



# City of Chilliwack Fall 2018 Transit Service Change Plan



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## EXECUTIVE SUMMARY

To deliver on the Chilliwack Area Transit Future Plan (2012) and support the continued success of the transit system, the City of Chilliwack approved 4,900 expansion hours for September 2018. The expansion items were informed by the Transit Future Plan priorities, system performance analysis, and feedback from residents, customers and various stakeholders (i.e. City staff, First Canada). This report outlines the expansion items, schedule changes, infrastructure requirements, and public engagement components, as well as timeline associated with the implementing service changes for 2018.

The following items comprise the Chilliwack transit service expansion for Fall 2018:

Start Date	Chilliwack Transit Service Expansion 2018/19	Annual Hours	Vehicles
Sept. 2018	Route 7 & 8 increase to 60 minutes (from 80 minutes) all day	4,900	3
	Extension on Route 4 Promontory		
	Expand Routes 1-4 on weekdays to connect with earlier morning 66 FVX trips		
	Extend service on Sundays		

## 1.0 Introduction

To deliver on the Chilliwack Area Transit Future Plan (2012) and support the continued success of the transit system, the City of Chilliwack approved a series of transit service expansion items for September 2018, amounting to a total addition of 4,900 conventional service hours to the system. The 2018 service expansion builds on the Fall 2017 expansion, and was informed by the Transit Future Plan, system performance analysis, and feedback from First Canada, City of Chilliwack staff and customer/resident input.

Table 1 summarizes the sequencing of the 2017 and 2018 transit service expansion in Chilliwack.

**Table 1: Chilliwack Transit Service Expansion**

Upcoming & Recent Implementations	Service Expansion	Annual Hours	Vehicles
<b>Sept. 2018</b> (upcoming)	<b>Routes 1, 2, 3, 4</b> Addition of new trips to connect with early morning Route 66 FVX trips (weekdays only)	4,900	3
	<b>Route 4</b> Route extension into Promontory Heights		
	<b>Route 7 &amp; 8</b> Increase frequency to 60 minutes from 80 minutes all day (weekdays only)		
<b>Sept 2017</b> (implemented)	<b>Route 1</b> Addition of 15 minute frequency to weekday peak times	6,000	3
	<b>Route 3</b> Addition of 30 minute frequency to weekday peak times		
	<b>Route 5</b> New weekday service to Yarrow & Greendale		
	<b>Route 8</b> Route extension along Keith Wilson Road to Lindy's Drive (all trips)		
	<b>Route 9</b> New route to Yale Road industrial / employment area		
	<b>Custom Transit</b> expansion		

The service implementations described in Table 1 are based on the timeline outlined below:

**Table 2: Fall 2018 Implementation Timeline**

Date	Deliverable
<b>Summer/Fall 2017</b>	<ul style="list-style-type: none"> <li>• MOU for Fall 2018 Expansion Implementation Plan drafted/ signed</li> </ul>
<b>Fall / Winter 2017</b>	<ul style="list-style-type: none"> <li>• Implementation of Fall 2017 service changes. Updates to Chilliwack Transportation Advisory Committee</li> </ul>
<b>Winter 2017</b>	<ul style="list-style-type: none"> <li>• Draft proposed routing (Route 4) and schedule options (Routes 1, 2, 3, 4, 7, 8); initiate public engagement coordination</li> </ul>
<b>Winter 2018</b>	<ul style="list-style-type: none"> <li>• Route 4 Promontory test (route test, safety/operational assessment)</li> <li>• Presentation to Chilliwack Transportation Advisory Committee (update and input on Fall 2018 expansion)</li> </ul>
<b>Spring 2018</b>	<ul style="list-style-type: none"> <li>• Public Engagement for Route 4</li> <li>• Schedules drafted, reviewed and finalized</li> <li>• Draft <i>Fall 2018</i> Service Change Plan provided to City for review</li> <li>• Implementation MOU issued for review and signature</li> </ul>
<b>Summer 2018</b>	<ul style="list-style-type: none"> <li>• Riders Guide drafted and reviewed for completion</li> <li>• Website updated and marketing/media in advance</li> </ul>
<b>Fall 2018</b>	<ul style="list-style-type: none"> <li>• Service Implementation</li> </ul>

