

Skeena Regional

Service Review



October 10, 2012

Prepared by: Stantec Consulting



Regional District of
Kitimat-Stikine



ACKNOWLEDGEMENTS

BC Transit and Stantec Consulting would like to thank those Regional District of Kitimat-Stikine community members who provided input into this review. In particular, the elected officials and staff of the District of Kitimat, the City of Terrace and the Haisla, Kitselas and Kitsumkalum First Nations, the staff of Northern Health and First Canada ULC, and all residents and organizations who provided feedback and information at open houses, through online surveys and through one-on-one interviews.

TABLE OF CONTENTS

Executive Summary	i
1. Introduction	1
Scope of work	1
Service review process	2
2. Community Overview	3
Demographics	3
Land use and future growth	3
Transportation options	3
3. Transit system overview and analysis	5
System overview	5
System history	7
Route-by-route overview	8
Analysis of ridership and transit system data	13
Existing system infrastructure	13
Operational considerations	14
Conclusions / summary	14
4. Consultation and Communication	15
Consultation activities and level of response	15
Summary of key themes from public consultation	17
Additional considerations	18
Conclusions	18
5. Proposed Service Change Options	19
Summary of service change options	24
Other changes	25
6. Conclusions	27
7. Implementation Considerations	28
Opportunities for staged implementation	28
Changes to transit infrastructure (bus stops, exchanges) and future capital investments	28
Monitoring plan	28
8. Recommendations	29
Appendices	30

EXECUTIVE SUMMARY

The Skeena Regional Transit Service Review is a comprehensive analysis of transit in the Skeena Region. This study has been initiated by BC Transit to review the transit system and identify opportunities for improvement to:

1. Increase transit ridership;
2. Find efficiencies and cost savings;
3. Enhance and build community partnerships;
4. Improve service delivery and customer focus; and
5. Increase the satisfaction of customers with transit.

This work was undertaken between May and July of 2012 in conjunction with a review of the Terrace Regional Transit System to ensure the two systems continue to take advantage of opportunities to produce increased efficiency and enhanced travel.

Community Overview

The communities served by the Skeena Regional Transit System include Kitimaat Village, Kitsumkalum, New Remo, Jack Pine Flats, Gitau, and Queensway. The Skeena Regional Transit System also connects the Kitimat City Centre to Kitimaat Village, the Northwest Regional Airport, and Terrace.

Transit System Overview and Analysis

Transit service is jointly planned and funded by the Regional District of Kitimat-Stikine, Northern Health, the District of Kitimat, the City of Terrace and the Haisla, Kitselas and Kitsumkalum First Nations in partnership with BC Transit. The service is provided by the contracted operator First Canada ULC.

The Skeena Transit System operates with one vehicle in service each day and one being maintained as the system spare. These vehicles are full-size and accessible to people using wheelchairs. There are four routes in this service; the first route connects Kitimaat Village to Kitimat City Centre; the next connects Kitimat City Centre to Downtown Terrace; and the other two routes connect Downtown Terrace to some of its outlying areas.

The service hours for this system are about 3,300 per year, service is available Monday through Friday and Skeena Regional's trips carry 35,000 to 40,000 passengers a year.

Operational Considerations

In reviewing the Skeena Regional Transit System, one major operational concern was identified:

- The demand is such that customers need to stand on a regular basis, especially on routes #11 Terrace-Kitimat Connector and #12 Kitsumkalum. This is not optimal, especially on the longer routes that make up the Skeena Regional Transit System.

The fact that there is a full spare bus for this service, however, is a positive feature as it enhances the reliability of the system.

Consultation and Communication

A range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included both "structured" input, organized around key technical issues, and more open stakeholder sessions (i.e., open houses) and surveys to allow for free flowing opinions and suggestions on existing or proposed services.

Summary of Key Themes from Public Consultation

Scheduling Issues
<ul style="list-style-type: none"> • Weekend and weekday evening service was requested for the #11 Terrace-Kitimat Connector • Weekend service needed • Evening service on weekdays • More time for route #11 Terrace-Kitimat Connector, especially in winter months, to improve on time performance • More frequent service on weekdays for route #12 - Kitimaat Village, and #14 - Queensway/Gitau
Routing Issues
<ul style="list-style-type: none"> • More service to the Jack Pine Flats community was requested • The Terrace-Kitimat Connector should serve the Medical Centre • Route #12 should have another stop within Kitimaat Village, to service the residents up the hill • Additional service to the Northwest Regional Airport (currently, there is only one trip to the airport per route direction at inconvenient times), especially to meet airport departures. This request was made mainly by Kitimat residents, as the distance from Kitimat to the airport is significantly greater (56 km) than the distance between Terrace and the airport (9 km)
Capital Infrastructure Issues
<ul style="list-style-type: none"> • Cleanliness of buses and bus shelters is often an issue • Buses often break down
Other Issues
<ul style="list-style-type: none"> • High demand by stroller and wheelchair users, creating a conflict between the two groups • Some passengers are violating safety regulations and harassing other passengers, this issue is not being addressed • Difficulty in contacting First Canada staff during lunch hour, in the evenings and on Saturdays, as there is no staff in the office (although there is an answering machine). Also, if customers call during business hours and the phone is busy, they are required to call back.

Proposed Service Change Options

The table below summarizes the service change options, as well as the advantages and disadvantages of each option.

