TRANSIT future
actionplan

Transit Future Action Plan

Prince George Transit System

March 2020

CITY OF PRINCE GEORGE

BCTransit

Acknowledgements

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- City of Prince George
- University of Northern British Columbia
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1.0 EXECUTIVE SUMMARY

Transit has tremendous potential to be the best transportation solution for strong, more sustainable communities. The need to realize this potential in the City of Prince George is increasingly important due to factors such as climate change, population growth, traffic congestion and an aging demographic.

The 2020 Prince George Transit Future Action Plan (TFAP) provides an update to the Prince George Transit Future Plan, which was completed in 2014. The changes that have occurred since 2014 enabled the Prince George Conventional Transit System to increase ridership by 13.6 percent to over 2,276,000 annual rides and over 68,000 annual service hours.

The development of the Prince George TFAP was highly collaborative and included staff and representatives from BC Transit, the City of Prince George, Pacific Western Transportation, Carefree Society, University of Northern British Columbia, College of New Caledonia, the public, and representatives from a wide array of stakeholder organizations.

As the Prince George TFAP was concluding in spring 2020, the global COVID-19 pandemic began to take hold in Canada, causing significant and rapid changes to the transit landscape. In Prince George, transit ridership initially dropped more than 70 per cent compared to 2019 levels, requiring swift action to modify service while still ensuring transit remained available and accessible to those who require it. Transit is an essential service, and its continued operation during uncertain times is critical. Since the start of the pandemic ridership has increased but has not yet recovered to its pre-pandemic levels.

The focus of this TFAP is on the expansion of Prince George's transit system, but due to the ongoing pandemic it is acknowledged that timelines and priorities must be re-evaluated in order to facilitate a return to pre-COVID 19 ridership and service levels. It is anticipated that these levels will need to be restored prior to moving forward with any service expansions.

To increase transit ridership and improve the quality of transit within the City of Prince George the plan proposes the development of a Transit Future Network (TFN). Defined in the 2014 Transit Future Plan (TFP), the network includes five distinct layers of transit service to better match service to demand. The network is designed to be more competitive with automobile travel by improving the directness and reliability of the transit system. The network may require more customers to transfer from one service to another to complete their journey with the trade-off being that trips will be more frequent and overall travel will be more direct. More information on the TFN can be found in Section 4.

The transit service and infrastructure priorities identified within this Transit Future Action Plan are based on a review of existing transit services, changing land uses and land use plans, and

feedback from key stakeholders and the public. The tables below summarize the immediate-term, short-term, medium-term, and long-term service and infrastructure priorities for consideration over the next five years within Prince George to continue to make transit part of the solution.

Short-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Introduction of 105 Pine Centre Express/Downtown Express	2,500	2
Improved frequency on the 15 UNBC/Downtown and introduction of 115 UNBC Express/Downtown Express	1,500	1
Improved weekday evening service	4,200	1
Improved weekend service	4,850	2
Total	**13,050**	**6**

Table 1: Short-term implementation priorities

Medium-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Redesign of 88 Westgate/89 Hart	11,600	6
Total	**11,600**	**6**

Table 2: Medium-term implementation priorities

Long-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Introduction of service to Airport/Industrial	850	1
Improving route directness	TBD*	TBD
Total	**850+**	**1+**

Table 3: Long-term implementation priorities

Note: All hours are estimated. Further refinement is required during implementation planning. Additional buses may be required beyond the expansion buses listed above to maintain the required spare ratio.

**These hours will shift dependent on what route re-alignments occur. Cost fluctuation may occur.*

In order to enable and support service improvements to enhance the customer experience, investment in the TFN, development of new transit exchanges, and installation of new bus shelters at key bus stops is required.

Strategic Priorities	
1	Restore ridership and service to pre-COVID-19 levels
2	Rapid Transit Study
3	Improve off-peak service
4	Consider service optimization on under-performing routes
5	Improve route directness
6	Improve service frequency
7	Local Area Transit Plans – Hart and College Heights
8	Expand transit network to service new areas

Table 4: Summary of strategic priorities in descending priority

Infrastructure Proposals	
Bus Stop Improvements	
Transit Exchanges	Downtown Exchange
	Pine Centre Exchange
	Spruceland Exchange
	UNBC Exchange
	Hart Exchange & Westgate Exchange
New Operations & Maintenance Facility	

Table 5: Summary of infrastructure proposals

Service improvements will be integrated into the Three Year Transit Improvement Process (TIP), which is updated on an annual basis. Infrastructure proposals will inform capital plans for both BC Transit and the City of Prince George. Prior to implementation of service changes, BC Transit planning staff will work with staff at the City of Prince George to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be required.

New emerging technologies will have a direct impact on future mobility within Prince George. SmartBus, BC Transit's Low Carbon Fleet Program, mobility as a service, autonomous vehicles, and other emerging bus technologies have the potential to reshape how people choose to move throughout their communities

To achieve the goals of this TFAP, capital and operating investments in the transit system will be required over the next five years and beyond. Annual operating costs are based on service hours that are projected to increase by over 25,500 hours. The plan also calls for capital investments that include:

- An additional 13 buses added to the transit fleet
- Upgrades to existing transit exchanges
- Improvements to customer amenities at transit stops
- A new operations and maintenance facility to accommodate increased vehicle capacity and be adaptable to the requirements of BC Transit's Low Carbon Fleet Program.

2.0 COVID-19 IMPACT ON SERVICE PLANNING

In March 2020, the World Health Organization officially declared the novel coronavirus (COVID-19) global outbreak a pandemic. In response, the province of British Columbia declared a state of emergency. Within this, Emergency Management BC declared public transit to be an essential service. To mitigate the spread of the virus, the Office of the Provincial Health Officer (PHO) ordered the indefinite limitation of all travel and transportation (except for essential purposes only) and to suspend all mass gatherings to encourage physical distancing. This included the suspension of in-person classes at all schools, the closing of most service industry establishments, the transition of most office and administrative jobs to work remotely and the introduction of new strict protective health measures.

These orders had an immediate and profound impact on BC Transit services across the province. To comply with the PHO's new protective health measures, BC Transit implemented operational changes to protect the safety of front line employees and transit riders. This included the following measures:

- Rear door boarding and no fare collection
- Passenger capacity constrained to 40 per cent to ensure social distancing could be accommodated
- Enhanced cleaning protocols
- Reduced transit services to reflect operator availability and decreased demand

As expected, given the PHO's advice to limit non-essential travel, transit ridership in Prince George substantially decreased. Figure 1 below shows that transit usage in Prince George decreased sharply in mid-March 2020 and remained low through to mid-June, as COVID-19 cases rose and the curve of infections flattened. Ridership fell by up to 70 per cent compared to 2019 levels and has seen a slight increase as services and some businesses opened in mid-June. This ridership response is typical of all large to medium size transit systems across the province. Figure 2 below shows the impact of COVID-19 on ridership by comparing 2020 ridership with 2019 for all similar sized transit systems as Prince George.

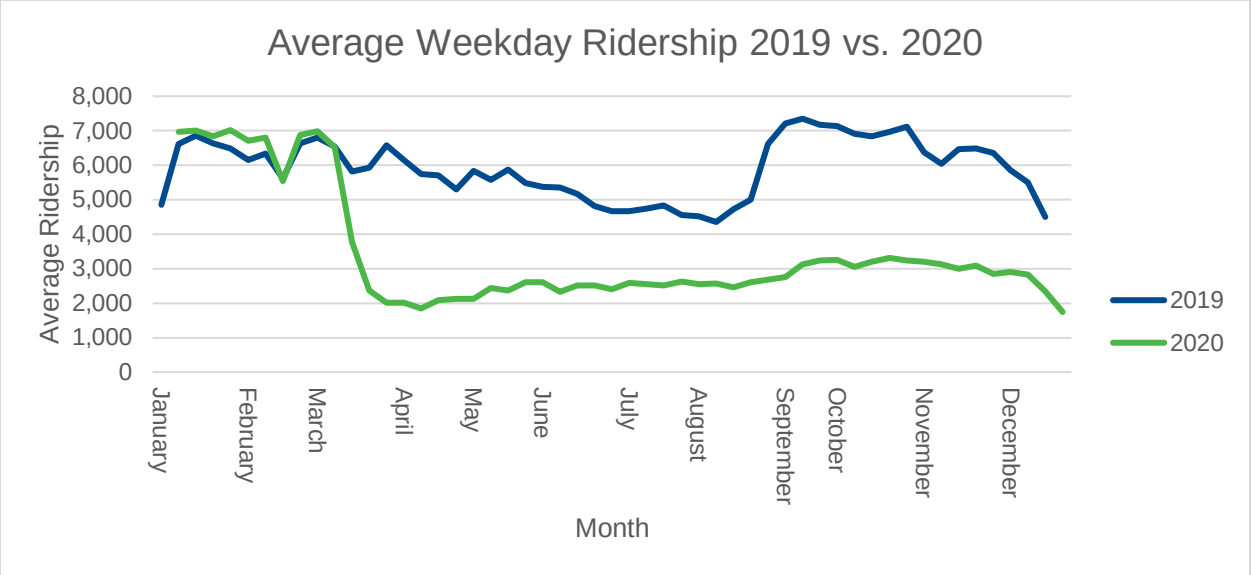


Figure 1: Average Weekday Ridership 2019 vs. 2020

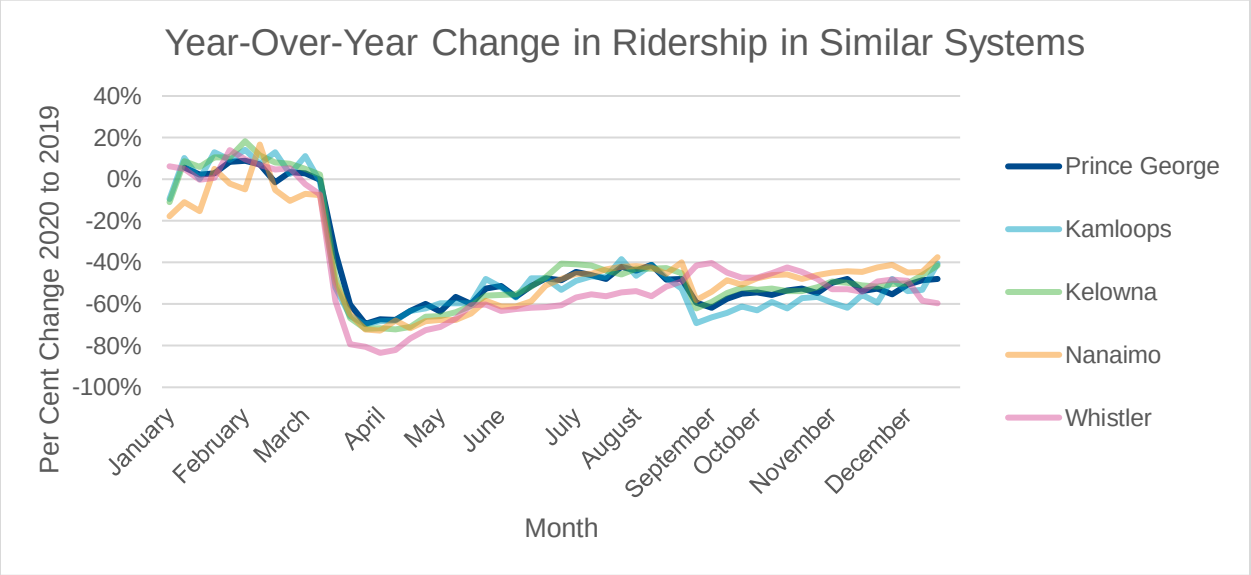


Figure 2: Year-over-year change in ridership 2020 vs. 2019

The focus of this Transit Future Action Plan is the improvement of the Prince George transit system; however, due to the pandemic, it is acknowledged that timelines and priorities established through community engagement in 2019 may need to be re-evaluated as the system transitions through the recovery phases of the pandemic and ridership demand returns.

The progression of and recovery of transit service in the Prince George system is planned to occur in stages aligned with the British Columbia Restart Plan. Table 6 outlines the four Phases of the BC Restart Plan and the corresponding transit response plan that has occurred or is planned to occur. The Prince George transit system is also positioned to respond as required to reduce capacity and restart Phase 1 emergency procedures in the event of another wave of COVID-19.

British Columbia's Restart Plan			BC Transit – Prince George Response Plan
Phase	**Timeframe**	**Provincial Directive**	
Phase 1: Response	March – mid-May	Essential services and some businesses open	• Reduced transit service to Summer 2019 levels, to reflect decreased demand • Capacity limited to 40 per cent on buses • Enhanced cleaning protocols • Rear door boarding, no fare collection
Phase 2: Recovery	Mid-May and onwards	Restoration of some services, under enhanced protocols: • Elective surgeries, dentists, chiropractic, physiotherapy, massage therapy • More retail, restaurants, cafes, pubs and personal services • Offices • Recreation/sports	• Public education campaign encouraging the use of face coverings on buses • Signage on buses and at stops encouraging personal etiquette • Stabilize service levels, monitor demand • Continued enhanced cleaning protocols • Installation of driver barriers on all buses

British Columbia's Restart Plan			BC Transit – Prince George Response Plan
Phase	**Timeframe**	**Provincial Directive**	
Phase 3: Recovery	June 2020 – September 2021	Further restoration of services, under enhanced protocols: • K-12 schools (partial return in June, full return in September) • Hotels • Post-secondary institutions- predominantly online.	• Return to front-door loading and fare payments • Implement a modified Spring 2020 schedule with additional flexible hours to address any capacity issues for September, in lieu of the planned service increase • Increased capacity on vehicles to approximately 66 per cent • Ridership recovery campaign • Face masks strongly encouraged for all passengers, with face masks becoming mandatory on August 24, 2020. • Investigate proposed transit investment and service priorities developed for the Transit Future Action Plan, and determine timeframe for delivery over the next five years
Phase 4: Rebuild	September 2021	Large gatherings permitted, conditional on the release of a vaccine or treatment.	• Return to full capacity on buses • Investigate proposed transit investment and service priorities developed for the Transit Future Action Plan, and determine timeframe for delivery over the next five years

Table 6: Prince George Transit Recovery Plan

Immediate Impact and Response

In response to the significant and rapid changes that occurred in mid-March across the Prince George transit landscape, BC Transit staff worked with City staff and the operating company, Pacific Western Transportation (PWT), to implement the reduced summer 2020 schedule earlier than normal. This reduced schedule better aligned with the suspension of in-person courses at educational institutions across the City, as well as the reduction in transit ridership overall.

An essential consideration when planning for post-COVID-19 recovery is the need to ensure service levels provide ridership demand with appropriate physical distancing opportunities. As

with other BC Transit systems across the province, capacity on Prince George buses was reduced to 40 per cent of seated capacity at the early onset of the pandemic.

Planning for Transit Recovery and Rebuild

Transit is and will continue to be an essential service for communities as residents go about their daily lives. Transit will continue to play a pivotal role in addressing the challenges that will exist long after the pandemic is over, including climate change, congestion and affordability. BC Transit acknowledges that demand characteristics across communities will be different, and the staged reopening of different sectors will impact ridership and how service is delivered over time.

Over time, and in consultation with the Provincial Health Authority and WorkSafeBC, capacity on buses will be increased as appropriate over the coming months. It is important to acknowledge that there may be changes in customer behavior towards using public transit as personal health has become a key mobility decision factor. Maintaining public trust and faith in the transit system to deliver safe and reliable service is critical. BC Transit and City staff will monitor the transit system and continue to work together to ensure service is optimized and, where possible, hours reallocated to areas of greater need, such as along corridors that are seeing a swifter return of riders or shifting to more flexible hours.

Scaling up Service: Welcome Back Ridership Demand

Restoring transit service to pre-COVID-19 levels will be informed largely by how ridership returns and where. For example, over 50 per cent of the ridership in Prince George comes from U-Pass holders at the University of Northern British Columbia (UNBC) and the College of New Caledonia (CNC). In response to changes in how courses will be delivered in the fall 2020, routes primarily serving the university and college will be reduced in frequency, while still remaining in operation to serve those who need to access to these institutions or other destinations along the route.

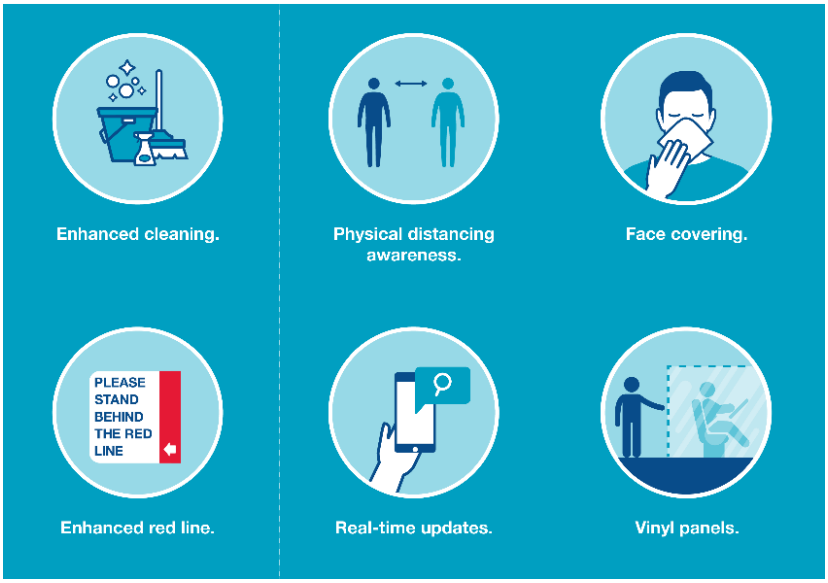


Figure 3: Measures taken to reduce the risk of spreading COVID-19

Good service design during the recovery phase will ensure a solid platform continues to exist for essential services, physical distancing, customer comfort and the flexibility to respond to ridership demand as it returns over time. The goal is to make service safe and available to welcome back ridership. If these travel needs are not met, there is a risk of transit riders shifting to private vehicles and abandoning public transportation, increasing congestion and emissions, and reducing the long term viability of the Prince George transit system.

Welcoming back ridership demand will be supported by BC Transit marketing initiatives, including a broad campaign encouraging the use of face masks on transit, personal etiquette signage on the bus and at stops. Table 7 below outlines the service recovery strategy to be followed between June 2020 and September 2021.

Area	Assumptions	June – August	September – December
Estimated Ridership Demand	• Partial workplace returns throughout the summer • Gradual increase in non-essential trips • Secondary schools return in September • Post-secondary schools transition to primarily online teaching through to the end of 2020 • The administrative workforce continues to primarily work remotely through the fall	30% - 50% compared to 2019 ridership during the same period	40% - 60% compared to 2019 ridership during the same period
Service Hours	• Summer service levels for June – August • Implement a modified spring 2020 schedule for September, including flexible service hours to address capacity issues	80% - 90% compared to 2019 service hours during the same period	90% - 100% compared to 2019 service hours during the same period
Capacity	• Gradual increase in capacity on buses • Reduced physical distancing requirements • Face masks strongly encouraged for all passengers	40% - 60% of total capacity	60% - 80% of total capacity
Projected Revenue	• Resumption of fare collection • Revenue reflects ridership demand • U-Pass will be optional for students not taking on-campus courses, reducing revenues.	40% - 60% compared to 2019 revenue during the same period	60% - 90% compared to 2019 revenue during the same period

Table 7: Service Recovery Strategy

Peak Travel Demand

Typically the ridership demand in Prince George features distinct morning and afternoon peak periods of travel coinciding with commuter and post-secondary/secondary school demand. In comparison, ridership data during the acute phase of the pandemic, mid-March to mid-September, indicates slightly more sustained demand throughout the day (though with fewer riders overall). However, since mid-September, the peak travel demand has returned to a peak-and-trough scenario again (though, again, with fewer riders overall). Figure 4 below shows how the daily travel demand has changed throughout the pandemic.

BC Transit will continue to monitor these trends to inform service changes moving forward. Travel demand management strategies, will help to guide passengers about adjusting their travel times to make best use of the service and ensure they feel comfortable traveling with their fellow passengers.

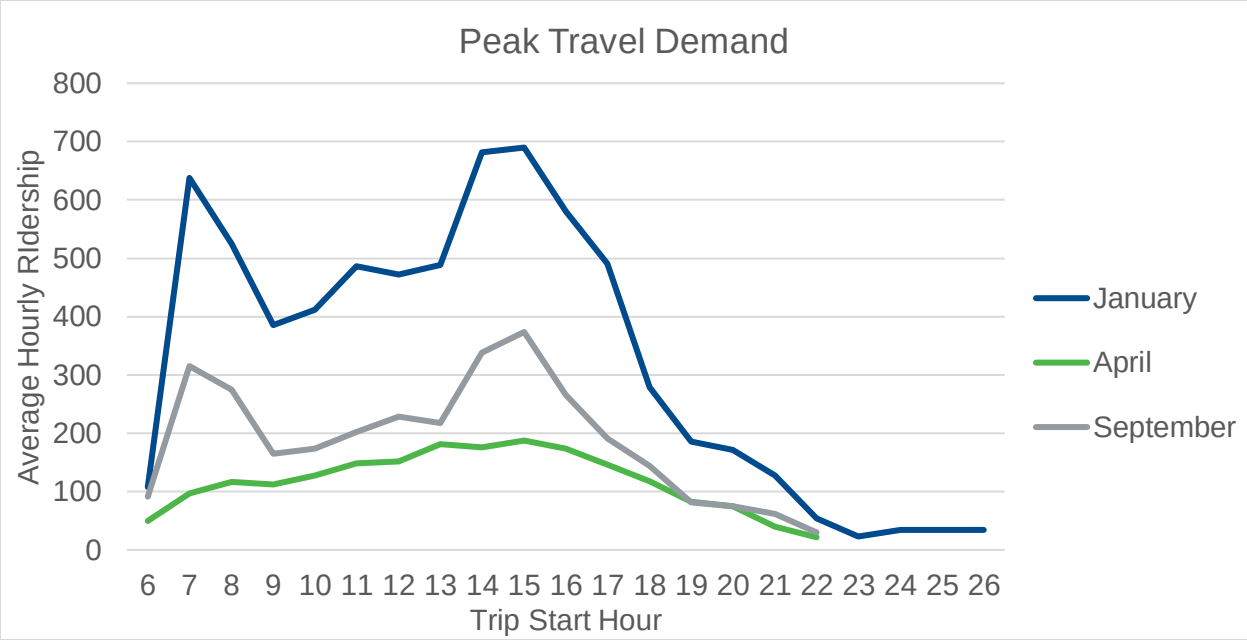


Figure 4: Peak travel demand comparison (2020)

Rebuild Phase: Long-term sustainability and the Transit Future Action Plan

The response and recovery phases over the short to medium term will stabilize services, rebuild trust, and regain ridership across the Prince George transit system.

At the time of drafting this Transit Future Action Plan, it was early in the pandemic response and recovery phases, and many factors that will affect the Prince George transit system's operations and finances were unknown. BC Transit will continue working with the Province to analyze revenues, expenditures, capital and debt and develop options for provincial consideration.

Recent surveys have suggested that Canadians are less likely to return to their pre-COVID-19 use of transit without a vaccine, and their daily travel habits will include less unnecessary travel. When ridership returns, there are multiple scenarios that may occur. The goal is to ensure the Prince George system has the best transportation solution and a transit strategy that reflects the current impacts of COVID-19, and continues to be able to position the system to improve services for the community in the future and respond effectively to the City of Prince George's sustainable development goals.

In response to the COVID-19 pandemic, service expansions for the 2020/21 fiscal year were deferred across all BC Transit systems until a later date. Prince George had proposed service expansion scheduled for September 2020, which would have seen an increase in service frequency on the 15 UNBC/Downtown and the creation of two new express routes: the 105 Pine Centre Express/Downtown Express and 115 UNBC Express/Downtown Express. This deferred expansion will be re-examined by the BC Transit Three Year Improvement Program (TIP) in consultation with the Prince George and the Province.

The TIP seeks to align municipal and regional budget processes to ensure funding availability is aligned with local needs and provincial funding. Similarly service improvements outlined in Section 6 of the TFAP will be integrated into the TIP as required. BC Transit will continue to

work with City staff to monitor ridership and ensure future service improvements year over year to appropriately reflect budgets and local needs. It is possible that ridership in certain areas or along certain routes will recover more swiftly than in others, and the priorities discussed in this plan could be rearranged accordingly so that they best address the post-COVID-19 transit landscape in Prince George.