## 2.0 Service Changes

The Fall 2018 Chilliwack transit service changes are summarized as follows and described in more detail below:

1. Improve local transit connections to early morning FVX trips
2. Introduce hourly frequency to key routes serving north and south Chilliwack (Routes 7 & 8)
3. Route 4 extension into Promontory Heights
4. Expanded service span on Sundays

Refer to **Appendix A** to see a comprehensive summary of the Fall 2018 service changes for Chilliwack.

### 2.1 Improved connections to early morning FVX

The FVX 66 is a well-used service that connects transit passengers between Chilliwack, Abbotsford and Langley (Carvolth Exchange). At Carvolth, Fraser Valley passengers are able to connect to TransLink's network across Metro Vancouver.

The FVX weekday schedule is largely designed to serve morning and afternoon commuters, with the first departure of the day starting 5:15 a.m. from the Chilliwack Downtown Exchange. For Chilliwack passengers trying to catch the FVX before 7:30 a.m, they must get to the exchange (or other FVX stops) by driving or otherwise, since there are no local transit buses running at this time, For commuters traveling west into Metro Vancouver, it is likely that the 5 a.m. - 7 a.m. FVX departures from Chilliwack are the most suitable in order to make typical work start times.

To address this need, the City of Chilliwack Fall 2018 Expansion MOU identified the addition of new weekday morning trips on Routes 1, 2, 3, 4 to facilitate Chilliwack residents to use transit to connect to early morning FVX trips. The focus of this work looked at making connections to FVX trips starting after 6am – in particular the 6:15 am, 6:45 am, and 7:30 FVX trips.

The Fall 2018 scheduling work not only accomplished adding new early morning trips on Routes 1-4, but also to Routes 7 and 8 as well. New scheduled trips are described in Table 3:

**Table 3: Additional Trips Scheduled to meet earlier FVX**

Route	New Trips Added	FVX Connection
<b>Route 1</b>	<ul style="list-style-type: none"> <li>• Departs UFV 5:33am</li> <li>• Departs UFV 6:03am</li> <li>• Existing 6:42am trip modified to 6:22am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Downtown Exchange</li> <li>• Meets 6:45am FVX at Downtown Exchange</li> <li>• Meets 7:30am FVX at Downtown Exchange</li> </ul>
<b>Route 2</b>	<ul style="list-style-type: none"> <li>• Departs Cottonwood Mall 5:55am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Downtown Exchange</li> </ul>
<b>Route 3</b>	<ul style="list-style-type: none"> <li>• Departs Downtown 5:50am</li> <li>• Departs Downtown 6:20am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Downtown Exchange</li> <li>• Meets 6:45am FVX at Downtown Exchange</li> </ul>
<b>Route 4</b>	<ul style="list-style-type: none"> <li>• Departs Teskey/Prom. 5:37am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Vedder at Luckakuck</li> </ul>
<b>Route 7</b>	<ul style="list-style-type: none"> <li>• Departs Chilliwack Mall 5:45am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Downtown Exchange</li> </ul>
<b>Route 8</b>	<ul style="list-style-type: none"> <li>• Departs Chilliwack Mall 5:24am</li> <li>• Departs Chilliwack Mall 6:44am</li> </ul>	<ul style="list-style-type: none"> <li>• Meets 6:15am FVX at Downtown Exchange</li> <li>• Meets 7:15am FVX at Downtown Exchange</li> </ul>

## 2.2 Introduce hourly frequency (Route 7 & 8)

Most Chilliwack routes run on an hourly frequency or less, however Route 7 Broadway & Route 8 Tyson exceed this with 80-minute headways. Both of these routes serve mainly residential neighbourhoods in north and south Chilliwack, providing access to schools, community centres, churches, Cottonwood Mall and Downtown. In 2017, an extension to Route 8 was implemented to better serve the southwest, including serving destinations such as Twin Rinks Arena, Sardis Library, Watson Park and the University of the Fraser Valley Trades campus.

