



# 10-Year Vision

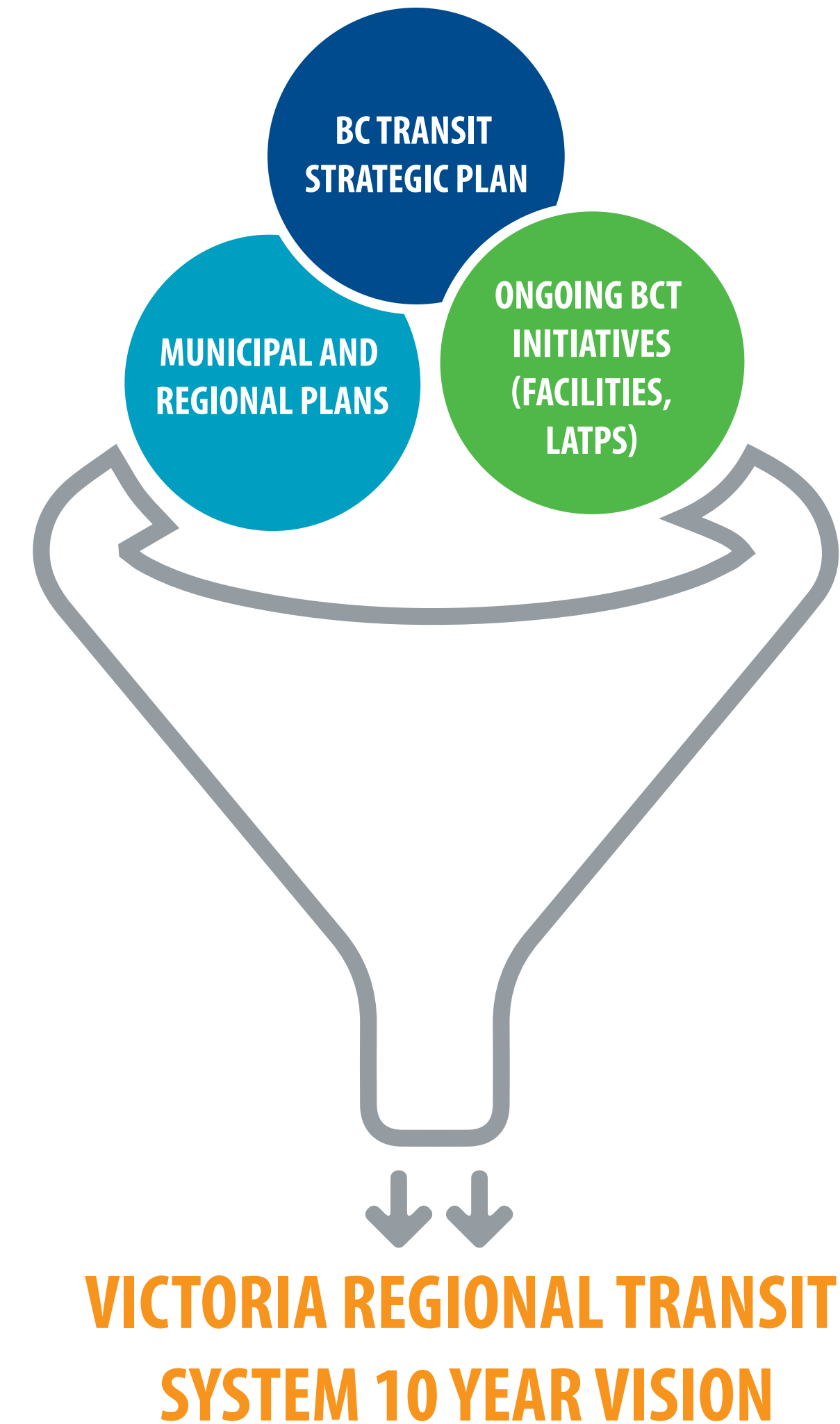
**Victoria Regional Transit System**

November 9, 2021

# WHY A TRANSIT VISION?

Transit has tremendous potential to contribute to stronger, more sustainable communities. The need to realize this potential in the Victoria Region is increasingly important because of factors such as climate change, affordability, population growth, increasing traffic congestion, and an aging demographic.