3.0 INTRODUCTION

Transit has tremendous potential to contribute to strong, more sustainable communities. The need to realize this potential in Prince George is increasingly important due to factors such as climate change, population growth, increasing traffic congestion and an aging demographic. This plan builds on priorities identified in the 2014 Transit Future Plan.

2014 Prince George Transit Future Plan Vision and Goals:

Vision:

The Prince George transit system supports Prince George's aspirations to be a model for sustainable winter Canadian cities with a healthy environment, robust economy and enviable quality of life for residents.

Transit services are focused on connecting neighbourhoods with the downtown and local centers, offering an attractive alternative to driving, with routes and schedules that are frequent, direct, safe, and convenient.

The transit system will also be integrated with other active modes of transportation and provides a basic level of mobility for people of all abilities who depend on transit.

Goals:

1. The transit system is an attractive transportation choice that provides linkages between neighbourhood centers and the downtown

2. The transit system supports an equitable, safe, healthy, active and engaged community through access to the transit network

3. The transit system reduces Prince George's impact on the environment

4. The transit system supports the local economy and is operated in a fiscally responsible manner

The Transit Future Action Plan (TFAP) identifies and prioritizes transit service and infrastructure improvements to improve the transit network over the next five years and beyond. More specifically, this TFAP:

- Identifies opportunities to support the Transit Future Plan to increase transit mode share to four per cent by 2038
- Defines improvements for service and infrastructure over the next one to five years
- Provides revised transit routes that more efficiently connect neighbourhoods with key destinations to improve travel times and increase customer convenience

TFAPs provide a number of defined service improvements for implementation over the next five years and ensure that transit improvement priorities are consistent with evolving local priorities, emergent transit trends and demands, and BC Transit operational capacity. This Plan is informed by the 2014 Prince George Transit Future Plan (TFP), multiple forms of public engagement, analysis of existing transit use, and feedback from stakeholder groups and the

City of Prince George. Additionally, the plan takes into account long term planning documents such as the City of Prince George's Official Community Plan.

This TFAP recommends an increase of more than 25,500 additional service hours, an increase of 33 per cent, to grow transit ridership in Prince George over the next five years. These expansions will support the region in supporting economic growth and social wellbeing, and in meeting climate change objectives.

3.1 Plan Area

The geographic boundary for this plan include the boundaries of the City of Prince George and as shown in Figure 5.

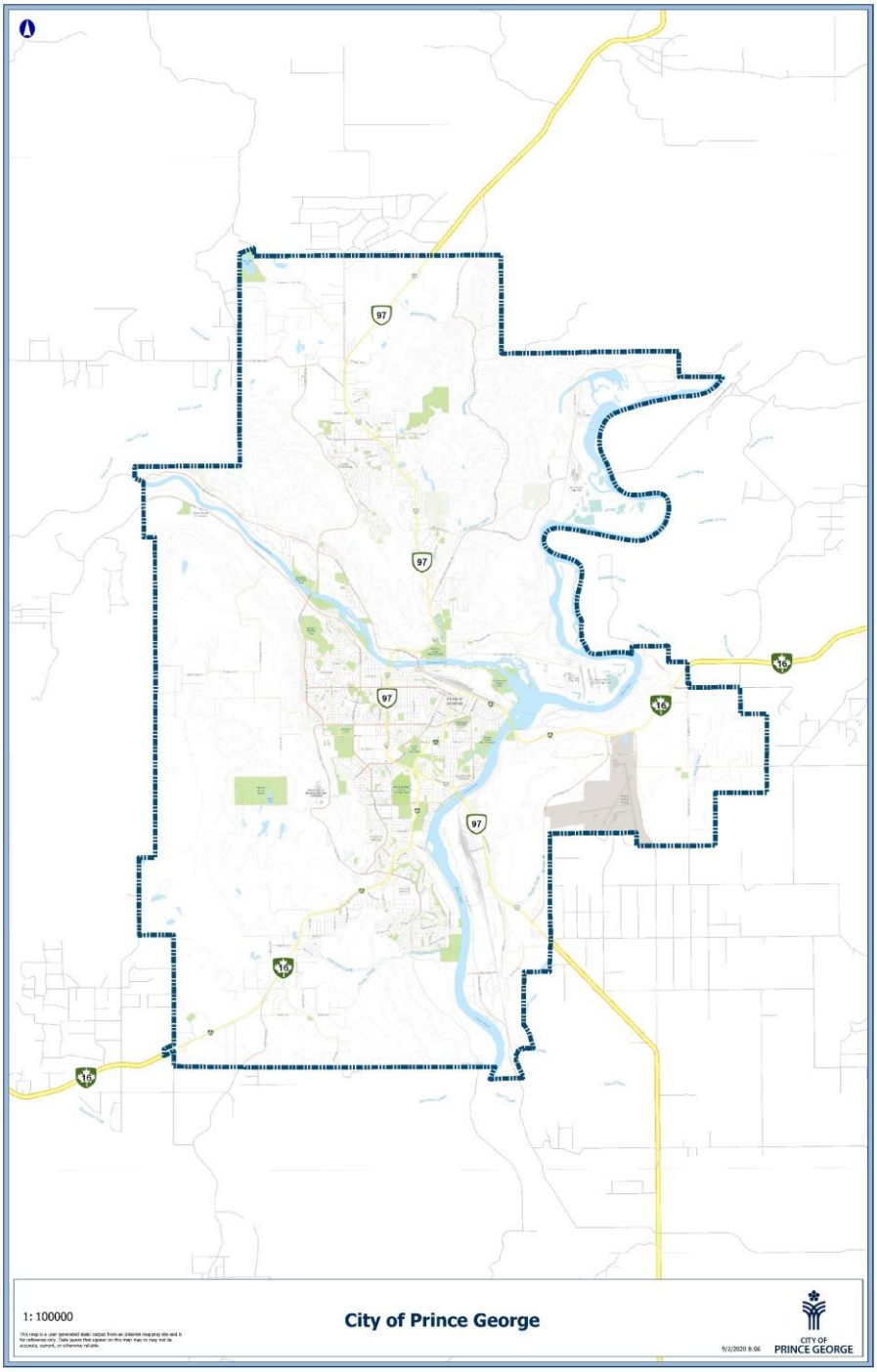


Figure 5: Transit Future Action Plan study area

3.2 Existing Transit

Conventional Transit System

Currently there are 16 transit routes within the Prince George Conventional Transit System. These routes require nearly 68,000 annual service hours and carried over 2,276,000 riders in the 2019/2020 fiscal year.

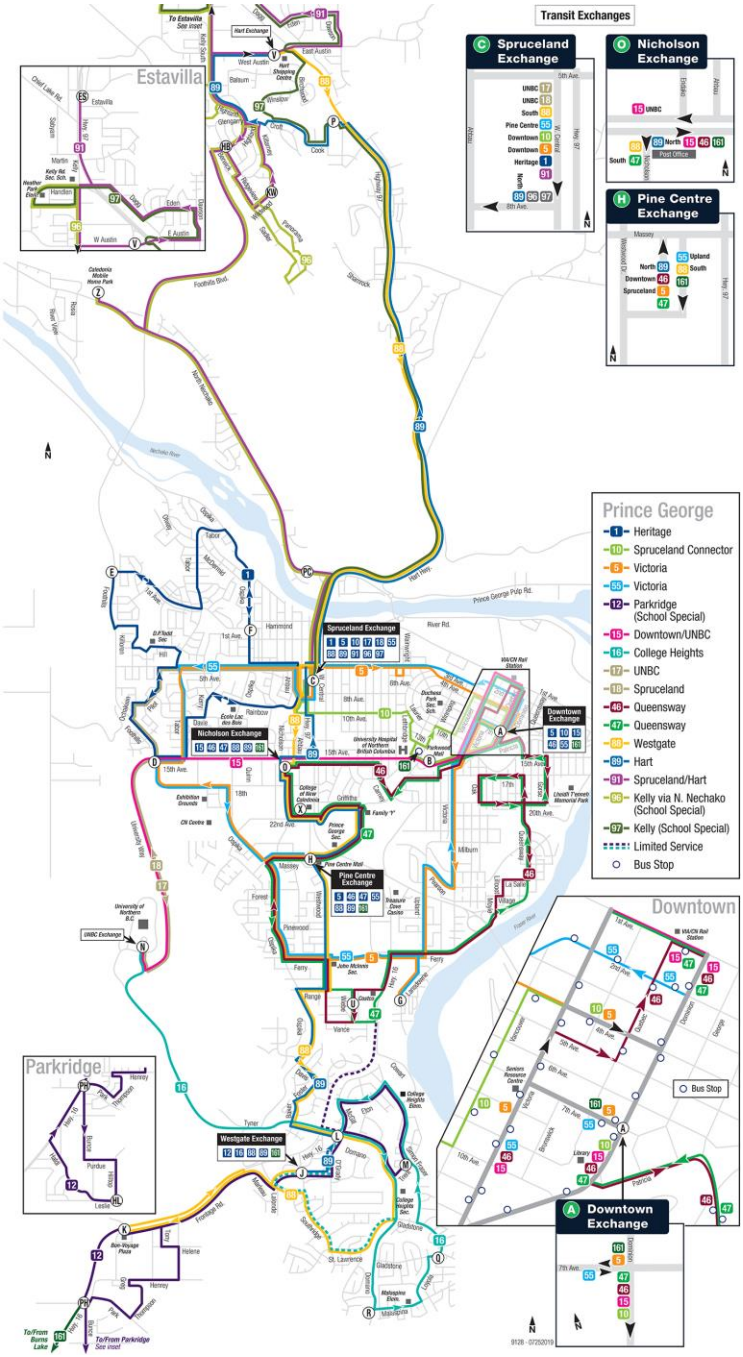


Figure 6: Prince George Conventional Transit System

Existing Fleet

Conventional and Custom Transit service in Prince George is provided by a fleet of 36 vehicles, with 13 light-duty vehicles, seven medium-duty vehicles and 16 heavy-duty vehicles.

Vehicle Type	Make	Service Type	Length	Seated Capacity (Max Capacity)	No. of Vehicles
Light Duty	Chevrolet ARBOC	Custom & Community	7.9 m (26')	20 (20)	**13**
Medium Duty	Grande West Vicinity	Conventional	10.7 m (35')	30 (54)	**7**
Heavy Duty	Novabus LFS	Conventional	12.2 m (40')	32 (69)	**16**

Table 8: Prince George Transit Fleet

Custom Transit

Custom Transit is a door-to-door, demand responsive or specialized service for customers with physical or cognitive impairments who cannot independently use the fixed-route transit system some or all of the time. There are two different types of custom transit services available to registered custom transit clients:

- **handyDART:** Providing the majority of Custom Transit service, handyDART is a door-to-door, shared ride service that uses smaller vehicles. A client can arrange a time for pick-up and the operator will arrive at their home, help them board the vehicle, and safely get them to the door of the final destination. There are two types of handyDART trips:
  - Subscription trips are scheduled once a week or more at the same location and time for an extended period.
  - Reservation trips are one-time or occasional trips, and are scheduled on a first-to-call basis.
- **Taxi Saver:** For times when the handyDART system is unavailable, Taxi Saver vouchers provide registered handyDART clients with subsidized taxi service, giving them the flexibility to coordinate their own trips on their own time.

The Prince George Custom Transit System operated over 12,800 annual service hours and provided 59,000 rides to over 1,100 registered users in 2019/2020 through the handyDART and Taxi Saver services.

4.0 DEVELOPING A TRANSIT FUTURE ACTION PLAN

4.1 Timeline

Development of this TFAP began in the fall of 2019 and included a number of phases to understand the current context, review potential service changes with stakeholders and draft a plan that provides a framework for short-term to long-term growth of the transit system. Figure 7 illustrates the key steps involved in developing this TFAP.

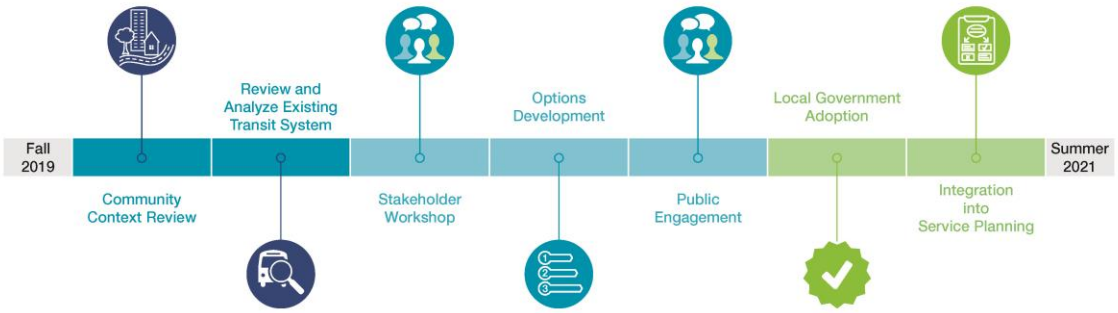


Figure 7: Timeline for the development of this Transit Future Action Plan

4.2 Informing the Plan

BC Transit has worked with staff at the City of Prince George to develop the TFAP to prioritize transit improvements that build upon and are informed by the 2014 City of Prince George TFP, existing and proposed land uses, the community's demographic composition, and public input. Supporting work that contributed to this plan is summarized below.

4.2.1 Community Context

Along with existing land uses and transit system performance considerations, the TFAP process examined the short and medium-range community development directions in the City of Prince George. This plan also reviewed existing Official Community Plans to incorporate future community changes.

This local development information was used to create the service proposals summarized in this plan to meet current and future customer demand. It was also used to improve the likelihood that service proposals evolve as the community evolves. Having a full picture of the proposed growth patterns is important to reduce the chance that service will need to be restructured in the future.

Official Community Plan (2011)

The City of Prince George's Official Community Plan (OCP), adopted in 2011, contains objectives and policies to guide decisions around planning and land use management. The OCP created a strong policy framework for developing and supporting transit in the city. From

land-use policies to transportation policies, the OCP follows many best practices that will help transit use grow and be successful.

Without repeating all the policies related to transit within the OCP, below is a summary of how the OCP supports the development of transit and transit use:

- Encouraging the development of areas where transit is located nearby;
- Creating land-use patterns that are supportive of transit and active transportation;
- Reducing the reliance of the personal automobile by encouraging active transportation and the use of transit;
- Prioritizing the use of transit and active transportation in the downtown and neighbourhood centres;
- Improving on-street passenger facilities with amenities such as benches, shelters, lighting, waste receptacles and route/schedule information;
- Designing a multi-modal transportation system with convenient connections;
- Persons with disabilities should have access to a range of transit options, including handyDart service and taxi programs both with accessible vehicles and bus-stop infrastructure; and
- Promoting and encourage transit use within the community.

Relevant Transportation Targets:

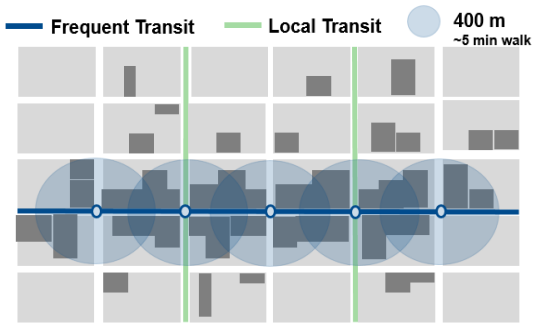
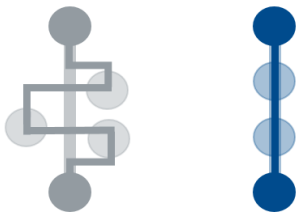
- Transit service should be within:
  - 400 m walking distance of 90% of residents;
  - 250 m of all future medium density and residential density developments; and
  - 150 m walking distance of all designated seniors' residents and major institutional facilities

4.2.2 Transit Service Principles

Design Principles

To meet the goals of the TFP, this plan proposes to make improvements to the transit system so that is more convenient and more cost-effective for potential transit users. To accomplish this, the plan proposes to streamline service to support the development of a frequent transit network along high-density corridors and local transit service to lower density areas with moderate transit demand.

The following guiding design principles were used to develop and refine routes:

Design Principle	Description
Service Areas of Demand 	Transit service is most productive by providing service to areas with high demand. The City of Prince George TFP affirms that transit service should be focused on major activity centers and residential areas within urban areas to increase ridership.
Connections to Regional Centres 	Transit is most useful when it connects residents to regional centres. Concentrating mixed-used development along transit corridors will ensure consistent and high ridership.
Simplify Routes 	Routes that are as direct and consistent as possible are more likely to increase ridership. This helps ensure route legibility, which refers to how easy a service is to understand and remember.

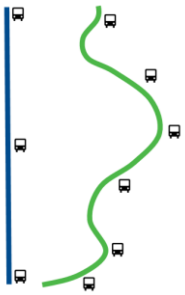
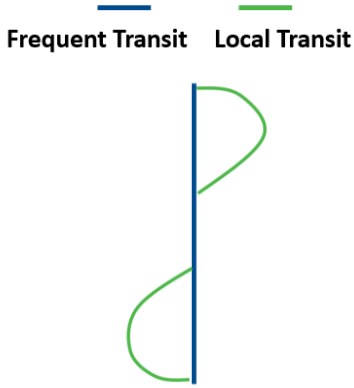
Design Principle	Description
Improve Speed and Reliability 	To be competitive with the automobile, transit travel time must be competitive. Spacing bus stops appropriately along a corridor can improve speed and reliability. Transit priority measures, such as queue jumper lanes or transit signal priority also improve speed and reliability.
Avoid Service Duplication 	Transit service should operate on different corridors so they do not duplicate or compete for passengers. Routes that overlap reduce ridership on each route.
Standardize Service Categories 	Standardizing service categories allows for predictability of service. Both frequencies and span of service are consistent, increasing customer legibility.

Table 9: Principles of Transit Service Design

Transit Service Priority Pyramid

Before increasing transit service or coverage, and in advance of implementing the larger transit service and infrastructure recommendations within the TFAP, it is important to ensure that the existing transit system is performing effectively. See figure 8 below for a Transit Service Improvement Priority Pyramid. Only when the bottom level is operating at a satisfactory rate should the next level be considered as an area for resource investment.

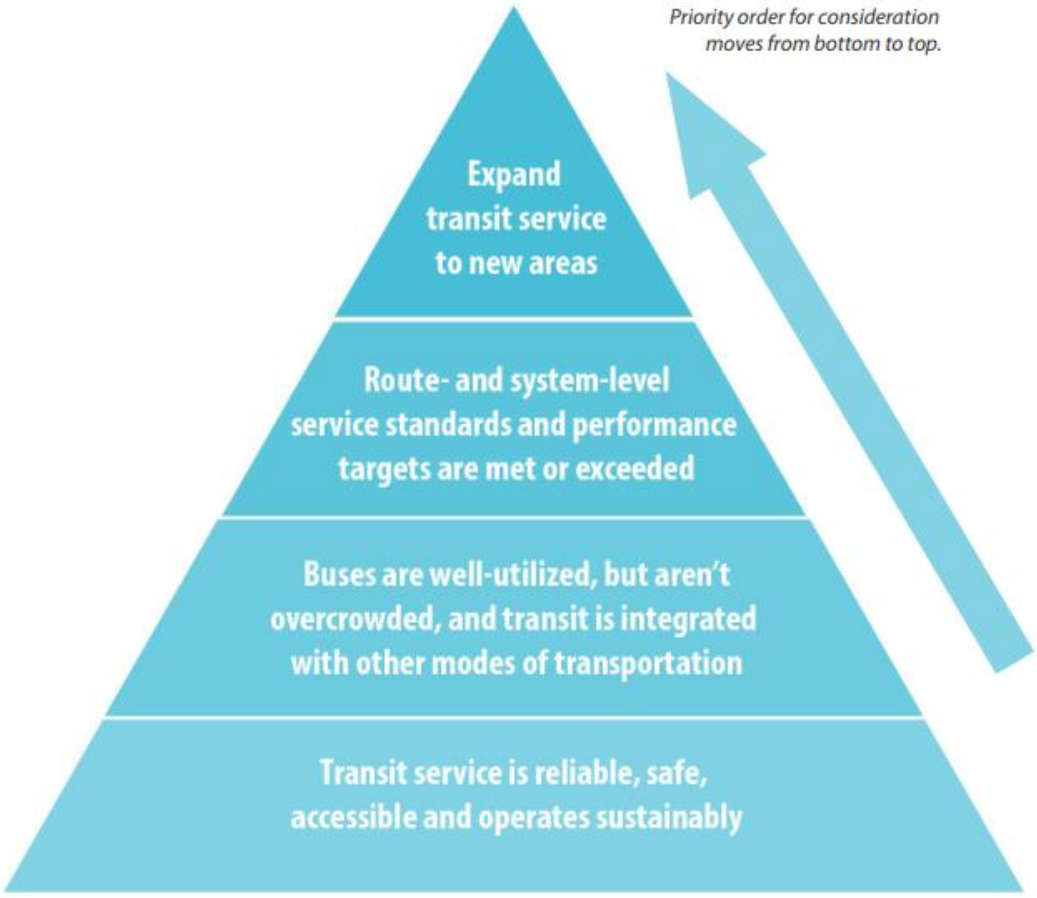


Figure 8: Approach to transit service improvement priorities

4.2.3 Transit Future Network

The Prince George TFP identified five layers of service that are designed to efficiently and effectively move people. These layers include the Rapid Transit Network, Frequent Transit Network, the Local Transit Network, Targeted Service, and Custom Transit.

The Frequent and Local Transit Network can be seen in Figure 9. The Service Standards and Performance Guidelines of the TFP are used to assess route performance and assist with determining when changes need to be made in order to continue effectively serving riders. These guidelines can also be drawn on when there is a need to modify service levels in response to external forces that impact ridership, such as the COVID-19 pandemic or other, more localized changes.

Rapid Transit Network (RTN)

Rapid Transit routes are designed to move large volumes of passengers between major destinations and stop less often than frequent and local transit service.

Frequent Transit Network (FTN)

Frequent routes that operate at a 15 minute frequency over a select span of service. Routes generally operate on arterial roads, service corridors with mixed land use and provide connections between urban centres.

Local Transit Network (LTN)

Local routes generally serve less densely populated areas with a focus on connections to local centres and to frequent transit routes.

Targeted Services

Targeted routes are created to provide service to specific areas such as schools, universities, and/or peak commuter trips.

Custom Transit

Demand responsive service for people with disabilities who cannot use the conventional transit system some or all of the time.

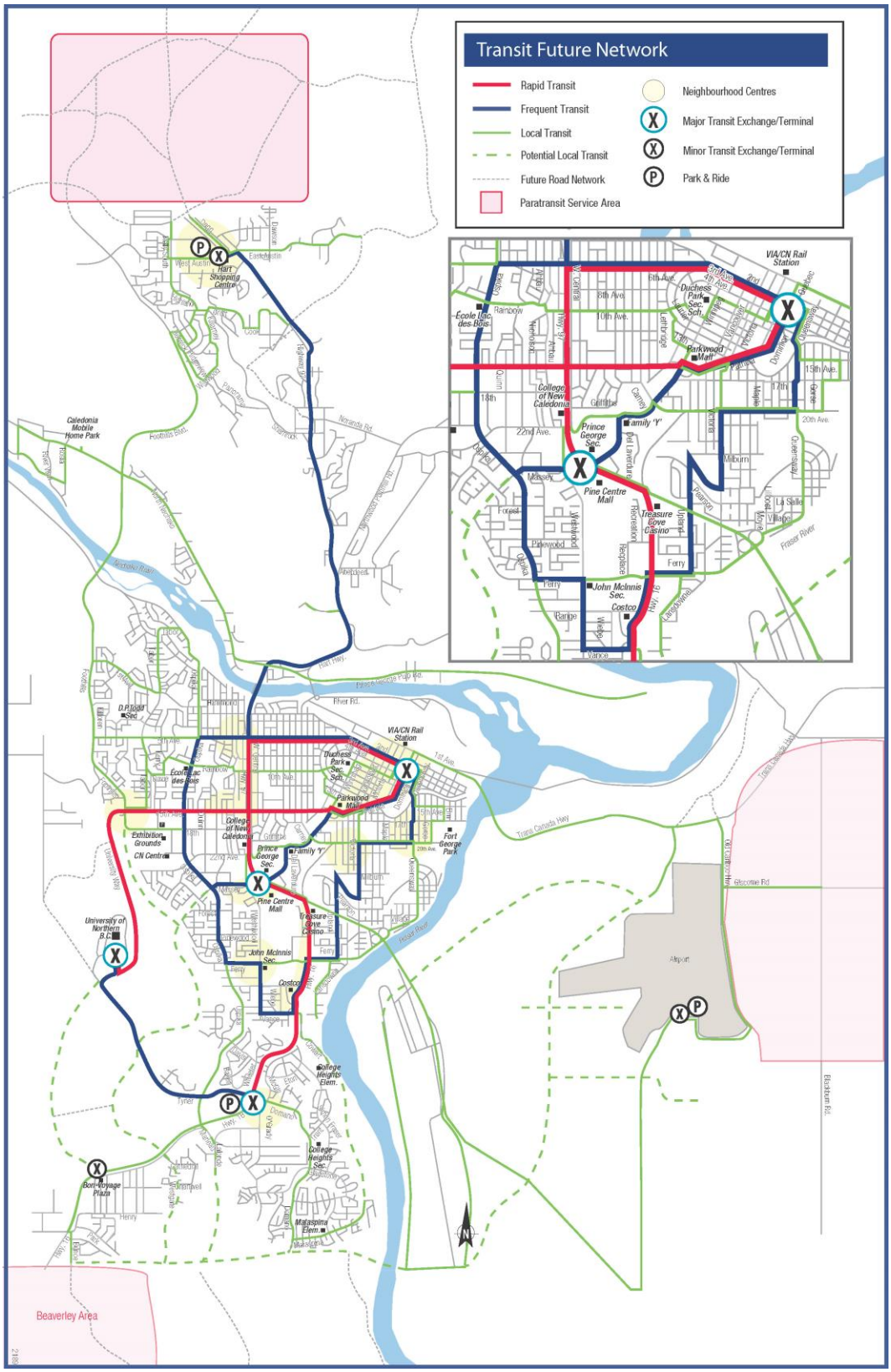


Figure 9: Transit Future Network from the 2014 TFP

4.3 Transit Performance

4.3.1 Ridership and Service Hours

Currently there are 16 transit routes within the Prince George Conventional Transit System. These routes require nearly 68,000 annual service hours and carried over 2,276,000 riders in the 2019/2020 fiscal year. Figure 10 shows the fixed-route ridership has grown by 21.2 per cent over the past five years while the service hours increased by 4.5 per cent during the same period.

