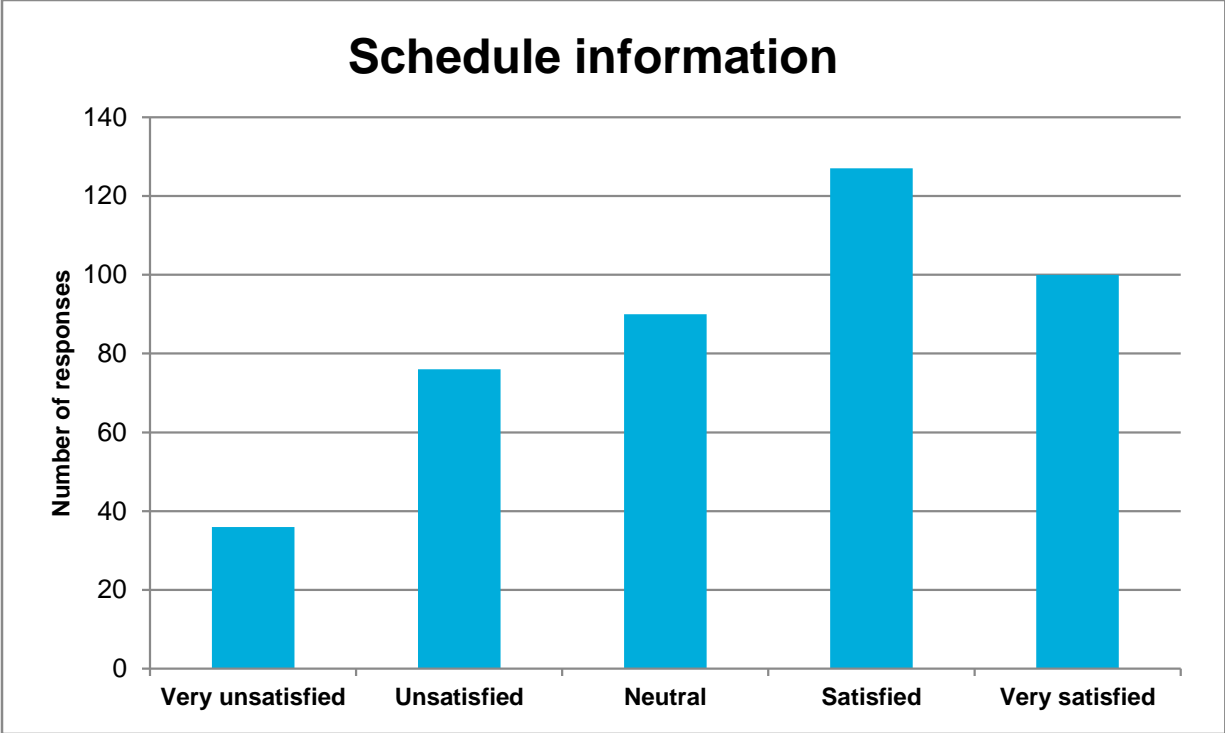
Question: How satisfied are you with the following aspects of your transit service?