This document outlines the vision for the Victoria Regional Transit System over the next 10 years, and summarizes all of the plans, projects, and priorities seeking to move the transit system towards that vision. This document is an annually updated, actionable and measurable strategy, providing both the Commission and the public a roadmap for transit development into the future.



# COVID-19 RESPONSE PLAN

BC Transit's top priority is the safety of our passengers and operators.

Following the guidance of the Provincial Health Office and WorkSafeBC and drawing on the best practices of the transit industry worldwide, BC Transit has implemented measures on our buses to respond to COVID-19, and have put a plan together to align with BC's Restart Plan. The key measures are summarized in Figure 1, but the full strategy and details can be found at <https://bctransit.com/COVID19>.

To support ridership return, the Province of British Columbia has provided restart funding to the Local Government sponsors to ensure the continued effective delivery of transit across transit systems in British Columbia.

The **Free Transit for Children 12 and Under program** was introduced in September 2021 and will be instrumental in boosting ridership and rebuilding confidence in our post pandemic recovery. This program also aligns with BC Transit's commitment to delivering initiatives to drive new and effective measures to improve the transit experience. The program will help grow young ridership, create life-long transit users and further reduce congestion on our roads.



Figure 1 - BC Transit's COVID-19 Response Plan

# VICTORIA REGIONAL TRANSIT COMMISSION

Decisions regarding transit services and funding in the Victoria region are made by the Victoria Regional Transit Commission. The Commission is appointed by the Lieutenant Governor in Council from persons holding elected office, chosen from municipalities specified in the **BC Transit Act**.

The regional commission in Victoria consists of eight voting members and one additional non-voting student representative.

In the Victoria regional transit service area, the Commission is responsible for:

- determining route configurations and transit service levels,
- setting fares,
- reviewing and making recommendations for the annual operating budget and capital spending, and
- raising the local share of the annual cost of transit service in the region.



Susan Brice, Chair of the Victoria Regional  
Transit Commission

# VICTORIA REGIONAL TRANSIT SYSTEM VISION STATEMENT

*“To be a leader of integrated transportation solutions connecting people and communities to a more sustainable future”*