Service Change Option	Advantages	Disadvantages
Short Term (2012/13 – 2013/14)		
1) Revise routes within Terrace to provide more efficient, 2-way service and connect key locations	<ul style="list-style-type: none"> • More direct service, improved connections between key locations, improved coverage of service (the Terrace-Kitimat Connector would serve the Medical Centre), and shorter round trip times, enabling frequency of service to be increased 	<ul style="list-style-type: none"> • Some residents currently living along transit routes may need to walk a bit further to access transit
2) Add more time to the Terrace-Kitimat Connector	<ul style="list-style-type: none"> • Better on-time performance for the Connector and the whole system 	<ul style="list-style-type: none"> • Increased operating costs
3) Modify the Terrace-Kitimat Connector schedule and routing to provide better service to the Jack Pine Flats community and/or the Terrace-Kitimat Airport by: <ul style="list-style-type: none"> a. Removing service to the airport and have all currently scheduled trips serve the Jack Pine community (short-term option) OR b. Adding three additional round trips to the Connector on weekdays and serve the airport two trips in each direction (long-term option) 	<ul style="list-style-type: none"> • Increased service to Jack Pine Flats and possibly to the Terrace-Kitimat Airport, depending on how the service is improved 	<ul style="list-style-type: none"> • Option 3) a. Termination of service to the airport • Option 3) b. Increased operating costs
Medium Term (2013/14 to 5 years from now)		
4) Install more bus shelters (e.g. at Jack Pine Flats)	<ul style="list-style-type: none"> • More comfortable waiting conditions for the customers 	<ul style="list-style-type: none"> • Funding required to purchase and install the bus shelters
Long Term (5 to 10 years from now)		
5) Introduce more weekend service	<ul style="list-style-type: none"> • Customers could use the transit service for shopping, work, going to church, etc. on the weekends 	<ul style="list-style-type: none"> • Increased operating costs • Additional vehicle may need to be purchased
6) Introduce more evening service Monday to Saturdays	<ul style="list-style-type: none"> • Customers could use the transit service for work, school, etc. in the evening 	<ul style="list-style-type: none"> • Increased operating costs • Additional vehicle may need to be purchased to provide service

It should be noted that options to revise the route #12 Kitamaat Village were examined but were not advised here since the transit vehicle would not be able to operate them safely.

The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on estimates that would require review based on actual date of implementation and confirmed service and operational details.

Service Option Summary: Estimated Additional Annual Impacts

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
Short Term (2012/13 – 2013/14)								
1) Revise routes within Terrace to provide more efficient service and connect key locations.	Further public consultation is required before further analysis can be conducted. However, the goal of this option would be to work within existing resources.							
2) Add more time to the #11 Terrace-Kitimat Connector trips	0	300	1,800	\$3,200	\$21,000	\$7,800	\$10,000	6.0
3) Increase service to Jack Pine Flats by: a. Remove service to the airport and route all currently scheduled trips for route #11 through the Jack Pine community.	n/a	n/a	n/a	n/a	\$0	\$0	\$0	n/a
b. Add service to the #11 Connector, and alternate trips to airport and Jack Pine Flats (long term option)	1*	2,300	21,000	\$38,000	\$225,000	\$82,000	\$105,000	9.0
Medium Term (2013/14 to 5 years from now)								
4) Install more bus shelters (e.g. at Jack Pine Flats)	n/a	n/a	n/a	n/a	\$18,000/shelter	100%	n/a ¹	n/a
Long Term (5 to 10 years from now)								
5) Introduce weekend service	0*	1,100	7,200	\$12,900	\$99,000	\$40,100	\$46,000	6.5
6) Introduce more evening service Monday to Saturday	0*	1,000	71,000	\$12,700	\$75,000	\$27,300	\$35,000	7.1

* The vehicle requirements shown here appear feasible but would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date to ensure that appropriate vehicle spare ratios are maintained. An additional vehicle would increase costs by \$30,000.

¹ Opportunity to cost share through the BC Transit Bus Stop Improvement Program

Other Changes

In addition to the service changes listed above, other changes have been identified for the Skeena Regional Transit System, to be implemented in the short and longer term. These include:

- Posting more conspicuous "No Smoking" signage at bus stops;
- Changing "No Parking" signs to a positive message that encourages transit use (e.g. a message that describes the benefits of transit);
- Painting the curb along the "No-stopping" zones that have been created for transit purposes (e.g. at bus stops) with red paint instead of yellow to provide motorists with a clearer warning signal.

Implementation Considerations

Opportunities for Staged Implementation

The report recommends implementing the service changes options in a staged approach. This will allow the most critical needs and cost-effective options to be implemented first. Once the population of Skeena Region has grown such that there is a larger tax base to support the transit system, more resource-intensive improvements can be implemented.

Changes to transit infrastructure (bus stops, exchanges) and future capital investments

More funding should be allocated to transit in order to:

- Install more bus shelters;
- Improve bus stop accessibility; and,
- To purchase and operate an additional vehicle.

Recommendations

It is recommended that the Regional District of Kitimat-Stikine:

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

1. INTRODUCTION

SCOPE OF WORK

The Skeena Regional Transit Service Review is a comprehensive analysis of transit in the Skeena Region. As specified in the Master Operating Agreement, BC Transit reviews the efficiency and effectiveness of individual systems to make recommendations for improving system performance. This service review is especially timely given that system priorities, local economies, school enrollments and travel patterns may have changed over the last 5 years or more. All of these factors may influence the effectiveness of the transit system, thus requiring a comprehensive service review.

In the case of the Skeena Region, this study has been initiated to review the transit system and identify opportunities for improvement to:

- Further increase transit ridership;
- Gain efficiencies and increase cost savings;
- Build and enhance potential community partnerships;
- Improve service delivery and customer focus; and
- Increase the satisfaction of customers with transit.

These objectives are being accomplished by:

- Building public awareness and support of transit services provided within the Skeena Region;
- Gathering feedback on potential routing, scheduling, capital infrastructure, and other changes, as well as input on other elements of the existing transit system;
- Analyzing, summarizing and reporting back on consultation outcomes to the Regional District of Kitimat-Stikine and its local transit partners and making recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers; and
- Identifying potential efficiencies of partnering with other transportation providers or systems (Northern Health shuttle services).

This work was undertaken between May and July of 2012 in conjunction with a review of the Terrace Regional Transit System. Undertaking both reviews jointly ensures that the two systems continue to take advantage of opportunities to produce increased efficiency and enhanced travel by considering them in an integrated and holistic manner.