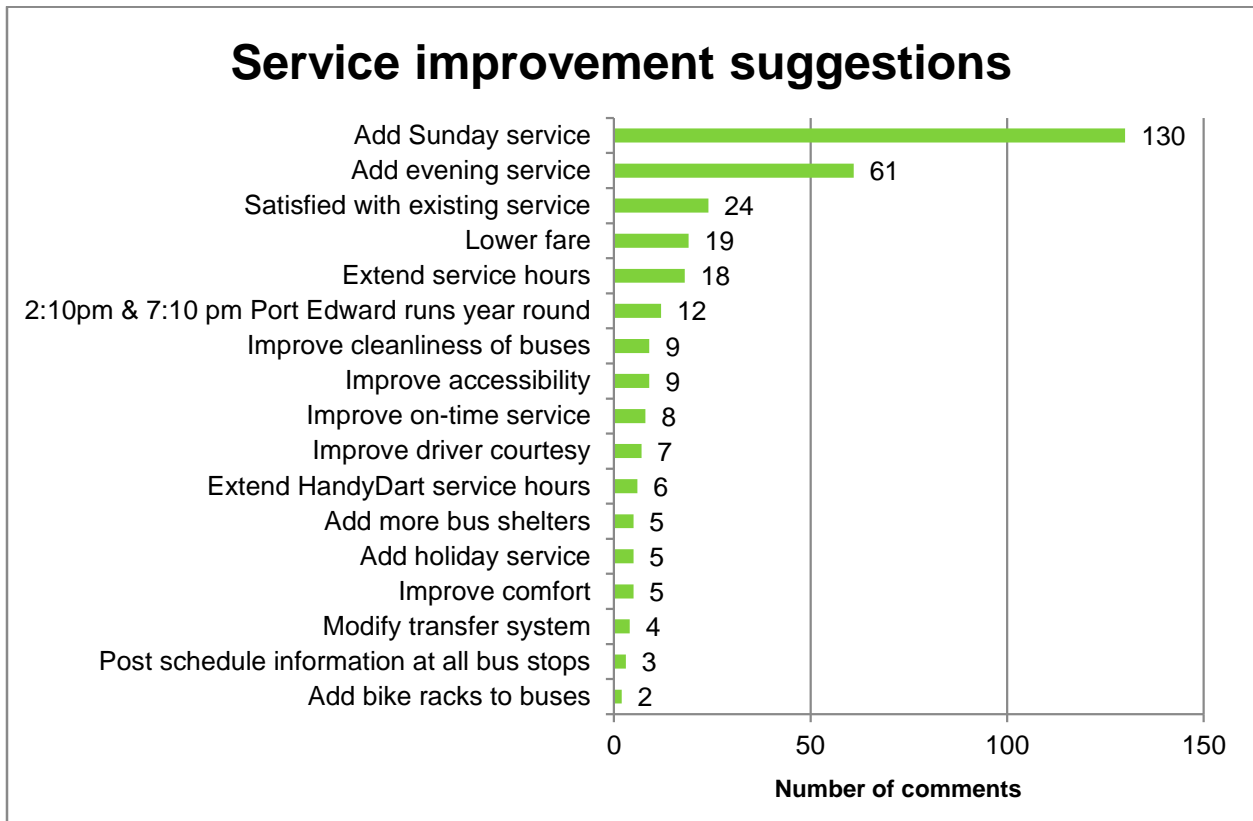


Overall Typical Response With Regards to Satisfaction with Services

The majority of survey respondents report **satisfaction with the current overall level of transit service offered**. Respondents report being very satisfied with the courtesy of bus drivers and satisfied with the frequency of service, convenience of routes, closeness of stops, comfort of buses, cleanliness of buses, personal security, value for money of fares, schedule information and access to schedule information. Distribution of level of satisfaction for all service aspects except schedule information is heavily skewed to the left, towards the satisfied and very satisfied levels. Level of satisfaction regarding schedule information varied more among respondents, though is still slightly skewed to the left.

FREQUENCY OF SERVICE	SATISFIED
CONVENIENCE OF ROUTES	SATISFIED
CLOSENESS OF STOPS	SATISFIED
COMFORT OF BUSES	SATISFIED
CLEANLINESS OF BUSES	SATISFIED
COURTESY OF DRIVERS	VERY SATISFIED
PERSONAL SECURITY	SATISFIED
VALUE FOR MONEY (OF FARES)	SATISFIED
SCHEDULE INFORMATION	SATISFIED
ACCESS TO SCHEDULE INFORMATION	SATISFIED

Question: How could transit services be improved so that you or your friends and family would use it more often?



The introduction of **Sunday service** was the most commonly suggested service improvement, suggested in almost half of all open ended responses. The introduction of **evening service** was suggested by many survey respondents as well – close to a fifth of responses mentioned evening service.

Overall Summary of Survey Results

The average survey respondent cites travel to or from work or shopping as a main reason for making a transit trip, rides the Crestview, Summit and Seal Cove routes, has no car access, takes transit at least 2 to 3 times a week, is satisfied with the overall service quality of transit offered and suggests the introduction of Sunday service as a service improvement.

TRIP PURPOSE	WORK & SHOPPING
MAIN ROUTES RIDDEN	CRESTVIEW, SUMMIT & SEAL COVE
RIDING FREQUENCY	AT LEAST 2-3 TIMES A WEEK
ACCESS TO CAR	NO LICENSE
SERVICE QUALITY	SATISFIED
GENERAL SERVICE IMPROVEMENT	SCHEDULE CHANGE
SPECIFIC SERVICE IMPROVEMENT	SUNDAY SERVICE

APPENDIX D – ON-LINE SURVEY QUESTIONS AND SUMMARY OF RESULTS

Prince Rupert and Port Edward Transit Survey

BC Transit, in partnership with the City of Prince Rupert and the District of Port Edward, is conducting a review of the transit services it offers in the communities of Prince Rupert and Port Edward.

The purpose of these reviews is to assess satisfaction among residents, employees and visitors with the existing services, identify strategies for increasing use of these services, and identify opportunities for making the services more efficient. Your feedback will greatly assist us in identifying strategies for improving transit services in your community.

Please respond to this survey by **June 30th** in order for your feedback to be collected.

Thank you!

Question 1

In which community do you live?

- Prince Rupert - Seal Cove area
- Prince Rupert - Summit area
- Prince Rupert - Crestview area
- Prince Rupert - Westview area
- Prince Rupert - Fairview Bay area
- Port Edward
- Other, please specify...

What is your nearest intersection? (Optional)

Street name:

Nearest cross street:

Question 2

If you ride transit, what is typically the *main* purpose of your trips? Select one.

- Not applicable
- Work
- Shopping
- University/college
- High school
- Social/recreational
- Medical/dental
- Other, please specify...

Question 3

How often do you ride BC Transit services?

- Every day
- Every weekday
- 2-3 times a week
- 2-3 times a month
- Less than 2-3 times a month
- Never

Question 4

Which of the following transportation options have you used in the last year? Select all that apply.

- Greyhound bus service
- School bus service
- Taxi
- Hitchhiking
- Walking
- Cycling
- Other, please specify...