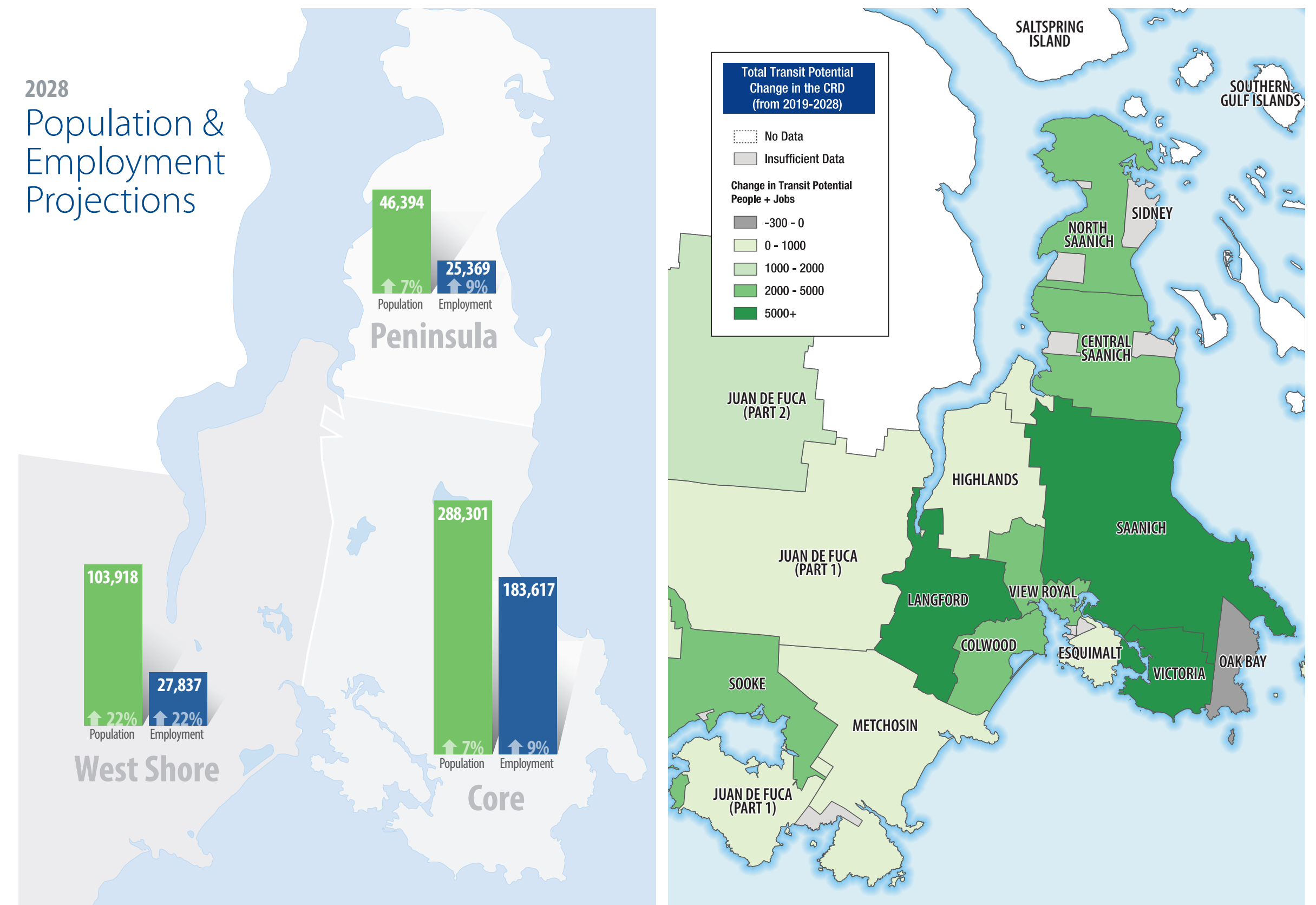
# CRD POPULATION AND EMPLOYMENT BY 2028

Understanding where future population and employment growth is anticipated is critical for effectively planning transit service investment.

The CRD 2019-2038 Population, Dwelling Units and Employment Projection Report prepared by BC Stats estimated the Region's projected growth in population and employment over a 10 and 20 year horizon (to 2028 and 2038). The report estimated a population of 396,500 within the Region's growth management planning area in 2019, and projected a growth of 10.6 per cent to an estimated population of 438,600 by 2028.

More than half of the projected population growth in the region will occur in the West Shore, which will see an estimated 22 per cent increase in its population – In particular, Langford will see it's population grow by an estimated 31 per cent. While the Core Region will still accommodate the majority of the population, the growth in the West Shore will likely shift the Region's travel patterns and increase transit demand in alignment with population growth.