For Fall 2018, the City and BC Transit identified the need to boost routes 7 & 8 to hourly frequency on weekdays, offering similar level of service as other routes in the system. The Fall service change introduces 60-minute service during peak hours only, with 80-minute service remaining outside of the peaks. The addition of hourly service resulted in a revised schedule for both routes, and is summarized below:

**Table 4: Route 7 & 8 frequency improvements**

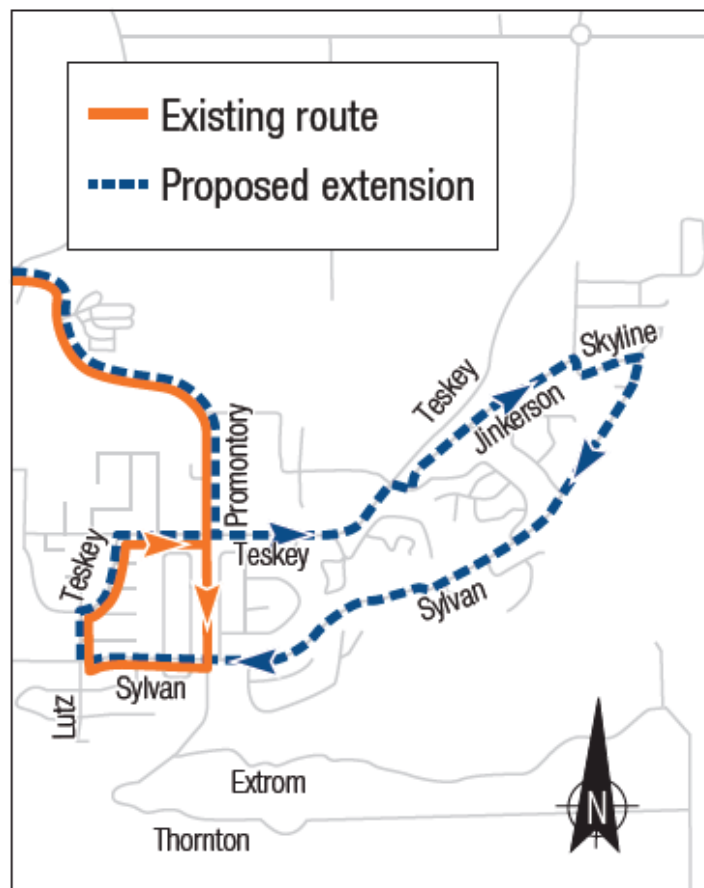
Route	Service Change
<b>Route 7</b>	<ul style="list-style-type: none"> <li>• <b>60 minute (hourly) service</b> added during 5:45am – 9:30am (morning peak) and 2:54pm – 6:54pm (afternoon peak)</li> <li>• <b>80 minute service</b> to remain outside peak times</li> </ul>
<b>Route 8</b>	<ul style="list-style-type: none"> <li>• <b>60 minute (hourly) service</b> added during 6:45am - 10am (morning peak) and 2:45pm – 7:45pm (afternoon peak)</li> <li>• <b>80 minute service</b> to remain outside peak times</li> </ul>

## 2.3 Promontory Heights Extension (Route 4)

The Promontory Heights neighbourhood in southeast Chilliwack has experienced significant growth, with new residential development extending along Jinkerson Road, Sylvan Drive and Skyline Drive. In addition, Sylvan Drive was recently connected in full, better connecting the area's road network.

As residents settled into Promontory Heights, many approached the City requesting transit service to the area, since the nearest bus stop (on Promontory Road) is more than a kilometer walking distance for many of residents. The extension area on Route 4 is shown in the image below. Implementing the extension area added approximately 3 km to every Route 4 trip, equating to approx. 8-10 mins to the schedule. This required a revision to the Route 4 schedule, and the scheduling and blocking for this had implications for weekend frequencies on Route 2 & 4 (see section 2.4 below).