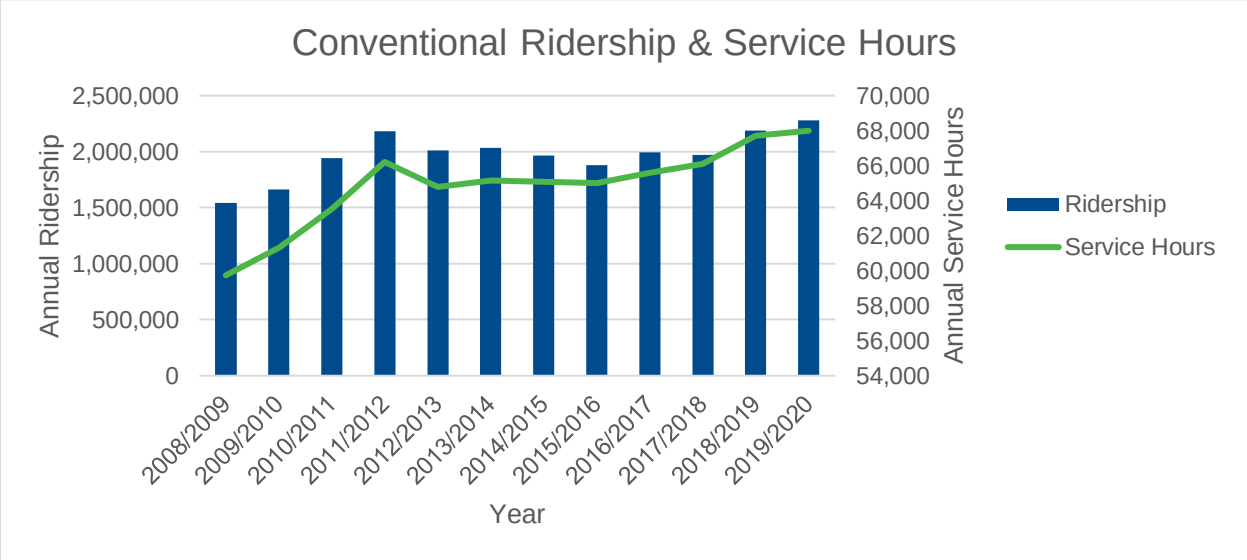


Figure 10: Prince George Conventional Transit Ridership and Service Hours

Figure 11 shows how total ridership is distributed between the routes within the transit system on an average weekday. The majority of total ridership occurs on Routes 15, 88, and 89, which forms the backbone of the transit system, and provide service along high density corridors.

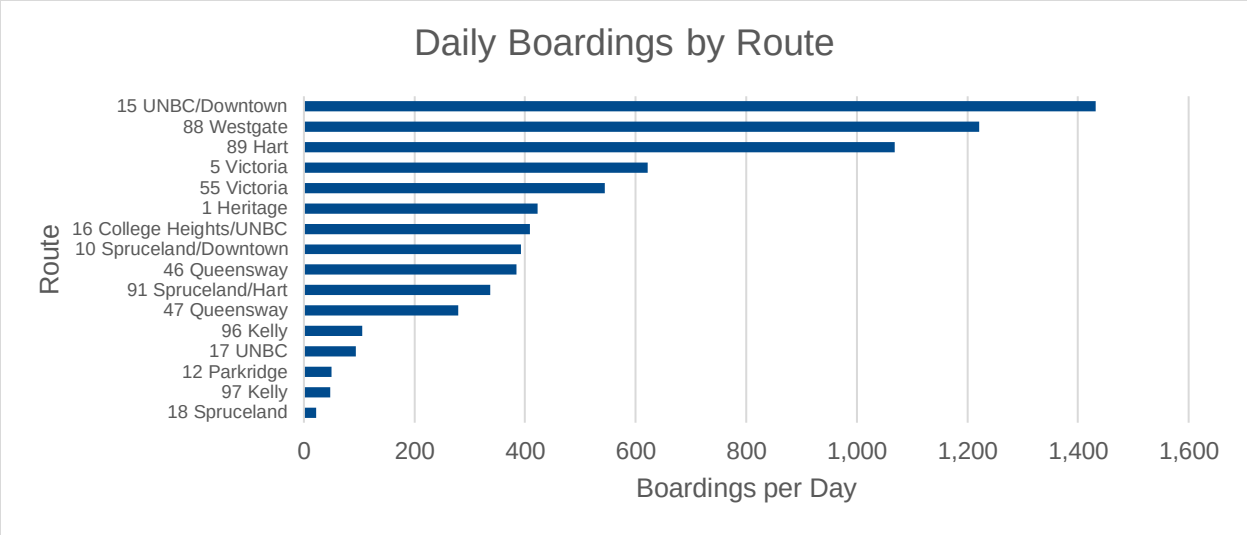


Figure 11: Total Ridership by Route (Fall 2019)

4.3.2 Detailed Performance Review

Service Design Standards and Performance Guidelines exist for the Prince George Transit System, see Appendix 1. These tools are developed to facilitate future service planning decisions. Whether making an adjustment to existing services or planning additional service. The performance guidelines measure how the transit system is progressing towards achieving its goals. The following section provides a review of the Prince George transit routes and system.

4.3.3 System level Performance

Table 10, shows the Prince George Transit System performance measures for the whole system and the target for each measure. As a whole system, the Prince George Transit System is exceeding the performance guidelines in all categories. This is good news, as this means that the transit system is upholding its goal set out in the 2014 TFP of operating in an efficient and fiscally responsible manner.

Measure	Target	2019/2020	2018/2019	2017/2018
Rides per service hour	30	33.49	32.34	29.18
Cost per ride	$4.60	$3.65	$3.23	$3.87
Cost recovery	25.5%	28.96%	31.92%	29.2%
Rides per capita	33.85	38.67	37.47	33.88

Table 10: System Wide Performance & Guidelines

4.3.4 Route Level Performance

Performance guidelines at the route level are based on the function and classification of the route. Rapid transit, frequent transit, local transit, and targeted transit all serve different purposes in a transit system and operate at different levels to make the transit system function as a whole. The table below lists the route, their performance targets based on the route's classification, and current performance.

Route	Boardings per Trip			Boardings per Service hour		
	Target	2019	2018	Target	2019	2018
Local Transit Network						
1 Heritage	12	9.3	7.3	25	19.6	14.6
5 Victoria	12	26.8	25.6	25	30.0	29.1
10 Spruceland	12	6.0	4.1	25	28.4	21.1
16 College Heights	12	11.1	7.6	25	18.0	13.2
46 Queensway	12	21.0	16.8	25	22.9	19.0
47 Queensway	12	20.6	14.0	25	21.1	15.4
55 Victoria	12	26.4	24.7	25	17.2	24.9
91 Spruceland/Hart	12	6.0	-	25	16.2	-
Rapid/Frequent Transit Network						
15 UNBC	25	15.4	11.0	30	33.8	27.7
88 Westgate	25	37.3	34.2	30	31.9	32.8
89 Hart	25	28.6	25.9	30	26.7	30.6
Targeted Transit						
12 Parkridge	40	19.8	19.6	60	27.5	29.9
17 UNBC	40	9.3	6.0	60	17.2	19.4
18 Spruceland	40	2.5	5.7	60	7.9	23.1
96 Kelly	40	38.7	41.1	60	36.7	37.5
97 Kelly	40	28.7	24.0	60	35.4	36.7

Table 11: Route Level Performance & Guidelines

Most of the routes are functioning at or within an acceptable range (+/- 25%) of one or both of their performance guidelines. Below is a brief discussion of some of the outliers which warrant action.

The 12 Parkridge, 17 UNBC, 18 Spruceland, and 91 Spruceland/Hart are underperforming and should be reviewed in the long term to determine how to increase ridership or better utilize the resources. At the time of writing this TFAP, the 17 UNBC and 18 Spruceland have been discontinued as part of the response to COVID-19.

The 5/55 Victoria and 46/47 Queensway are performing well and could utilize additional investment to increase the service frequency. This would likely come as part of Proposal 7, a long-term service priority described in section 5 of this TFAP.

The 88 Hart and 89 Westgate are performing well and could utilize additional investment to bring them in line with the service design standards for a frequent or rapid transit network. This would likely come as part of Proposal 5, a medium-term service priority described in section 5 of this TFAP.

4.3.5 Transit Future Plan Targets

The TFP identified a mode share target of four (4) percent by 2038, which would mean an increase from 2 million annual rides in 2014 to 5.4 million rides in 2038. While that target is ambitious, the need to achieve it is important.

To reach a 4 per cent transit mode share by 2038, the TFP set out an investment trajectory for the City of Prince George. Prince George would need to invest another 116,300 hours, to reach the target of operating 197,000 hours annually by 2039*. Each year, this would require the

addition of approximately 6,460 annualized service hours and approximately two to three buses**. In order for Prince George to attain these targets, significant levels of investment will be required in the short, medium, and longer terms. These proposals are detailed further in Section 5.0 Proposed Service Changes.

**Assume that the rides per service hour will remain consistent or higher. This includes conventional and custom transit hours.*

*** The current Prince George transit facility is reaching capacity, additional facility capacity will be required.*

4.3.6 On-Time Performance

On-time performance, or schedule adherence, is a measure of how often a bus arrives at a timing point very early, early, on-time, late, or very late. BC Transit defines those time periods as follows:

- Very early: More than three minutes early
- Early: Between one minute early and three minutes early
- On-time: Between one minute early and three minutes late
- Late: Between three minutes late and six minutes late
- Very late: More than six minutes late

On-time performance varies by route, time of day, and time of year as transportation patterns change. Figure 12 below shows the on-time performance for the entire Prince George transit system in 2019. Prince George has not adopted a target for on-time performance. Prince George's on-time performance is higher than comparable peer transit systems, such as Kelowna or Nanaimo, with more trips arriving on-time.

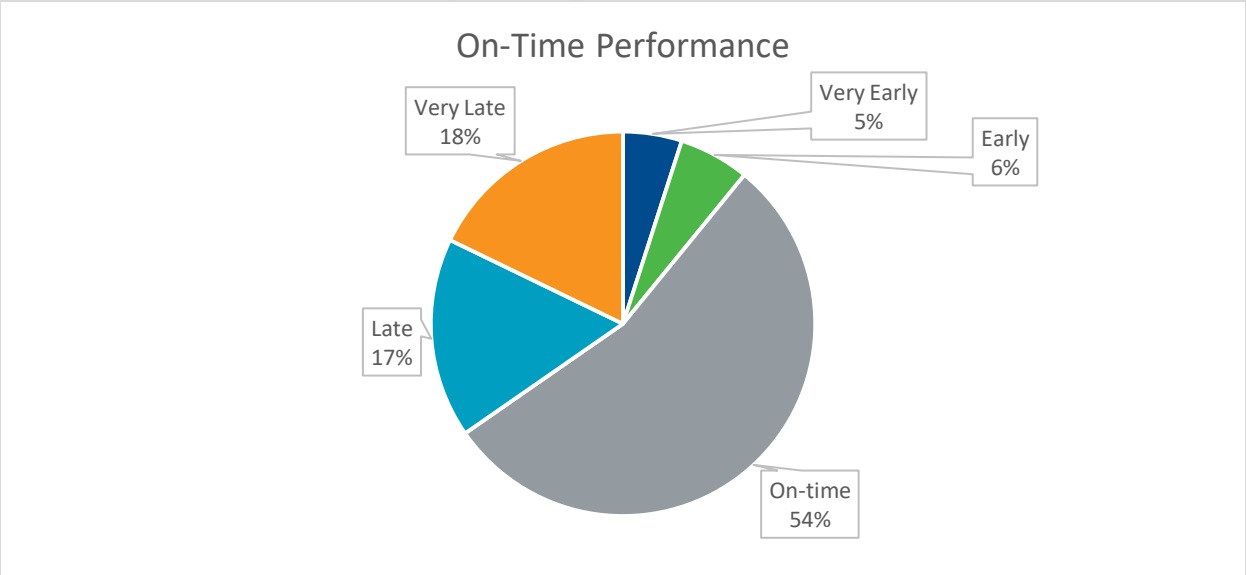


Figure 12: On-time performance is Prince George, 2019

Industry best practice recommends that service hours be increased by 1 per cent annually, to invest in system on-time performance and schedule reliability as a response to increasing urban congestion and population. The City of Prince George currently provides approximately 68,000 annual service hours for transit; applying this 1 per cent increase would work out to an

expansion of 680 annual service hours specifically dedicated towards on time performance measures. On time performance improvement priorities will be identified regularly through the Annual Performance Summary (APS) process. Each service expansion will include a recommendation on whether or not on-time performance measures are required.

4.4 Service Changes Since the 2014 Transit Future Plan

There have been service improvements to the Prince George Transit System since the TFP was completed in 2014, described on Table 12 below.

Date	Service Change	Description
2016/2017	Introduced service on statutory holidays	Provided Sunday level of service on all statutory holidays with the exception of New Year's Day and Christmas Day
2016/2017	Improved weekend service frequency and increased the span of the service day	Service spans have been increased on weekends, but additional investment is still needed to match the service design standards
Scheduled for September 2020, but deferred	Begin development of the Frequent Transit Network and Rapid Transit Network	Major investment in the Frequent and Rapid Transit Networks approved for September 2020 but delayed due to the impacts of the COVID-19 pandemic

Table 12: Improvements made to the Prince George Transit System since 2014

5.0 PUBLIC ENGAGEMENT

Public engagement for the Transit Future Action Plan was carried out in two phases. Phase 1 included targeted stakeholder engagement to review the current transit system and generate ideas for the future of the system. Phase 2 included open house events and an online survey to garner feedback on draft service improvements and further refinement.

In addition, there were two supplementary activities:

- An on-board passenger satisfaction survey
- A targeted student consultation held at the University of Northern British Columbia and the College of New Caledonia

5.1 Phase I Engagement Summary

5.1.1 Stakeholder Workshops

Three stakeholder workshops were held in November 2019. These workshops were invite-only and consisted of a range of stakeholders from student groups, advocacy groups, user groups, and businesses. The main purpose was to engage these stakeholders and identify any issues with the transit system and any opportunities for improvement. These workshops helped to set up the proposals for Phase 2 of the engagement.

The most common feedback included the following:

- Providing service to unserved areas (Airport, Industrial Areas, North Nechako)
- Improved evening service
- Improved weekend service

5.1.2 Post-Secondary Institutions

Information and consultation sessions were held at the University of Northern British Columbia and the College of New Caledonia in January 2020. Through these targeted engagement sessions, post-secondary students were able to share their ideas, comments, and concerns about the transit system, including both the existing system and the proposed changes planned for September 2020. Origin and destination data including travel times was also collected.

The most common feedback included the following:

- Later evening service (on both Weekdays and Weekends)
- Sunday service needs to be improved
- Improved service frequency

5.1.3 On-Board Survey

An on-board survey was conducted in January 2020. The primary focus of this survey was to measure customer satisfaction, although it did include questions designed to help provide input into the Transit Future Action Plan process. The highest priority feedback identified in the survey were:

- Improved weekend service (particularly Sunday)
- Improved weekday evening service

- Improved frequency
- Improvements to the 88/89 Westgate/Hart

5.2 Phase II Engagement Summary

In Phase 2 the public was presented with several service proposals and asked their opinions on them as well as how to prioritize implementing them.

5.2.1 Open Houses

Five open house events were held in March 2020. These open houses were hosted throughout the city, at the Pine Centre, UNBC, CNC, and the Prince George Public Library. Through these events, the public were informed about some of the proposed changes and improvements to the transit system and were given opportunities to provide comments and help prioritize improvements for the future.

5.2.2 Webpage & Online Survey

To support the second phase of engagement, BC Transit's Prince George webpage was updated to contain all the information present at the in-person open house events. The webpage and online survey contained the same information and asked the same questions as the in-person open house to assure that the information gathered would be comparable.

5.2.3 Results

The concepts and proposals presented to the public through the second phase of public engagement were well received. Where the public was asked to help prioritize the service proposals, their input was used to inform the priorities of the next section. Some of the key findings include:

- Support for more evening service
- Support for more weekend service
- Support for more direct, faster service
- Support for more service reliability, particularly where transfers are required
- Support for more frequent service, particularly on the 46/47 Queensway and 5/55 Victoria
- Support for service to industrial area and airport
- Each direction of the 1 Heritage should have its own name for ease of understanding
- More bus shelters are needed to improve the comfort of waiting passengers
- There is a need for more bus stop maintenance, particularly during winter
- Support for service to the Blackburn area

Figure 13: Engaged students at the College of New Caledonia during Phase I

6.0 SERVICE CHANGE PROPOSALS

The following sections outline proposed service improvements to the Prince George Transit System. This section discusses the general approach to transit service improvements and priorities and identifies improvements relevant for the entire system.

These regionally specific proposals have also been organized into three time periods:

- Short-Term: Next 1-2 years
- Medium-Term: Next 3-4 years
- Longer-Term: 5 years and beyond

All resource impacts for short-term and medium-term proposals presented are based on annual figures. Longer-term options are outlined as concepts considering estimates for these items may change substantially with community growth patterns and changing priorities. All information provided is estimates and may have minor variations when implemented. Due to the impact of COVID-19, these timeframes for implementation are subject to change based on demand and availability of funding. The priorities are summarized in the tables below and expanded on in more detail throughout the following section.

Short-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Introduction of 105 Pine Centre Express/Downtown Express	2,500	2
Improved frequency on the 15 UNBC/Downtown and introduction of 115 UNBC Express/Downtown Express	1,500	1
Improved weekday evening service	4,200	1
Improved weekend service	4,850	2
Total	**13,050**	**6**

Table 13: Short-term implementation priorities

Medium-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Redesign of 88 Westgate/89 Hart	11,600	6
Total	**11,600**	**6**

Table 14: Medium-term implementation priorities

Long-Term Implementation Priorities		
Service Priorities	**Estimated Annual Service Hours**	**Expansion Buses**
Introduction of service to Airport	850	1
Improving route directness	TBD*	TBD
Total	**850+**	**1+**

Table 15: Long-term implementation priorities

6.1 Short-Term Proposals

These transit proposals address top priority operational, reliability, and customer concerns, and as such are presented for consideration in the short-term. Further engagement will be held at the discretion of the City of Prince George for any route modifications.

The first two proposals were initially identified for implementation in September 2020, but due to the COVID-19 pandemic have been delayed.

6.1.1 Proposal 1: Introduction of 105 Pine Centre Express/Downtown Express

This proposal creates a new, limited-stop, express route between Downtown and Pine Centre with connections through Spruceland and the College of New Caledonia. As this is a new route, it will initially only operate Monday through Friday, but can be expanded to include weekends in the future.

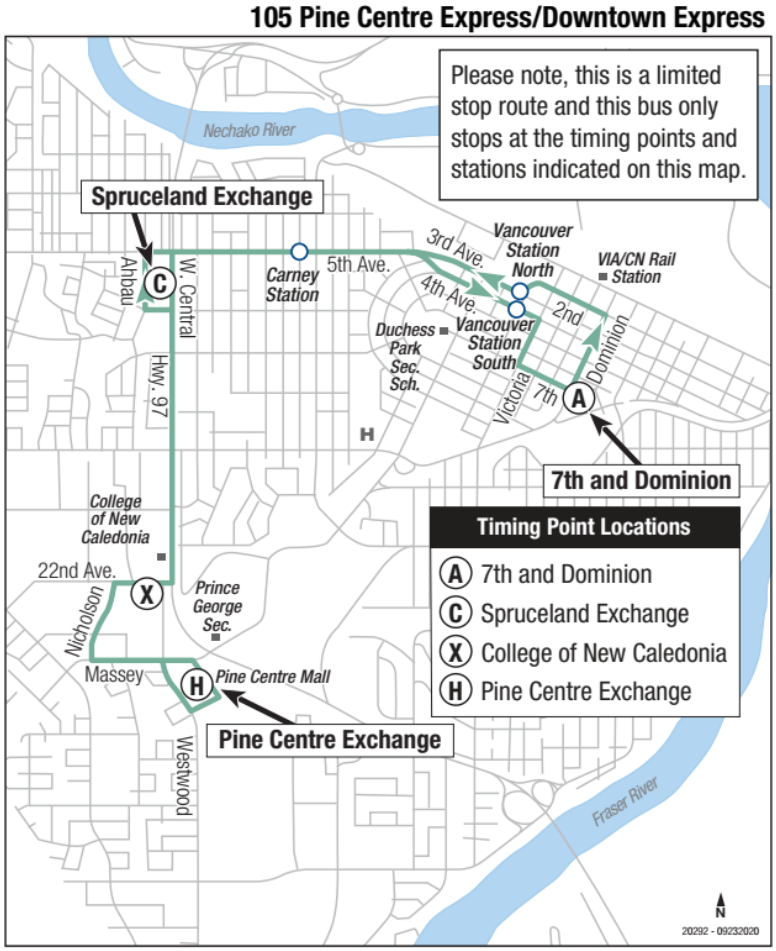


Figure 14: Route 105 Pine Centre Express/Downtown Express

COVID-19 Impact

This proposal is heavily influenced by post-secondary student demand. Depending on the direction post-secondary institutions take, the priority of this proposal may be affected.