Question 5

How often do you have access to a car as a driver?

- Always have access to a car
- Sometimes have access to a car
- Never have access to a car
- Do not have a driver's license

Question 6

If you use BC Transit services, which routes do you use most often. Select all that apply.

- Route 51 - Seal Cove
- Route 52 - Summit
- Route 53 - Crestview
- Route 54 - Westview
- Route 55 - Fairview Bay
- Route 60 - Port Edward
- Route 99 - School Special
- handyDART

Question 7

What are the main destinations you travel to most often?

Question 8

How satisfied are you with the following aspects of your transit service? Select one choice for each aspect of service

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't know
Frequency of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closeness of stop to your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money (for fares)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule and route information at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to schedule and route information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 9

What is your *main* source of information about the transit service you most frequently use? Select one.

- BC Transit website
- Printed bus schedules (Rider's Guide)
- Newspapers
- "Transit info" phone number
- Other, please specify...

Question 10

How could information on these transit services be improved?

Question 11

How could transit services be improved so that you or your family and friends would use it more often?

Any further comments or ideas on how we can improve or promote transit in your community?

Thank you for taking this survey!

Submit

Survey Results

Question 1

Response	Chart	Frequency	Count
Prince Rupert - Seal Cove area		0%	0
Prince Rupert - Summit area		9%	1
Prince Rupert - Crestview area		9%	1
Prince Rupert - Westview area		36%	4
Prince Rupert - Fairview Bay area		0%	0
Port Edward		27%	3
Other, please specify...		18%	2

[Details »](#)

Total responses: 11






Question 2

Response	Chart	Frequency	Count
Not applicable		9%	1
Work		55%	6
Shopping		27%	3
University/college		0%	0
High school		0%	0
Social/recreational		9%	1
Medical/dental		0%	0
Other, please specify...		0%	0

[Details »](#)







Total responses: 11

Question 3

Response	Chart	Frequency	Count
Every day		20%	2
Every weekday		20%	2
2-3 times a week		40%	4
2-3 times a month		0%	0
Less than 2-3 times a month		10%	1
Never		10%	1

Total responses: 10





Question 4

Response	Chart	Frequency	Count
Greyhound bus service		10%	1
School bus service		10%	1
Taxi		50%	5
Hitchhiking		10%	1
Walking		70%	7
Cycling		10%	1
Other, please specify...		0%	0

[Details »](#)

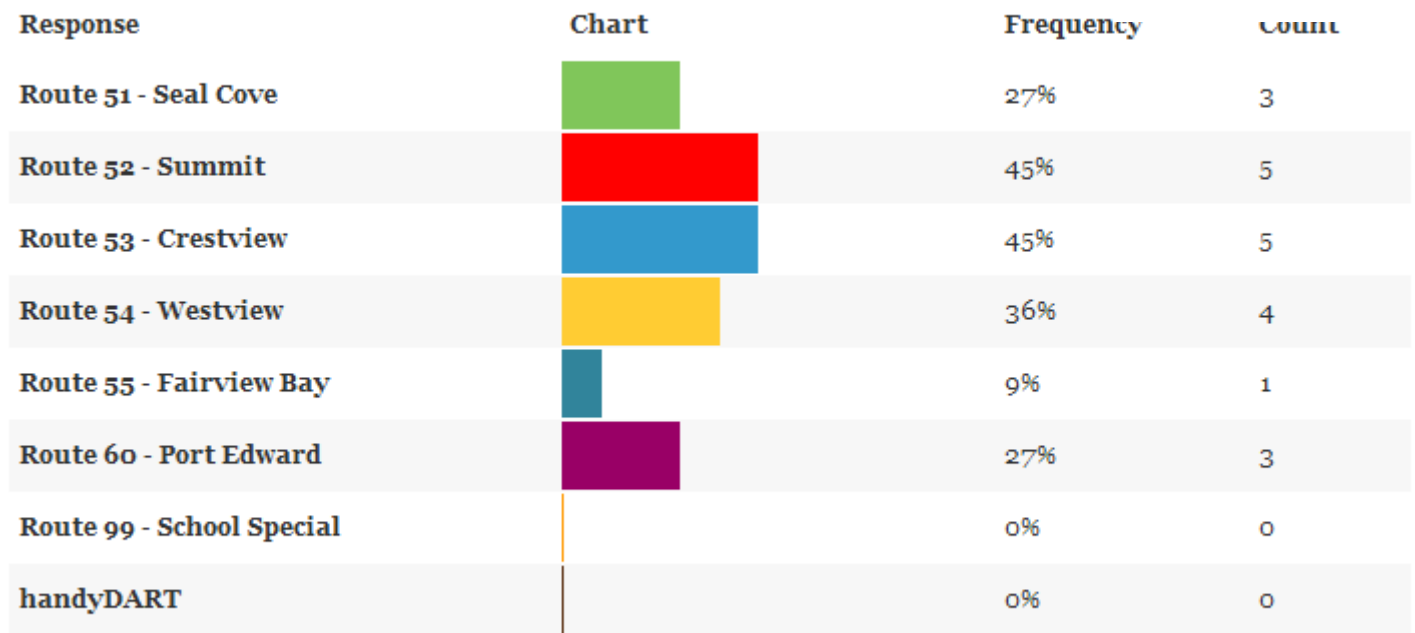
Total responses: 10

Question 5

Response	Chart	Frequency	Count
Always have access to a car		27%	3
Sometimes have access to a car		27%	3
Never have access to a car		27%	3
Do not have a driver's license		18%	2