**Route 4 Promontory Extension Area**



The proposed extension of Route 4 into Promontory Heights required public engagement to gather resident feedback and input on transit connections, and to confirm the extension route. Engagement was hosted collaboratively by City of Chilliwack and BC Transit staff, and targeted feedback from the neighbourhood directly served by the proposed extension area, and the larger community served by Route 4. Engagement took place in Spring 2018, and consisted of the following:



- **April 14, 2018: Outdoor engagement**
  - 9:00–11:00 am Jinkerson Park (5869 Jinkerson Road)
  - 1:00–3:00 pm Save-On-Foods (6014 Vedder Road)
  - Approx. 40 attendees
- **April 10-22, 2018: Online survey**
  - Total 70 completed responses
- **March / April 2018: Operator Feedback**
  - Two route tests were performed in Spring 2018 of the proposed Route 4 extension, with First Canada management, operators, City and BC Transit staff attending. This enabled all partners to observe the proposed route from an operations and safety perspective, and to get direct input and feedback from the operator on road grades, bus stops, and turn-around options during inclement winter weather.

In addition, dedicated information on the proposed Route 4 extension and survey was placed on the BC Transit Future webpage, with event advertisements in local newspapers, social media, and onboard Route 4 buses.

***April 14 Jinkerson Park & Save on Foods public engagement events***



There was a generally high level of support for the Route 4 extension area, heard through the online survey and public engagement events. Some key themes included:

- 40% of survey respondents indicated that the current Rt 4 routing does not meet their needs, or needs modifications
- Over half of survey respondents stated they would use Rt 4 with the proposed extension multiple times per week
- Two-thirds of survey respondents stated they would be most likely to use the Route 4 during the morning peak, with the primary direction of travel going north

- People commented they'd like to see frequency boosted and service spans extended on the Route 4, as well as in the system overall
- Some open-ended comments identified further extension to the Route 4, including to West Promontory, as well as through the First Nations band lands to the north.

The responses from the online survey are detailed out further in in **Appendix B**.

## 2.4 Extended weekend service span

Though not identified as part of the Fall 2018 Chilliwack Expansion Memorandum of Understanding, the expansion package for Fall 2018 was able to include expanding the service window on Sundays for certain routes. Service on Sundays in Chilliwack has until now had a later morning start and early evening finish, so these improvements benefit passengers through providing earlier morning connections and later evening. In particular, this benefited the following routes:

**Table 5: Sunday Service Improvements**

Route	Sunday Service Added
<b>Route 1</b>	<ul style="list-style-type: none"> <li>• New 8:40am trip (depart UFV)</li> <li>• New 9:15am trip (depart Downtown)</li> </ul>
<b>Route 2</b>	<ul style="list-style-type: none"> <li>• New 8:49am trip (Depart Cottonwood Mall)</li> <li>• New 9:04am trip (depart Downtown)</li> <li>• New 6:08pm trip (depart Downtown)</li> <li>• Weekend frequency reduced on weekends (60-70 minute headways)</li> </ul>
<b>Route 3</b>	<ul style="list-style-type: none"> <li>• New 9:12am trip (depart Downtown)</li> <li>• New 9:52am trip (depart Downtown)</li> </ul>
<b>Route 4</b>	<ul style="list-style-type: none"> <li>• New 9:25am trip (depart Cottonwood Mall)</li> <li>• New 9:12am trip (depart Teskey/Promontory)</li> <li>• New 5:35pm trip (depart Cottonwood Mall)</li> <li>• New 6:17pm trip (depart Teskey/Promontory)</li> <li>• Weekend frequency reduced on weekends (60-70 minute headways)</li> </ul>
<b>Route 7</b>	<ul style="list-style-type: none"> <li>• New 9:24am trip (depart Chilliwack Mall)</li> <li>• New 9:52am trip (depart Downtown)</li> <li>• New 5:52pm trip (depart Downtown)</li> </ul>
<b>Route 8</b>	<ul style="list-style-type: none"> <li>• New 8:59am trip (depart Chilliwack Mall)</li> <li>• New 6:19pm trip (depart Chilliwack Mall)</li> </ul>