Resources required:

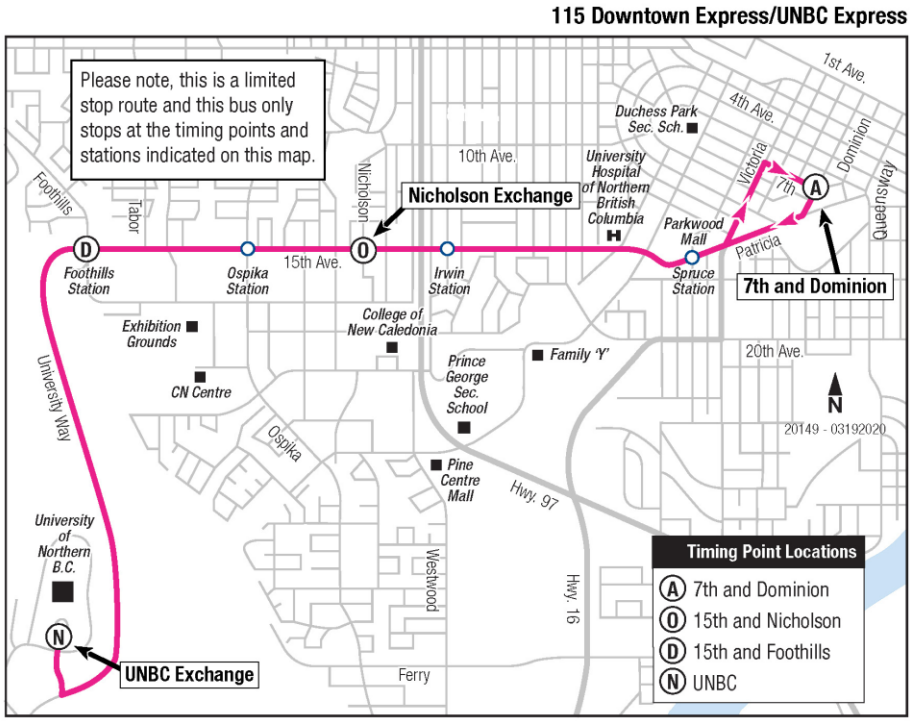
Transit Route	Service Day	Est. Service Hours	Frequency Peak (Base)	Service Span	Expansion Buses
105 Pine Centre Express/Downtown Express	Weekday	2,500	17.5 minutes (35 minutes)	7:30 a.m. – 5:30 p.m.	2
Total	-	**2,500**	-	-	**2**

Table 16: Resources required for Introduction of 105 Pine Centre Express/Downtown Express

6.1.2 Proposal 2: Improved Frequency on the 15 UNBC/Downtown & Introduction of 115 UNBC Express/Downtown Express

This proposal creates new express trips following along the 15th Avenue corridor and improves the frequency on the 15 UNBC/Downtown. These improvements are only applied to the Monday to Friday schedules.

Approximately six trips daily will be converted to the express trips during peak hours. The improved frequency on the 15 UNBC/Downtown will happen during the midday, increasing the span of 15-minute service frequency in the midday.



COVID-19 Impact

This proposal is heavily influenced by post-secondary student demand. Depending on the direction post-secondary institutions take, the priority of this proposal may be affected.

Figure 15: Route 115 UNBC Express/Downtown Express

Resources required:

Transit Route	Service Day	Est. Service Hours	Frequency Peak (Base)	Service Span	Expansion Buses
15 UNBC/Downtown	Weekday	1,500*	15 minutes (30 minutes)	Unchanged	1*
115 UNBC Express/Downtown Express	Weekday	1,500*	15 minutes (N/A)	Unchanged	1*
Total	-	**1,500**	-	-	**1**

Table 17: Resources required for Improved Frequency on the 15 UNBC/Downtown & Introduction of 115 UNBC Express/Downtown Express

**Resources shared between the two improvements.*

6.1.3 Proposal 3: Improved Weekday Evening Service

Limited service in the evenings was identified as a barrier for many transit users in Prince George. This proposal would increase the evening service span of a given route to match the Service Design Standards contained in the Transit Future Plan. This proposal could be implemented as improvements to individual routes or as a package of routes. Based on the increase in daily kilometers, an additional bus will be required to support this expansion; though this bus isn't attached to a singular route improvement.

Resources Required:

Priority	Transit Route(s)	Est. Service Hours	Frequency Peak (Base)	Service Span	Expansion Buses
1	88/89 Westgate/Hart	2,500	30 minutes (30 minutes)	6:15 a.m. – 11:30 p.m.	0
2	55 Victoria	300	30 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	0
3	15 UNBC/Downtown	1,100	15 minutes (30 minutes)	6:30 a.m. – 11:30 p.m.	0
4	10 Spruceland/Downtown	300	30 minutes (30 minutes)	6:30 a.m. – 10:00 p.m.	0
Total		**4,200**	-	-	**1***

Table 18: Resources required for Improving Weekday Evening Service

**An additional bus will be required based on the increase in daily kilometers, but isn't attached to a specific expansion.*

88/89 Westgate/Hart – This improvement increases the service span by one hour each weekday on both routes and maintains the frequency of 30 minutes in the evening.

55 Victoria – This improvement increases the service span by one hour on the 55 Victoria by one hour each weekday.

15 UNBC/Downtown – This improvement will increase the service span Monday to Thursday to 11:30 p.m. and will maintain a frequency of 30 minutes in the evenings to 11:30 p.m. on all weekdays.

10 Spruceland/Downtown – This improvement will increase the service span to 10:00 p.m. and maintain a frequency of 30 minutes in the evenings till 10:00 p.m.

6.1.4 Proposal 4: Improve Weekend Service

Limited service span on the weekends was identified as a barrier for many transit users in Prince George. This proposal would increase the service span of a given route to better match the Service Design Standards contained in the Transit Future Plan. This proposal could be implemented as improvements to individual routes or as a package of routes. Where implementing the service to the match the Service Design Standards would cause the weekend service to exceed the weekday service, it is recommended that the weekend service be improved to match weekday service. Improvements to Sunday service include Statutory Holiday service as well. Based on the increase in daily kilometers, an additional bus will be required to support this expansion; though this bus isn't attached to a singular route improvement.

Resources Required:

Priority	Transit Route(s)	Service Day	Est. Service Hours	Frequency Peak (Base)	Service Span	Expansion Buses
1	88/89 Westgate/ Hart	Saturday	800	30 minutes (30 minutes)	6:15 a.m. – 11:30 p.m.	0
		Sunday	450	60 minutes (60 minutes)	6:15 a.m. - 11:00 p.m.	0
2	5/55 Victoria	Saturday	0	60 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	0
		Sunday	1,250	60 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	0
3	15 UNBC/ Downtown	Saturday	500	30 minutes (30 minutes)	6:30 a.m. – 11:30 p.m.	0
		Sunday	1,350	30 minutes (30 minutes)	6:30 a.m. – 11:00 p.m.	0
4	10 Spruceland/ Downtown	Saturday	50	30 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	0
		Sunday	450	30 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	0
Total			**4,850**	-	-	**2***

Table 19: Resources required for Improving Weekend Service

**Two additional buses will be required based on the increase in daily kilometers, but they are not attached to a specific expansion.*

6.2 Medium-Term Service Proposals

The following section outlines proposals and costs for the consideration in the medium-term.

6.2.1 Proposal 5: Reimagining the 88 Westgate & 89 Hart

The 88 Westgate and 89 Hart provide service to a diverse set of neighbourhoods with different needs and demands for transit. Currently, any service improvement would affect the entire route which would require additional resources than what is required to meet demand. This proposal would seek to divide the route s into three new routes. From north to south they are:

Hart Exchange to Spruceland Exchange (Blue Line)

This portion of the routes serve the rural, industrial, and suburban parts of the neighbourhoods north of the Nechako River. The main purpose of this route would be to bring passengers quickly from these neighbourhoods to the Spruceland Exchange where they could then depart for their final destination throughout the city. As part of this proposal, this new route would be designed to meet the LTN service design standards. The majority of passengers currently using the 88 Westgate and 89 Hart through this portion of the routes already alight at the Spruceland Exchange, so this change is expected to only impact a minority of passengers.

Figure 16: Reimagined routes for the 88 Westgate and 89 Hart.

Through the public engagement, there were concerns raised that implementing these changes could increase costs for some riders who pay with cash fares or tickets and would need to purchase a DayPASS. However, this would only affect approximately 7.6 per cent of customers who would normally remain on the 88 Westgate or 89 Hart and would now may need to transfer.

Spruceland Exchange to Westgate Exchange (Red Line)

This portion of the routes serve the primary commercial north-south commercial corridor and the College of New Caledonia. The purpose of this route would to provide fast and frequent transit north-south transit service as part of the rapid transit network. This is the main portion of the routes that would require additional investment over time as the rapid transit network is developed. By dividing the routes into these new portions, this portion could be improved without requiring unnecessary investment in areas with less demand for service. As part of this change, there is an opportunity to change the routing along to make it more direct and provide opportunities to travel to commercial areas along Highway 16 south of Highway 97. This rerouting will require additional resources as a new route along Ospika Boulevard would be required to maintain service in the area.

Westgate & College Heights (Green Line)

This portion of the routes serve the Westgate commercial area, the suburban neighbourhood of College Heights, and the rural area along Highway 16. The purpose of this route is to provide local service through the College Heights neighbourhood as well as providing connections to other locations within the city. As part of this proposal, this new route would be designed to meet the LTN service design standards.

Resources Required:

Determining the resources required for this service change is difficult as it is affected by many factors such as phasing and timing related to other service improvements and the ability to optimize resources. The table below contains an estimated of the resources required.

Transit Route	Est. Service Hours	Frequency Peak (Base)	Service Span	Expansion Buses
Hart Exchange to Spruceland Exchange	2,450	30 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	1
Spruceland Exchange to Westgate Exchange	8,100	15 minutes (30 minutes)	6:00 a.m. – 11:00 p.m.	4
Westgate Exchange/College Heights	1,050	30 minutes (60 minutes)	7:00 a.m. – 10:00 p.m.	1
Total	**11,600**	-	-	**6**

Table 20: Estimated resources required for reimaging of the 88 Westgate & 89 Hart

6.3 Long-Term Service Proposal

The following section outlines the proposal and costs for the consideration in the long-term.

6.3.1 Proposal 6: Introduce Transit Service to Airport/Industrial

Currently, no transit service exists east of the Fraser River. This proposal would introduce a new route to provide service to the industrial and rural areas east of the Fraser River and the Prince George Airport. The primary purpose of this service is to provide a transit option for the staff working in both the industrial areas and the airport and therefore will be aligned with shift start and end times. Based on feedback gathered during public consultation, the route would run from the Pine Centre exchange to the Prince George Airport, as shown on the figure below.

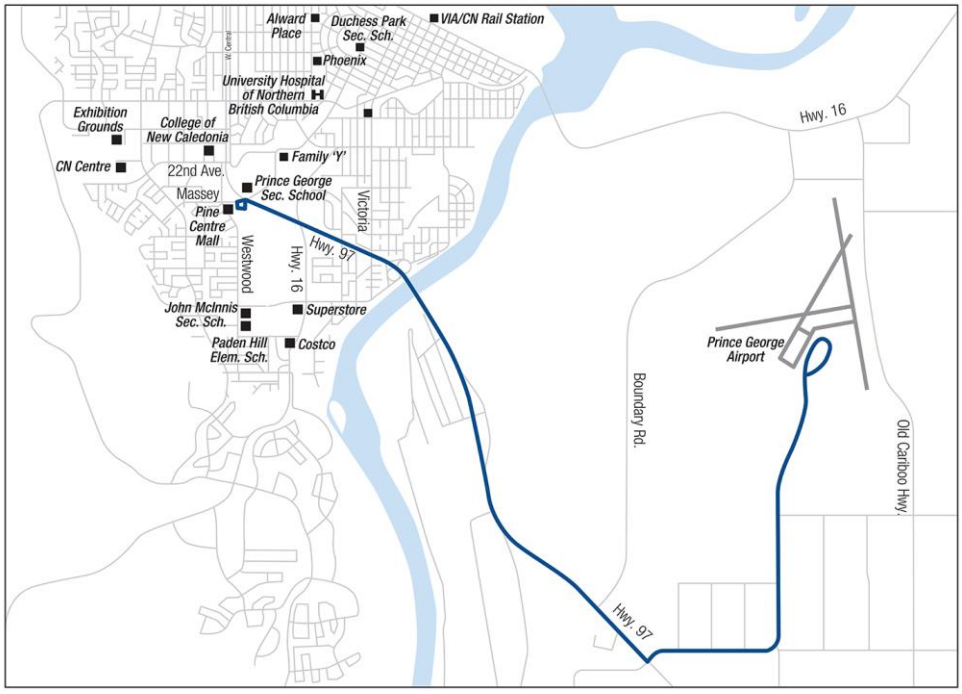


Figure 17: Potential route to airport and industrial area

This proposal would create an introductory level of service which can be improved in the future by further investment as ridership grows. Introductory service would include four round trips per day, Monday to Friday. Further investment could introduce weekend service and add additional trips throughout the day.

Resources Required:

Transit Route	Service Day	Est. Service Hours	Trips per Day	Expansion Buses
Pine Centre Exchange to Airport	Weekday	850	4	1
Total	-	**850**	4	**1**

Table 21: Estimated resources required to introduce transit service to airport

6.3.2 Proposal 7: Improving Route Directness

Currently, several large loop routes or pair of loop routes exist in Prince George, such as the 1 Heritage, 5/55 Victoria, 46/47 Queensway. This proposal would seek to break-up these large loops into multiple, more direct, linear routes. Linear routes are easier to understand and improve wayfinding. By breaking up the long loop routes, individual routes can be efficiently improved over time to better match demand. There are also efficiencies to be gained by reducing duplicate routing.

5/55 Victoria – At a minimum three new routes would be required to replace the 5//55 Victoria: a route along the length of 5th Avenue, a route along Ospika Boulevard, and a route along Victoria Street, Uplands Street, and Ferry Avenue. A new cross-town route along Massey Drive and Winnipeg Street could also be implemented to provide a new direct route between Pine Centre and Downtown.

46/47 Queensway – At a minimum two new routes would be required to replace the 56/57 Queensway: a route along Queensway, and a route along Ospika Boulevard. A new cross-town route along Massey Drive and Winnipeg Street could also be implemented to provide a new direct route.

If the new routes are implemented as described above there are potential efficiencies for implementing the new routes at the same time as they would utilize the same corridors. Through the public engagement, there were concerns raised that implementing these changes could increase costs for some riders who pay with cash fares or tickets and would need to purchase a DayPASS.

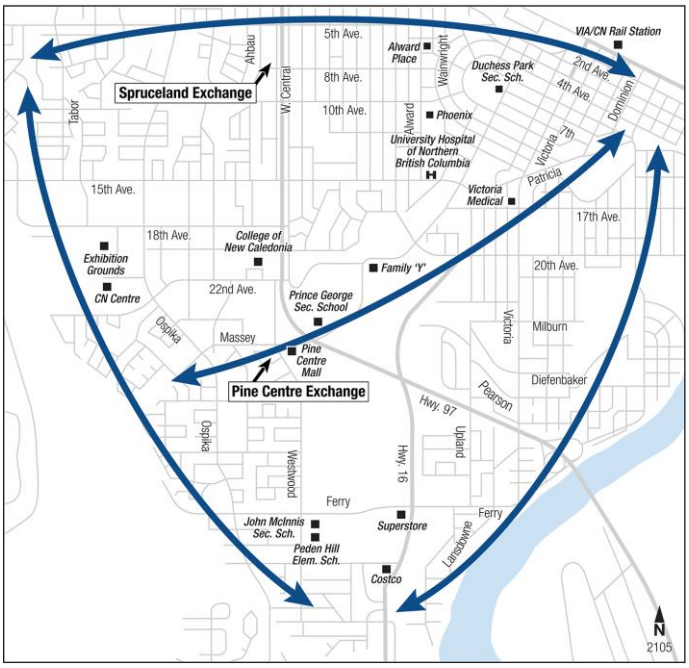


Figure 18: An example of how a loop route could be divided into individual linear routes

Additional consultation will need to be done with the affected neighbourhoods before any major changes occur. New routes would need to be introduced at the same time to ensure that service levels remain consistent.

Resources Required:

Determining the resources required for this service change is difficult as additional public engagement with the affected communities will be required prior to developing the final routes. Other factors, such as optimization of resources and the phasing of implementation add to the difficulty in estimating the resources required.

7.0 STRATEGIC PRIORITIES

Table 22 below provides an overview of the strategic priorities specific to Prince George in decreasing priority.

Priority	Initiative	Description
1	Restore ridership and service to pre-COVID-19 levels	The COVID-19 pandemic caused an unprecedented drop in ridership across all BC Transit systems, mirroring ridership drops seen across the world. As community returns to pre pandemic conditions ridership will be monitored regularly to determine when service improvements outline in this TFAP would be considered for implementation. BC Transit will work with the City to monitor ridership levels, directing service towards areas that require it while remaining flexible and able to accommodate unexpected demands. BC Transit will continue to collaborate with the City, the provincial government and other partners to stabilize and restore the transit system in Prince George.
2	Rapid Transit Study	To support additional investment in the Rapid Transit Network as environed in the 2014 TFP, a study should be conducted to identify the ultimate routing, stop locations, and opportunities for transit priority measures.
3	Improve Off-Peak Service	Improvements to the off-peak service was the issue most often discussed during public engagement. Primarily, this includes extending weekday service later into the evening, and improving both the service frequency and service span on weekends.
4	Consider service optimization on under-performing routes	There are opportunities to reallocate resources from under-performing routes to improve other routes without increasing costs. In particular, the 17 UNBC and 18 Spruceland are two routes that could be reviewed for service optimization.
5	Improve route directness	Improving route directness to improve travel times, and allow for more direct trips without needing to complete loops throughout the City.
6	Improve service frequency	Based on the feedback received during the public engagement, people are generally satisfied with the service frequency on weekdays, but improvements can be made to help address overcrowding during the peak travel times and improve frequency throughout the day.
7	Local Area Transit Plans - Hart and College Heights	Local Area Transit Plans look at the specific context of certain neighbourhoods and provide recommendations for service improvements, route realignments, and infrastructure improvements to improve transit in the area. Within Prince George, the

Priority	Initiative	Description
		neighbourhoods of the Hart and of College Heights could utilize some additional study as they continue to grow and develop.
8	Expand transit network to service new areas	While the majority of the City is served by transit there are rural areas without service, such as Blackburn. Additionally, as new developments occur on the periphery, new routes can be introduced to provide service in those areas.

Table 22: Strategic priorities for Prince George

Table 23 below provides an overview of strategic priorities of BC Transit that affect transit systems across the province, including Prince George.

Initiative	Description
Low Carbon Fleet Program	A strategy to replace the entire BC Transit fleet with vehicles utilizing low-carbon fuels and technologies
SmartBus	SmartBus introduces real-time bus information for customers, such as location tracking and current capacity
Advance Fare Collection	The goal of this project is to introduce an electronic flare collection system where customers bring their own ticket, such as a mobile phone or credit card

Table 23: Strategic priorities for BC Transit

8.0 INFRASTRUCTURE PROPOSALS

Infrastructure to support the transit system takes many forms from exchanges and bus stops to operations and maintenance facilities. Proper infrastructure can reduce operational costs and improve safety. However, some infrastructure projects can have a high capital cost and can take years of planning, design, and construction before they become operational, which highlights the importance of identifying them and planning for them.

8.1 Bus Stops

Bus stops are the first and last way passengers physically interact with the transit system every time they take a trip. Bus stops should be a safe, accessible, and comfortable space for passengers to board and alight from a bus. Investing in bus stops to improve any of these aspects will improve the passenger experience while they wait for the next bus to arrive.

Improving bus stops is an ongoing process. With nearly 500 bus stops in Prince George, investment in improving bus stops needs to be strategic to improve the experience for the most customers as possible. Therefore, investments should targeted at bus stops with a high volume of passengers.

Transit stops with lower levels of passenger activity should, at a minimum, meet BC Transit's accessibility guidelines. BC Transit's Infrastructure and Design Guidelines provides additional design recommendations and engineering specifications for bus stops and transit exchanges.

Table 24 below identifies the top ten bus stops with high boarding activity but lack passenger amenities. Shelters, benches, and other amenities for these stops should be considered as funding becomes available or opportunities arise.

Bus Stop Location	Bus Stop ID	Average Daily Boardings (2019)
Domano at Moriaty (Eastbound)	105006	76.1
15th Ave at Johnson (Westbound)	105085	68.8
Ahbau at 5th Ave (Northbound)	105101	65.5
Handlen at Kelly Road Secondary School (Westbound)	105177	62.6
15th Ave at Redwood (Westbound)	105091	60.3
Range at Romanin (Eastbound)	180028	52.8
University at Foothills (Westbound)	105113	52.6
15th Ave at Nation (Eastbound)	105066	38.9
Victoria at 11th Ave (Southbound)	105126	23.5
Wiebe 3880 Block (Southbound)	105048	21.6

Table 24: High activity bus stops lacking amenities

Figure 19: Custom designed bus stop at the UNBC exchange

8.2 Transit Exchanges

Transit exchanges occur where two or more routes converge and allow passengers to transfer between the routes. Typically they are centrally located or near high demand commercial or institution locations. In general, as the frequency of transit service increase or as new routes are introduced, additional exchange capacity is needed to ensure the safe and efficient operations of the transit system. The table below contains proposals for expansions of transit exchanges in Prince George in descending priority.

Priority	Exchange	Description
1	Downtown Exchange	The Downtown Exchange will require additional capacity as the further investments in the transit system are made. At the same time, the City of Prince George is reviewing its civic facilities in the downtown, which provides an opportunity to include the Downtown Exchange as part of this plan.
2	Pine Centre Exchange	The Pine Centre Exchange is likely to experience capacity issues as additional routes begin to service the exchange, requiring additional bays. Passenger amenities could also be improved at this location and updated with a more modern design.
3	Spruceland Exchange	There are opportunities to consider an expansion and redesign of the Spruceland Exchange to improve safety and traffic flow at this exchange, but doing so will require collaboration between the BC Transit, the City of Prince George, and the Ministry of Transportation and Infrastructure.
4	UNBC Exchange	The current UNBC Exchange has limited capacity which restricts the ability for the exchange to function efficiently. In this location, it may be possible to redesign the location of the bus stops without major investment in new, hard infrastructure.
5	Westgate Exchange & Hart Exchange	Based on growth of routes serving these suburban nodes, additional capacity and passenger amenities will be needed in the long-term at these locations. There are also opportunities to consider relocation of these exchanges based on evolving road networks. Further details on these improvements would be provided though a Local Area Transit Plan

Table 25: Transit exchange improvements

8.3 Operations & Maintenance Facility

The 2014 TFP identified the need for a new Transit Operations and Maintenance Facility to support the implementation of increased transit service levels identified in this plan. The existing facility is owned by the operating company Pacific Western Transportation and does not have the capacity to expand further to support the future transit facility functional requirements identified for increased service levels and or operation of alternate vehicle types that may be incorporated into the Prince George fleet as part of BC Transit's Low Carbon Fleet Program.

The advancement of a new Transit Operations and Maintenance Facility is critical to the growth of the Prince George transit System and the implementation of the Province's CleanBC plan and BC Transit's Low Carbon Fleet Program. BC Transit will continue to work with the City of Prince George on a proposal to develop a new transit operations and maintenance facility. This new facility will be designed for the storage and maintenance of approximately 75 buses and would include functional requirements to ensure the facility is adaptable as part of BC Transit's Low Carbon Fleet Program.

8.4 Transit Priority Measures

Transit priority measures are not required to support the service change proposals identified in this plan. However, the Rapid Transit Study identified in the strategic priorities is expected to identify transit priority measures required to support the ultimate Rapid Transit Network.

Transit priority is a term used to refer to a variety of physical and operational improvements designed to give transit vehicles and their passengers priority over general vehicle traffic. Transit priority measures can be:

- Regulatory, such as "Yield to the Bus" regulations and signage
- Operational, such as re-timing traffic signals to respect large number of passengers on transit vehicles compared to private vehicles
- Physical, such as exclusive transit rights-of-way, intersection queue jumpers, bus bulges, and transit signal priority measures.

