

Burnside Tillicum Local Area Transit Plan

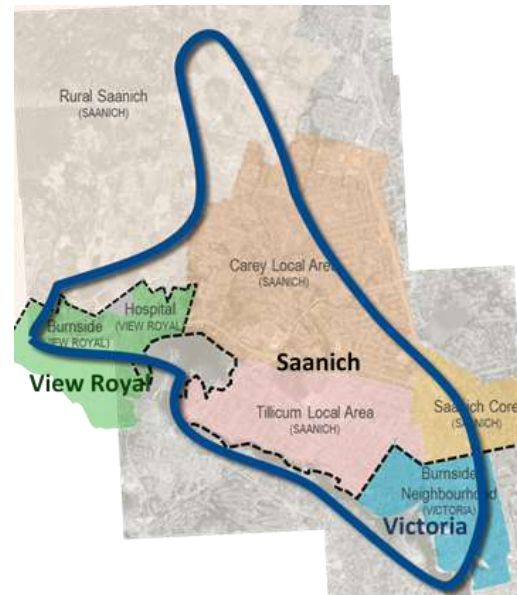
Summary

1.0 Introduction

The Burnside Tillicum Local Area Transit Plan [BTLATP] contains nine recommendations for changes to routes that serve the Burnside-Tillicum area and identifies five infrastructure improvements within the plan area.

The area contained by the BTLATP forms a wedge shape containing western portions of the District of Saanich, eastern parts of the Town of View Royal and touching upon the north of the City of Victoria. The area is bounded by:

- The intersection of Gorge Road with Douglas in the south
- Gorge/Portage Inlet waterway and Victoria General Hospital to the west
- Camosun College Interurban Campus area to the north
- The alignment of Colquitz Creek and the Interurban corridor along the eastern edge








Combined, the eight routes serving this area account for approximately one third of the Victoria Regional Transit System's total ridership. Residents of the BTLATP have a 13.5% transit mode share compared to an overall transit mode share of 7.5% in the Victoria CMA.

The BTLATP works to reach the vision identified in the 25-year Transit Future Plan (2011) and the 2013/14 Service Review. Local area transit plans translate strategic directions into discrete service changes to support the development of the Victoria Regional Transit System.

Proposed service changes were developed through extensive public engagement in accordance with transit planning principles to support the goals and objectives of the Victoria Region Transit Future Plan. The purpose of this document is to provide a summary of the engagement and the key findings to date. This information will then be integrated into the new Victoria Regional Transit Future Action Plan which begins in 2020.

2.0 Public Engagement

Engagement is critical in providing transit staff with insights into community priorities and needs to enable the further shaping of service. Public engagement events for the BTLATP was carried out in two phases. In total nearly 900 people participated through the consultation. The majority of these were involved in online surveys, while over 300 people attended scheduled events.

Phase 1		Transit Future Bus 180 people		Online Survey 153 people
Targeted Stakeholder Workshops		19 people		
Phase 2		Open House Events 103 people		Online Survey 365 people

Phase One Key Themes (by location)

Tillicum Centre

- Strong interest in improved connectivity between the Tillicum area to Langford; concerns that access to and from Langford from the Tillicum Mall area can involve lengthy walks
- Strong support for the route 11 stop at the back of the Mall for staff and movie patrons

Camosun Interurban:

- Concerns that transit service levels are insufficient for program expansions occurring at the Interurban Campus and nearby institutions
- Frustration with delays caused by congestion along Interurban Road
- Requests for better connections from Esquimalt and the Westshore to the College
- Requests for additional later evening service

Victoria General Hospital:

- Frustration that the service span on route 22 does not align with weekend nurse shifts.
- Requests for more direct and improved access to/from Langford
- Requests for more direct service to the hospital from most parts of the core, especially Esquimalt and the Gorge Road area.

General

- Highest interest in improved commuter time transit, lowest interest in midday service



- Very strong interest in improved crosstown routes to make crosstown travel faster and more direct

The second phase of consultation presented draft route concepts through three open houses held at Camosun College Interurban, Victoria General Hospital and Tillicum Centre and an online survey.

Phase Two Engagement Responses

Public Response to Service Change Proposals

- Support for service changes was 95% or greater among survey respondents with the exception of proposals for route 8 and route 9, which had about 85% support.
 - Route 8 customers living along Gorge Road and expressed concerns that about losing access to destinations such as Mayfair shopping centre and Cedar Hill Recreation centre
 - Route 11 customers expressed concerns regarding the modest reduction in service for route 11 that would coincide with service increases of route 9 to FTN level
- Service change proposals with the highest support were for the creation of the new Dockyard/UVic via Admirals McKenzie route and the realignment of route 53 to terminate at Victoria General Hospital. These were tied at 97% for respondents' support.