### 3.0 New Bus Stop Infrastructure

Bus stop infrastructure and maintenance is the responsibility of the City of Chilliwack, other than any cost sharing of shelters as part of the BC Transit Bus Shelter Program. A number of new bus stops went in for Fall 2017 implementation due to the new Route 9 and extension on Routes 5 and 8. For Fall 2018, only the Route 4 Promontory Heights extension requires new bus stop infrastructure.

**Table 6: Recommended Bus Stop Locations - Route 4 Extension**

Direction	Description	Key Destinations	Infrastructure Requirements
SB	Promontory Road, farside Teskey Road		To be removed
EB	Teskey Road, farside Promontory Road	Teskey/Promontory commercial corner	Pole & strip sign
EB	Teskey Road, nearside Hudson/Jinkerson Road		Pole & strip sign
EB	Jinkerson Road, farside Thom Creek Drive		Pole & strip sign
EB	Jinkerson Road, nearside Skyline Drive	Jinkerson Park	Pole & strip sign
WB	Sylvan Drive, farside Vista Place		Pole & strip sign
WB	Sylvan Drive @ Thom Creek Trail	Mt Thom Park / Thom Creek trailhead	Pole & strip sign
WB	Between 46951 and 46960 Sylvan Dr	Walker Creek Natural Area access	Pole & strip sign
WB	Lefferson Creek trailhead between 46765 and 46777 Sylvan Dr	Lefferson Creek trailhead	Pole & strip sign

It is recommended that each stop consist of a pole and transit strip sign for initial implementation of the extension area. Shelters, seating and/or other amenities can be identified for priority locations by the City of Chilliwack and installed over time. With bus stop siting, pedestrian safety should always be paramount. Fortunately, most of the proposed bus stop locations identified are served by a sidewalk. Where there are no pedestrian facilities today (i.e. segments of Sylvan Drive lack sidewalks), the provision of such facilities should be requested at the time of future development/re-development.

### 4.0 Next Steps

The Fall 2018 Expansion for Chilliwack will be implemented on September 4, 2018. BC Transit, the City, and the Operating Company, will collaboratively monitor the impacts of the service changes on ridership and service via customer comments, operator feedback, and data collection.

Looking ahead, BC Transit, the City of Chilliwack, and the Fraser Valley Regional District will be undertaking a refresh of the Transit Future Plan five-year priorities. This will include close alignment with the priorities and objectives City's recently adopted Transportation Master Plan. Given the ongoing popularity and demand for local transit service, continued expansion of transit service and infrastructure will likely continue in years ahead.

# Appendix A: Fall 2018 Service Change Summary

CHILLWACK - Schedule Adjustments and Service Changes (Fall 2018)