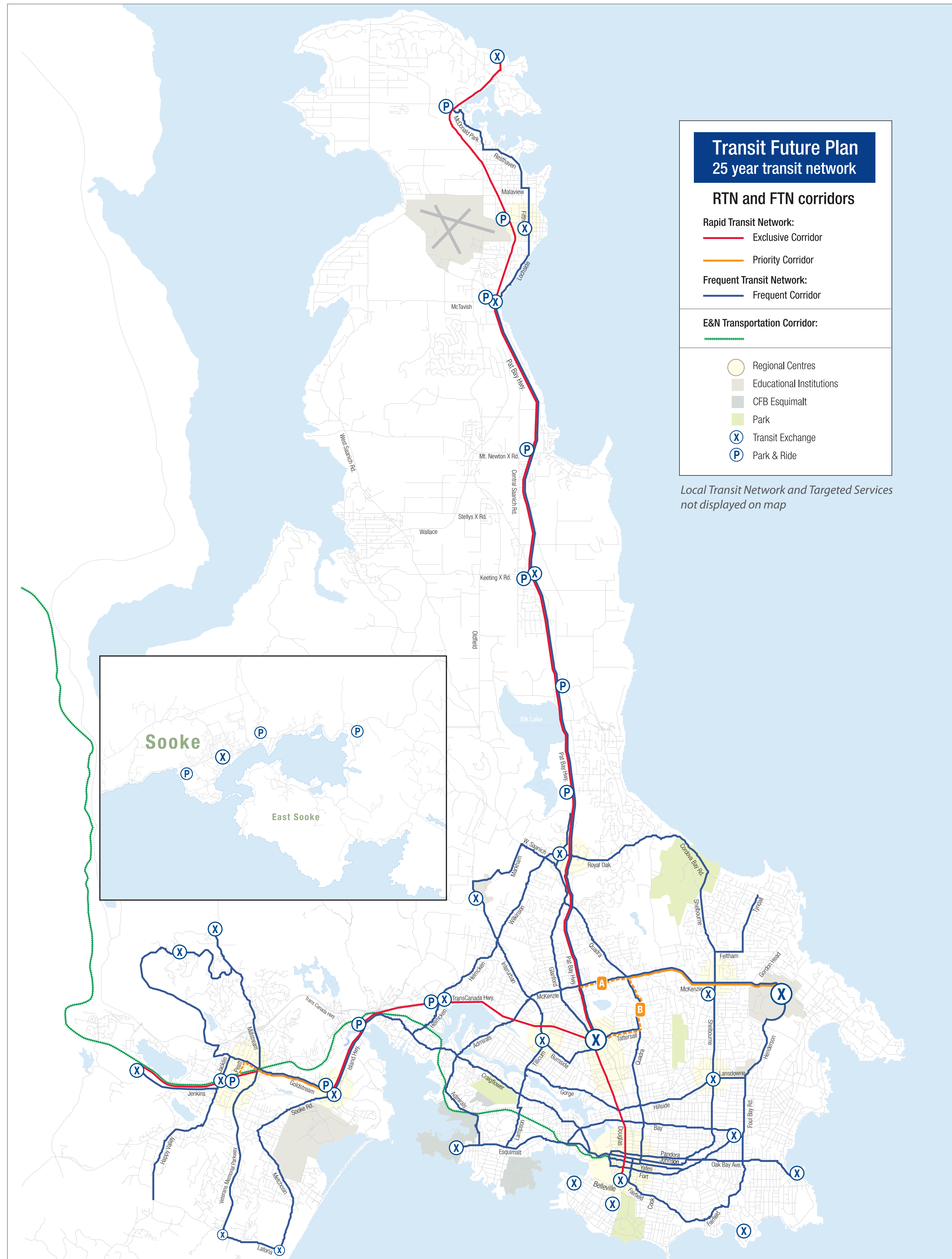
Employment in the region is expected to grow at a similar rate as population, with the highest employment growth projected in the West Shore; however, the Core will continue to account for the majority of jobs in the Region overall.



Projected change in population and employment within the CRD (2019-2028)