Transit Operators Response to Service Change Proposals

BTLATP service change proposals were shared with transit operators at [the Victoria Transit Center](#) and [the Langford Transit Centre](#). There was overall strong support for the concepts with the strongest support for the new Dockyard/UVic via Admirals & McKenzie route and separation of the route 22 variants into distinct routes.

2.0 Proposed Service Changes

The following section provides a list of projects that were presented as part of the public engagement. Note that these service changes are for discussion purposes only and additional engagement may be required.

2.1 Proposed Network and Service Changes	
A.	<p>Realign 8 Interurban/Tillicum Centre/Oak Bay from Gorge Road to Burnside Road between Jutland and Tillicum</p> <p>This change will maintain balanced service level between Gorge Road and Burnside Road as service levels on the route 9 (serving Gorge Road) are increased to a Frequent Transit Network (FTN) service level. Travel times for route 8 passengers will be reduced and the journey from Hillside and the Mayfair area to Tillicum Centre and Camosun College will be more direct. This realignment should coincide with increased service levels on the route 9.</p>
B.	<p>Increase service on route 9 Royal Oak Exchange via Gorge/UVic via Hillside to a Frequent Transit Network route</p> <p>Camosun College's Interurban campus and the adjacent employment cluster are increasingly popular destinations. Meanwhile the Hillside and Gorge corridors have among the highest residential densities. This proposal supports continual investment in the route 9 to achieve FTN service levels. A concurrent minor reduction in service on the route 11 at off-peak times may be considered as FTN status is reached. This change could be timed to coincide with the realignment of 8 Interurban/Oak Bay.</p>

<p>C. Extend all trips on 21 Interurban/Downtown to terminate at Royal Oak Exchange. Camosun College Interurban and the cluster of employment and institutions surrounding it are rapidly growing destinations. This route extension will enable commuters and travelers to access the Camosun College Interurban area more directly from routes 6, 30, 31, 70, 72 and 75 without needing to travel further south.</p>
<p>D. Simplify 22 Vic General/Hillside Centre to operate consistently on the 22A alignment Route 22 operates using two different variants between Victoria General Hospital and Burnside Road at Wilkinson. This is a common source of confusion. This proposal simplifies route 22 so that all trips operate using the current 22A variant, which remains on Burnside Road, turning south on Helmcken Road, prior to turning onto Watkiss Way. This realignment will improve the simplicity and legibility of the transit system. This change should coincide with the introduction of a new route to maintain transit coverage of the Wilkinson Valley and Rural Saanich area. Travel time savings resulting from the realignment should be invested in additional trips to meet 7:00 am weekend shift times at Victoria General Hospital.</p>
<p>E. Introduce new route 23 to serve the Wilkson Valley and rural Saanich area The introduction of a new route (23) would maintain transit coverage within the Wilkson Road and Rural Saanich area currently served by route 22. Trips during peak morning and afternoon commute would continue to serve downtown, while midday trips would conclude at Tillicum Centre. Service levels would align with route 53. This change should coincide with both the realignment of the route 22 and the realignment of 53 Colwood Exchange</p>
<p>F. Realign 53 Colwood Exchange to terminate at Victoria General Hospital Changing the terminus of the route 53 from Colwood Exchange to Victoria General Hospital will provide a better, more direct option from Langford and View Royal to Victoria General Hospital. The realigned route 53 should be interlined with the proposed route 23. This change should coincide with both the simplification of the route 22 and the introduction of the proposed route 23. Bus stop locations and crossings along the Island Highway will need to be reviewed to ensure that transit users can safely transfer from the route 53 to Colwood Exchange routes.</p>
<p>G. Extend 24 Cedar Hill/Admirals Walk and 25 Maplewood/Admirals Walk to Tillicum Centre This proposal provides new local connectivity for residents of the BLATP to nearby amenities and employment at Admirals Walk. Neighbourhood connectivity would be achieved by operating route 24 along Gorge Road and route 25 along Cowper/Obed.</p>
<p>H. Introduce a new frequent crosstown route along Admirals Road and McKenzie Avenue The introduction of a new route between Esquimalt (Dockyard) and UVic would provide a direct crosstown service along the entire length of Admirals Road and McKenzie Avenue. In addition to serving two key regional destinations, the route would connect established and emerging nodes of residential density, amenities and employment at Admirals Walk, Gorge Road, Quadra, and Shelbourne as well as providing connections to Rapid Transit on Highways 1 and 17. As a large proportion of CFB Esquimalt personnel begin their workday at 6:00 a.m., service on the new route should serve this early pre-peak travel demand.</p>
<p>2.2 Proposed Infrastructure Investments</p>
<p>A. Establish pedestrian access at the Burnside Bridge between rapid transit routes on Highway 1 and transit routes on Burnside and Interurban The development of the rapid bus lanes on the Highway 1 corridor and frequent transit on the Burnside/Interurban corridor will play a vital role in achieving transit mode share targets set forth in the Transit Future Plan for Victoria and in municipal plans. To meet growing travel demand travel between the Westshore and the Camosun College’s Interurban campus, a pedestrian access must be developed to enable transfer connections between the two</p>