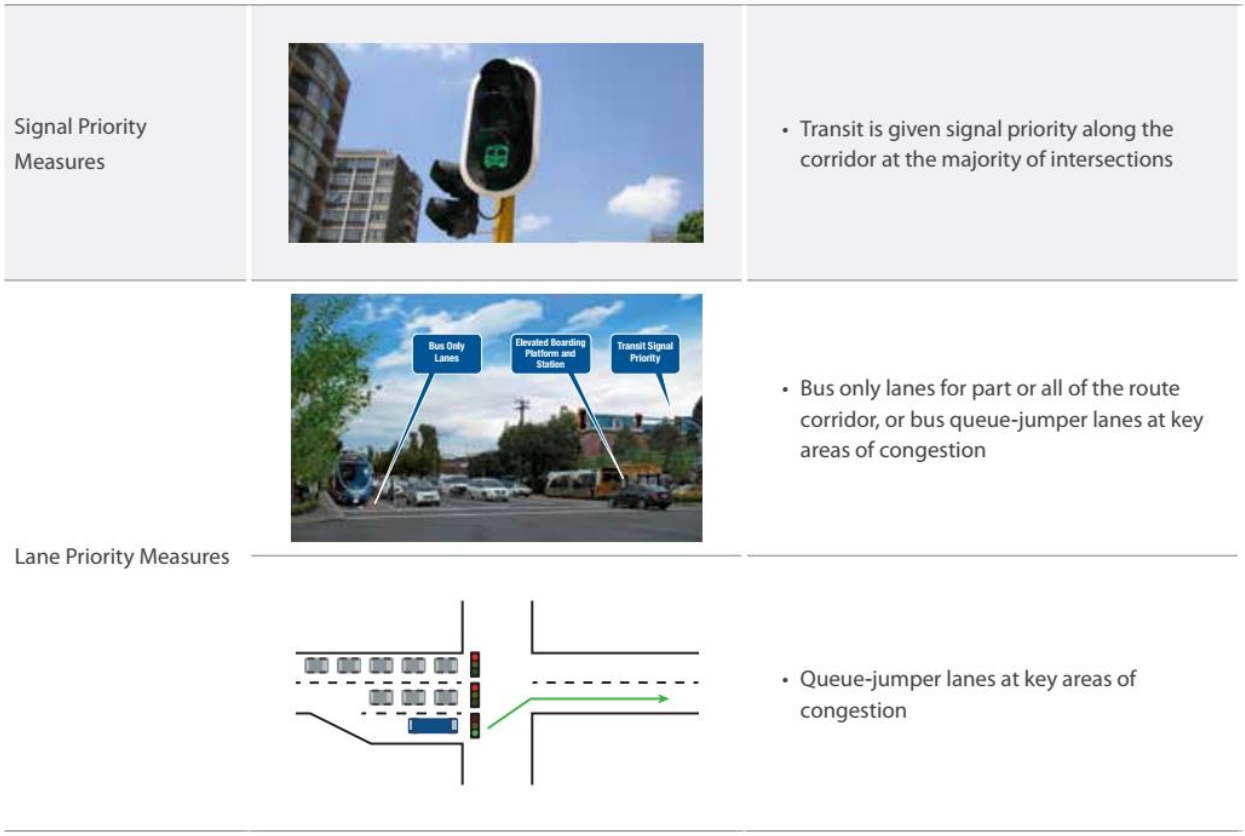


Figure 20: Examples of transit priority measures

9.0 EMERGING TECHNOLOGY

New emerging technologies will have a direct impact on future mobility within Prince George. Mobility as a service, autonomous and electric vehicles, and other emerging bus technologies have the potential to reshape how people choose to move throughout their communities.

The following section outlines some of these future technologies and how they could potentially influence the transit system in Prince George.

9.1 Fleet-Related Technology

BC Transit is committed to continuously enhancing the rider experience. As part of this endeavour, BC Transit is moving forward with the installation and development of technology initiatives to improve efficiency, increase security and put passengers in control of their BC Transit experience. Two of the primary fleet-related technology improvements planned for the near future include the SmartBus program and the Low Carbon Fleet Program. Additional information on both of these projects is provided below.

9.1.1 SmartBus

Phase 1

The first phase of the SmartBus program at BC Transit introduces real-time bus information, automated stop announcements, and closed circuit TV Cameras onboard each bus. The implementation of these bus technology improvements was planned for 2020, but due to the ongoing impacts of the COVID-19 pandemic, has been delayed. An update on this project will be provided in fall 2020.

Phase 2

BC Transit is beginning a review of fare technology and fare payment systems with the intent to move to an advanced fare collection system.

BC Transit has undertaken a project to procure and introduce new fare collection technology to replace the existing fareboxes on its buses. The goal of this project is to introduce an electronic fare collection system where customers bring their own ticket (i.e. mobile phone app or credit card) and will require the introduction of onboard fare validators and a backend system for fare validation, payment processing, account management and payment reconciliation. The NRFP for this project was posted in June 2020, with the implementation plan for the transit systems in scope to be determined with the selected vendor post-contract award.

9.1.2 Low Carbon Fleet

In November 2018, BC Transit approved a Low Carbon Fleet Program to support provincial targets for greenhouse gas (GHG) emissions and to align with the provincial CleanBC plan. Core to this program is a 10-year fleet replacement strategy to replace over 1,200 existing buses and expand the fleet by an additional 350 buses by using the potential of advanced GHG reducing technology. Across the province of B.C., there is growing expectation from all partners that BC Transit endeavor to find prudent ways to support its emission reduction goals. BC Transit is actively pursuing new and emerging low carbon technologies, supported by the use of renewable fuels, as we strive towards a cleaner, greener fleet. Based on the fleet replacement needs required in each vehicle classification, an initial pathway to full electrification

has been established. More information on this program is available in BC Transit's Low Carbon Fleet Program.

9.2 Mobility as a Service

Mobility as a Service (MaaS) is the transition away from personally owned forms of transportation to mobility options that are purchased as a service. Recent technology improvements have provided consumers options to plan, reserve, and pay for travel using an application on their electronic device. Mobility as a Service applications are capable of combining multiple travel modes into one trip, allowing multi-modal travel options for customers including walking, public transit, car share, bike share, or ride hailing.

9.2.1 Car and Bike Sharing

Car and bike sharing leverages the sharing economy to extend the benefits of car or bicycle ownership to individuals without the upfront costs, maintenance, and storage required for ownership. Touted benefits of car and bicycle sharing include decreasing the incidence of car ownership and promoting multimodal travel within communities, which could help build transit ridership within a community. Car and bike sharing programs can help address the first and last mile issue with transit; in other words, car and bike sharing services can extend the reach of transit by connecting transit riders between a bus stop and their trip origin or destination.

There are several different car sharing models including station based, A to B, and free-floating models. Further, there are several different car sharing business models including business to consumer, business-to-business, peer to peer, and not for profit.

Similar to car sharing, there are several different bicycle sharing models include docked, dockless, workplace pool bikes, bike loans, and peer to peer sharing. Another distinguishing factor within these models is whether the bikes are geo-fenced or not.

Many transportation-sharing services are currently seeing significant investment as technology improvements and profitable business models emerge for these services.

9.2.2 Ride Hailing

Ride hailing is the provision of immediate or on-demand service whereby a vehicle and driver are hired for a fee to transport a passenger, or a small group of passengers, between locations of their choice. This service may be provided by Transportation Network Companies (TNCs) or traditional taxi operators.

Beginning in 2019, TNCs are permitted to operate in British Columbia. As seen in many other cities that currently permit TNCs, the widespread adoption of ride hailing services can either supplement or substitute existing fixed-route transit services depending on various contextual factors.

9.2.3 Digital on-Demand Transit

Digital on-demand transit uses technology to dynamically dispatch a bus, van or fleet of vehicles to locations dictated by the riders. Real-time information and mobile platforms for customers and drivers support the transition to more flexible service models. A typical digital on-demand bus service will have no fixed schedules and customers can request it as they need it by using an

app. It also has flexible and responsive routing, but may still have fixed route stops so it can be more efficient and allow multi-user boardings.

9.3 Autonomous Vehicles

Autonomous vehicle technology is rapidly emerging, and has the potential to drastically alter the way people move throughout their communities. The widespread implementation of autonomous vehicles would change the variety and cost of mobility options available to the public, and consequently would have implications for how public transit is planned and delivered within Prince George. By changing how people get around, the emergence of autonomous vehicle technology also has implications for future land use and transportation related policy and infrastructure.

10.0 MOVING FORWARD

10.1 Funding the Plan

To achieve the goals of this TFAP, capital and operating investments in the transit system will be required over the next five years and beyond. Annual operating costs are based on service hours that are projected to increase by over 25,500 hours*. The plan also calls for capital investments that include:

- An additional 13* buses added to the transit fleet
- Upgrades to existing transit exchanges
- Improvements to customer amenities at transit stops
- New operations and maintenance facility

Given the level of transit investment anticipated over the coming decades, BC Transit and its funding partners will need to evaluate stable and predictable funding sources beyond the existing mechanisms.

**These estimates do not include long-term expansions, which may see cost fluctuation*

10.2 Keys to Success

Guiding the plan from vision to reality will require an on-going dialogue between the Province, BC Transit and the City of Prince George on transportation policy, funding and the connection between land use and transit planning.

The Prince George TFAP builds upon the 2014 TFP as well as local land use and transportation plans and will be used to support the vision and direction for transit in the region. Steps required for the success of the plan include integrating the transit strategy into other municipal projects, supporting travel demand management measures, transit-oriented development and transit-friendly land use practices.

This plan will be presented to the City of Prince George Council for endorsement. Service improvements will be integrated into the Three Year Transit Improvement Process (TIP), which is updated on an annual basis. Infrastructure improvements will be incorporated into BC Transit's Capital Plan. Prior to implementation of service changes, BC Transit planning staff will work with staff at the City of Prince George to ensure service improvements appropriately reflect local needs. Additional targeted engagement may be conducted.

BC Transit would like to thank all those who were involved in the creation of this plan.

APPENDIX 1 – SERVICE DESIGN STANDARDS AND PERFORMANCE GUIDELINES

As part of the on-going management of the transit network, service design standards and performance guidelines have been developed as tools to facilitate service planning decisions and measure how the transit system is progressing towards achieving its goals.

- Service design standards define service levels, the service area and when new service should be introduced to an area.
- Performance guidelines measure service effectiveness and monitor how well the transit system is progressing to achieving the vision of the Transit Future Plan (TFP).

These measures are meant to ensure an acceptable level of service quality to the customer, and, along with the TFP, guide planning decisions and recommendations to council. Service standards and route performance guidelines should be re-examined and renewed periodically (every 5-10 years depending on community size and rate of development), since they evolve as the system develops and as the needs of the community change.

Service Design Standards

What they are and what they define:

Service design standards define minimum levels of transit service desired to meet community needs. Service standards are specific to a particular transit system and the communities it serves. Transit policies identified in the Prince George Official Community Plan (OCP) have been incorporated into the Prince George transit system service design standards to reflect community values. Service design standards usually define features such as:

- Service span (the hours and days of service when it operates);
- Frequency of routes or groups of routes;
- Walking distance to bus stops;
- Level of accessibility; and,
- How new service will be triggered for additional areas of service (subdivision density, population, etc.).

Why they matter:

The key benefit of service design standards are that they guide local governments and BC Transit staff in determining and managing community expectations regarding the level of transit service to be provided. They also inform decisions regarding system design such as whether to provide a new service or change existing service.

Network Design Principles

Transit service should be focused on major activity centres and residential areas within the urban area. Transit routes should be kept as direct and frequent as possible to be competitive with the automobile. Transit routes should connect residents to their local neighborhood centres and transit trips between neighborhood centres should be able to be made with no more than one transfer. Transit service should connect to other transportation systems to allow passengers to conveniently connect to other modes, including cycling and pedestrian networks, regional busing, rail passenger services and custom transit services. Transit service should be operated on the arterial and collector road network and have

limited operations on the local road network. Future arterial and collectors roads should be designed to accommodate transit stops and transit priority measures. Transit service coverage and distance to major destinations. Transit routes and bus stops should be within:

- 400 metres walking distance of 90 per cent of the residences,
- 250 metres of all future medium and high-density residential developments, and
- 150 metres walking distance of all designated senior's residences and major institutional facilities.

Ease of Use Principles

To make the transit system easy to understand and use for all passengers, routes should be direct and straightforward, and service frequencies and schedules should be consistent on each route and during each time period, where possible. Customer information should be designed to be straightforward with simple route and schedule information. BC Transit will work with Prince George to develop a comprehensive branding package in the future, specific issues to be addressed include:

- Information and branding for the Rapid Transit Network (RTN) and the Frequent Transit Network (FTN), including naming convention, logo/identifier, visual identity and style guide for additional livery (vehicle colour schemes or logos), print and electronic channels.
- Identity and numbering for the Local Transit Network (LTN) and special services. Current livery will remain.
- Strategies for route identification (e.g. name/number that align with the layers of service).
- Persons with mobility and cognitive disabilities should be provided with a range of transit options, including handyDART service, taxi programs, and fully accessible conventional transit vehicles and bus-stop infrastructure.

Types of Transit Service

The TFP describes a hierarchy of transit services that will support implementation of the long- term transit strategy and satisfy various market segments, including the regular transit rider and potential users.

Type	Service Description
Rapid Transit	Rapid Transit routes are designed to move large volumes of passengers between major destinations and stop less often than frequent and local transit service.
Frequent Transit	Frequent routes that operate at a 15 minute frequency over a select span of service. Routes generally operate on arterial roads, serve corridors with mixed land use and provide connections between urban centres.
Local Transit	Local routes generally serve less densely populated areas with a focus on connections to local centres and to frequent transit routes.
Targeted Transit	Targeted routes are created to provide service to specific areas such as schools, universities, and/or peak commuter trips.
Custom Transit	Demand response service for people with disabilities who cannot use the regular conventional transit system some or all of the time.

Table 26: Types of transit service

Span of Service

Span of service defines the operating hours for each service type. In general most routes operate from 7:00 a.m. to 10:00 p.m. on weekdays with reduced service on weekends. Span of service extension

shall be considered when the first and last hour of service has productivity greater than the average productivity on the route.

Type	Period	Span
Rapid Transit	Weekday	6:00 a.m. to 11:00 p.m.
	Saturday	6:00 a.m. to 11:00 p.m.
	Sunday	6:00 a.m. to 11:00 p.m.
Frequent Transit	Weekday	6:00 a.m. to 11:00 p.m.
	Saturday	6:00 a.m. to 11:00 p.m.
	Sunday	6:00 a.m. to 11:00 p.m.
Local Transit	Weekday	7:00 a.m. to 10:00 p.m.
	Saturday	7:00 a.m. to 10:00 p.m.
	Sunday	7:00 a.m. to 10:00 p.m.
Target Transit	Weekday	Varies depending on service.
	Saturday	Varies depending on service.
	Sunday	Varies depending on service.
Custom Transit	Weekday	6:00 a.m. to 11:00 p.m.
	Saturday	6:00 a.m. to 11:00 p.m.
	Sunday	6:00 a.m. to 11:00 p.m.

Table 27: Prince George transit system service span

Service Frequency

Service frequency defines the minimum frequency at which a route operates, subject to meeting the performance standards. Investments to increase service levels will be considered to strategically develop the network or when route performance indicates the route is performing 25% above the target for the routes class.

Type	Period	Regular Service (Peak Service)
Rapid Transit	Weekday	15 minutes (10 minutes)
	Saturday	15 minutes (15 minutes)
	Sunday	15 minutes (15 minutes)
Frequent Transit	Weekday	15 minutes (10 minutes)
	Saturday	20 minutes (15 minutes)
	Sunday	20 minutes (15 minutes)
Local Transit	Weekday	60 minutes (30 minutes)
	Saturday	60 minutes (30 minutes)
	Sunday	60 minutes (30 minutes)
Target Transit	Weekday	Varies depending on service.
	Saturday	Varies depending on service.
	Sunday	Varies depending on service.
Custom Transit	Weekday	N/A
	Saturday	N/A
	Sunday	N/A

Table 28: Prince George transit system service frequency

Vehicle Type by Service Layer

Vehicle type is driven by passenger loads during the peak hour of the relevant operating period. On routes where bus capacity is exceeded, consideration should be given to operating buses with additional capacity or with increased service frequency. On routes where a small bus would

accommodate passenger loads at peak times, consideration should be given to operating a smaller bus (light duty bus) and maintaining existing frequency. A typical approach is to allow standing passengers during peak periods (optimally for shorter runs) but to provide sufficient capacity for seated passengers during the off-peak hours. The table below describes the vehicle types associated with the Transit Future layers of service.

Service Layer	Vehicle Type
Rapid Transit	Heavy Duty or High Capacity
Frequent Transit	Heavy Duty or High Capacity
Local Transit	Heavy Duty, Medium Duty, or Light Duty
Targeted Transit	Heavy Duty, Medium Duty, or Light Duty
Custom Transit	Light Duty

Table 29: Vehicle type by service layer

Transit Facilities

Design principles for transit facilities should conform to the BC Transit infrastructure and design guidelines, as well as the federal guidelines for transportation and transit infrastructure.

Transit Stops

Transit stops and facilities for waiting passengers should include a hard surface landing/waiting area and be universally accessible. They should also include on-street passenger facilities such as, benches, shelters, lighting, waste receptacles, and route/schedule information. Priority should be given for snow clearing at transit stops and the pedestrian connections to them.

Direct pedestrian and cycling connections should be provided to bus stops via sidewalks, pathways and crosswalks, with curb ramps and barrier-free access. Bus stops should be located on the far side of crosswalks, or at least 10 m in advance of a crosswalk. Buses may stop in the traffic lane (with a bus bulge where on-street parking is provided), at curbside out of the traffic lane, or in a dedicated bus bay. Adequate sight distances should be achieved for motorists approaching the bus stop as well as transit passengers crossing the road from the bus stop. Passenger amenities at transit stops can enhance the quality of service for customers and can also have a significant impact on attracting new users. The table below describes what transit stop amenities should be associated with each type of service.

Facility	Amenities
Rapid Transit Stops & Transit Exchanges	Premium transit shelters Bike storage Quality customer information (such as transit schedule and map information) Universally accessible Elevated boarding platform Off-board fare payment Real time schedule information Customer wayfinding information May include Park & Ride facilities
Frequent Transit Stops	Universally accessible Transit Shelter Bench Bike Storage Quality customer information (such as transit schedule and map information

Facility	Amenities
	May include Park & Ride facilities
Local Transit Stops	Universally accessible Bench Transit Shelter May include Park & Ride in rural areas
Targeted Transit Stops	Universally accessible Bench Transit Shelter
Custom Transit	Not required.

Table 30: Transit service type and associated stop amenities

Stop Intervals

Transit stops should be spaced along a corridor at appropriate intervals, in urban areas this is typically between 300 m to 400 m. Transit stops that are spaced too close together lead to slower transit trips and higher transit stop maintenance costs. Stops that are too far apart limit passenger access to the system. Outside the urbanized area, bus stops should be limited to major destinations, points of interest, and residential concentrations. Spacing of stops should be limited on select types of service. See the table below for the appropriate standard for each service type.

Service Type	Stop Interval
Rapid Transit	Limited stops at key locations. Stops are typically spaced 800 m to 2 km apart
Frequent Transit	Frequent stops along a corridor, 300 m to 500 m apart
Local Transit	Frequent stops along a corridor, 250 m to 300 m apart
Targeted Transit	Varies depending on the service.
Custom Transit	Not applicable.

Table 31: Service type and appropriate stop intervals

Transit Priority Measures

Transit priority measures should be provided on the RTN and FTN network to improve travel time and reliability as required. These measures include: signal timing optimization, transit signal priority, regulatory signage such as yield to buses, and geometric measure such as queue-jumper lanes and transit only lanes. See the table below.

Service	Priority Measure	Description
Rapid Transit	Signal	Transit is given signal priority along the corridor at intersections
	Lane	Transit only lanes or bus queue-jumper lands at keys areas of congestion
Frequent Transit	Signal	Transit is given signal priority at key delay points
	Lane	Only if part of the RTN
Local Transit	Signal	Only if part of the RTN
	Lane	Only if part of the RTN
Targeted Transit	Signal	Only if part of the RTN
	Lane	Only if part of the RTN
Custom Transit	Signal	Not required

Service	Priority Measure	Description
	Lane	Not required

Table 32: Transit service type and transit priority measures.

Transit Exchanges and Park and Rides

Transit exchanges are typically located within the activity centres of the community, such as downtown, village centres, and shopping malls, in order to reinforce the relationship with land use patterns. If properly planned and designed, transit exchanges can become effective multi-modal exchanges and pedestrian-oriented sites. Transit exchanges should provide weather protection, seating, transit route and schedule information, lighting, bicycle parking and other amenities as shown in the passenger amenities section below.

Park & Rides should be located in suburban and semi-rural areas to provide residents who live in areas with no transit service or poor transit service an access point to higher quality transit services. Below are the basic functional requirements for transit exchanges and Park & Ride facilities:

Site requirements

- Sites with no significant safety concerns, which provide for direct and safe pedestrian access, and which minimize the interaction between buses and general traffic on adjacent roads;
- Sites that can be accessed safely and efficiently, avoiding traffic congestion and queuing;
- Sites that provide high visibility to pedestrians, motorists and others, minimizing personal safety concerns for transit passengers using the terminals in evenings and at other off-peak times; and,
- The sites must be located to minimize additional routing and costs.

Physical requirements

- All platforms should accommodate standard 12 m buses, including double-decker buses in the future;
- All Rapid Transit stops and select exchange platforms should be designed for articulated buses.
- Buses must be able to arrive and depart from platforms independently.
- Passenger facilities should include:
  - Passenger amenities, including weather protection, seating, illumination, and bicycle storage;
  - Accessibility to all areas of the terminal for persons with disabilities; and,
  - Wayfinding signage and information.
- Transit terminals should also incorporate operator washrooms.
- In addition Park & Ride sites should include parking for automobiles, bicycles and bus stops for transit access.

Introducing New Service

The following guidelines have been identified to determine when it may be feasible to introduce transit service into new residential, industrial, commercial and recreational developments. The following conditions should be met:

- Minimum density of 10 residents per hectare or 10 jobs per hectare measured over a minimum developed area of 10 hectares (i.e. suburban development of single family homes); and
- Road and pedestrian access that provides for safe access and efficient operation of transit service.

Performance Guidelines

What they are and what they define:

Performance guidelines define numerical thresholds and targets for a particular system and its routes and services.

Why they matter:

Working in tandem with service design standards, performance guidelines are a tool that evaluate existing services, identify trends in performance and, based on this evidence, determine how service and supporting features (fares, marketing, facilities, etc.) should be changed to improve the effectiveness and efficiency of the system.

For a service to be efficient and productive, a balance should be achieved between oversupply and overcrowding. A number of measures can establish this equilibrium such as:

- Implement transit priority
- Change service span
- Alter frequency
- Change bus stop spacing
- Reduce/increase coverage
- Bus route changes
- Targeted marketing/Corridor branding
- Fleet type allocation

When system performance falls below or above the set guidelines, recommendations to Prince George will focus on those tools above that maximize efficiency.

Measures

Performance measures have been chosen that evaluate the effectiveness of service planning investments on a system and route level.

System level

The measures used for the system guidelines are:

Average rides per service hour

Measures the total volume of ridership as compared to the supply of transit service.

Cost per ride

Measures the average cost to provide service per passenger trip

Cost recovery

A measure of the financial performance of the transit system usually expressed in terms of total operating revenue/total operating expenses.

Rides per capita

Measures the ratio between transit trips and the population of the service area

Route level

The measures used for the route level guidelines are:

Average rides per service hour

Measures the total volume of ridership as compared to the supply of transit service.

Average rides per trip

Measures the total number of people that board a vehicle on a specific trip.

Route level performance guidelines have been classified into four categories (rapid transit, frequent transit, local transit and targeted transit) to acknowledge different performance expectations based on a route's objective.

Performance Targets

Table 8 and 9 outline the performance targets set for the system and route level. As well as monitoring existing performance against these guidelines, historical trends will also be monitored to determine if the system or routes are becoming more or less efficient over time. Significant variance (+/ – 25%) from the target will place a route on an action list for further investigation and will require more detailed analysis. Routes that fall below the 25% variance will be candidates for corrective action and routes that fall above the 25% variance will be candidates for service improvements. BC Transit will report on an annual basis how the system and routes are performing and this will help guide planning decisions

System Level

The purpose of monitoring system wide performance is to identify trends in system performance and compare the performance of the transit system with other peer transit systems. These measures are designed to monitor the pulse of the Prince George transit system as a whole and guide service planning. This can be particularly useful when identifying system wide impacts of major investments in the transit network such as, development of the rapid and frequent transit networks.

Measure	Target
Rides per service hour	30
Cost per ride	$4.60
Cost Recovery	25.5%
Rides per capita	33.85

Table 33: System level performance guidelines

Route Level

Analysis on a route-by-route basis gives a detailed indication of how individual components of the transit system are performing. A route-by-route analysis allows observations of the impact of service changes and investments made in the past and identifies future opportunities for strategic investment or reinvestment.

Service Type	Boardings per Trip	Boardings per Service Hour
Rapid Transit	25	30
Frequent Transit	25	30
Local Transit	12	25
Targeted Transit	40	60

Table 34: Route level performance guidelines

APPENDIX 2 – PERFORMANCE REVIEW

System Level Performance

Measure	Target	2019/2020	2018/2019	2017/2018
Rides per service hour	30	33.49	32.34	29.18
Cost per ride	$4.60	$3.65	$3.23	$3.87
Cost recovery	25.5%	28.96%	31.92%	29.2%
Rides per capita	33.85	38.67	37.47	33.88

Table 35: System wide performance & guidelines

The system exceeds in all performance measures. Currently, there is an upwards trend in rides per service hour and rides per capita. The cost per ride and cost recovery does fluctuate over time, as the cost to operate the system can increase without necessarily increasing the quality of service.