SERVICE REVIEW PROCESS

Stantec Consulting, the team conducting this review, has worked closely with BC Transit staff, local community representatives, and the local transit operator, First Canada ULC, to provide a comprehensive system service review. The following steps were taken:

- Travel twice to the Skeena Region to better understand the local context, meet with operations managers, transit staff and customers, municipal contacts and stakeholder groups, and conduct a review of the transit systems by riding the routes, examining bus stops, etc.;
- Research current and future demographic and economic trends, review planning documents to determine current and future land use and growth areas, and examine existing transportation options;
- Conduct a full review of the transit systems, including both system and route-by-route overviews, and conduct a detailed analysis of ridership, transit system and operational data, existing system infrastructure, and operational considerations;
- Organize and hold consultation events and activities, including open houses, stakeholder meetings, an on-board survey, and a web survey, and obtain and summarize feedback from these activities;
- Assess infrastructure and vehicle assets and determine existing conditions and future needs including better stop level information for customers; and,
- Evaluate service and propose detailed service change options, transit monitoring actions, and short and longer term recommendations.

Guiding Principles

There are an infinite number of ways in which a transit system can be improved or enhanced. To keep this review focused on what can be feasibly implemented as well as meet the critical needs of the community, the following guiding principles have been applied:

- Minimize inconveniences imposed on current customers;
- Place more emphasis on immediate needs;
- Place more emphasis on improvements that require minimal increase in operating and capital costs;
- Improve reliability and accessibility of the transit system; and,
- Improve lines of communication with customers.

These principles provided an important foundation as the service change options were developed and evaluated.

2. COMMUNITY OVERVIEW

DEMOGRAPHICS

The Skeena Regional Transit system connects a wide range of communities including the City of Terrace (2011 population 11,486), District of Kitimat (2011 population 8,335), parts of electoral areas "C" and "E" of the Regional District of Kitimat-Stikine (2011 population 2,696) including the aboriginal communities of Kitamaat Village, Gitaus and Kitsumkalum. The Kitselas First Nations are located in Gitaus and Queensway.

With a population of 514 in 2006 (most current data available), Kitamaat Village is the home of the majority of the population of the Haisla First Nation. The population had increased by 0.6% from 2001. Its population density is very high for the region, at 244.6 persons per sq. km on a land area of 2.1 sq. km. Of the population, 15% were over 65 years old, 17% under 15, with the remaining 68% between the ages of 15 and 65. Gitaus had a population of 78 on 4.27 sq. km, giving a population density of 18.3 people per sq. km.

Kitsumkalum had a population of 251 in 2006, a 5.3% decrease from 5 years before. The village had a relatively high population density of 51 residents per sq. km on a land area of 4.93 sq. km. Of the total, 20% were under 15 years old, 14% were over 65, with the remaining 66% between 15 and 65 years old. Kitsumkalum had an unemployment rate of 28% in 2006 and the median income of all families was \$38,979.

LAND USE AND FUTURE GROWTH

New Remo and Kitsumkalum are located just to the west of Terrace, while Gitaus is to the northeast of town and Jack Pine Flats and Kitamaat Village are to the south. There are 84 private dwellings in Kitsumkalum, all of which are single detached houses. There are 36 private dwellings in Gitaus and 182 in Kitamaat Village.

The construction of the Kitimat liquid natural gas (LNG) project and associated Pacific Trails Pipeline, with an estimated cost of \$5-7 billion, will be an economic boost for the community. The plant is being built on Haisla land, and includes natural gas liquefaction, LNG storage and marine on-loading facilities. The project is expected to be completed in 2015. Currently, Rio Tinto Alcan, located in Kitimat, is the largest employer in the region with 1,500 employees.

TRANSPORTATION OPTIONS

The Skeena Regional Transit System currently serves Kitamaat Village, New Remo, Kitsumkalum, Gitaus, the Jack Pine Flats community by connecting them with the employers and amenities in Kitimat and Terrace. In 2006, the only mode share data available was for Kitsumkalum, where 100% of the employed labour force reported that they drove to work, although 10 of the 85 respondents did not indicate their transportation mode.

The Skeena Regional Transit System connects with both the Kitimat Transit System and the Terrace Regional Transit System. There are also a taxi services available in both these communities.

The Terrace-Kitimat Highway connects the communities surrounding Kitimat with Terrace, 63 km to the North. From Terrace, Highway 16 links to Prince Rupert to the West and Prince George to the South East. Greyhound currently provides services connecting to these communities.

The Northwest Regional Airport is located 56 km to the north of Kitimat and services the communities of both Kitimat and Terrace. Both Air Canada and Hawkair provided service daily to Vancouver. In addition, Central Mountain Air provides flights to Smithers and Prince George. Previous shuttle service from Kitimat to the Northwest Regional Airport was shut down on June 16, 2012.

Terrace is a stop on the Jasper-Prince Rupert train, which is operated by VIA Rail. The service runs on Wednesdays, Fridays and Sundays. The trip is a two-day journey with a stopover in Prince George, with connections in Jasper to Vancouver and Toronto with VIA Rail Canadian.

3. TRANSIT SYSTEM OVERVIEW AND ANALYSIS

SYSTEM OVERVIEW

The Skeena Transit System is classified as paratransit as the original intent was to provide transportation options for people requiring medical services in neighbouring communities following the regionalization of healthcare services. The vehicle used to provide this service is a full size bus and is accessible to people with disabilities using wheelchairs or scooters. It has since evolved to provide vital linkages between the many communities

Transit service is jointly planned and funded by the Regional District of Kitimat-Stikine, Northern Health, the District of Kitimat, the City of Terrace and the Haisla, Kitselas and Kitsumkalum First Nations in partnership with BC Transit. The service is provided by the contracted operator First Canada ULC.