<p>corridors. The Burnside bridge dates to 1954. In the coming decades, it is likely that the Ministry of Transportation will need to consider upgrades or replacement to this structure. At that time, BC Transit should work closely with the Ministry of Transportation to ensure that designs enable safe, accessible and comfortable pedestrian transfers between the two corridors.</p>
<p>B. Develop Transit Priority Treatments for Interurban Road</p> <p>The limited road network surrounding and rural siting of the Camosun College’s Interurban campus has resulted in severe congestion on Interurban Road. The congestion results in transit delays of up to 14 minutes. Congestion delays were also a key challenge communicated by Camosun students and staff, area residents and transit operators during consultation for the Burnside-Tillicum Local Area Transit Plan. In total, congestion delays on Interurban Road account for between 4 and 5 hours of weekday service and contribute to reduced reliability and on-time performance of Camosun College Interurban routes. Reducing delays and transit travel times can make transit a more attractive option for commuters and allow time savings to be reinvested into additional trips. BC Transit can work closely with the District of Saanich to explore opportunities to implement transit priority measures at the intersection at Wilkinson Road and Interurban as well as along Interurban Road north of Wilkinson.</p>
<p>C Build Additional Capacity at Royal Oak Exchange</p> <p>Proposed service changes – provided in this plan – will require additional bus bays at Royal Oak Exchange. A review of existing capacity and possible expansion at Royal Oak Exchange should be carried out to accommodate at least two additional vehicles at peak times. This review and the subsequent expansion must be completed prior to implementation of service changes for the routes 9 and 21.</p>
<p>D Improved integration of transit stops serving Tillicum Centre</p> <p>As a key destination and important transfer point, Tillicum Centre could be served by seven routes once 24 Cedar Hill and 25 Maplewood are extended. Collectively these will offer about 460 daily trips once route 9 achieves FTN service levels. The large expanse of Tillicum Centre, and distribution of the how routes pass through or around Tillicum Centre means that these routes are dispersed across an area equal to six downtown city blocks. Opportunities for a more integrated transit exchange should be explored to better serve Tillicum Centre and provide efficient travel through to further destinations.</p>
<p>2.3 Proposed Transit Amenities</p>
<p>A. Enhance pedestrian amenities serving Vic General Hospital and Highway 1</p> <p>Public consultation conducted for both the Burnside-Tillicum Local Area Transit Plan and Sooke Local Area Transit plan show a strong desire for access to Vic General Hospital, but a reluctance to use stops located along the Helmcken overpass, particularly at night and in inclement weather and despite the high service levels and more direct travel options. BC Transit should work with MOTI and Island Health to identify pedestrian improvements to reduce barriers and improve accessible access between Helmcken rapid transit stops and Vic General Hospital.</p>
<p>B. Improve bus stop amenities</p> <p>The public consultation carried out in the development of this plan indicated a desire for improved amenities, such as bicycle racks at bus stops, better lighting, and garbage and recycling receptacles. Many participants also expressed a desire for shelters that provide better weather protection and more visibility than provided by the perforated steel shelter.</p>
<p>C. Creation of improved on-street schedule and wayfinding signage</p> <p>The plan recommends improved on-street schedule and wayfinding signage to provide easier access to transit and to direct and guide transit users.</p>

4.0 Next Steps

- Integration of this information into the Victoria Transit Future Action Plan (additional engagement expected)
- Integration of the service change recommendations into the Victoria Three Year Service and Financial Strategy
 - Service changes details may be further refined through additional detailed planning and scheduling work
- Integration of the Royal Oak Transit Exchange expansion into Capital Planning as a high priority
- Integration of Transit Priority Measures on Interurban Road into Capital Planning

