

SUBJECT: Transit Service Review Terms of Reference

BACKGROUND

The Transit Future Plan, as endorsed by the Victoria Regional Transit Commission in May 2011, identifies steps to direct the future of transit in the region over the next 25 years. The Transit Future Plan identifies a transit network with a hierarchy of service including Rapid Transit, Frequent Transit, Local Transit and Targeted services.

The Service Review is one of the components of the Transit Future Implementation Plan. The review will develop performance standards for transit services and will recommend transit service changes that align with the Transit Future Plan network, improving service to customers and the effectiveness of the transit system. The Service Review will also outline future service expansions that will guide the development of future three-year Service and Financial Strategies.

DISCUSSION

A Terms of Reference has been drafted to outline the purpose and structure of the Victoria Conventional Service Review. The Terms of Reference and a detailed timeline are attached to this report.

RECOMMENDATION

It is recommended that the Commission **APPROVE** the Terms of Reference for the Victoria Conventional Service Review.

Respectfully,



Manuel Achadinha
President and Chief Executive Officer

Attachment 1: Terms of Reference – Victoria Conventional Service Review
Attachment 2: Victoria Conventional Service Review Timeline

Terms of Reference – Victoria Conventional Service Review

PURPOSE

The purpose of this Terms of Reference is to describe the purpose and structure of the Victoria Conventional Service Review. A review of custom transit services is not included in this project.

BACKGROUND

The Transit Future Plan, as endorsed by the Victoria Regional Transit Commission in May 2011, the CRD and 12/13 municipalities identifies steps to direct the future of transit in the region over the next 25 years. The Transit Future Plan was based on local government land use and transportation plans including the Regional Growth Strategy, Travel Choices and Official Community Plans. The Transit Future Plan identifies a transit network with a hierarchy of services including Rapid Transit, Frequent Transit, Local Transit and Targeted Transit services.

The Service Review is one of the components of the Transit Future Implementation Plan. The Service Review will recommend performance standards and transit service changes that align with the Transit Future Plan network, improving service to customers and the effectiveness of the transit system. The Service Review will also outline future service expansions that will guide the development of future three-year Service and Financial Strategies.

TRANSIT SERVICE REVIEW OBJECTIVES

The objectives of the Service Review are to:

- Support the implementation of the Transit Future Plan and the associated ridership targets
- Develop transit service performance standards as a framework for reviewing the performance of the existing transit system
- Identify opportunities to improve service efficiencies within the transit system
- Identify cost neutral service changes that align with the Transit Future Plan
- Review existing transit terminal facilities and identify triggers for capital improvement and expansion
- Identify areas that are currently not served or are underserved by fixed-route transit
- Identify future transit service expansions to inform three-year Service and Financial Strategies
- Identify ways to maximize transit system legibility and ridership through improved customer information, corridor branding and improved route naming and number conventions

SERVICE REVIEW PROCESS

1. DEVELOP TRANSIT SERVICE PERFORMANCE STANDARDS

The process will include the development of transit service performance standards based on the Transit Future Plan service hierarchy to measure, monitor, and prioritize transit resource

Terms of Reference – Victoria Conventional Service Review

allocation. The transit service performance standards will be determined by the Victoria Transit Commission and used to guide the recommendations on transit investment and service allocation. They will act as the precursor to the service review and will provide an on-going tool for monitoring transit system performance.

The standards will establish:

- Parameters for the level of service that should be provided
- Route performance measures resulting in benchmarks that are used to identify potentially underperforming and over performing routes
- Guidelines for the implementation of new services and time periods of operation
- Clarification surrounding the terminology and description of specific service types

Transit service performance standards will be presented to the Commission for approval in September, 2012.

2. REVIEW & ANALYZE EXISTING TRANSIT SYSTEM

The Service Review will include evaluating the existing transit routes using the approved transit service performance standards to measure overall performance and effectiveness of the service at the route level. Analysis will also include reviewing ridership data at the stop level to highlight segments of bus routes where high and low ridership activity occurs. The service review will also identify areas of the region that are not served or are underserved by existing transit services.