**FOR INTERNAL USAGE ONLY**

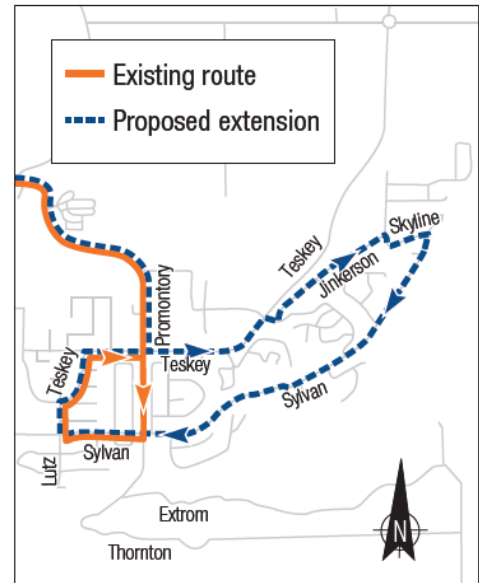
Route	DRAFT September 2018
1 Vedder	<ul style="list-style-type: none"> <li>• <b>New weekday trips to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:33am from UFV, meets 6:15am FVX (Downtown Exchg)</li> <li>- Trip added 6:03am from UFV, meets 6:45am FVX (Downtown Exchg)</li> </ul> </li> <li>• <b>Expand Sunday service span</b> <ul style="list-style-type: none"> <li>- add 8:40am trip (depart UFV) &amp; 9:15am trip (depart DWTN)</li> </ul> </li> </ul>
2 Evans	<ul style="list-style-type: none"> <li>• <b>New weekday trip to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:55am from CTML, meets 6:15am FVX (Downtown Exchg)</li> </ul> </li> <li>• <b>Expand Sunday service span</b> <ul style="list-style-type: none"> <li>- add 8:49am trip from CTML, 9:04am trip (departs DWTN), add 6:08pm trip (departs DWTN)</li> </ul> </li> <li>• <b>Weekend service frequency</b> - reduced on weekends, 60-70 minute headways</li> </ul>
3 Chilliwack	<ul style="list-style-type: none"> <li>• <b>New weekday trips to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:50am from DWTN, meets 6:15am FVX (Downtown Exchg)</li> <li>- Existing 6:32am trip shifted to 6:20am from DWTN, to meet 6:45am FVX (Downtown Exchg)</li> </ul> </li> <li>• <b>Expand Sunday Service</b> - add 9:12am, 9:52am trips (depart DWTN)</li> </ul>
4 Promontory	<ul style="list-style-type: none"> <li>• <b>Promontory Heights Expansion</b> <ul style="list-style-type: none"> <li>- Extension area served on all weekday trips</li> <li>- Extension area served on all weekend trips. Service frequency reduction on weekends (60-70 minute headways)</li> <li>- Total route runtime 42 minutes (up from 33 mins)</li> </ul> </li> <li>• <b>New weekday trip to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:37am (depart Teskey/Promontory), meets 6:15am FVX (at Vedder/Luckacuck)</li> </ul> </li> <li>• <b>Expand Sunday service span</b> <ul style="list-style-type: none"> <li>- add 9:25am trip, 5:35pm trip (depart CW MALL); 9:12am, 6:17pm (depart Teskey/Promontory)</li> </ul> </li> <li>• <b>Weekend frequency</b> - reduced on weekends, 60-70 minute headways</li> </ul>
5 Yarrow-Greendale	<ul style="list-style-type: none"> <li>• No change</li> </ul>
6 Cultus Lake	<ul style="list-style-type: none"> <li>• No change</li> </ul>
7 Broadway	<ul style="list-style-type: none"> <li>• <b>Frequency increased to 60 minutes in weekday peak hours</b> (5:45-9:45; 14:54-18:54)</li> <li>• <b>New weekday trip to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:45am from CH MALL, meets 6:15am FVX (Downtown Exchg)</li> </ul> </li> <li>• <b>Expand Sunday service span</b> <ul style="list-style-type: none"> <li>- add 9:24am trip from CH MALL; add 9:52am trip (depart DWTN); add 5:52pm trip (depart DWTN)</li> </ul> </li> </ul>
8 Tyson	<ul style="list-style-type: none"> <li>• <b>Frequency increased to 60 minutes in weekday peak hours</b> (6:44-9:44; 14:45-18:45)</li> <li>• <b>New weekday trips to meet early FVX</b> <ul style="list-style-type: none"> <li>- Trip added 5:24am from CH MALL, meets 5:45am or 6:15am FVX (Vedder/Luckacuck)</li> <li>- Trip added 6:44am from CH MALL, meets 6:45am or 7:30am FVX (Vedder/Luckacuck)</li> </ul> </li> <li>• <b>Expand Sunday Service span</b> <ul style="list-style-type: none"> <li>- add 8:59am trip, 6:19pm trip (depart CH Mall)</li> </ul> </li> </ul>
9 Industrial	<ul style="list-style-type: none"> <li>• No change</li> </ul>
Version: May 2018	

