



**Service Performance
Check-In Process**

**Memorandum of Understanding
for Service Review Plan**

Date:	February 2, 2016
Work Order ID #:	ID # 16_8
System:	Dawson Creek (814)

**Step 1
Memorandum of
Understanding**

Approval of the
Objectives of the Service
Performance Check-In

**Step 2
Performance Check-In**

Presentation of the Service
Performance Check-In
Recommendations for
Approval

**Step 3
Implementation**

MOU Approval for
Implementation of
Recommendations

DECISION FOR

The approval to proceed with a Service Performance Check-in Report and a Fare Review Report as outlined in this Memorandum of Understanding (MOU).

OBJECTIVES

To develop a Service Performance Check-in Report and Fare Review Report which will do the following:

- Identify and recommend potential improvement options to increase transit system efficiency and effectiveness (including cost-effectiveness); and
- Identify and recommend updated fare strategies; this may also include proposals for an updated fare structure

BACKGROUND

BC Transit last completed a review of the Dawson Creek Transit System in October 2011, in the form of a comprehensive Service Review Report. Since that time, individual routing issues have been addressed and there has been an effort made to reduce costs.

Following recent discussions with staff, it was determined that a Service Check-in Report would provide the appropriate scope and level of analysis to be able to identify opportunities to optimize the transit system's service efficiency and effectiveness.

Included within this, and in addition to routing and scheduling analysis and recommendations, the Performance Check-In will also analyze current, and make recommendations on future improvements for:

- Marketing strategies
- Infrastructure
- Fleet composition (including vehicle size, age, and configuration)

A Fare Review is also due for the Dawson Creek Transit System, and the resulting Fare Review Report will provide the information required to support fare decisions and policies that reinforce the goals of Local Government.

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DELIVERABLES (SERVICE PERFORMANCE CHECK-IN)

The Service Performance Check-in Report will be completed in several stages, as outlined below:

1. Development of Terms of Reference
 - Draft presented to City staff for discussion and approval. Outlines the scope, approach, and phases of the project, including the level of public engagement desired by Local Government.
2. Data collection
3. Public Engagement Phase 1
 - Driver surveys (including relayed passenger feedback)
 - Discussions with City staff
 - Discussions with operating company staff
4. Draft transit system improvement option development
5. Public Engagement Phase 2
 - Scope to be determined pending results of Phase 1 public engagement
6. Transmittal of Draft Report to City staff
7. Final Report
 - Presented to the City of Dawson Creek for selection and approval of recommendations for implementation

TIMELINE

This project is estimated to take eight months pending approval of this MOU. The draft timeline on the following page considers only the scope noted under Objectives and Deliverables.

Any significant change from this scope could result in delays or a need to re-initiate the Service Performance Check-In with a new MOU.

The draft timeline outlining the steps to be completed for preparing your Service Performance Check-In is as follows (see page 3):

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DRAFT TIMELINE:

Date*	Deliverable	Owner/Lead
February 2016	Service Check-In Memorandum of Understanding developed and signed Terms of Reference confirmed and signed	BC Transit City of Dawson Creek
March 7, 2016	<i>Terms of Reference presented to City of Dawson Creek Council for information¹</i>	<i>BC Transit and City of Dawson Creek</i>
Feb – Mar 2016	Data collection and Phase 1 public engagement <ul style="list-style-type: none"> • Data collection: onboard ride checks, 2-week passenger counts • Driver surveys, including feedback on customer requests • Consultation with City and operating company staff on recommendations, upcoming development and road network changes, etc. 	BC Transit Diversified Transportation Ltd.
Feb – Apr 2016	<ul style="list-style-type: none"> • Analysis of Phase 1 data • Draft transit system improvement option development 	BC Transit
May 2016	<ul style="list-style-type: none"> • <i>Draft transit system improvement options to City Staff and operating company</i> • <i>City of Dawson Creek Council and Staff workshop to discuss draft transit system improvement options²</i> 	<i>BC Transit and City of Dawson Creek</i>
May – Jun 2016**	Phase 2 public engagement materials developed and approved	BC Transit and City of Dawson Creek
May – Jun 2016**	Phase 2 public engagement on proposed service options (e.g. online surveys, public open houses etc.)	BC Transit
May – Jun 2016**	Analysis of Phase 2 public engagement feedback and incorporation of changes into final transit system improvement options	BC Transit
May – Jun 2016**	Compiling of Draft Service Check-In Report	BC Transit
May – Jun 2016**	<ul style="list-style-type: none"> • Draft Service Check-In Report sent to City Staff for discussion • Opportunity for City Staff to provide feedback on report and input into final proposed transit system improvement options. 	BC Transit and City of Dawson Creek
Summer 2016**	<i>Final Draft Service Check-In Report presented to City of Dawson Creek Council for approval³</i>	<i>BC Transit and City of Dawson Creek</i>
Fall 2016**	Opportunity for City of Dawson Creek Council and BC Transit to proceed to implementation of approved recommendations by signing an Implementation Agreement MOU. Confirmed implementation date(s) to be provided by the MOU.	BC Transit and City of Dawson Creek

* Timeline is subject to additional work that may arise and will be updated as required. Local partners will be kept informed of any changes.

** Scope of Phase 2 Public Engagement to be determined pending results of Phase 1 Public Engagement. Depending on finalized Phase 2 scope, timeline may be extended.

¹ Optional dependent on preference by City of Dawson Creek regarding level and timing of communication with Council

² See footnote 1

³ See footnote 1



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RECOMMENDATION:

That the City of Dawson Creek agree to the objectives and deliverables of the Service Review Plan outlined above and request BC Transit to initiate the project as per the timeline.

On Behalf of the City of Dawson Creek

Name _____ Position _____
Signature _____ Date _____

On Behalf of BC Transit

Name _____ Position _____
Signature _____ Date _____