Total responses: 11

Question 6



Total responses: 11

Question 7

Main Destinations	Number of Responses
Civic Centre	4
Ocean Centre Mall	4
Downtown Prince Rupert	3
Cow Bay	2
Safeway	2
City Hall	2
Hospital	1
Seal Cove	1
Library	1
Overwaitea	1

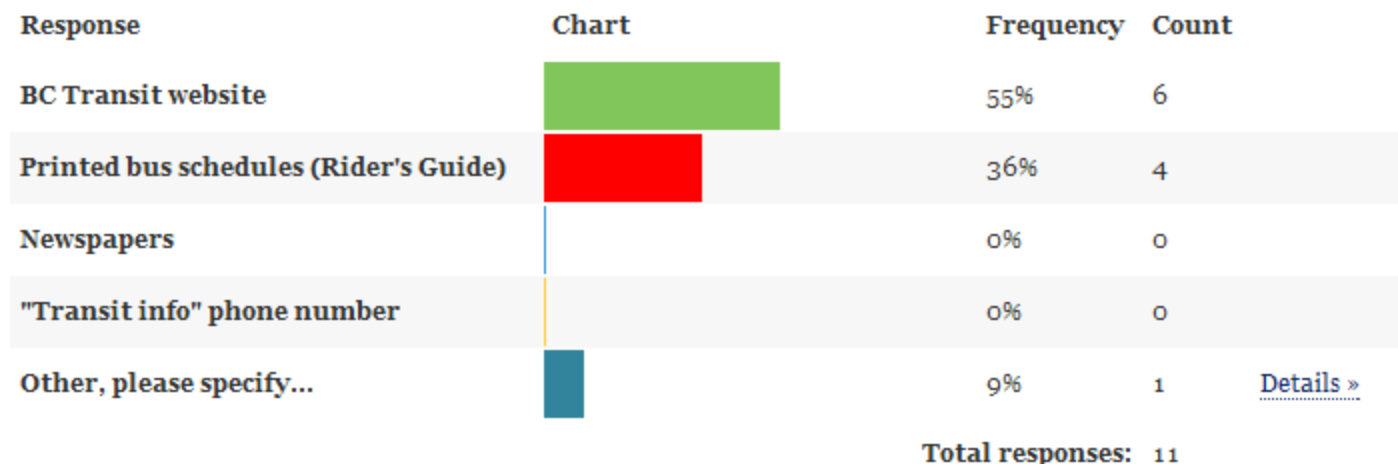
Question 8

Service Aspect	Median
Frequency of service	3
Convenience of routes	3.5
Closeness of stop to your home	4.5
Comfort of buses	4
Cleanliness of buses	4
Courtesy of drivers	4
Personal security	4
Value for money (for fares)	4
Schedule and route information at bus stops	2
Access to schedule and route information	4

Question 8

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't know	Total Responses
Frequency of service	0 (0%)	4 (36%)	2 (18%)	2 (18%)	2 (18%)	1 (9%)	11
Convenience of routes	1 (9%)	4 (36%)	1 (9%)	1 (9%)	4 (36%)	0 (0%)	11
Closeness of stop to your home	5 (45%)	4 (36%)	1 (9%)	0 (0%)	1 (9%)	0 (0%)	11
Comfort of buses	3 (27%)	5 (45%)	3 (27%)	0 (0%)	0 (0%)	0 (0%)	11
Cleanliness of buses	2 (18%)	6 (55%)	3 (27%)	0 (0%)	0 (0%)	0 (0%)	11
Courtesy of drivers	1 (9%)	6 (55%)	4 (36%)	0 (0%)	0 (0%)	0 (0%)	11
Personal security	4 (36%)	4 (36%)	2 (18%)	1 (9%)	0 (0%)	0 (0%)	11
Value for money (for fares)	2 (18%)	5 (45%)	3 (27%)	1 (9%)	0 (0%)	0 (0%)	11
Schedule and route information at bus stops	0 (0%)	1 (9%)	1 (9%)	6 (55%)	3 (27%)	0 (0%)	11
Access to schedule and route	0 (0%)	6 (55%)	4 (36%)	1 (9%)	0 (0%)	0 (0%)	11

Question 9



Service improvement suggestions

1. Schedule information posted at bus stops
2. Increased general service

Question 10

How could information on these transit services be improved?	Number of Responses
Have schedule information at more stops	8
Have phone number on bus stops	1
Mobile phone app to access schedule information	1
More advertising on where to purchase passes	1

Question 11

Transit Improvements	Number of Responses
More frequent service	3
Weekend service	2
More service in the fall and winter	2
Introduce service to 7th, 8th, 9th, Commox, and Hays Vale area	2
Better integration of services between west and east sides of City	1
More shelters	1