The Service Review will include a review of the existing and anticipated future conditions at transit terminals to provide sufficient capacity to accommodate the existing and anticipated future number of buses. In some cases, improvements may also be required to address operational issues, to improve passenger amenities, and to improve accessibility for transit users with disabilities.

3. DEVELOP OPTIONS

After the review and analysis of the transit system is complete, potential outcomes will be developed, including:

3.1 Quick Wins (implementation - September 2013)

Cost neutral service improvements will be identified in and recommended for implementation prior to the completion of the service review. In addition, improvements identified as part of the transit priority study will aim to be rolled out in line with service implementation.

3.2 Future Transit Service Concepts (implementation – September 2014 onwards)

A number of transit service concepts will be developed in line with the transit service performance standards and Service Review objectives. To support the development of the service concepts the following will also be included:

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- **Customer information, marketing and branding**

The development of customer information, marketing and branding requirements will accompany the development of the transit service options. This component of the review will provide recommendation on things such as corridor branding, new network mapping concepts and a route naming and numbering review.

- **Infrastructure**

Increased hours and vehicle requirements will trigger the need for the creation of improved and expanded infrastructure across the region. The review will identify the trigger points at which additional infrastructure will be required. eg. an additional two conventional routes may necessitate the requirement for a new and or expanded exchange at a given location.

4. PUBLIC CONSULTATION

Potential service changes including naming and numbering conventions will be put through a public engagement process in the fall of 2013. The nature of potential service changes may range from very localized changes to route changes affecting regional travel; therefore, public engagement will need to be regional as well as local. Service changes to long-standing routes require a structured process in order to solicit feedback and ensure that proposals improve the system and do not significantly impact existing ridership. Public engagement may include open houses, stakeholder workshops and online opportunities. Passenger and operator input will be a key feature of this process.

5. OPTION REFINEMENT, PRIORITISATION AND COSTING

Once public input has been sought, potential service changes will be refined, prioritized and costed. Implementation packages will be created in line with the previously approved three-year Service and Financial Strategy.

6. PRODUCE SERVICE REVIEW DOCUMENT

A Service Review document outlining the findings of the Service Review and associated recommendations will be produced for the commission consideration and approval. Once approved, Service Review recommendations can be implemented as early as September 2014 and will inform the development of future three-year Service and Financial Strategies.

TIMELINE & MILESTONES

The Service Review process will include regular updates to the Victoria Regional Transit Commission and will seek approvals at key milestones of the project. The Service Review will take 20 months to complete from approval of this Terms of Reference.

Terms of Reference – Victoria Conventional Service Review

A more detailed project timeline is attached to this document.