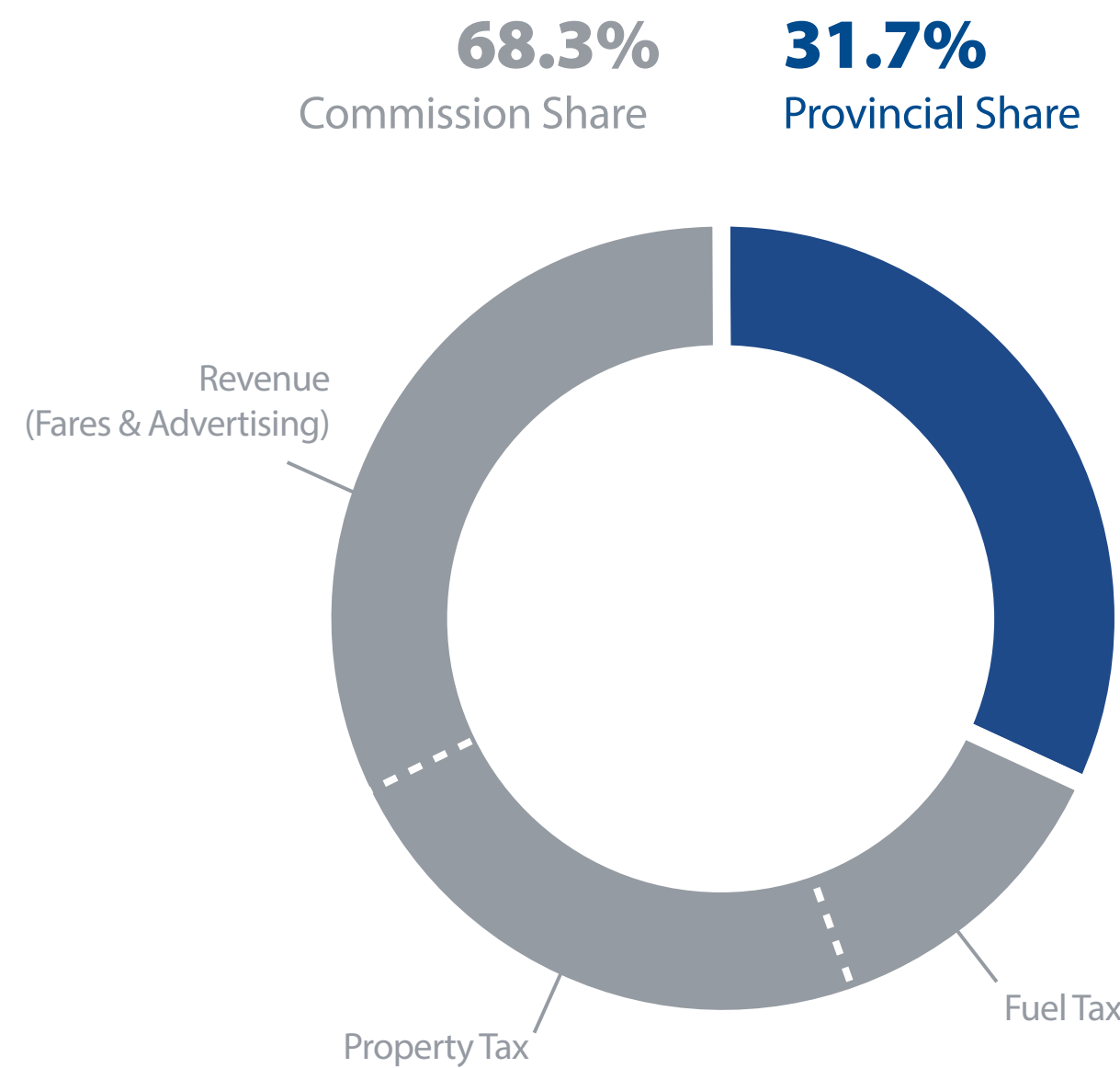
# VICTORIA REGIONAL TRANSIT SYSTEM

## Transit Future Network

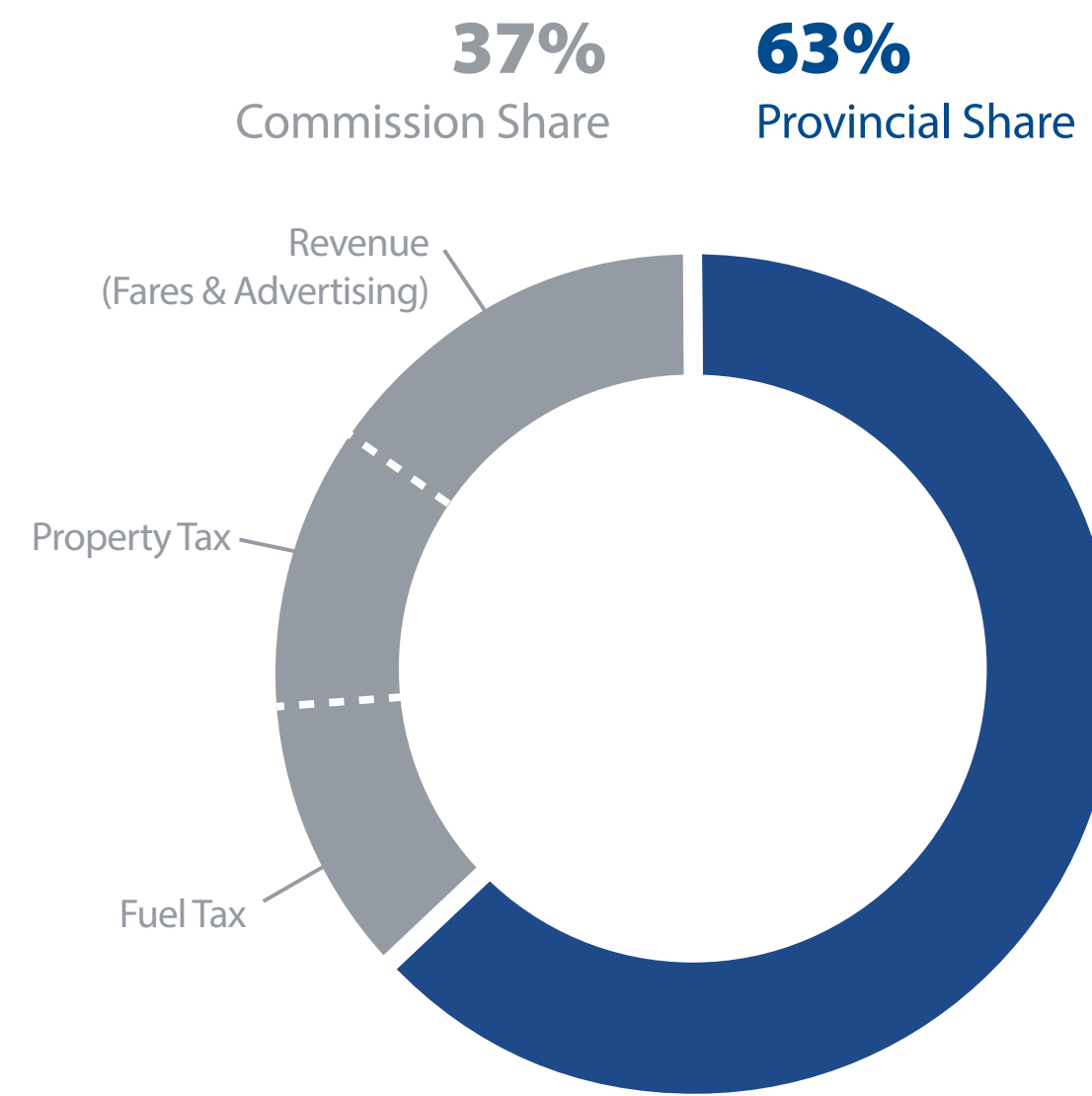


# VICTORIA REGIONAL TRANSIT SYSTEM OVERVIEW

## Victoria Regional Transit System – Legislated Funding Formula



**Conventional Transit**



**Custom Transit (handyDART)**

### 2020/21

**16.7 M**

KM'S PER YEAR  
OF ON ROAD  
CONVENTIONAL  
TRANSIT SERVICE

**48%**

RIDERSHIP RECOVERY  
AS OF MARCH 2021\*

**911,900**

TOTAL SERVICE HOURS  
ACROSS THE REGION  
PER YEAR

**11.5 M**

ANNUAL  
BOARDINGS

**13**

MUNICIPALITIES

**2,374**

BUS STOPS  
ACROSS THE  
REGION

**\$125 M**

TOTAL ANNUAL  
OPERATING  
BUDGET

**1,109**

BC TRANSIT  
EMPLOYEES IN  
VICTORIA

**20.9%**

OPERATING COST  
RECOVERY AT THE  
FARE BOX

**302**

VEHICLES IN THE  
VICTORIA FLEET

*\*In comparison to March 2019 - pre-COVID. Ridership recovery is since up to 67% as of October 2021.*



# KEY PERFORMANCE INDICATORS

These performance indicators were selected to track the performance of the Victoria Regional Transit System over time, and will be reviewed annually.

Some of these performance indicators require further input from the Victoria Regional Transit Commission before specific targets are set.