Fare that requires fewer coins (\$2 or \$1.25)	1
Extra early run to Cow Bay and Seal Cove in the morning to transport Fish plants workers, who start at 7:30am.	1

Concluding Question

Other Suggestions / Comments	Number of Responses
Improve bus shelters to better protect against the elements	2
Get more people to have passes	1
Provide all-day and weekend service	1
Better integration of services between west and east sides of City	1
Provide an electric bus that loops around downtown with high frequency	1
Better signage and information at bus stops	1
Good drivers	1
Extend service hours so that people can stay out later at night	1
More service to Cow Bay	1
Better connection between Cow Bay and other parts of the city	1

APPENDIX E – DRIVER SURVEY QUESTIONS AND SUMMARY OF RESULTS

Prince Rupert and Port Edward Transit Service Review:

Information to FirstCanada ULC Transit Operators

A service review of the Prince Rupert and Port Edward Transit Systems is now underway to analyze the existing systems and create options for improvement. There are five key goals for this transit review:

- Build public awareness and support of transit services provided within the City of Prince Rupert and District of Port Edward and identify ways to grow transit ridership.
- Gather feedback on potential routing, scheduling, and bus stop changes, as well as feedback on other elements of the existing transit system.
- Analyze, summarize and report back on consultation outcomes to the City of Prince Rupert and District of Port Edward and make recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers.
- Identify potential efficiencies of asset-sharing between the two systems (i.e., Port Edward bus being utilized within Prince Rupert System to maximize service hour and vehicle efficiency).
- Increase customer satisfaction

The service review will gather information on ridership from past surveys and collect information on stop usage and running times from driver feedback and GFI data. However, anecdotal ideas and comments from drivers, passengers, and residents will be the key input to this review.

This feedback will be collected as follows:

- Transit operator survey. See survey on page 3.
- Outreach to key stakeholders
 - Stakeholder meetings and interviews with elected officials, government staff, operating managers, operators, and community organizations.
- Open houses at the following times and locations. At these open houses, some of the suggested changes included in the attached operator survey will be presented, and attendees will be asked for their feedback on these suggestions, as well as input on other ideas for improvement.

Tuesday, June 19	7pm to 9pm	Port Edward Community Centre	770 Pacific Avenue Port Edward, BC
Wednesday, June 20	9am to 12pm	Friendship House	744 Fraser Street, 3 rd Fl Prince Rupert, BC
Wednesday, June 20	2pm to 5pm	Downtown Prince Rupert Bus Stop	2 nd Avenue Between 2 nd Street and 3 rd Street (BMO Bus Stop) Prince Rupert, BC

- An onboard survey, which is being distributed and collected by drivers.
- An online survey for passengers and the general public, which will be open until June 30th. The survey can found here:
<http://fluidsurveys.com/surveys/transp-stantec/prince-rupert-and-port-edward-transit-survey/>
- Written submissions via email, mail, fax, and forms on the transit website.

Once feedback has been received, an operations technical team will go through the initial work of sifting through suggestions and developing preliminary ideas and options. Currently this technical team is proposed to include Senior Regional Transit Manager Todd Dupuis, FirstCanada ULC Branch Manager Darby Minhas, the Stantec Consulting team hired by BC Transit for this study, and myself, Tania from BC Transit.

In turn, the technical team reports to the City of Prince Rupert and District of Port Edward, with information for their consideration.

Depending on feedback, suggestions that can be implemented fairly easily and cost-effectively **will be considered for implementation for fall 2012**. Other suggestions and options related to the Prince Rupert Transit System will go back to transit operators and the public in fall 2012 for their follow up feedback. The final report and options for the Port Edward Transit Service Review are scheduled to be presented to the District of Port Edward in the fall .The final report and options for the Prince Rupert Transit Service Review are scheduled to be presented to the City of Prince Rupert in the winter of 2012. **If options presented in this report are approved, further transit system improvements could be implemented in spring 2013.**

In summary, the timeline is as follows:

Date	Activity
May - June 2012	Data collection; public consultation
July 2012	Data analysis and service option development
August 2012	Final Transit Service Review (Port Edward only)
Fall 2012	Public consultation Phase II (Prince Rupert only)
Fall 2012	Further development of service options (Prince Rupert only)
Fall - Winter 2012	Final Transit Service Review (Prince Rupert only)

As a first step towards rethinking the Prince Rupert and Port Edward Transit Systems, we have attached a survey to help collect your thoughts and feedback. Please complete the survey and return it to Darby Minhas by June 30th.

Thank you for your time and we look forward to receiving your ideas and suggestions.