# Appendix B: Route 4 Public Engagement Summary

As part of Fall 2018 service changes, BC Transit and the City of Chilliwack are proposing to extend transit service on Route 4 east into the Promontory Heights neighborhood. The Promontory neighborhood has experienced significant growth in recent years, with new residential development extending along Jinkerson Road, Sylvan Drive and Skyline Drive. Many residents of this area have approached the City requesting transit service.

As shown below, Route 4 Promontory currently serves Promontory Road and loops west via Sylvan Dr, Lutz Rd, and Teskey Rd. The proposed extension area involves expanding the southern loop to serve neighbourhoods to the east of Promontory Road via Jinkerson Rd, Skyline Drive, and Sylvan Drive. The existing loop west of Promontory Road would continue to be served, while the section of Promontory Road between Teskey and Sylvan would be removed from the route.

BC Transit and the City of Chilliwack hosted an online survey between April 10 - 22, 2018 to gather resident input and feedback about the proposed extension, with approximately 70 respondents. The City and BC Transit also hosted two public engagement events in April 2018 in the commercial and residential areas of Promontory. The results of the survey and public engagement events are summarized below.

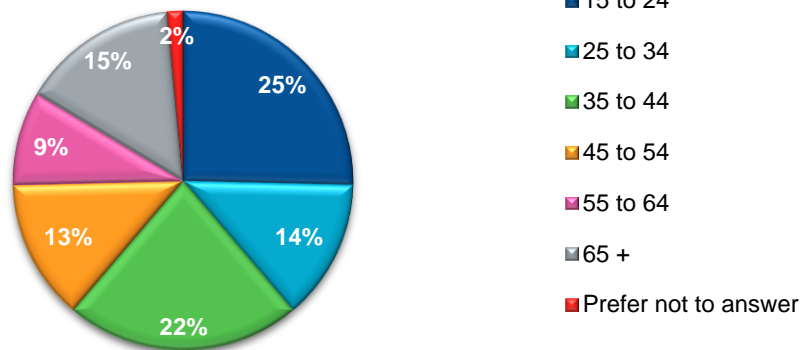


## 1. Respondent Characteristics

Respondents of the online survey were asked demographic questions and their patterns of transit use. Results indicated the following:

- **Age:** One quarter of respondents were ages 15 to 24, with another 22% of respondents being between 35 to 44. 15% identified in the age group of 65 +.

### Which age group are you?



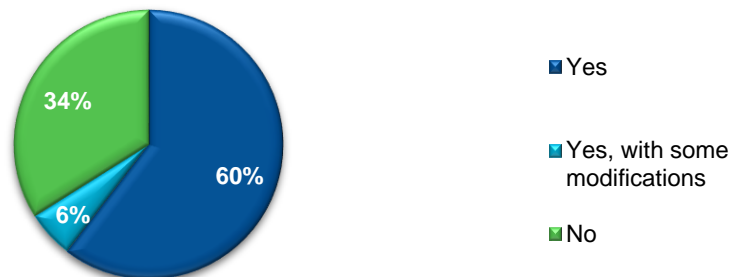
- **Community lived in:** Nearly half (41%) of respondents live in the Promontory area, with 13% of respondents from Sardis (13%). Other Chilliwack neighbourhoods represented included north of the highway (10%), and Vedder Crossing (6%). The remainder identified as from outside of Chilliwack.
- **Transit behaviours:** 35% of respondents indicated being daily transit users, 22% use transit weekly, 14% used transit within the last month, 19% used transit within the last six months, and 10% never use transit.
- **Transit Routes Use:** Two-thirds of survey respondents (66%) stated they currently use Route 4 Promontory. Other routes identified included Rt 1 Vedder (58%), 66 FVX (43%) and Rt 2 Evans (26%).