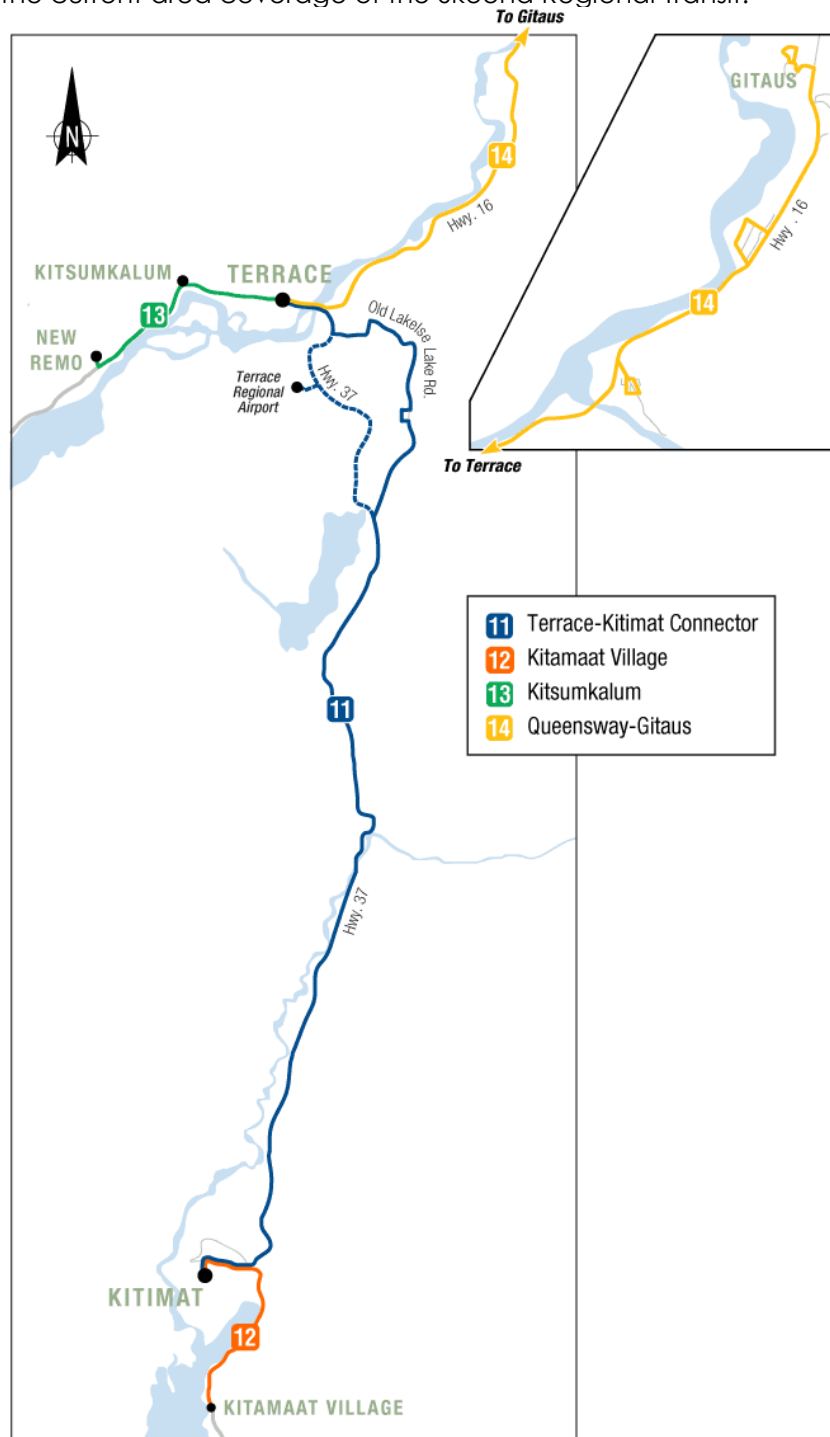
Service Span and Size

There are two buses that are available for the Skeena transit service, but only one is active on any given day in order to accommodate cleaning and maintenance schedules . It should be noted that while there are four routes in this service, the Skeena Regional buses only provide all of the trips on two of the routes. The first route connects Kitimaat Village to Kitimat City Centre and the other connects Kitimat City Centre to Downtown Terrace.

For the other two routes, connecting Downtown Terrace to some of its outlying areas, the Skeena Regional buses only provide one to two trips per day. On these other two routes, the Terrace Regional buses provide the remaining service. Service is available Monday through Friday only.

Conventional System Overview

This map shows the current area coverage of the Skeena Regional Transit:



Route Performance Overview

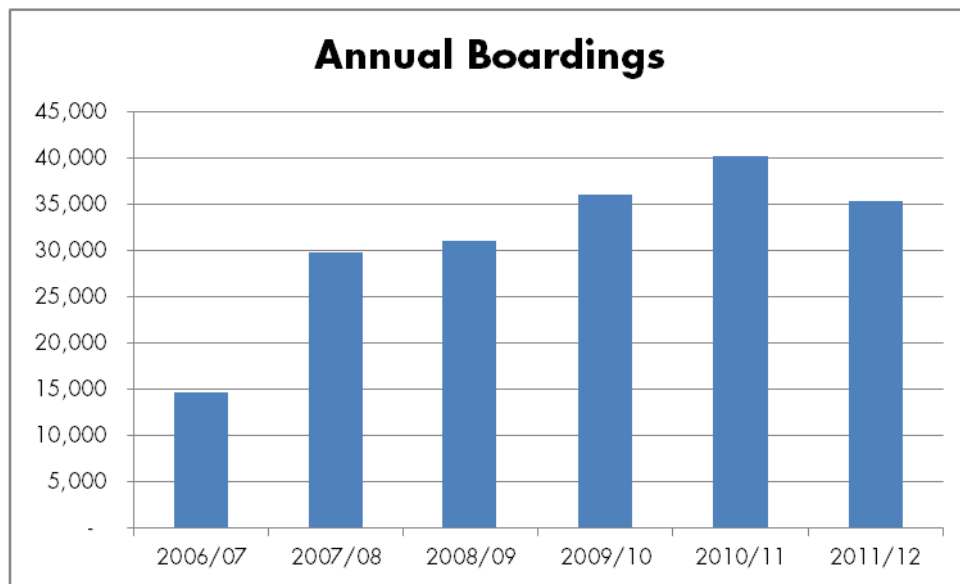
Passenger route boardings as percent of total passenger boardings as recorded by GFI fareboxes.