Sincerely,

Tania Wegwitz, Transit Planner

BC Transit

cc: Todd Dupuis, Senior Regional Transit Manager, BC Transit

Encl: Transit Review Questions for Transit Operators

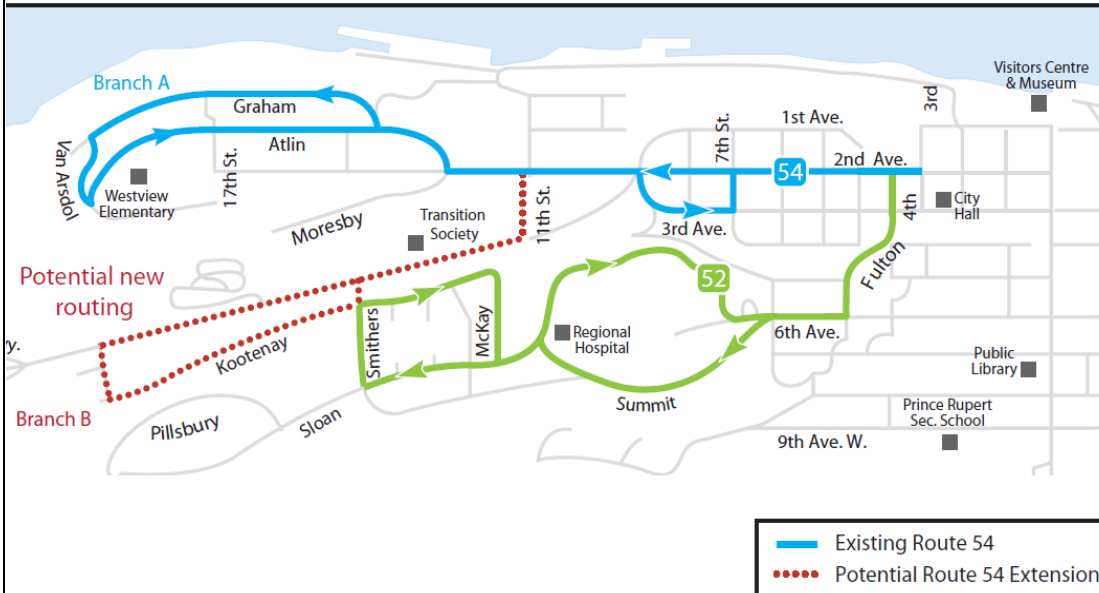
Transit Review Questions for Transit Operators

(This is only a starting point: feel free to add additional pages or information as you like).

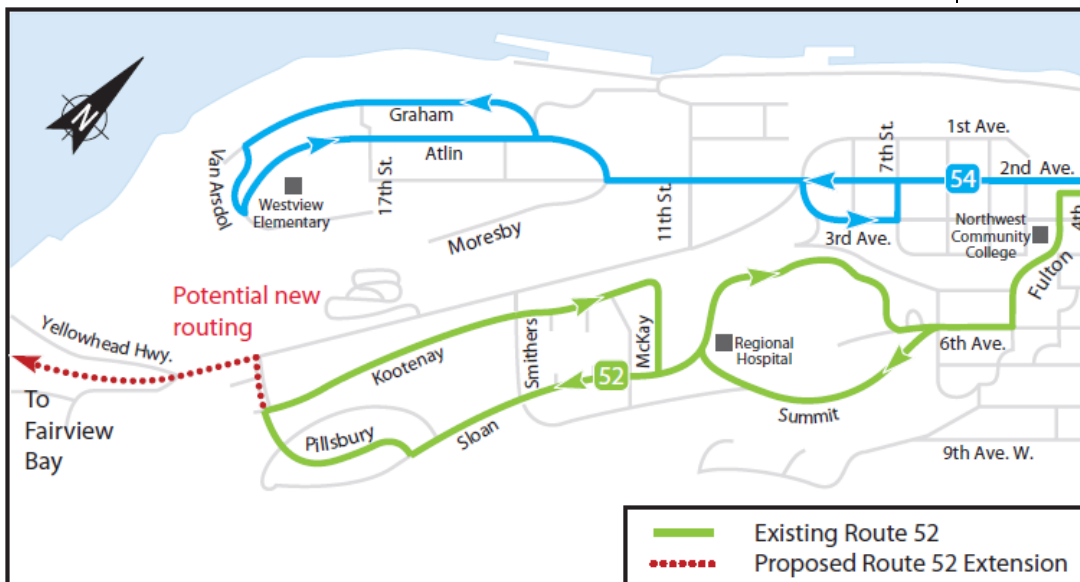
Below are some suggestions that we have heard already. Please provide us with your thoughts on these changes in as much detail as possible.

Suggested Route Changes	Your Comments
<p>To reduce the travel time required for route #52 (Summit), consider eliminating the downtown loop portion of the route when the route turns into route #54 (Westview). The two main downtown stops for these routes would then be at 4th Street and 2nd Avenue.</p>	
<p>On route #53 (Crestview), consider by-passing the Crestview loop, as there are limited sidewalks along the loop and using the loop takes extra time.</p>	

Consider serving the new location of the **Transition Society** on the Yellowhead Highway with **with more service by altering existing routes**. Right now, the stop is only served three times per day when route #55 starts from Downtown. The map below shows one potential way that this stop could be served.



Consider **increasing service to the BC Ferries Terminal / VIA Rail station**. The map below shows one potential way that Fairview Bay could be served more regularly.