Route Level Performance

Route	Boardings per Trip			Boardings per Service hour		
	Target	2019	2018	Target	2019	2018
1 Heritage	12	9.3	7.3	25	19.6	14.6
5 Victoria	12	26.8	25.6	25	30.0	29.1
10 Spruceland	12	6.0	4.1	25	28.4	21.1
12 Parkridge	40	19.8	19.6	60	27.5	29.9
15 UNBC	25	15.4	11.0	30	33.8	27.7
16 College Heights	12	11.1	7.6	25	18.0	13.2
17 UNBC	40	9.3	6.0	60	17.2	19.4
18 Spruceland	40	2.5	5.7	60	7.9	23.1
46 Queensway	12	21.0	16.8	25	22.9	19.0
47 Queensway	12	20.6	14.0	25	21.1	15.4
55 Victoria	12	26.4	24.7	25	17.2	24.9
88 Westgate	25	37.3	34.2	30	31.9	32.8
89 Hart	25	28.6	25.9	30	26.7	30.6
91 Spruceland/Hart	12	6.0	-	25	16.2	-
96 Kelly	40	38.7	41.1	60	36.7	37.5
97 Kelly	40	28.7	24.0	60	35.4	36.7

Table 36: Route level performance & guidelines 2019 v. 2018

At the route level, the performance measures have generally increase over time as ridership has grown. Exceptions include:

- 12 Parkridge – Boardings per Service Hour
- 17 UNBC – Boardings per Service Hour
- 18 Spruceland – Boardings per Trip and Boardings per Service Hour
- 55 Victoria – Boardings per Service Hour
- 88 Westgate – Boardings per Service Hour
- 89 Hart – Boardings per Service Hour
- 96 Kelly – Boardings per Trip and Boardings per Service Hour
- 97 Kelly – Boardings per Service Hour

At the present time, it is unlikely this trend will continue into 2020 due to the impacts of the COVID-19 pandemic. Future monitoring of performance will be crucial moving forward to plot the trajectory of the route level recovery post-COVID-19.

The TFP sets an acceptable tolerance (+/- 25%) of within a particular measure. Table 3 below indicates which routes are under performing, are performing within the acceptable tolerance, and which are over performing.

Route	Boardings per Trip			Boardings per Service Hour		
	Target	2019	Performance	Target	2019	Performance
1 Heritage	12	9.3	Within Tolerance	25	19.6	Within Tolerance
5 Victoria	12	26.8	Over Performing	25	30	Within Tolerance
10 Spruceland	12	6	Under Performing	25	28.4	Within Tolerance
12 Parkridge	40	19.8	Under Performing	60	27.5	Under Performing
15 UNBC	25	15.4	Under Performing	30	33.8	Within Tolerance
16 College Heights	12	11.1	Within Tolerance	25	18	Within Tolerance
17 UNBC	40	9.3	Under Performing	60	17.2	Under Performing
18 Spruceland	40	2.5	Under Performing	60	7.9	Under Performing
46 Queensway	12	21	Over Performing	25	22.9	Over Performing
47 Queensway	12	20.6	Over Performing	25	21.1	Over Performing
55 Victoria	12	26.4	Over Performing	25	17.2	Under Performing
88 Westgate	25	37.3	Over Performing	30	31.9	Within Tolerance
89 Hart	25	28.6	Over Performing	30	26.7	Within Tolerance
91 Spruceland/Hart	12	6	Under Performing	25	16.2	Under Performing
96 Kelly	40	38.7	Within Tolerance	60	36.7	Under Performing
97 Kelly	40	28.7	Within Tolerance	60	35.4	Under Performing

Table 37: Route level performance

Where a route is under performing in both measures, it should be reviewed to see if the service can be changed or optimized to improve ridership or if the resources could be better allocated within the system. The following routes warrant a review for optimization and potential reallocation of resources:

- 12 Parkridge
- 17 UNBC
- 18 Spruceland
- 91 Spruceland/Hart

Where a route is over performing in one or both measures, it is eligible for future service expansion. The following routes may warrant additional service:

- 5 Victoria
- 46 Queensway
- 47 Queensway
- 55 Victoria
- 88 Westgate
- 89 Hart

APPENDIX 3 – PUBLIC ENGAGEMENT RESULTS

Phase 1

Customer Satisfaction Survey

Post-Secondary Student Consultation

Prince George September 2020 Service Expansion – New Route

Do you support this new route?	
Option	**No. of Responses**
Support	64
Support, but with changes	10
Do not Support	1
Does not impact me	6

What times should there be trips arriving at CNC?

- 7:00 AM - 8:00 AM (Before 8 am)
- 9:30 AM
- Class starts at 8 - have a trip arrive for 7:30 AM
- 8:30 AM/8:00 AM
- 7:30 AM/12:00 PM
- 7:45 AM
- 9:00 AM
- 10 minutes before 7:00 AM and 8:00 AM
- 6:00 AM
- Trip before 8:00 AM
- Arriving for 8

What times should there be trips departing CNC?

- A trip from campus at 9:30 PM
- Class ends at 9:30 PM - last trip at this time
- Run to 7:00 PM
- 4:10 PM/5:10 PM/3:10 PM
- 2:30-2:40 PM
- 2:10-2:12 PM
- 7:00-9:00 PM
- 9:30-9:40 PM
- Pine Centre closes at 9:00 PM Tues
- Trip around 8:00 PM

Any other comments?

- Weekend service
- More frequent on Sundays and more time managed
- 2 hours later service in the evening
- Something from Pine Center to downtown
- Consider later in the evening for this route (maybe in the future)
- 7 AM-9 PM would work better (groceries after class)
- Stagger with 88 and 89
- Closer with 55
- 9 PM trip from downtown
- Should increase span to 7:00 PM - 10:00 PM
- Route via 10th/15th
- Saturday and Sunday service
- Route via Nicholson, not highway

- Run after 8
- Should start earlier and later - at least until 7 for mall workers (match mall hours)
- Extend hours later (key shopping route)
- Weekends
- Weekend service
- Extend to Superstore and Costco

Prince George September 2020 Service Expansion – Improved 15 Downtown/UNBC Frequency & Express Trips

Do you support these changes to Route 15?	
Option	**No. of Responses**
Support	48
Support, but with changes	0
Do not Support	0
Does not impact me	4

What times should new trips focus on arriving at UNBC?

- Before 8:00 AM @ Nicholson @ UNBC
- 8:00 AM labs

What times should new trips focus on departing UNBC?

- Both UNBC and Nicholson after 4:00 PM
- After 3:00 PM @ Nicholson
- 3:00-4:00 PM
- Express around 5:30 PM
- XX:25 and XX:55
- Rush hours and a few midday (1-2)
- 9:00 PM labs
- PM trips 15 to Nicholson

Any other comments?

- If someone is running to catch the bus and driver saw him driver must stop bus
- 15 is frequent enough, more service on 88/89
- Stop at Foothills for Express
- Saturday and Sunday services to connect with employment
- Pizza Hut/Value Village Plaza (stop there)
- Stop at Parkwood on Express and multiple stops downtown
- Running more frequently at night on Friday and Saturday for getting home safe
- Would like to keep stops
- Align with 55
- Stop at Foothill Nicholson 15th and 97
- Later evening service
- Should still stop at Parkwood
- Do not want express style - keep all stops
- Later service on 15
- 15th Johnson - stop here - about 10-15 on at a time
- Stop at Parkwood, Irwin Street, Ospika
- 15th and Nicholson stop x2
- Parkwood Mall stops
- 46/47 long transfer inconvenient
- Foothills - Ospika @ Plaza (not soccer field skip)
- 15th and Nicholson at intersection not at stop
- Somewhere between O+D timing point to serve school
- Pool and 4th/5th Ave area (stops)

Have any ideas? Comments? Concerns? Let us know on a sticky note!

- 11 PM Downtown back to CNC during the week
- More frequency every 30 minutes would be great
- Improve service reliability on the 55
- 47 weekends run more often
- Blackburn - 8 AM leaving, 3 PM Duchess Park, 6 PM
- More bus stop shelters (more safe) - YMCA, residential areas, Ospika - not plastic
- Later Sunday service
- Improve travel times on the 88/89
- Improve bus stop at Spruceland - busses piling up causing a dangerous situation (x2 bus bays, better marked)
- Bus route direct from college to Superstore
- Irwin St, BC Services office, Tim Hortons 15 & Ospika (stops along route)
- Run busses until 10 or 11 PM on weekends
- A&W 7:45 PM shift end - later bus from there
- Later evening service from CNC 89 to 1. Transfer @ 8:30-9
- Class until 9:30 - can leave campus but no connections (SS, 14)
- Frontage Rd snow removal - one lane traffic. 89 (snow from highways) wider road
- Weekdays #47 or 55 later 9:30 PM to assist with CNC class hours
- 5 on Sundays
- Bus to leave campus at 9:30 PM to Spruceland
- More direct service
- Improve weekend frequency and coverage
- No 5 on Sundays. Would like sometimes (8-1:30, 5:30, 10:30 PM)
- Facilitate information re: Provincial wide transportation to Post-Secondary institutions
- Run #47 until 10 PM on weekdays
- Later service on the 91
- Improve service reliability
- Airport service
- Night classes end at 9:30 PM but have to end early because there is no bus - extend evening service
- Maintenance at bus stops (garbage and snow)
- Improve service reliability. Fix early on-time performance.
- Match BC Transit schedule with Google
- Staff times - Custodial 8 AM-4 PM (4-6 people) and 2 PM-9:30 PM (15 people); Sun/Sat 10 AM-6 PM (7 people)
- Focus on better service to areas with affordable housing
- Have a shelter for the stop coming up the hill
- Run the #17 bus year-round
- Often scheduling finals 30 minutes early or 5 minutes after class - one at about 15 minutes before class
- Route 15 Sundays 8 AM start @ UNBC to 8 PM
- More service in Superstore/Costco area
- Quicker trip from Hart to UNBC (91)
- Later service Sundays
- More community buses
- Saturday Wal-Mart trip from CNC
- Service on weekends is a barrier

- Many routers don't run on Sundays - please add a 47 Sunday service
- More frequency in the evening from school (after 6:00 PM)
- More direct from UNBC to Costco and back
- Higher frequency during cold winter months
- 88 - 3:00 PM after school rush with high school and university
- Route 1 stops too early on Sunday - 9 PM would be ideal
- Gym closes at 11 PM - can we do a trip at that time
- Stop at sports centre - cold long walk
- Need later Sunday service past 6 PM
- Library closes @ 9 on Sunday - have a 9:15 PM trip leaving campus
- Ospika to Wal Mart too long - make more direct
- Drivers need to wait until time to leave (timing points)
- Improve bus stops - University Hts/Tyner
- Consider additions to bus routes - 16, 17, and 18
- Later weekday service (after 7-10 PM)
- Make the 91 more express RTN route - new route to do local residential
- Timed transfers
- Later Sunday service on route 15
- 16 - Wal Mart reverse route?
- Consistency on the route 16
- Airport service
- Bus pull out lanes on 15th like the shop in front of the Pheonix on 10th
- Express lanes downtown from the opposite ends of town (Hart, College Heights, Airport)
- Stop at Parkview/Tyner
- Shorter trip Downtown - College Heights
- Summer July and August kids camps age 8-15
- Transit from the Hart is a struggle. Circuitous - streamline route
- Improve bus stops 15 and Foothills
- More frequent service on the 16 during peak weekday hours
- More #16 trips Saturday 10-11 PM, weekdays 10 PM
- Timed transfer on 88 and 16
- 30 minute frequency on 88 and 16
- More frequent service especially downtown and adding routes in more residential zones
- Introduce #17 bus at lunch hour for students taking 1 PM classes
- Route 1 between 11:30-3 higher midday peak
- Superstore - more frequent trips, later trips
- Improve on-time performance
- Need buses to arrive a little earlier than hour or half-hour frequency
- Park & Ride for Blackburn at entrance of downtown
- Please start the buses at airport or other near to nursery
- 15 min bus service after each bus
- 46 and 47 - 30 min frequency - increase to 10 pm
- Buses after every half hour
- Improve service reliability in evenings (46, 89, 15)
- Late night service improvement
- Faster connection, reduced wait time
- Recorded audio "next stop" notifications and/or text notices for next stop (like in Lower Mainland)
- Bus stops along the route on bctransit.com

- More frequent buses
- More direct routes
- Better service on weekends - longer span
- 46/47 more frequency - 30 min instead of 60 min
- In evening class we get late for home, so bus should arrive after each half hour for evening students
- Sunday service 30 minutes
- Please be on time. Thanks.
- 46/47 run later until 10 (7 days/week)
- 88 bus overcrowded - 15 minute
- Weekend service align with weekday
- More bus info and live bus tracking
- More direct service
- Improve travel times and ease of use
- Improve travel times and ease of use
- Issued new bus on Route 1 Heritage at Ospika
- 20-30 minute service 46/47
- Buses should be on time and more buses provided
- Earlier service
- 88/89 high school trips needed
- Earlier bus on Route 88 to CNC @ 7:30 @ Ospika
- Please provide number 5 bus on Sunday
- Improve bus service
- 1 Heritage by Ospika should be provided half an hour
- 46 and 47 more trips 30 minute
- Night class ends at 8:00 PM but the bus doesn't come until 9:00 PM (30 minute frequency #88)
- More trips on the 88/89
- Please improve Sunday schedule
- Improve Saturday and Sunday service
- Bus facilities provided to Nicholson to Ahbau Street on return basis
- 88/89 - 10:37 leaving Pine Centre is showing BC Transit App and Google
- Weekend service 17/18
- More SSA posters
- Start new busses with new routes and being up there for more time
- More schedules (SSA posters)
- Flag sign should have route destination
- More service on 12
- Getting to Spruceland for 6:00 AM on weekend
- Bus 47 and 15 downtown and uphill - another bus of this number should be provided
- More busses to Hart
- More shelters
- 88/89 connector with the 16 to UNBC
- New stop at Tyner and Ospika
- From Hart to Duchess Port
- Timed connections between 16 and 88 at 10:00 PM
- Ensure all bus stops are accessible especially for those with physical challenges i.e. wheelchairs
- Spruceland 4-7 or Hart
- Lakewood or downtown 4-5

- Neighbourhood to have service downtown in the evenings 6-11 PM 30 min frequency (from Hart)
- 15/16 skips a trip in the evening - why?
- People who live on the 15 pay inequitable for people who don't live on main line
- Stop at Parkview Crescent for 16
- Discontinued fares - why did we take away? Don't like DayPASS
- Length of travel time from W Nechako
- College Heights-Downtown late night return weekend
- Bus stop around hospital, downtown
- Evening service 8:00 PM + downtown routes
- Early 8:00 AM - need to arrive by 7:45 AM
- Later evening service 9:30-10:30 with good connections
- More trips on weekend 15+16 30 min service
- 12 Parkridge - needs to be hourly, needs to run to at least 7:00 PM, not just a school special
- 16 - limited service doesn't need to exist, 88/89 cover it
- More frequency on Sundays
- Late night buses (even after 2 AM)
- Bus to airport - taxi is too expensive
- Improve online information
- Route connections when taking multiple routes
- 12 Parkridge doesn't stop at PH timing point on return trips
- More frequency on the 46/47 and 91

Phase 2

Online Survey Results

When improving transit service on weekends, what should be prioritized?	
Option	**No. of Responses**
Frequency	258
Later Evening Trips	206
Earlier Morning Trips	110
No additional weekend service required	25

Table 36: Responses to question 1 of the online survey.

Which routes should be prioritized when improving or introducing weekend service?	
Route	**No. of Responses**
1 Heritage	78
5/55 Victoria	162
12 Parkridge	33
10 Spruceland/Downtown	147
15 UNBC/Downtown	165
16 College Heights	118
17 UNBC	69
18 Spruceland	65
46/47 Queensway	107
88/89 Westgate/Hart	174
91 Spruceland/Hart	102

Table 37: Responses to question 2 of the online survey.

Which routes should be prioritized for extending service later into the evening on weekdays?	
Route	**No. of Responses**
1 Heritage	78
5/55 Victoria	125
12 Parkridge	35
10 Spruceland/Downtown	142
15 UNBC/Downtown	178
16 College Heights	120
17 UNBC	85
18 Spruceland	64
46/47 Queensway	108
88/89 Westgate/Hart	169
91 Spruceland/Hart	101

Table 38: Responses to question 3 of the online survey.

Should investment in developing the Rapid Transit Network be prioritized over the other proposals you've seen so far?	
Option	**No. of Responses**
Yes, this is my highest priority	89
Yes	132
Yes, but after other service improvements	83
No	79

Table 39: Responses to question 4 of the online survey.

Yes, but after other service improvements

- I don't know what the other proposals are.
- New swimming pool area
- St Lawrence and Southridge are not connected to UNBC, downtown, etc. People with disabilities or those without cars have to walk way to far
- Service to Blackburn
- Addition service to Blackburn first
- Bus to the BCR Site
- Adding service to Blackburn
- Blackburn
- Adding route to Blackburn subdivision
- Expansion of routes to unserved
- #5 run on Sunday
- #5 run later, #47 &#46 run every 30 minutes
- Eg. fill in the gaps in the current schedule (15 up at 7:06 and 8:36 pm, 15 down at 8:06pm, 10 from downtown at 8:17 and 9:17pm, etc.
- Additional runs need more extra buses on route
- buses running every half an hour up the hart and more community buses
- expand to Blackburn and other areas in city limits without service
- Extended service routes
- More direct lines from key city neighborhoods to downtown
- Bus to airport area
- ok
- Blackburn/Pineview Area needs a route!!!
- We need buses out to the BCR site
- After improve the 46 and 47 hours and weekend service for every half hour
- Water treatment plant
- College heights to downtown
- Reloadable transit pass like down south please
- More routes to areas without bus service
- The 16 route to college heights from UNBC needs to make the bus stops safer with sidewalk and crosswalk, and another stop at Parkview
- Do things like follow up on drivers who don't park in the correct location in the exchange bay or who leave ridiculously early or late because they want a longer break...these are issues that should be fixed first before adding rapid transit.
- Increased frequency of regular routes
- It takes me an hour to get home from downtown (compared to 15 minutes) on Sundays because the 5/55 only runs the one way.
- Buses frequently run late or EARLY with no explanation. Therefore it is necessary to be at the bus stop at least five minutes before it is supposed to leave the previous timing point, and the

system considers it acceptable to be up to 10 minutes past the timing point. That's too much variability (with the exception of poor roads, but being early is no excuse ever). Bring back the transfers. Fill in the gaps in the current schedule (eg. 15 up at 7:06 and 8:36pm, 15 down at 8:06, 88 at 8:03 etc.

- Extended service hours
- Bus tracking
- Direct routes to UNBC from neighborhoods north of 5th ave
- More services for route 12,and Sundays starting earlier
- Improve transfers
- Busses more accommodate with Disability appliances. Scooter, walker, oxygen trollies.
- Frequent Transit Network
- More routes are needed
- Super important, obviously, to have faster service, but could also look at fixing the problems with the current service first (eg. why no 5 on Sundays? why gaps in the schedule in the evenings?
- more frequent trips in daytime
- more frequent trips on evenings and weekends
- There is only one bus along HWY 97 to the Hart, and the service to and from that area is dismal. It hasn't been upgraded in years. THAT should be a priority.
- residential density improves and protected cycling lanes
- There is nothing Blackburn way and airport and industrial way
- 5 and 55
- There should be a commuter service with two stops from College heights to downtown, and another one from the Hart downtown - less stops and more direct might get workers to actually use it. Have a car park lot designated as well.
- Expansion of routes. Sorry if they're on this tiny map I can't enlarge so I can't see
- earlier mornings and later evenings
- more covered shelters
- Improve frequency of 17/18 and the 1
- Frequency
- If you include fast service out of the hart
- #10
- People with mobility problems wish for better service to grocery stores. ie. Difficulty getting to Super Store from downtown.
- 46 later service, 47 run on Sundays
- Your current schedules make no sense and are super confusing for people. Eg. Sometimes you need to transfer from 10 to 1, but sometimes you stay on the same bus. Usually the 15 turns into the 16, but not always. Other systems don't have this issue so why can't PG figure it out?
- More frequent service on 5/55
- A BCR route
- more coverage
- safe bus stops
- Include the Hart
- more bus shelters
- express route to hart and college heights
- YXS huge priority
- improve service 1st ave west of Ospika
- as well as other routes need to be improved
- Better connection between some route's

- Have the same service Monday thru Sunday. Not Saturday and Sunday service. Have the same for all the days.
- The weekend service should be the same as the weekday service we should not have any difference in the services. Some days it's very difficult to get around because you're so used to weekday service and then you have to go oh is this Saturday or Sunday service it can be very irritating to move around the city.
- Need to cover more area , in college heights people have to walk more than kilometre to get to bus
- Transit needs to go as far as the airport
- High schools. This is great for high schools
- Sunday service
- Frequency in areas of high need such as pockets of low income houses
- Service to Blackburn , we pay city taxes too
- Needs to be earlier in the morning and later at night
- Airport run
- Should also stop at Spruceland
- Later nights for those who work at those times
- After airport service
- Blackburn area

Do you have any comments or concerns related to any of these proposed changes? (Breaking up the 88/89)

- It is frustrating enough having to deal with so many transfers, with waits in between, in order to get somewhere. From Superstore, it takes nearly 45 minutes to get up to UNBC, because of transfer delays.
- This is much needed. Currently the bus to CNC is super congested throughout the day.
- No
- I agree. The bus to the college is always crowded.
- Subdividing routes into 2 or more segments increases the cost to customers who wish to make one way trips only. With the removal of transfers in the most recent "service " change the cost of many one way trips has doubled. The city, in its wisdom, discourages one way trips and therefore increases customer costs by making the cost of a one way trip to equal or exceed the cost of a new day pass.
- Not sure why the college heights van way puts everyone the wrong direction. Another route should be added for St Lawrence Southridge area that connects to UNBC and downtown directly. Catching a bus to the downtown area, or even the aquatic centre should not take over an hour. Likely the reason the bus isn't used.
- Why are you thinking of adding service to these areas when you don't provide any service to Blackburn at all?
- no
- Focus on areas of the city that do not have bus service yet.
- Blackburn to down town
- N/A
- No
- How about service to Blackburn with a parking lot
- No
- Nil
- It takes too long to get anywhere by bus. Walking is faster than trying to take the bus anywhere in Prince George

- Breaking it up would reduce times for some people
- Spruceland Exchange-Westgate Exchange & Hart Spruceland Exchange transfer from one bus to the other keep wait time under 5 minutes
- Good idea BUT this will force more people to be charged twice for one bus ride (because you guys got rid of the transfer option). Bring back the transfer! I hate being charged twice for one bus ride when I only take one ride a day so a day pass is useless to me!
- Don't change the routes just add to them the customers DO NOT read the riders guide therefore the changes need to simple. As a public transit user, to this day the 1-10 & the extra is still confusing as fuck. Additional busses are needed to reduce the amount of times the customers have been rejected because of a full bus and so transfers are made. It would be extremely helpful it there was a EXPRESS bus that only stop at the following: Hart center, Spruceland, pine center, and Walmart.
- Possibility of missing transfer at Spruceland Exchange means travel from Hart to Westgate difficult
- I would like to see the frequency of every 15 to 30 min as well maintain the overall route from Westgate to the hart as many people still depend on that 1 route to get from the hart to Walmart and the mall. Much easier with just one route
- I trust your judgment to make the system better in this regard.
- Agree with it.
- I love how much you have written about college heights and how much change they need but you've only put a sentence on how the hart is going to change and from what I can see you going to extend times to the hart to allow quicker times to college heights at least that's what it looks like on the map
- No
- No
- These changes mean more switching from bus to bus, which means missed connections. Also, now that transfers are gone, it will be more expensive. Keep it the way it is.
- No
- For the proposed west gate / van way route, is there a possibility for the line to expand to some of the stops that only the 12 special route services? Mainly the stop on park drive and the stop on bunce rd.
- This would definitely be helpful for potential transit commuters that live too far from the furthest reaches of the bus zones to commute well. I hope that there are proposed routes for hwy 97 south as well
- Instead of that make 2 lines - one going from Westgate and college heights to Spruceland but passing in close proximity to the hospital and the other from Hart to Spruceland
- Yes, the long route is a great way for Tourists and New Members to town to get to know the city.
- No
- I would like to see the 91 run every half hour instead of once an hour as wait to long after get off one bus to catch the 91
- agree
- No
- No
- These changes would be good if they provided more routes and faster service from the Hart down to Spruceland as well as from Walmart to Spruceland or that the entire route would be faster in general. However I'm not going to want to have to transfer three buses to go from Walmart home to the Hart with all my groceries as that's a lot of shuffling groceries/strollers and kids.
- Better times for weekends
- More frequency

- Too much of a hassle
- The extended routes are working maybe just more buses on them. Biggest improvement could come from better laid out maps vs buses and better info on what busses change # at exchanges. Makes our PG transit system very difficult to navigate if you don't know
- No
- No
- Long route times going end to end with lots of long and frequent stops
- Creates more transfers which means more money for you guys since you double charge for them so all good from your perspective...
- Wait time between transferring from one section of the 88/89 should be under five minutes.
- There should be a bus stop on North Nechako by the convenience store to service that neighborhood better
- N/A
- Great idea
- More direct route to Westgate almost like the school run #12 bus to downtown area, Pine Centre, Spruceland.
- I see the benefits of this plan so long as the routes are coordinated so that exchanges between them is possible. In addition, I would like to see that the 91 service to the Hart stay the same after the new Hart/Spruceland route is added. Locations are accessible through the 91 that are not accessible through the new proposal
- Great changes.
- Does shortening these routes increase the frequency in which buses leave?
- No
- No
- Increasing the number of transfers needed for a given trip within any transit system is a universally recognized factor that drives down ridership. Do not carry this out.
- Means a longer walk to meet the red line bus, perhaps 3 connections rather than 2, with likely-hood of missing connection increased. Will 47 meet connect on time for red line at Nicholson? If that connection is missed, there is no other (quick) connection between Nicholson and Spruceland besides walking.
- Some people still need a direct route end to end. Could we run the route straight through twice a day and still call it the 88/89?
- Each time there is another transfer, it takes more time to get across town, plus people get charged double for the privilege. Bring back the transfer!
- ensure above than adequate service for rural regions
- I think it's great to break them up, as long as the transfers work out and the other drivers don't leave before picking up the transfers. . . (it happens frequently)
- Transfer times are critical! The proposed plan is alright, provided transfer points are met with ease
- No
- We used to use the bus as our primary transportation but working in the bowl and living in college heights wasn't a viable transportation option because it took so long to get downtown from college heights. I would be thrilled if this helped! Even for peak work commute hours.
- No, I think this is a good change as long as frequency is improved
- No
- A direct route from Hart to Downtown would be very useful.
- If you do this, you could merge part of route 12 into it by extending the route to the mailboxes past vanway
- Breaking up 88/89 sounds like a good idea...just so long as it is implemented correctly.