Skeena Route Summary 2011/12 (part yr. data only)	Route Boardings as % of Total
11 Terrace-Kitimat Connector	53.38%
12 Kitimaat Village	26.65%
13 Kitsumkalum	10.90%
14 Queensway-Gitau	9.08%
Total	100.00%

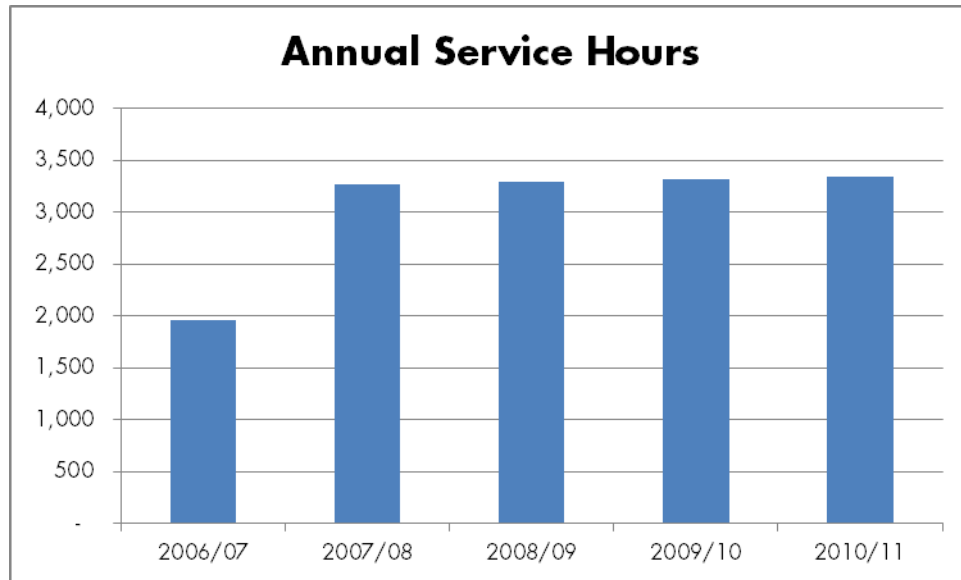
As this table shows route #11 is the highest performing route due to demand for travel between the Kitimat and Terrace.

SYSTEM HISTORY

The Skeena Transit System began operation in 2006 in response to the regionalization of healthcare services and the need to provide transportation options for non-emergency medical appointments and provide service for student and work commuters. In recent years, there have been between 35,000 and 40,000 boardings per year and between 3,000 and 3,500 annual service hours offered on this system. In 2010/11, there were about 3,300 hours of service offered on this system.