### TRANSIT MODE SHARE

PROPORTION OF TRIPS TAKEN BY TRANSIT	POPULATION	CURRENT TRANSIT MODE SHARE	2030 TRANSIT MODE SHARE TARGET	REVISED TRANSIT FUTURE PLAN 2039 TARGET
CORE	65.8%	9.0%	14.0%	20.0%
WESTSHORE	23.1%	4.9%	7.2%	10.0%
PENINSULA	11.1%	3.9%	4.4%	5.0%
REGION TOTAL	100.0%	7.8%	11.0%	15.0%

### SERVICE RELIABILITY

	2019/20 AVERAGE	TARGET
PROPORTION OF SCHEDULED TRIPS DELIVERED	99.5%	99.8%

### ACCESS TO TRANSIT

	2016 CENSUS POPULATION AND 2019 SERVICE LEVELS	TARGET
PROPORTION OF POPULATION WITH A 5 MINUTE WALK TO TRANSIT	87.3%	90%
PROPORTION OF POPULATION WITHIN A 5 MINUTE WALK TO FREQUENT TRANSIT (15 MINUTE OR BETTER SERVICE FROM 7 AM TO 7 PM, 7 DAYS A WEEK)	34.4%	50%

### CUSTOMER SATISFACTION

PROPORTION OF TRANSIT USERS INDICATING THEY ARE EITHER SATISFIED OR VERY SATISFIED WITH THE TRANSIT SYSTEM	2020 CUSTOMER SATISFACTION SURVEY	TARGET
TOTAL SATISFACTION	71%	75%

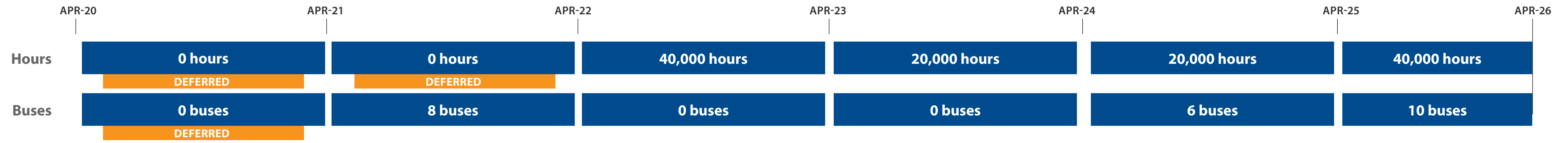


# ACTIVE & SCHEDULED VRTS PROJECTS AND PLANS



# PLANNED VRTS PROJECTS AND PLANS

## SUBJECT TO APPROVAL



### SHORT-TERM PRIORITIES

- VTC/LTC Operations & Maintenance Facility Enhancements and Modernization
- Victoria 3rd Operations & Maintenance Facility Pre-Implementation Work
- West Shore Park & Rides
- RapidBus Enhancements
- West Shore Island Hwy RapidBus Enhancements
- Hwy 17 and Mt. Newton RapidBus Improvements
- Highway 1 Helmcken Transit Priority & Weave Lane Pre-Project Design
- Royal Bay Transit Terminal

### MEDIUM/LONGER-TERM PRIORITIES

- RapidBus Enhancements
- Victoria 3rd Operations & Maintenance Facility Build
- Swartz Bay Transit Terminal
- Tillicum Approaches Bus Lanes (MOTI)
- Transit Priority – Frequent Transit Network
- Victoria 4th Operations & Maintenance Facility
- Sooke Transit Hub
- Uptown Transit Hub
- Jubilee Transit Hub
- Dockyard Transit Hub
- Royal Oak Transit Hub
- Subsequent Battery Electric Bus Deployment