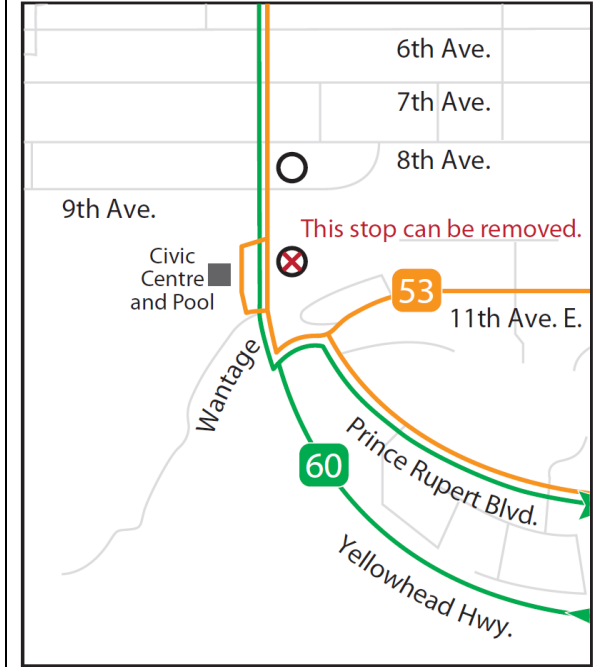


Consider introducing service to Ridley Island	
Suggested Schedule Changes	Your Comments
Consider doubling service for the special school runs , as the current school bus runs are at capacity. One less used morning trip and one less used afternoon trip for route #51 (Seal Cove) could be removed so that the bus can be used for the school run.	
Consider providing later service on routes in Prince Rupert	
Consider introducing service on Sundays	
Consider introducing services to Churches on Sundays	

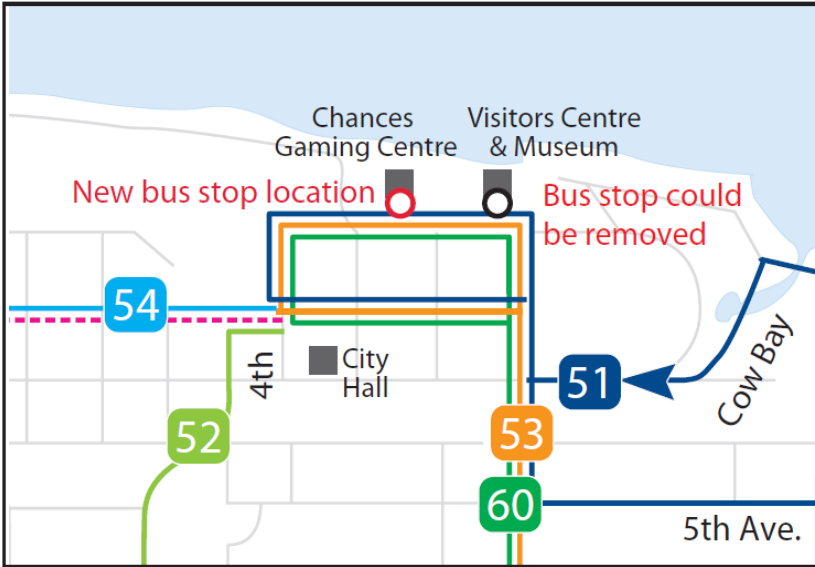
<p>Consider interlining (joining) routes #54 (Westview) and #53 (Crestview) or reducing transfer time between the two routes in the morning so that students taking route #54 do not have to wait as long downtown before catching route #53.</p>	
<p>For route #60, consider making the last trip to Port Edward from Prince Rupert earlier. Instead of having the 10:10pm bus be the last departure, a 9:30 or 9:40pm trip could be the last trip (movies typically start at around 7pm and end by 9:30pm).</p>	
<p>For route #60, consider introducing a new departure from downtown around 6pm to fill the gap between the 5:15pm and 7:10pm departures.</p>	

Suggested Bus Stop Location Changes	Your Comments
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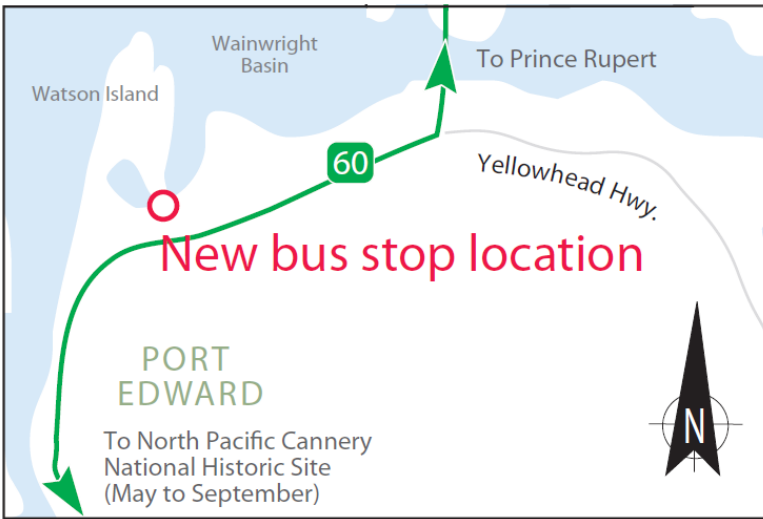
Consider **removing the bus stop on the east side of Yellowhead Highway across from the Civic Centre**, as there is another bus stop very close to it, just north of 9th Avenue, and that is where the crosswalk is located.