Source: BC Transit

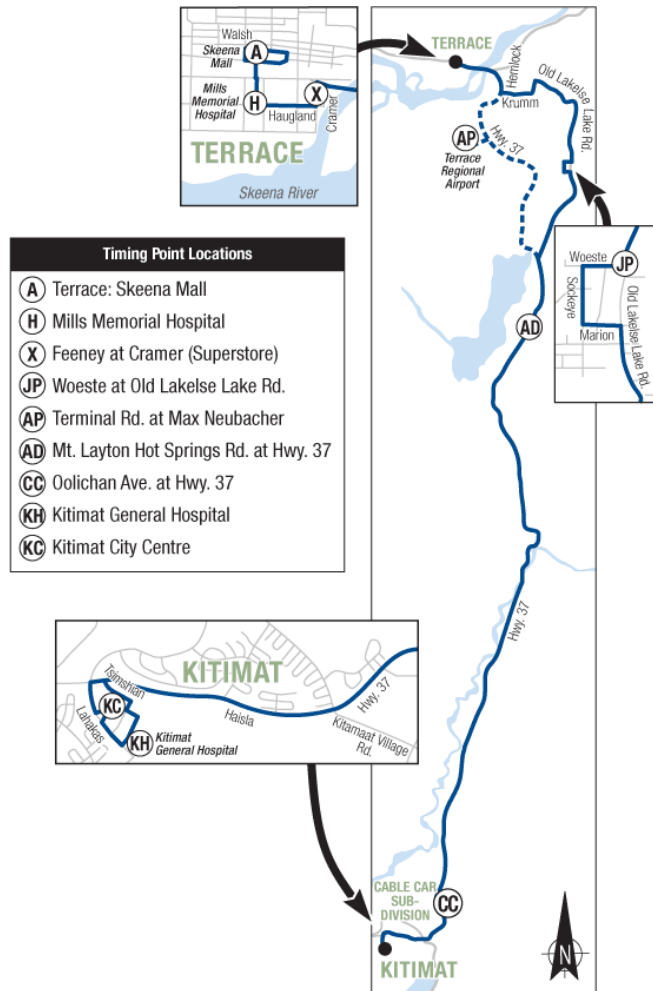


Source: BC Transit

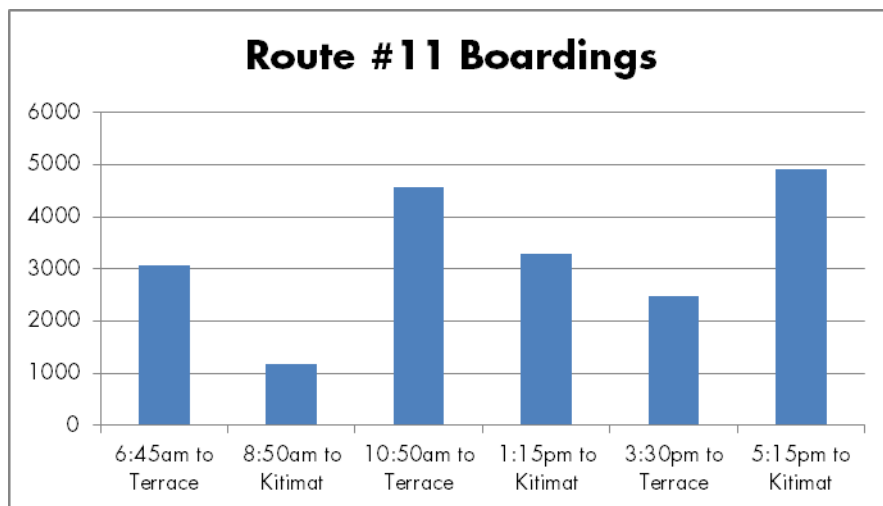
ROUTE-BY-ROUTE OVERVIEW

Route #11 – Terrace-Kitimat Connector

This route is interlined with route #12 on its southern end and with routes #13 and #14 on its northern end. There are three trips per weekday per direction for this route. The first and second trips depart from Kitimat City Centre at 6:45am and 10:50am respectively, and the last trip leaves Skeena Mall in Downtown Terrace at 5:15pm. The scheduled travel time on this route is 60 to 70 minutes. The same schedule is offered throughout the year, and there is no evidence of strong seasonal variation in demand. There were 19,473 boardings in 2011/12.



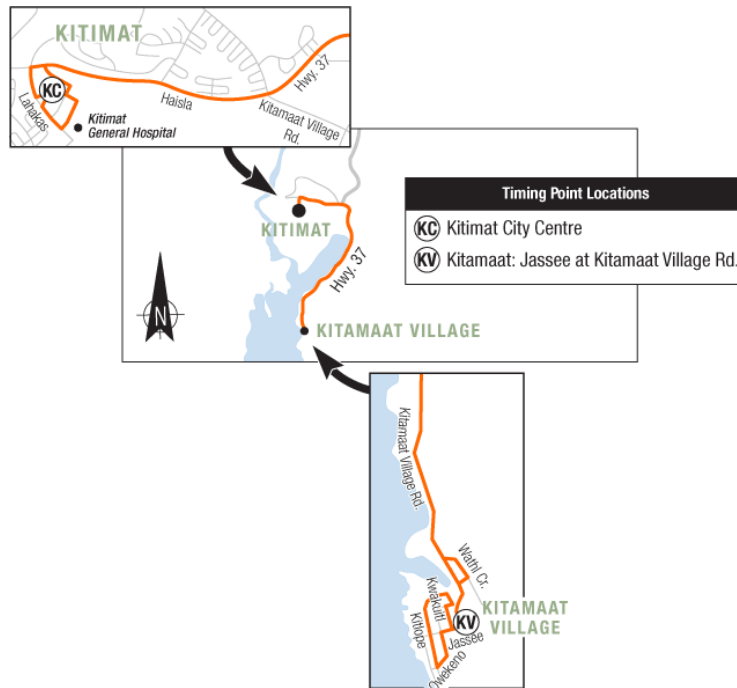
Boardings per trip are distributed on the six trips as shown in the following chart. These values shown reflect total boardings during the 2011/12 year.



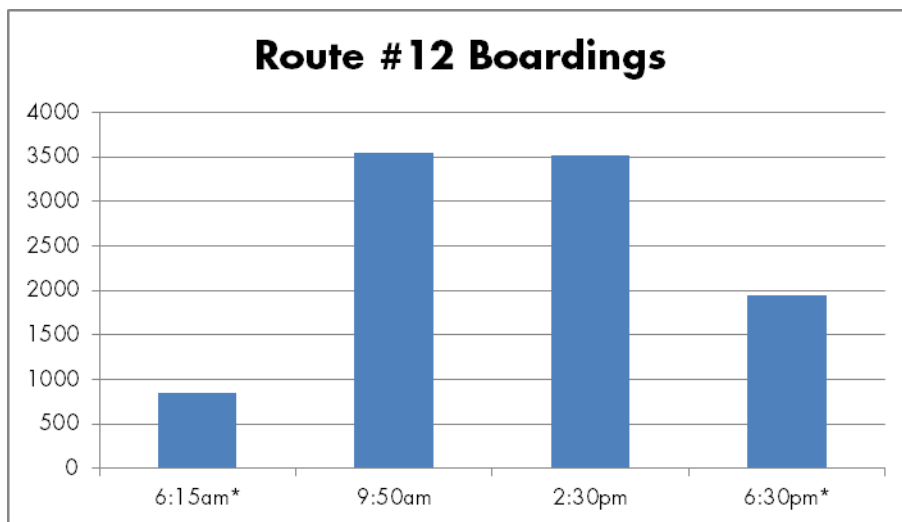
Source: First Canada ULC

Route #12 – Kitimaat Village

This route is interlined with route #11. There are three trips in each direction offered on this route. The first trip of the morning leaves Kitimaat Village at 6:15am and the last trip returning to Kitimaat Village in the evening leaves Kitimat City Centre at 6:30pm. The afternoon trip departs Kitimaat Village at 3:00pm. The scheduled one-way travel time on this route is 25 minutes. The same schedule is offered throughout the year, and there is no evidence of strong seasonal variation in ridership. Total boardings in the 2011/12 year were 9,877.



The following chart shows the distribution of boardings per trip. The values reflect total boardings over the 2011 / 2012 year. The 9:50am and 2:30pm trips are round trips, while the 6:15am and 6:30pm trips are one-way trips.