- I like the more direct route proposed, and I like how the separation points allow for increased frequency in primary areas, IF there is reasonable transfer timing moving between the 3 zones.
- You need service down chief lake rd. to foothills
- No
- It takes an incredibly long time to get anywhere in PG on transit. When you add wait times our family has found that it is faster to walk than ride the bus
- I'm all for better service but it seems odd to add more transfers when you just eliminated the transfers and now charge for them....seems like a money grab to be honest
- Just safety
- Will it mean that service to the Hart will improve in frequency and duration? It takes me 12 minutes to drive downtown from the Hart, and an hour to take the bus. I feel so strongly that it's all good and fine to play with existing routes, but until we increase frequency of buses, we won't have higher rider numbers. Because when you have to wait half an hour between buses, there's no point in taking one. There should be buses for major routes along the highways that go directly downtown.
- yes
- That the timing between routes might not be aligned and ends up being worse than it already is
- This is trash. Breaking the bus up will just male people later than they usually are because of the inconsistencies with the schedule versus payload of riders. I don't know how many times I've tried to transfer to a bus and it's so far behind it might as well be ahead, or the driver is ahead and they don't wait long enough at transfer to keep their momentum. Is this a serious idea or bc transits idea of a joke? Ffs... Get with the program.
- As long as there is time to transfer from one part to the next part on the route so I would still get from the hart to west gate in the sameish time as now
- No
- How is this work for people who goes to work in these morning or at night
- Until you deliver a more efficient, less stops, downtown service from outer areas, you'll never get business workers.
- not a huge issue to me
- Routes towards Blackburn/Pineview area would be helpful. Infrequent would be a great start.
- Breaking up this routes into several smaller routes will likely only force more customers to purchase day passes because one way travel costs could now require up to use of 3 buses to complete a one way trip. With the elimination of transfers in Sept 2019, a one way trip on 3 "new route" buses would cost 3 individual fares ... one fare for each bus used.
- Would there still be the same length of time for pick up at Spruceland for either direction: every half hour?
- Looks Great! Way better than current approach.
- No comments
- Make sure connections with other routes work
- It's about time and we need to include all areas of the Hart in the expanded service areas
- No
- I would prefer the routes start at Pine Centre not Spruceland
- Wait times to transfer from one bus to another should be limited to five minutes. Add another bus shelter at Westgate and Spruceland Mall
- We would like to see city buses go up North Kelly Road, please.
- If breaking up into 3 routes, add more route coverage.
- no
- I doubt it matters as you have already been paid off for these changes
- no

- Bring back transfer and have them expire 90 minutes after purchase like the Lower Mainland and that will make breaking up these routes easier on commuters
- Some buses come early, some come late, and every time you meet up with other buses, you must be there for a long time to account for the early and late buses, which adds time to the trip (eg. 15 up from downtown to the UNI takes far longer than it would to drive, mainly because of sitting and waiting for connecting buses.
- Since transfers are no longer available for travel in PG, increased route divisions will result in increased cost for passengers making a one way trip. Removal of transfers has already doubled the cost of one way travel on 2 of the 3 routes in my area. I order to reduce the cost of a one way fare, I am now forced to use a route that operates once per hour. The other 2 routes, which operate every 30 minutes require a transfer and therefore cost twice as much which forces me to buy a day pass for
- I would recommend only if the buses are reduced in size. Ridership levels are far too low to warrant full size city buses.
- Looks good
- A good idea to reduce the length of time this current route takes. Concerned about if stops are on highway
- What would the proposed roll out be, as this does not appear to be conducive to phased implementation. 2) Are there any changes to rider costs, i.e. transfers from one route to another? 3) What is the expected time savings for riders under this new model?
- no
- Speaking from a Hart perspective. I think it makes sense to have a Hart-only route that links to the 89 instead of the 89 looping.
- I live in Vanway, I would love to take the bus (as I use to before I moved). I like the proposed changes. I think there should be an agreement with the Bon Voyage to let people taking the bus, park at the Bon Voyage. It is about a 20 minute walk for me and with young kids and don't have enough time to take the bus and do daycare pick up. But if people could leave their car (or bike) at the Bon Voyage, the route would serve more than just those in walking distance.
- Long past due
- They need to stay connected and travel longer into the evening
- some people might have to change buses too often, don't know how many that might effect
- that there is express option in the morning and evening weekdays from college heights and hart for works and an advertisement campaign to promote leave your car in those areas and using transit to get to work
- Looks great!
- Looks better but service along Westwood Massey to range road preferred, with far more residents
- I know all buses are equipped for wheel chair access and scooter access but I really wonder if my scooter will be able to fit on the buses without me taking the handyDART bus with my medical scooter
- I like these changes. But the timing needs to change. Need more times so when high capacity time and bad road and heavy traffic conditions are taken into consideration.
- I like this it all being broken up. But one thing needs to be taken into consideration is the timing points. The traffic patterns the heavy traffic the heavy ridership and road conditions should all be taken into consideration when timing points and connections are made
- No
- No
- I feel apprehensive only because transfers go wrong often. Drivers don’t show up, or are late.

- I think it's a good idea, although people traveling across the city may complain about having to buy a day pass instead of just saying on one bus. On the other hand for bus drivers I think the smaller routes are more manageable.
- No
- No, but if there is service to Vanway there should be service to Blackburn. My house is closer to city center than Vanway is to city center.
- No
- These exchanges will must make things more complicated. Most drivers do not connect with desired bus in time and as a result I have to call cab or walk or wait 35 min for next bus to arrive.
- it seems pointless
- I feel like the Westgate/college heights wouldn't be that useful. Why not have the college heights always hit Westgate plaza and Walmart?
- Never hurts to try
- Breaking it into three routes would require passengers to get the all day pass rather than pay a single fare
- Yes please consider these changes
- Looks good!
- Yes, ask about service needed in the Blackburn area
- No, this should improve reliability of route frequency.
- No
- Vanway routes definitely needed
- No
- No
- Why can't I track my bus like skip the dishes so I don't miss my bus

Do you have any comments or concerns related to any of these proposed changes? (Improving route directness by breaking up loop routes)

- Same as previous, transfers can create more delays and more time concerns than the concern of walking a bit further from your station.
- No
- These new routes, as stated, will often result in customers being required to take 2 uses with the cost of 2 fares where one fare was previously required. The end of transfers by the most recent fare change increases cost of a one way trip for many passengers.
- Reduce travel times. PG transit is ridiculously slow to use
- Since you are forcing people who transfer to pay double you need to reinstate the previous transfer policy before adding in any more routes that require a transfer. My transit costs have doubled since your policy change because I use one bus ride a day, not every day, and it always has a transfer. Do not do this to anyone else!
- I love the new proposed changes since this Wilkins streamline process to get to the destination without going on multiple routes and stops.
- no
- I live in city limits but have no bus service to my neighborhood so these changes will have no effect
- As long as signage is clear and transfers are short so the person doesn't have to wait for long, I think the proposed changes look fine.
- Make it easier not more complicated
- No
- No

- I like that idea better.
- In cold weather waiting for next bus
- Seems a little suspicious that fares were recently changed so that you cannot get a transfer slip and now you want to break up one seat trips. Good for higher earning potential. Bad for customers
- It is ridiculous that you need to transfer for most location in Prince George. A 10 minute trip should not take 45 minutes and have to transfer
- No
- Imperative to post maps of new routes at ALL bus shelters. Increase # of bus shelters, repair leaking roofs, provide indoor seating in existing shelters (the shelter at Westgate mall is standing only, install seating that discourages people from lying down, increase frequency of removal of garbage, drill drainage holes in outdoor benches so puddles of water do NOT accumulate, reduce wait time at 15th Ave. exchange for #5 & #55
- Come to the airport
- See my previous comments about transfers! I'm all for more direct routes (believe me, it's bloody irritating to take twice as long as the actual driving time, just because you go in circles through residential areas...) but PLEASE allow us to transfer without being charged twice!
- maybe get the consultant before talking about the changes because to me so far the only thing you actually have a plan for is collage heights
- It would depend on times. Currently I take the 55/5 as it is the only bus that comes down to the lansdowne road stop. However the 55, which I and many others take to get to work downtown, is consistently late and I cannot reliably use it to get to work on time. I have to take the bus an hour before my shift and find something to do, or I risk being late daily. It would be nice to have the 55 get to the downtown/7th stop 5-10 minutes earlier so workers can be at their jobs reliably on the hour.
- No
- A great idea as long as the areas that are out of the way on routes now aren’t removed/left out
- There are no changes needed for these routes.
- No
- Definitely more direct/linear routes to reduce travel time and go directly to your destination! Places like Pine centre Mall, CNC, Westgate etc
- This one doesn't affect me and I can't think of any reasons why this proposed change would be problematic
- No
- agree
- More direct, linear routes please!
- Frequency and ease of use are the highest priority
- I would hope the connections would line up in a timely manner
- leave it alone
- Transfers can be tricky. I would hope for some coordination so people wouldn't wait long for the transfer. Also, riders should only have to pay once.
- This may be confusing at first but would be a fantastic change. It is like this in larger cities such as Edmonton where I utilized public transportation.
- More direct routes from Spruceland to downtown, Costco/Superstore to Spruceland and Pine centre to downtown would definitely be an improvement as these buses take forever to get from place to place currently. The smaller neighborhood stops could be serviced by shuttle buses that connect with the main linear routes. Less cost for the buses as they would use smaller buses with less fuel waste and more ridership.
- Have a 47 bus on weekends
- I love this idea!

- Transfers should be timed and not good for just one transfer
- Too much hassle
- No
- No
- As above.
- #5 needs to run later in the evening and it should run on Sunday. #47 should run on Saturday and Sunday and run later.
- Bring back transfer slips please
- Many people would like the option like Vancouver has.
- I can see advantages with this proposal. Personally, I use the 5/55 routes extensively, so as long as I can reach the same locations through the new plan I would be pleased
- The visual on the right doesn't make sense to me. Using actual roads instead of gestural arrows would be more useful.
- This is an excellent idea!
- The transfer process needs to be efficient, easy, and not have any additional cost for the rider who, under the loop system, could make the trip with only one fare.
- no
- Am unclear about how this would look. Greatest concern is making all of the connections. Do not care about changing bus, as long as connection made on time.
- You have other routes that already fill this suggestion. I heavily rely on the 5/55 and would prefer no change to the routes, just more runs and both ways on Sunday!
- Faster trips are obviously good, but each transfer takes time and may not be at a location that is easily wheelchair accessible or easy to navigate for seniors or people who are blind.
- connection/transfer times are very important to consider
- If these are broken up make sure the transfer point is in a situation where a person does not have to cross traffic to make the transfer if possible
- Impossible to comment without more information. Would the frequency for all routes be at least the frequency of the current 5/55? it already barely works for convenient transfers outside peak hours
- Hitting downtown neighbourhoods is a must.
- no
- As someone who occasionally suffers from mobility issues, the 5/55 route is closer to my house, but the 10 will take me home a good 20 minutes faster because it's more direct, assuming I can walk the extra distance. Seeing more direct routes, even if it means switching busses, is such a time saver, assuming the transfer does not rely on a lot of wait time or walking between stops.
- No
- I like the change, but please make it two ways as opposed to one way as indicated on the map. If it was both ways, I would utilize the service more
- No
- They look good!
- Anything that reduces/eliminates the need for transfers (a significant problem for the PG transit system) would be an improvement.
- this is a good idea
- YES YES YES. The loop routes, especially at times when only one direction operates (weekends), is a major reason I don't bus more often. It may be a "one seat ride", but more often for me it turns it into a "zero seat ride" by taking other transportation options.
- It’s a good idea if it increases frequency and area around the hart
- The direct transfer from bus 16 to 55 that takes place at spruce land. would there be an exchange offered sooner or later? that route is already very long and could be cut much shorter
- No

- Shorter routes with more frequent pickups would help. Maybe smaller busses would be more economical. I think PG has a low user rate due to how long it takes to get anywhere
- I'm all for faster service and linear routes would help, but see above for comments on transfers.
- If you get rid of some of the middle stops then people would have to take longer to main bus stops. Ex. Pinewood and ospika stops.
- Direct routes are great, but there should also be smaller, feeder routes that service inside neighbourhoods and only those neighbourhoods to deliver people to the main routes. And ALL buses should run at LEAST every 15 minutes. That's how you will increase users, by making it more convenient to bus than to drive.
- Good idea
- No
- In winter jumping from bus to bus would make the trips unbearable, mostly for the elderly and sick
- ARE YOU FVCKING SERIOUS?! OLD PEOPLE TAKE THIS BUS! WOW!
- Where the exchanges occur, pedestrian must be enhanced for the safety and comfort of transit users
- Would be beneficial to have a more direct route for kids to get from south Fort George to PGSS as it is a 3-4 km walk to their catchment school. Current arrival and departure for high school students and PGSS are not well timed with their bell schedule.
- I would have to think and see the plan
- Sounds good
- It's all about the amount of time for regular users - some direct with less stops.
- One potential problem with breaking any continuous routes up into multiple different routes would be those who have disabilities or mobility issues; try to ensure that any connections can and will be made as even I, and able bodied person, has been left behind during exchanges due to poor communication, and I can imagine this problem could be worsened for any people with mobility issues. However, there could already be things in place that deal with this concern that I am not aware of though
- Breaking up 46/47 and 5/55 routes into 2 bus options will only result in increased costs to customers. What was a one bus trip will become a 2 bus trip. Since transfers were eliminated in Sept 2019, the cost of a one way trip will double if routes becomes a 2 bus division.
- On No. 47, it would be nice to have it leave downtown every half hour; also No. 46 leaving Pine Centre every half hour.
- No comments
- Make sure connections work. I don't want to be waiting 20 -30min to transfer to another bus.
- No
- I think this is a good idea. I live on the 46/47 route and personally always found it took too long to get anywhere for me to ever bother using it.
- Yes do it
- No
- Our household doesn't use public transit because of the amount of time it would take to get to work in the morning. More direct routes could change that.
- The number of transfers needed, especially during the winter is a concern
- no
- Bus stop areas would need better upkeep, especially in the winter months
- My son goes to Connaught Youth Centre to attend Air Cadets on Tuesday evening. We live on 22nd Ave. My husband works downtown on 4th Ave. I'm concerned route#55 would involve a transfer if changed. Why not just increase frequency to every 30 minutes, use a smaller van bus rather than create a new route?
- Looks good.

- No
- Do bring back every 1/2 hour service like it used to be before BC Transit took over. Also add more coverage of east end of City. As is, the east end of the City now is faster to walk than taking a bus.
- no
- I doubt it matters as you have already been paid off for these changes
- no
- no, only concern is to the waiting time, if below 5m, then go for it
- Bring back transfers. I think the people who are on this planning committee need to ride the bus like a regular person.
- Here's what you should do to improve transit: make the drivers run on time (not early) and ask that they not stop to do unscheduled bathroom runs except as an emergency (hey, it happens to us all at some point, I get it, but shouldn't be a regular thing), clear the sidewalks and shelters out, deal with the ice (yes, I know the city is responsible for this, but if I can't get the stop, I can't take the bus), reverse the transfer policy to avoid penalizing people based on YOUR ridiculous routes...
- Breaking up long routes into smaller segments forces customers to purchase a day pass for twice the cost of what was a one bus trip.....thanks to the removal of transfers by B.C. Transit in September 2019.
- I have lived in Toronto and Vancouver. This works well there, it wouldn’t here in PG.
- makes sense to do direct routes and transfer, on Heritage route certain time of day bus to connect to university takes almost an hour for a ten minute drive
- Increasing transfers with recent removal of transfers will be a challenge. Also depends on what people or uses are missed along these routes.
- How would this new linear route system mesh with the proposed changes to the Hart/Van Way routes?
- as long as costs are kept close to the original long route
- no
- More transfers mean more expensive fares
- Instead of having three buses go back and forth, have clock-wise and counter clock-wise options.
- I find the day pass a great way to use the system. Better than a transfer which only worked once. However, riders need to let the driver know the next bus they need to catch so the transition works.
- Long past time
- Its winter here half the year. Single seat means you aren't freezing over and over again waiting to get somewhere
- The issue with removing the longer routes and going to direct route where people may have to change buses or wait for the next bus is the infrastructure for waiting is very lacking especially cold, rain and snow events currently. Like to see heated bus shelters (like Calgary) at the main exchanges and covered shelters at popular stops with adequate lights and movement for safety. Also allowing for revenue generation with advertisement possibilities
- VERY VERY positive!
- Minor changes to circle preferred. Take out Lansdowne spur, and use westwood better.
- I have not taken a city bus in ages since I found out I had MS and am a bit Leary taking my medical scooter on the city buses
- Looks good. I would like to get home quicker.
- I hope this works as well as it looks like it will. I certainly would like to get home much quicker.
- Linear routes are best, but frequency or guaranteed connection would be important in winter.
- No

- No
- I agree
- I don’t really understand this plan as much as the college heights/heart one
- Sounds good
- no
- No, just as stated before
- no
- This is the biggest waste of time I have ever seen. Are the people who make these changes high? Are they even from here?
- Yeah. It's unnecessary.
- I agree, break up the longer routes
- If there is possibly a way to have the street names announced and or displayed, for those who are new or just zone put on occasion
- Breaking it into three separate routes would cause some passengers to require an all-day pass rather than a single fare
- I think it would help with the BC transit budget, as well it would result in shorter bus times which is beneficial for all.
- Glasgow, Scotland for many decades has had a circle route around the city with linear connections running through the city. The wheel, spoke system works very well. .
- I think a large loop with linear connecting routes works well, Glasgow, Scotland has the wheel and spoke system
- This could work as long as the transfer/numbering process wasn't too confusing (like the change from the #1/#11 to both directions being labelled #1 - which #1 do I need?)
- No, looks good
- Direct routing would be more efficient in some instances (i.e. splitting off the 46/47 for a more direct routing along Queensway); however, if the 5/55 should be replaced, consider an option where a new route goes from Spruceland via 5th, Ospika, Massey to Pine Centre, then down Westwood to end at Costco.
- Less transferring is better. There are people new to transit all the time because of our growing community. Transfers can be confusing
- I fully support the idea.
- I am strongly in favour of replacing the loop routes with linear routes
- Good idea!
- No
- It would be beneficial to be able to track my buses like tracking my skip the dishes order

Would you like to see this service implemented?	
Answer	**No. of Responses**
Yes	268
Yes, with changes	60
No	31

Table 40: Responses to question 7 of the online survey.

Yes, with changes

- Schedule should also with key flights
- You forget about the many thousands of people paying for this bus service in Blackburn . Till this happens service to the Hart and college heights and UNBC should be halted
- Not until transit in the bowl meets a basic minimum standard
- It should be available every hour with pick up from down town and pine center
- Blackburn Community should be included
- Include Blackburn
- Include Blackburn, we pay taxes too.
- Blackburn area
- To continue to Blackburn
- Blackburn
- Add Blackburn loop
- Include Blackburn community
- Should go down Johnson to old Cariboo to Hwy 16 to town in a circle
- I think the route should go to the airport, but instead of going straight back it should go down maybe Johnson to the old caribou highway and down hwy 16 then back to the mall
- Not a bad idea, but please fix transit to a minimum level in the bowl first.
- going into the actual industrial area
- Adding route stops to the downtown core then Pine Centre as both areas offer many hotel accommodations.
- Start from Sprucland Exchange
- The downtown exchange would make more sense as people coming from the airport are going to be going to the hotels.
- I think it should loop out at hwy 16
- Extend into Blackburn to the school or hall.
- Shouldn't just be about workers, also coordinate with departure and arrival times.
- Include a few stops within the BCR site and a stop at the gas station at the top of the hill by the lights to the airport for potential commuters from the 2 different mobile home parks off of Sintich
- It should also stop at the gas stations at the top of the hill and across from Blackburn school to better serve the people out there
- Have it extend to by Blackburn school or Pineview School!
- Have a bus to go from the airport to town and town to the airport
- As a loop to old Cariboo and Hwy 16 and thru downtown
- via highway 16
- start route from downtown PG then connect to Pine Centre
- Not until existing routes are fixed.
- the downtown exchange would allow the service to be accessed by people who are in hotels in the downtown area which has a high density of visitor accommodations
- Risk of bus being overcrowded with luggage. Risk of people parking to access bus to airport.
- The service should serve downtown and possible the university on key days (Friday, Sunday)
- Only after the other problems (mentioned previously) are dealt with.
- just to industrial area east of the Fraser River, not airport

- Route schedule should conform to flight times.
- Loop the service from airport direct to downtown past jail
- Fix the current system first before adding routes.
- starting near downtown hotels
- Blackburn and bittner E. And West are in city subdivisions we would like transit...and boundary to inland kenworth
- Add in a connection directly downtown as well as to The Pine Centre Exchange.
- If you offered a park and fly at pine centre mall or in the vicinity it may receive greater usage.
- Service would have to be very early so travelers could catch 6am flights.
- i heard there is minibus going to, if so, then there need to make a special bus route
- We should get light rail like a train running out there. I don't think you should just consider shift workers as some companies have casual employees that don't work the usual hours.
- fill in the gaps in the current system first (eg. random buses that are not on the schedule, like the 15 up at 7:06 and 8:36 that should exist but don't...
- Bus routes going east to at least Giscome fire department
- Is there an opportunity to loop it to Highway 16 to come in through downtown? Depends where people for airport (employees) and industrial areas may come from. Could industry supply this needs information.
- could also loop through highway 16
- Blackburn needs to have some service.
- It doesn't go to the BCR. Airport people can take the shuttle bus
- Possibly with higher fee (5.00) for access to the airport like other urban centres and aligning the bus schedules for times for the majority of flights leaving and arriving times. Also having a vehicle that would permit large bags like they have for the Edmonton airport bus service would be a benefit.
- perhaps return trip from YXS to downtown via highway 16
- With only 2-3 runs per day 8am, 1pm, and 7pm
- a bus route to the airport would be nice
- Add in Blackburn, like Airport to Pineview store to Blackburn community hall to Eastway Esso or 7 eleven to first avenue...
- Should start downtown. Hotels, right?
- I think the route should be through the BCR industrial site and up Sintich rd, then airport, old Summit Lake to highway 16 and back into town over the Hwy 16 bridge
- And service the Blackburn area
- access to more of BCR site for employment opportunities...do a loop through sintich/pacific street

The route could start from three different exchanges; which exchange should the route start from?	
Choice	**No. of Responses**
Downtown Exchange	102
Pine Centre Exchange	187
Nicholson Exchange	52

Table 41: Responses to question 8 of the online survey.