Consider **moving the bus stop in front of the museum to a location in front of the Chances Gaming Centre**. Currently, the stop in front of the museum is shared with tourist buses and is often blocked by cars in the loading/unloading area behind the bus stop.



Consider a **new bus stop at the access road to Watson Island** once Watson Island has been redeveloped.



In addition to the changes suggested above, please provide your thoughts regarding the questions below.

1. It has been noted that the area between the Yellowhead Highway and Fulton Street and between 2nd Avenue and 9th Avenue (directly up the hill from Downtown) is underserved by transit. Do you have any suggestions for how this area could be better served?

15. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Prince Rupert and Port Edward Transit System? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

16. Do you have any other ideas that have not been mentioned above?

Thank you very much for your time and your help.

DRIVER RESPONSES (FROM 3 COMPLETED SURVEYS)

Suggested route changes

52 Summit downtown loop

- Some support for suggested change
 - Ensure that 54 Westview is run before 52 Summit if change is implemented
- Some concern that location of new bus stops on 4th St may be too congested and difficult to access

53 Crestview Crestview loop

- Some support for suggested change
- Some opposition to suggested change
 - An extra bus stop is needed if loop eliminated
 - Loop is well-used, no need for change
- Consider elimination of bus stop on Prince Rupert Blvd and Portage Rd by Prince Rupert Christian School and of bus stop on Applewhaite Dr – Applewhaite Dr stop is dangerous in the winter

Transition Society service

- Some support for suggested change
- Ensure that extra time is added to route if change is implemented

BC Ferries Terminal/VIA Rail station service

- Some support for suggested change
- Ensure that extra time is added to route if change is implemented

Ridley Island service

- Consider introducing service to trail base

Suggested schedule change

Doubling 99 School Special service

- In support of suggested change

Later service

- Some support for suggested change
 - Consider introducing service for 52 Summit and 53 Crestview only
 - Considering introducing later service with one bus only
- Some opposition to suggested change – not enough demand to support such a service

Sunday service

- In support of suggested change
 - Consider implementing service with one bus completing 2 Port Edward runs and operating in Prince Rupert for a total of 8 hrs

Service to Churches on Sundays

- Introduce service with trial period
- Concern that it may be difficult to access churches along 4th Ave E and 4th Ave W

Interlining 54 Westview and 53 Crestview/reducing transfer time

- Transfer time between 54 Westview and 53 Crestview not currently a problem – consider morning transfers between 53 Crestview and 52 Summit as many children go to school via these two routes

Earlier last trip from Prince Rupert to Port Edward

- In support of suggested change
 - Consider a 9:45PM departure

New run with 6pm downtown departure for 60 Port Edward

- In support of suggested change
 - Consider 2 additional evening departures for winter schedule

Suggested bus stop location changes

Civic Centre stop on east side of Yellowhead Hwy

- In support of suggested change – much safer for pedestrians

Chances Gaming Centre stop

- In support of suggested change
- Some concern that bus stop area may be too congested

Watson Island access road stop

- Some support for suggested change
- Some concern regarding running time – add stop only if necessary as there is little to no extra time during runs in the summer
- Consider adding stops at Oliver Lake and at the Galloway Rapids rest area

Questions

Q1. It has been noted that the area between the Yellowhead Highway and Fulton Street and between 2nd Avenue and 9th Avenue (directly up the hill from Downtown) is underserved by transit. Do you have any suggestions for how this area could be better served?

- NO COMMENT

Q2. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

- NO COMMENT

Q3. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?

- 54 Westview needs service every half hour

Q4. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Sundays and holidays?

- Crestview
- Summit
- Seal Cove
- Westview

Q5. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other

words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).

- Fairview Terminal

Q6. Of the destinations that we do already serve, which ones do you think need improved frequency?

- Summit, Crestview runs are busy with strollers and buggies
- Westview

Q7. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?

- Summit 10:30am run for passengers going to hospital

Q8. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are these delays due to traffic and passenger congestion or are there intersection delays that we could work with the City to improve? (Add more pages if required)

- Summit after school runs
 - 3:35PM, 4:05PM, 4:45PM
- Crestview afternoon run
 - 4:05PM
- Westview

Q9. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?

Q10. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?

- Young children (under 4) should supervised and not allowed to put money into fare boxes as this can cause delay

Q11. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

Q12. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?

- 3rd Ave & 2nd St is very congested

Q13. Do you have any other suggestions about improvements to specific bus stops?

- Bus stop at Port Edward store is on wrong side of street, making stops on way to Port Edward difficult

Q14. Thinking about the other transportation services that are available within Prince Rupert, are there any services that could be better integrated into the Prince Rupert Transit System (e.g. airport service)?

- NO COMMENT

Q15. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Prince Rupert and Port Edward Transit System? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

Q16. Do you have any other ideas that have not been mentioned above?

- Ensure that driver breaks are given every 3-4 hours