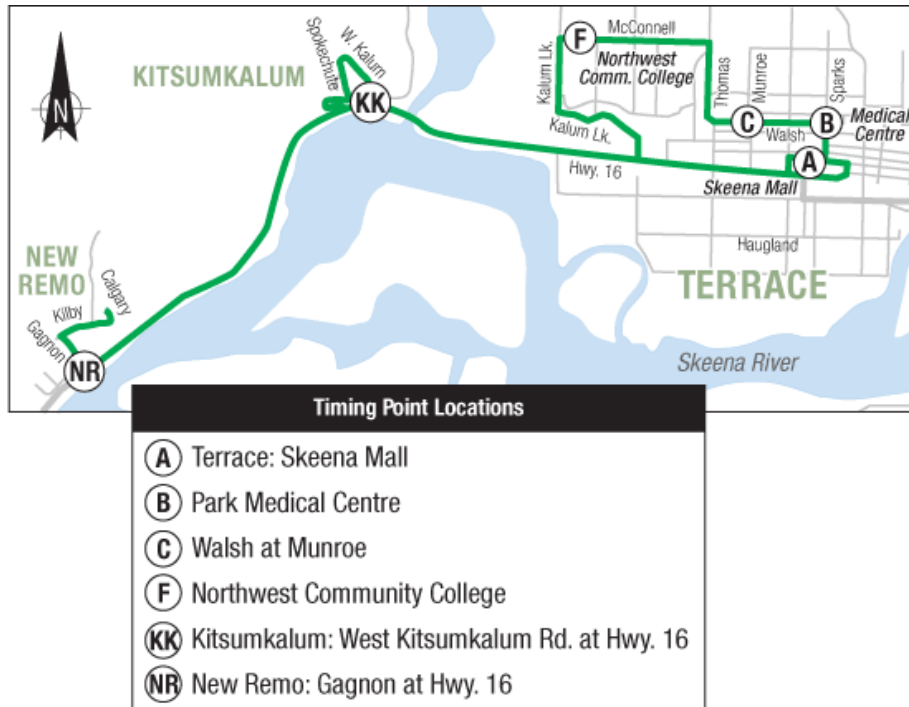


Source: First Canada ULC

Route #13 – Kitsumkalum

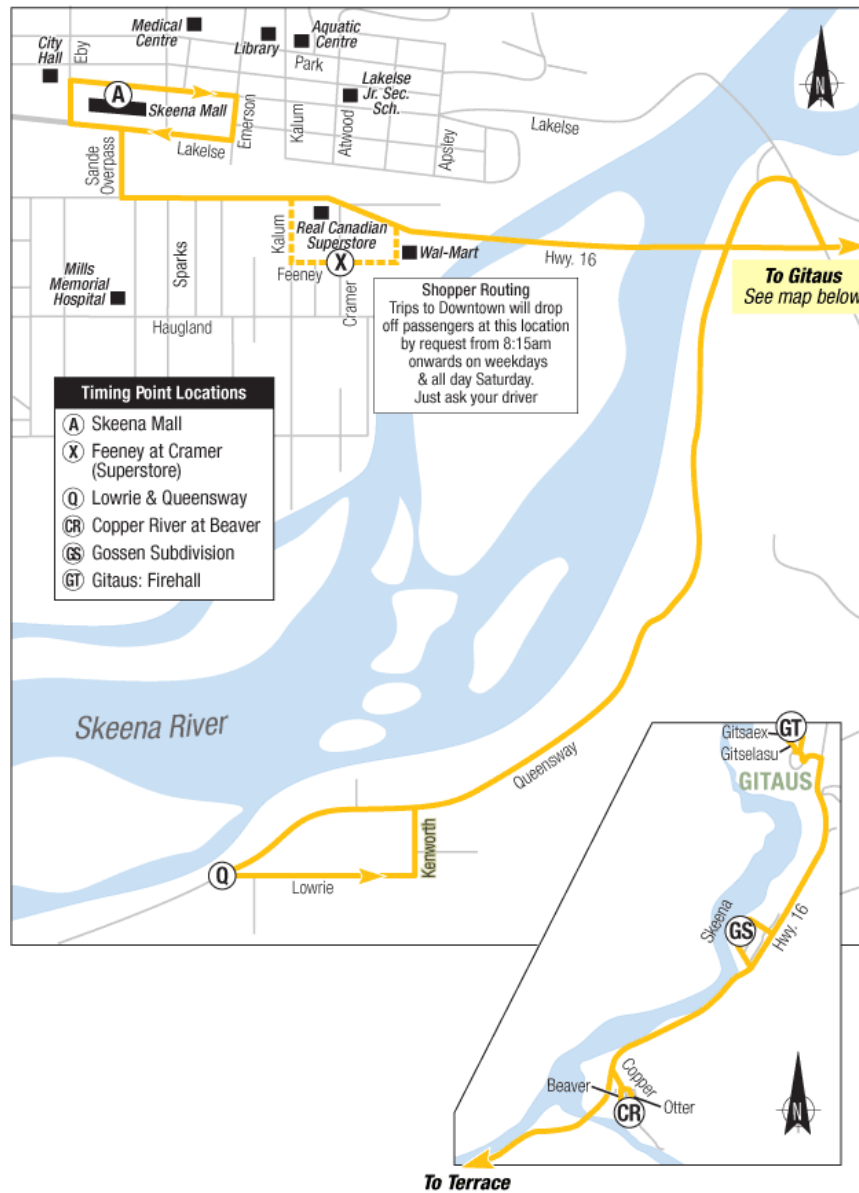
Three trips per day in each direction are offered on this route – departing Skeena Mall at 8:05am, 1:10pm, and 4:35pm. For the first inbound trip of the day, the service passes through Kitsumkalum on its way into Downtown Terrace, and for the two afternoon trips, the services pass through Kitsumkalum on their way to New Remo. The scheduled one-way travel time is 24 minutes.

Two of the trips are offered by the Skeena Regional buses, while the remaining trip is provided by the Terrace Regional buses.



Route #14 – Gitau/Queensway

On weekdays this route stops at Queensway eight times each day (at 7:14am, 9:37am, 11:37am, 2:49pm, 4:55pm, 5:59pm, 6:59pm, and 10:49pm) and at Gitau three times each day (at 6:47am, 12:35pm, and 5:22pm). One of these trips is offered by the Skeena Regional buses, while the others are provided by the Terrace Regional buses. Four of the trips to Queensway are also provided through the #5 Thornhill bus. On Saturdays there are four trips to Queensway (arrival times are at 10:07am, 1:37pm, 3:37pm, and 6:49pm), two of which are provided through the #5 Thornhill bus, and none to Gitau.



ANALYSIS OF RIDERSHIP AND TRANSIT SYSTEM DATA

The following table shows how the Skeena Regional Transit System compares to other systems that have access to only one, two, or three vehicles and have similar ridership levels. According to the results, the Skeena Regional Transit System is a fairly well performing system, ranking fairly high in ridership and revenue. However, its cost recovery ratio is below average, and this may be related to the fact that it has one of the higher operating costs per hour among its peer systems; this can be attributed in part to the significant distances between destinations which results in higher cost/km.