What bus stop amenities are a priority for you?			
Amenity	**1st Priority**	**2nd Priority**	**3rd Priority**
Shelter	109	46	41
Seating	28	61	64
Lighting	57	62	78
Schedule Post	48	63	52
Flag Sign	62	47	63

Table 42: Response to question 9 of the online survey.

Are there specific bus stops that need improvement?

- 105300 (Ospika / Pioneer)
- College heights
- Ospika / Pioneer
- All bus stops served by 2 or more routes need to have signage indicating routes serving the stop. Such information, posted by many customer friendly, transit systems are missing in Prince George
- Put the schedule poster at eye level and bigger letters so people can access it.
- The one at spruce land mall leaks when it rains
- Lighting and shelter are key
- Service kin the Pineview and Blackburn areas.
- Unsure
- The not a bus stop in Blackburn
- Na
- Almost all need be checked daily for cleanliness. It is almost a guarantee to find needles at any bus stop
- I have been told (by transit) that a person waiting at a bus does not mean the scheduled bus will stop (this would create great delays if the bus actually had to stop at each scheduled stop). I was told that the person should, upon seeing the bus coming, get up and wave their arms in the air to ensure the driver knows that you actually want on the bus.
- Westgate Exchange needs indoor seating Spruceland Exchange needs two more shelters & fix leaking roofs of all existing shelters, need a shelter at Westwood & Ferry, drill drainage holes in outdoor benches, put a bench at stop South of Victoria medical Building
- Nicholson exchange towards downtown, 15th and Tabor (15/55 transfer point), 15th and Foothills (to UNBC)
- All the bus stops need to have shelter and be extremely informative and very lit up
- Don’t do unfriendly things to the homeless like the seat without backs, I’d love the rolling benches so you can make it so they aren’t wet
- The lansdowne road stop needs shelter as the seat is frequently wet and unusable. Many of the people who live down there are elderly and need a place to sit.
- the stop by Perrin Rd on route 88 needs a light at least
- The bus stop numbers on the flag signs are currently so small that they cannot be easily seen.
- All bus stops need a garbage can. Stops without always have lots of litter.
- More shelter at the pine centre exchange
- Any along Westwood.
- There are many bus stops in town without shelters and lighting, but I had several experiences along the 91 Hart in which I was left behind by drivers due to visibility in the darkness of winter. When this route only operates every hour, it extended my commute by a lot of time.
- The one on Dagg road if we have to wait 10 to 15 for a bus we should have somewhere to sit and someone where to be protected out of the weather

- Make sure that the route numbers (for online checkup) can't get covered and blurred out by snow
- At least don't dump snow on St. Lawrence & Southridge stops!!!
- Bus stop outside Parkwood save on(shelter), stop behind Spruceland save on(safety/lighting), Nicholson exchange(shelter), 91 Caledonia trailer park(lighting, shelter, safety/traffic)
- All of them
- The bus stop going up university hill, I watch people every day get stuck behind the bus or create a big line up into the intersection. The bus stop needs to be pushed into the walk way to get out of the flow of traffic. Currently is not safe for drivers or the bus!!
- All
- No
- Route 16 on University Hill right at the stop across the street from University Heights needs some concrete at minimum instead of a ditch and also a sidewalk.
- Most of them need schedule signs that are legible (eg. properly placed, not high above one's head unreadable for the visually impaired)
- down town area
- The hart hwy bus stop that is right on the highway. It's poorly lit, unsheltered, no seating and is scary because of the proximity to the highway.
- Nicholson exchange desperately needs a bus shelter. Spruceland needs more seating.
- All the stops along tabor past 1st Ave headed towards Ospika have no seats or coverings.
- 47 at Costco. 89 at Vance.
- Biggest issue is clearing snow out of bus stops. A shelter is nice, but only if there isn't a massive ridge of ice to get into it. Focus on the small things first, please, before spending money on more shelters or benches. Benches without a shelter are pointless in the winter (do YOU want to sit on a bench heaped high with snow?)
- 15th Avenue by the Aquatic Centre. Too far back so that if you are in the shelter the driver can’t see you and is poorly maintained in winter. Large ice buildups occur making shelter dangerous to enter and exit
- Nothing specific, but some sidewalks are too narrow for a stop (doesn't mean they shouldn't have a bus stop). If you're a wheelchair user, this is even more of a challenge. Hopefully some of those other accessibility barriers can be assessed alongside.
- not sure
- Any stop with seating should have a shelter to keep rain off the seating, or the seating is useless whenever it rains/snows, which is a significant portion of the year. Ice buildup needs to be considered as well, this winter the shelter at Parkwood and Spruce was often flooded and hazardous to move near due to water runoff not being able to reach the gutter and ice buildup making the area around the shelter hazardous (specifically to people attempting to arrive from the Parkwood side).
- The one at university way and foothills, right before going to UNBC needs a shelter
- Bus stops along 5th and 15th avenue need bus shelter and sidewalk upgrades. Accessibility is a huge issue; curbs, sidewalk width and quality. 5th ave also have large hydro poles in the side walk which make it difficult to access bus stops on a major arterial route. It’s not very safe
- No smoking signs where applicable, people think it's fine to smoke in the shelters, even if others have breathing problems made worse by smoke
- All bus stops should have shelter with lighting for seniors and parents with little ones.
- Hart Hwy Estivilla stop should be moved to the Husky at chief lk rd
- shelter would be so important if the buses ran more frequently
- Nicholson (need shelter going downtown)all stops need proper schedules that people can actually read (none of them are current readable for a visually impaired person) plus need to

clean the ice/snow out of the current ones so they are actually usable, and fix the sidewalks while you're at it, no good to have better buses if people can't get to the stops!

- Yes, the bus stop outside PGSS should have a shelter for the kids.
- Pinewood Ave and ospika
- Stops need shelters. Snow needs to be cleaned off the pad where the bus stops.
- I don't know about specific stops, but you didn't mention garbage cans. There should be garbage cans at every stop.
- Some bus stops don't have any shelters or proper sitting area. It should be available for everyone because in winters when we have snow everyone face difficulties to handle that situation.
- Going up to UNBC at foothills
- More benches, and more space for people to stand. This looks like three people could sit comfortably there when stops at times facilitate up to 15 to 20 riders at a time. Seriously this has to be a bad joke
- I would like to see cameras at the pine centre stop to improve public safety. I have experienced multiple intoxicated persons harassing the public and I even had one try to fight me after I told him to leave me alone to which a bus driver pulled up fast and yelled him away.
- Flag signs that tell which buses come by that spot would be an asset
- On 5th pass pg i food it needs a shelter
- The stop nearest Killarney that the 88/89 hits could use a shelter. There's no trees or anything to provide any shelter from rain, wind or snow.
- Spruceland mall needs ice melter to be placed more often on the winter ice as I've witnessed older people slip and fall. possible shelter improvement
- As a starting point, all bus stop served by more than one route, should have a flag sign.
- This question does indicate my choices.
- Domano Exchange could use a shelter as the wind that breaks down the street is fierce in the winter/fall.
- Interesting you don't allow a spot for general comments....
- All bus stops without shelters should have one. But college heights where students are should be priority
- The one in college heights across from Polaris Montessori. And the one along Domano between Gladstone and Malaspina.
- don't know
- Tyner & Baker, Needs a cross walk. Duchess Park, needs a large shelter as there is not nearly enough space for all the students
- Most of the shelters have leaking roofs. Not enough shelters at Spruceland. Shelter at Westgate doesn't protect from the wind (open ended both sides) Need divided seats to prevent drunks from sleeping in the shelter beside the Terry Fox statue at the Four Seasons Pool. Empty the garbage cans more frequently.
- Yes, Downtown Shelter & Seats for route #5.
- I doubt it matters as you have already been paid off for these changes
- no
- add new bus stop at Parkview cr. or a safe way to reach other bus stops
- I'm not sure which ones but it would be nice to know that the seats are cleaned
- Schedules should be legible (eg. at a height that a visually impaired person can read them) and shelters should be cleared of snow and ice now and then...
- I believe that any stop served by 2 or more bus routes should have a flag sign initially.
- Downtown shelters are used by vagrants. I wouldn't use these ever.
- How can we prioritize buses over vehicles?
- Pine Centre and Spruceland Exchanges

- Edgewood Terrace
- All
- How about having bus stops with shelter from the wind-chill!!!
- Ahbau and 8th... nothing but a pole. Dark. Tons of people with use this stop.
- The main exchange and popular stops need fully enclosed with heating options for extreme weather events. Having the flag sign use the LED button indictor to let a bus driver know people are wanting a pick up would help in poorly lit areas. Maintenance of bus stop to increase assecbility in winter after a snow event should be a priority for all bus stops.
- all of the bus stops need to be reassed for improvement
- 15th & Nicholson down. Need shelter badly. Shelters should go all the way to the ground as we get strong winds here.
- 15th & Nicholson down. Badly needs a shelter. It is a high ridership area and having to stand in the wind and cold when connections aren't made for a half an hour waiting for the next bus is a very much a hardship in the winter.
- Probably
- Yes the one near Home Depot needs shelter it's right in the wind and cold
- University Heights, there is no seating, no flag sign, no crosswalk. Makes it nearly impossible to cross when it is rush hour, as the citizens have to wait on the side of a busy road for at least 15-20 extra minutes to cross the road
- 88/89 up by co-op in college heights needs a shelter!
- Lighting. Please lighting. I catch the buses downtown and at night they are HOURLY and it is SCARY AF.
- A few bus stops in neighborhoods could use seating especially for people who have to walk a long distance or those who have trouble walking
- the stops along the main routes should have shelter/seating
- Sorry for being repetitive but we need a bus stop in Blackburn
- no
- These benches and shelters need to be bigger so more than 3 people or one really fat person can fit under the shelter or on the bench.
- In the winter, please please please clear the sidewalk at Spruceland!
- Better snow removal at all stops for handicap & mobility safety
- lansdowne turnaround
- Not at the top of my head
- In the VLA
- Unknown because no service that may be needed in the Blackburn and Airport area
- heated and cooling shelters
- All bus stops need better seating that's easy to clean/wipe
- Benches needed at the bus stops on Victoria near 11th
- There needs to be cement pads & sidewalks rather than dirt paths at any bus stop, for example on Westwood going towards Pine Centre Mall. All bus signs need to be highly visible as some are covered from tree branches. With our weather all bus stops should have a covered area to wait
- Yes the #15 off of 15th ave needs shelters along Canada post sidewalk, riders are too exposed to weather elements i.e wind it's one of the busiest spots and no shelter, why?

Open House Results

Improved Weekend Service

When looking at improving transit service on weekends what should be prioritized?	
Category	**No. of Responses**
Frequency	21
Earlier Mornings	13
Later Evenings	28
Which Routes should be prioritized when improving or introducing weekend service?	
Route	**No. of Responses**
1 Heritage	7
5/55 Victoria	24
12 Parkridge	1
10 Spruceland/Downtown	15
15 UNBC/Downtown	5
16 College Heights	6
17 UNBC	1
18 Spruceland	7
46/47 Queensway	17
88/89 Westgate/Hart	34
91 Spruceland/Hart	4

Comments:

- Run 47 on Saturday and Sunday
- 47 weekend service
- 1 more trip 9:15
- 5 after 8 pm on Sunday
- 10 or 10:30 am on route 10
- 47 - Sundays - Airport
- 88/89 – Montana's/Pomeroy last bus after 9 pm
- Until 9 pm on Rt. 10 and 5
- 5 on Sundays
- #47 Sat/Sun
- More night service to lower College Heights
- Start #5 from 10 to 5 pm until 6 (mall closes)
- #5 on weekends
- #5 on Sat/Sun

Improved Evening Service

Which routes would you prioritize for extending service later into the evening on weekdays?	
Route	**No. of Responses**
1 Heritage	9
5/55 Victoria	13
12 Parkridge	1
10 Spruceland/Downtown	5
15 UNBC/Downtown	8
16 College Heights	6
17 UNBC	3
18 Spruceland	7
46/47 Queensway	17
88/89 Westgate/Hart	26
91 Spruceland/Hart	10

Comments:

- All routes
- Better weekday service #1
- 46/47 - 10 pm for CNC
- 10 pm from Pine Centre to Hart
- Have 88/89 every 20 or 15 minutes

Rapid Transit Network

Should investment in developing the Rapid Transit Network be prioritized over the other proposals you've seen here today?

- RTN more important
- Is good
- Other options more important, but can help get people on bus
- More frequent service, later
- Library rapid transit over airport service - selling point, competitive edge
- Improving what exists but all for rapid transit
- They complement each other but at some point we need to commit. Especially between downtown student housing and UNBC
- Focus on evening and weekend first
- Later evening service
- 5th Ave - more frequent

88 Westgate/89 Hart

Do you have any comments or concerns related to any of these proposed changes?

- Students would like to work at the Hart but getting back south after work is difficult
- Rather keep 88/89 - have 88 go to Massey
- Very important to maintain service on Ospika
- Support this as a concept
- Improve to every 15 minutes
- Spruceland to the Hart in hourly morning (5 am) trip
- Add a connection to PGSS from Victoria and Diefenbaker
- A bus route along Carney
- Make sure timed connections actually work
- Go for it!
- No issues
- Supports
- Interested in Superstore
- Left turn onto Ospika takes forever
- Yes I support
- N. Nechako no service
- Yes. I travel between the Hart and Wal-Mart
- I support
- Yes
- 7:30 am - 8 am on Rt. 88/89 earlier trips on
- I support
- Support this concept - better for shifts, makes sense to split this into 3, after 4-5 pm Hart is not as busy
- Riding the bus is slow, making it faster would improve ridership
- Route 88 travelling westbound - new stops at Bon Voyage are dangerous
- Having a route that goes from Wal Mart South and west

Improving Route Directness

Do you have any comments or concerns related to any of these proposed changes?

- Better faster connections to College Heights from Uplands
- Support
- Break up the #1 Route
- Keep them in Costco. Add 46/47 to Spruceland
- 5/55 make sure you are considering local service to supplement
- Breaking up routes and not allowing transfers forces customers to get a day pass - not good for customer experience
- I approve of this simplification - I think it better improves ease of understanding and map conveyance
- 100% support :)
- Kinsmen Centre 11 am - 2:45 pm (5/55)
- Don't mind
- Yes
- Yes, more direct trips
- Support

New Route – Airport/Industrial

Would you like to see this service implemented?	
Choice	**No. of Responses**
Yes	40
Yes, with changes	1
No	3
The route could start from three different exchanges, which exchange should the route start from?	
Location	**No. of Responses**
Downtown	7
Pine Centre	16
Nicholson	11

Comments:

- Prioritize other investments before airport route
- Invest in other services first (airport after other improvements)
- Prioritize other investments over airport service (but still needed)
- 3 route a day
- Hwy 97 by airport - housing development and manufacturing plant for modular housing
- Meat packing plant on boundary (future)
- Willow Cale Rd - 7 sawmills in that area (or lumber manufacturing) and transportation companies (6)
- Route that services industrial area
- Extend boundary road
- Connect with Domano then Springfield (College Heights)
- Willow Cale - plastics plant ~250 workers coming
- Only services a limited subset of people
- Spruceland
- Pine Centre, Spruceland, Downtown, Hart
- CNC, UNBC
- Services Pine View
- UNBC
- Bus stop at Police station on 4th - remove one or both poles
- Sun - 46/47 - same hours as 46 - 88/89 earlier service
- 2-4 times/day - service the industrial area as well (around PWT) & Blackburn
- Assess Sintich Rd to Airport for safety
- Saturday 88/89 trips end at Hart Mall - should end further south
- Route 5 should operate on weekends
- 5 on Sundays
- Fixing 1/10

Infrastructure

What bus stop amenities are a priority for you?	
Amenity	**No. of Responses**
Flag Sign	12
Schedule Poster	13
Lighting	13
Shelter	23
Seating	13

Comments:

- Near Costco, near Harley Davidson bus stop
- Timing point near Spruceland stop does not have sidewalk
- 5th Avenue!!
- Value Village at Parkwood 15th & Spruce - pedestrian light is too short
- Exchange at Nicholson - red light is too short
- Ramp instead of stairs down into library near bus stop
- Bylaw sticker about smoking and drugs - riverbend (on 20th) new shelter bad
- More covered bus stops
- Increased wind protection in bus shelters (e.g. glass part on front)
- Save-on & Hart Dental & Shoppers & Austin
- Maintenance
- More covered bus shelters, lighting
- Heater at shelters
- Schedules in shelter
- Better maintenance
- Consider fiberglass shelters
- Stops on Ahbau - shelters, sidewalks, lighting
- Shelter downtown 5th/Carney/Douglas
- On Rainbow and Ospika before Spruceland School
- Maintenance
- During winter months make sure snow is removed
- Stop closer to Costco x2
- Better maintenance
- More new flag signs - Tamarack and 17th
- Use shelter space to promote civic and community NOT advertising
- Shelters for the stops at Ahbau - many student live there
- Focus flag signs in downtown and hubs (busy stops) - shelter 2nd
- Tim Hortons in the Hart 5 am
- Bus stops should have schedule posters
- Providing more centralized social services to help people and locating them thoughtfully
- Using shelters to display local artwork
- Garbage cans at Spruceland are always overflowing
- Ospika!
- Heaters in shelters
- Shelter for the stop at Glengarry with lighting
- Have more shelters
- Develop a wooden feature shelter design

- City can use bus shelters to promote wooden buildings
- 15 & Carney, move up
- City needs to do better job of cleaning
- Post office on 15th - need a shelter (route 89/15/88)
- Route 5 stop Victoria/Pearson - need sidewalk/accessibility shelter
- The new MOTI stop at the highway shoulder is dangerous
- Heritage - stops too close
- 17th & Dominion facing up toward Victoria - Bench
- Pedestrian controlled lights at cross walk on Ospika

Do you have any additional comments, concerns, or ideas? Is there something we missed?

- PG handyDART services could use some improvements - Better accuracy in the timing of pick-ups, longer service hours, service on holidays, fare covered by BC Bus Pass program (maybe for a small additional fee)
- Drivers could improve their driving skills - accelerating only to slam on the brakes moments later is ridiculous and terribly unsafe for passengers
- More benches, shelters, and lighting
- Better maintained bus stops, especially during the winter
- Enforce no smoking rules at bus stops. This includes the bus drivers.
- Blazer Rd - extend route to the Hart Kelly Rd - Fergeson Lake Rd. (99) or at least put last stop on other side
- Reinstate transfers - one way
- When buses are stopped for more than 30 seconds, the bus should be turned off to limit pollution and not smog out the people waiting
- 6 am trips for 88/89 on Sundays
- The bus drivers sometimes do not stop even after looking at people running towards the bus
- Art in buses - Tom Mowatt's Aboriginal Resource Centre
- More time managed, more frequent on Sundays
- Earlier service on #1
- Wendy's (Spruceland) Rt. 1 9:45-10 pm run to Otway
- Route 1 - coming from Otway - class at CNC at 8 am (7:25-7:30 am trip)
- Service to Myworth - during the week - 7 am start at CNC, 3 pm end at CNC
- 46/47 frequency
- Route 15 is really good and dependable, I think contributing to the high proportion of students that make up transit passengers. If the side routes were also as dependable you would see an increase in non-students taking the bus
- Info about route changes on web and in paper
- Library and senior centres for presentations
- More frequency on 5/55 and 46/47
- 17 and 18 service over lunch
- Focus on making people who drive, want to take the bus :)
- 10 - evenings and mornings
- There shouldn't be an expectation that passengers need to run between transfers. PG often has icy sidewalks and not all passengers have the ability to run. If passengers need to run to catch the bus, it's a bad route.
- When transferring from route 1 to route 10, the 1 often gets so delayed that the route 10 leaves before you can transfer, leaving passengers stuck halfway through their commute
- It discourages people from taking the bus because they can't rely on it to get them from A to B on time. 1 is likely delayed so often because the route is so circuitous.
- New route idea Spruceland-Foothills-Pine Centre
- Renaming 1/11 Heritage
- #1 and 10 are too tight
- Route #1 - extra #1 does not turn into the 10 and it's confusing to customers
- University Way at University Heights - needs pullout
- R 16
  L Range
  L Wiebe
  L Vance

L 16
L Rec Ave
L Rec DT
L Ferny
To capture: Brick/Superstore, Costco/Winners, Exchange Bus #16, Downtown

- More peak service on 88/89
- 5 on Sunday, 47 on Sunday
- 1 Bidirectional name
- L 16
  R 20
  L Victoria
  R 1st
  R Downtown
  For seasons Pool
- Pedestrian activated lights - Ospika & Ranger, Nicholson & 18
- Last 15/16 bus on Sunday should go to Lower College Heights
- Consistent schedule on Saturday (Monday = Saturday)
- 10th Ave, R-W Central
  L - 8th, Park at Husky
- Passengers are still very confused by the "new" 1 and 11 - people do not know where to stand

Prince George September 2020 Service Expansion – New Route

Do you support this new route?	
Choice	**No. of Responses**
Yes	48
Yes, with changes	4
No	0

Comments:

- 5th Ave backs up at certain times a day (4:30-5 pm)
- Weekends? Evenings?
- Disagree with limited stops
- Run service until 6:30 pm
- More small buses
- Carney & 5th
- Service via Foot
- Arrive at 9-10 am at Pine Centre
- Consider adding later evening service
- 2 pm trip from CNC to Spruceland
- 9:30 pm end time
- End service at 8:30-9 pm
- Please add Saturday and Sunday service
- Run until 8 pm
- Carney stop
- New route - consider going past the 4 to Queensway and downtown
- 7 min to downtown from Pine Centre Massey & 17th
- Change P/C to downtown, downtown to S/L, S/L to downtown and add 88/89

Prince George September 2020 Service Expansion – Improved 15 Downtown/UNBC Frequency and Express Trips

Do you support the changes to the route 15?	
Choice	**No. of Responses**
Yes	30
Yes, with changes,	0
No	4
No Impact	1

Comments:

- 9 pm from UNBC on Sundays
- UNBC: 15 minutes from class to bus stop
- D Foothills & 15th
- Parkwood Mall stop
- Hartland Manor - stop there
- Every 15 min service - move time up of "extra" 15 from 4:30 to 3:30 pm

Comment Cards

	Support	Support with changes	Do not support	I am not impacted
Improved weekend service	6			
Improved evening service	6			
Developing the Rapid Transit Network	4	2		
88 Westgate/89 Hart	4	1		1
Improving Route Directness	4	1		
Airport/Industrial Service	3	1		2
Infrastructure Improvements	4			

Table 42: Responses received on comment cards.

Additional Feedback

- How about State Holiday
- No mid-route driver changes
- Bus stop at Wal-Mart is poorly designed
    - Benches face opposite direction from where the bus comes
    - Shelter does not cover benches, mostly used for shopping cart storage, difficult to maneuver walkers or wheelchair, island is too narrow, benches block access
- Bus stop behind library on Patricia is ill-lit and does not accommodate wheelchair or walker access to library without walking long distances to get to the library entrance
- The functionality of the Westgate/Wal-Mart stop really needs to be improved. The benches are outside of the shelter and are often wet/covered in snow. The benches face away from the arrival of the 88/89 making it uncomfortable to watch for the bus. The shelter is usually filled with shopping carts so you can't walk through or stand out of the weather. When the shelter is blocked, there is not enough room on either "side" of the shelter to safely traverse the "platform" without stepping off onto the road.
- At the Spruceland exchange there is a cluster of benches inside and out of a shelter. I appreciate the benches, but think they should be spread out so that people can wait closer to where their bus actually pulls in. For example, there is a tree right near where the first bus will pull up to; this would be a great place for a bench.
- On the bus map, in College Heights stop L (McGill & Domano) is very misleading. The 2 different directions of this stop are approximately 2.5-3 blocks apart. If I shop at Wal-Mart and want to go home in CH, I need to get off the 89 at McDonalds then walk all the way to the stop by Save-On Foods. It is often unsafe to walk that far in the winter and if 89 is late can miss 16.
- Bus out to BCR site - to get to work
- Transit for the majority is pretty reliable. But having/extending service by 30 minutes/60 minutes after Pine Centre closes would be awesome.
- An iOs app that's just like the Android app.
- I think the #55 should run more often in the evenings & weekends
- Suggestions: Bus route on North Shelly Rd. out towards Alberta. Do a route on N. Shelly Rd; back way to the pulp mills up North Rd. towards Hart Hwy