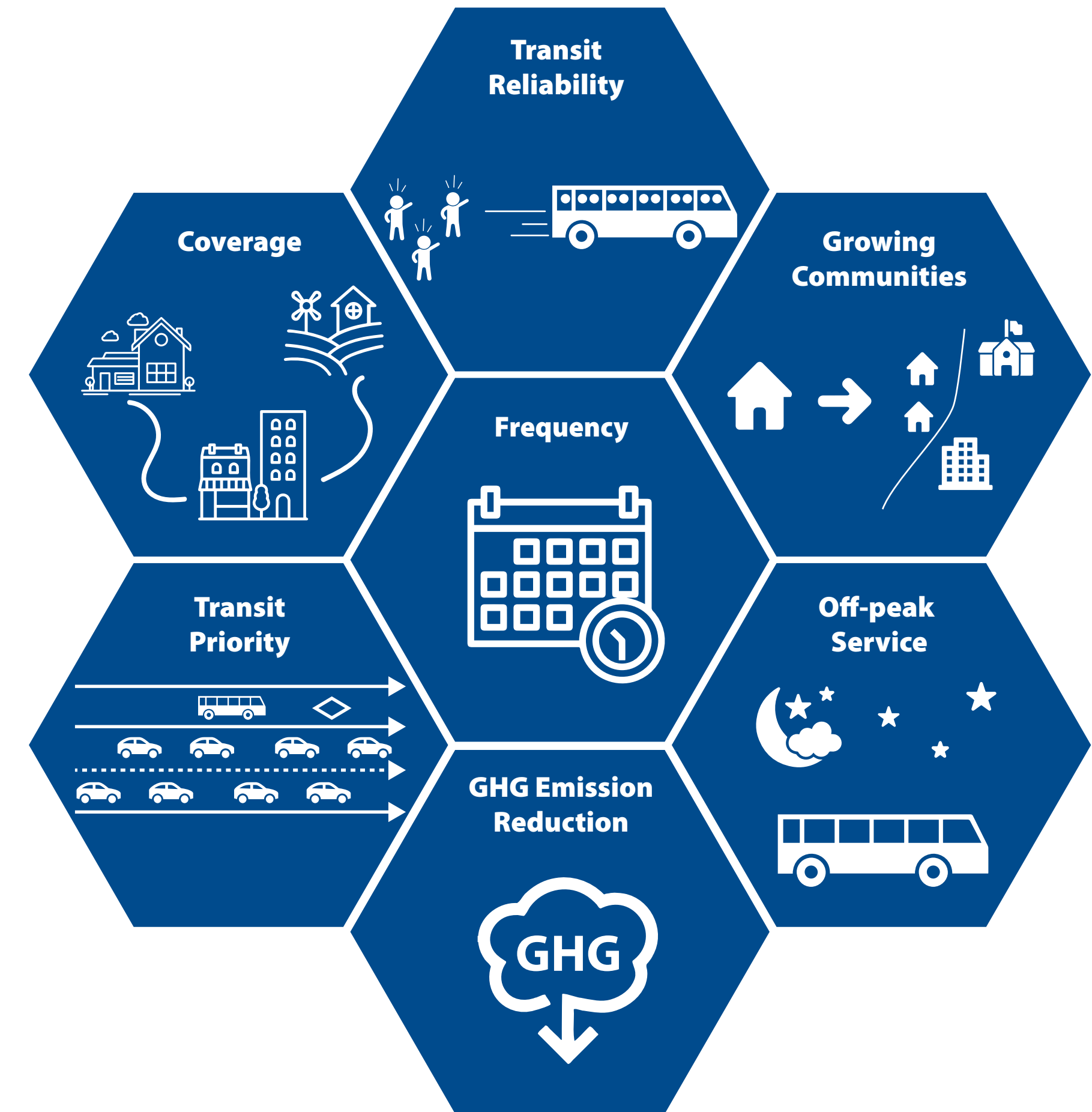
\* BC Transit will work with the Transit Commission to prioritize future capital investments to best meet the needs of communities and transit system with the resources available.

# TRANSIT EVALUATION PROCESS (TEPS)

Given the growth and increasing demand for transit in the Victoria Region, there are always competing priorities for what should be changed and improved first.

The Transit Evaluation Process is the process to evaluate, prioritize and phase transit service expansions such as new routes or greater frequency on an annual basis.

Proposed service changes and improvements are currently ranked using a range of criteria including population served, potential ridership, and impact on service reliability. These priorities will be revisited annually and shared with the Victoria Regional Transit Commission for endorsement.



# IMPLEMENTING THE VISION

In concert with other planning processes and the many stakeholders we serve, this vision document will be reviewed annually to address emerging trends and performance. As part of our continued commitment to public involvement, this vision document will be shared with our Local Government, First Nations and major stakeholders. It will also be available online to our customers and the general public.

This document is intended to serve as the overarching framework for the plans for the Victoria Regional Transit System and support our key stakeholders in the development of their own plans and processes.