## 2. Extension Area

Survey participants were asked about characteristics of current Route 4, and their perspective on the extension area. The results are described below and shown in the following chart:

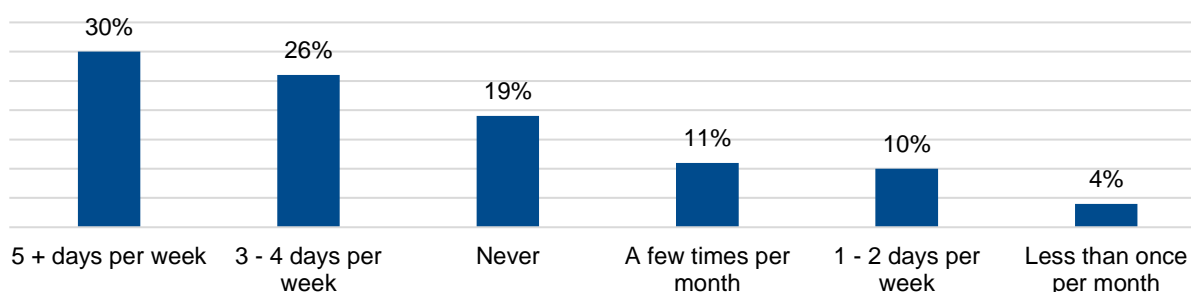
- Two-thirds (66%) of respondents indicated that that the current routing meets their needs, OR would meet their needs with some modifications.
- One-third (34%) of respondents indicated the current routing does not meet their needs. Survey respondents who indicated the routing does not meet their needs or does with modifications generally indicated that an extension in Promontory would adequately meet their needs.

### Does the current routing meet your needs?



- **Trip purpose:** Survey respondents were asked to indicate their reasons for using Route 4, with the most common reason being going to work (57%) and shopping/errands (39%). Other reasons included social/recreation trips (35%) and medical/dental purposes (28%).
- **Route 4 transit patterns:** Respondents were asked how often they would use Route 4 if the proposed extension was implemented, with results shown below:

***If this extension was introduced on weekdays, how often would you use this service?***



- **Anticipated use of Route 4 by time of day:** Respondents were asked to indicate when they would use the proposed extension to Route 4 service and where they would be travelling to.
  - **Morning peak:** Two-thirds of respondents indicated that in the morning period (between 6 a.m. - 12 p.m.), their prime direction of travel would be northbound to Cottonwood Mall.
  - **Late morning:** One-quarter of respondents indicated they would travel in the 10 a.m. – 12 noon period
  - **Afternoon / Evening:** In the afternoon, the main direction of travel was southbound to Promontory, with more of a distribution between travel times – a pattern commonly seen in afternoon peak hours. One-quarter of respondents indicated they would be travelling between 6 – 8 p.m.

### 3. Open-ended Feedback: Comments and Suggestions

Participants were able to provide open-ended feedback and comments at the end of the survey. Overall, participants were supportive of the proposed extension in Promontory. Key themes that emerged through these comments included:

- **Frequency:** Improving frequency overall on Route 4 was identified as a priority (i.e. 30 minute service), as well as for other routes generally within the system. Improved frequency was identified as a way to boost transit ridership and alleviate traffic congestion overall.
- **Service Span:** Extending weekday and weekend service spans into the late evening



- **Routing alternatives:** Some respondents noted extending service to other areas of Promontory, including Promontory West. Also identified was rerouting into the First Nations lands via Chilliwack River Road / Bailey Road / Teskey Way. People also queried whether the Rt 4 could one day route onto the future road planned for north of Jinkerson Park connecting to Teskey Way.
- **General support** for serving the extension area, as residents will no longer need to walk long distances to catch the bus on Promontory Road. Many parents noted that the extension was particularly useful for their kids - youth, students, and young adults - who need to get to school and/or work and currently rely on parents to drive or need to walk a long way to get to the existing Route 4.