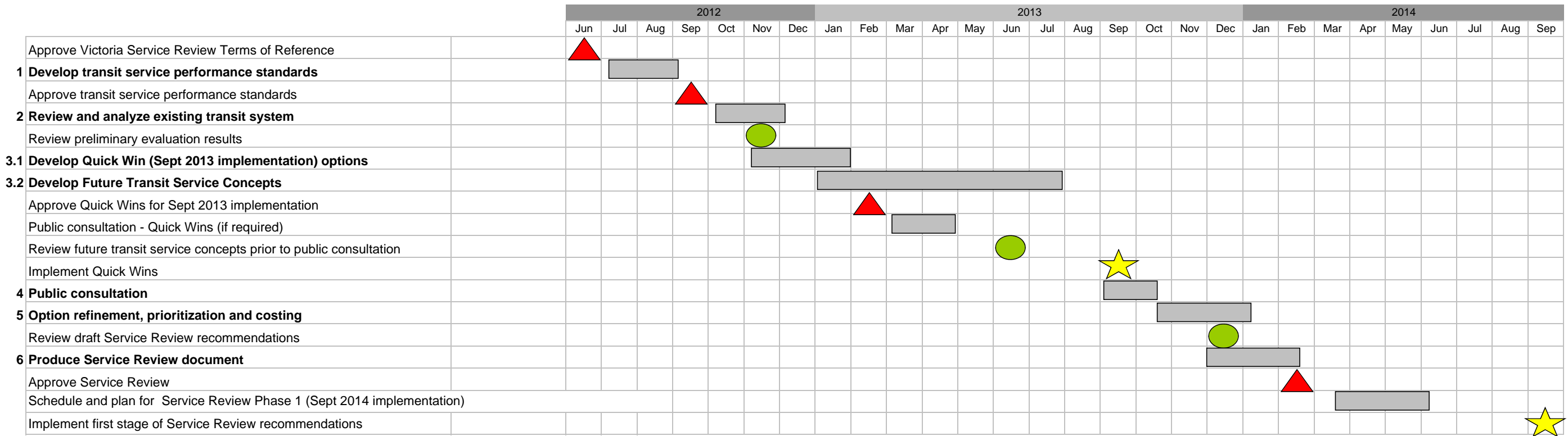
LINK TO TRANSIT PRIORITY STUDY

The parallel study on transit priority measures may result in the opportunity for service improvements to be introduced as implementation of transit priority measures occur. The Commission will be kept informed on how the implementation of service improvements will be coordinated with the roll out of transit priority measures.

RESOURCES

The Transit Planning Department will lead the project with support from BC Transit Operations, Scheduling, Marketing, Finance and Fleet teams during the process. The involvement of these BC Transit departments will assist in determining the impact of any future changes.

Victoria Conventional Service Review Timeline



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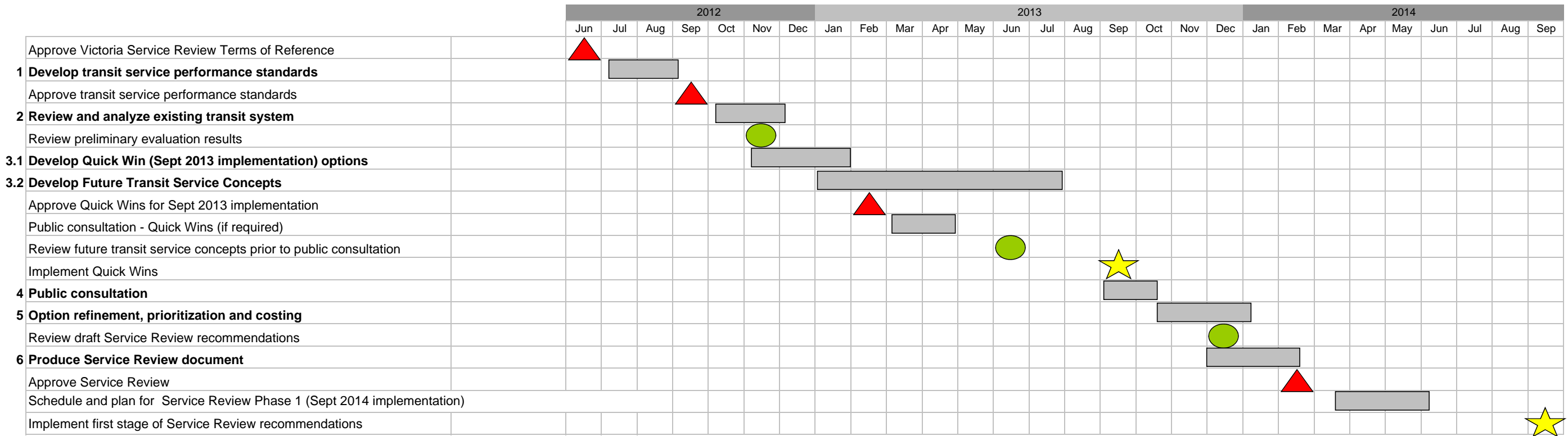
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Manuel Achadinha
President and Chief Executive Officer

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Victoria Conventional Service Review Timeline



-  Victoria Regional Transit Commission Meeting - for approval
-  Victoria Regional Transit Commission Meeting - for information
-  Implementation date