2011/12 Paratransit System Figures for Skeena Regional and Peer Communities

Transit System	Licensed Vehicles (1)	Total Passengers	Rank	Total Revenue (\$) (2)	Rank	Cost Recovery	Rank	Rides/Hour	Rank	Operating Costs/Hour	Rank
Pemberton Valley	2	56,963	1	147,805	1	30.9%	1	12.5	2	\$139.97	10
Merritt and Area	2	50,728	2	46,224	5	19.4%	2	12.1	3	\$56.77	4
Agassiz - Harrison	3	42,253	3	57,563	3	15.0%	6	7.7	5	\$56.00	3
Skeena Regional	2	35,330	4	66,580	2	14.8%	7	10.6	4	\$106.18	9
Port Edward	1	33,179	5	49,104	4	18.8%	3	15.4	1	\$100.06	8
Smithers and District	2	18,857	6	37,913	7	17.8%	4	5.1	8	\$51.17	2
Bella Coola	2	18,179	7	28,513	8	12.5%	8	5.1	8	\$64.30	5
Hazeltons' Regional	2	14,682	8	45,546	6	15.5%	5	5.7	6	\$97.00	7
Summerland	1	12,438	9	14,772	10	9.0%	10	3.5	9	\$47.63	1
Okanagan - Similkameen	1	9,148	10	16,519	9	11.1%	9	5.3	7	\$66.90	6

(1) Includes in service and spare vehicles

(2) Includes advertising revenue

EXISTING SYSTEM INFRASTRUCTURE

The operations and maintenance facility belongs to First Canada, and the transit exchanges are very simple, sometimes only consisting of a bench.



Kitimat City Centre bus stop

OPERATIONAL CONSIDERATIONS

Discussions with the operations manager confirmed that the scheduled travel times on route #11, which are the same year-round, were not adequate and were leading to system-wide delays. This is not surprising given that there is no provision in the schedule for seasonal changes in roadway conditions and travel times.

The fact that there is a full spare bus for this service is a positive feature of the system as it enhances the reliability of the system.

The trip-by-trip boarding data provided by First Canada indicates that the demand is such that customers need to stand on a regular basis, especially on routes #11 and #12. This is undesirable, especially on the longer routes that make up the Skeena Regional Transit System.

CONCLUSIONS / SUMMARY

The Skeena Regional Transit System is a system that is performing fairly well but is stretched by a demanding daily schedule. In having to travel extensive distances and serve four separate routes in a day, the system is prone to delay, especially in winter months when snowy and icy conditions can be a constraint to travel. In addition, with standing loads a fairly regular feature of the services, this is an indication that an additional trip on routes #11 and #12 may be warranted.

4. CONSULTATION AND COMMUNICATION

CONSULTATION ACTIVITIES AND LEVEL OF RESPONSE

Communication Tools

A key part of developing a more effective transit system is to effectively engage the community in their system's development. In the case of the Skeena Region, a range of tools was used to maximize opportunities for public/stakeholder input within time and resource limitations. Engagement techniques included both "structured" input, organized around key technical issues (e.g. driver surveys and meetings with operating managers), and more open stakeholder sessions to allow for free flowing opinions and suggestions on existing or proposed services. Listed below are some of the types of tools used.

STAKEHOLDER MEETINGS AND INTERVIEWS

Meetings were held with key stakeholders, including the Regional District of Kitimat-Stikine, the City of Terrace and District of Kitimat, and the Regional Manager of First Canada ULC, and many others were interviewed over the phone. A complete list of these other organizations can be found below and a summary of the issues and opportunities that they brought forward can be found in the Appendix.

Community Stakeholders

Local Government Partners

- Regional District of Kitimat-Stikine – staff
- City of Terrace – staff and council
- District of Kitimat – staff

First Nation Communities

- Kitsumkalum Band
- Kitselas Band
- Kitamaat Village

Transportation Providers

- First Canada ULC – manager and drivers
- Kalum Kabs in Terrace

Educational Agencies

- University of Northern British Columbia
- Northwest Community College

Community Organizations / Committees

- Kermode Friendship Society
- Terrace Seniors Advisory Committee
- Northwest Training
- Terrace and District Community Services
- K'san House Society

Health Institutions

- Mills Memorial Hospital

Businesses and Commercial Developments

- Skeena Mall
- Walmart

Other

- Royal Canadian Mounted Police

OPEN HOUSES

Four public open houses were held at key locations to capture as many current and potential future riders as possible. The locations included:

- Kitimaat Village
- City Centre Mall, Kitimat
- Skeena Mall, Terrace
- Farmer's Market, Terrace

All four open houses featured interactive presentation boards that gave an overview of the current service and provided the opportunity to "vote" and offer feedback on suggested schedule, route, and bus stop changes, and other ideas to improve service.



Open house at the Terrace Farmer's Market

ONBOARD SURVEY

A customer satisfaction survey was distributed by the drivers between June 19 and 23. The purpose of this survey was to receive passenger feedback and to gather information for the ongoing service review. Passengers were encouraged to fill in the survey while on the bus and then return their completed forms when exiting. The survey questions and detailed results can be found in Appendix A.

ONLINE SURVEY

A web survey posted on BC Transit's *Transit Future* website provided another opportunity for customers and other residents to provide input to the study. The survey questions and detailed results can be found in Appendix B.

DRIVER SURVEY

Since the drivers have an intimate knowledge of the technical aspects of the transit system, they were also asked to complete a survey. They provided feedback on some of the changes that have been suggested, and submitted their own recommendations for service improvements. The survey questions and detailed results can be found in Appendix C.

PUBLIC ADVERTISEMENTS

To advertise the public consultation activities, event announcements were posted on the Terrace and Kitimat municipal websites, on BC Transit's *Transit Future* website, and on the radio. It was also advertised in the local newspapers in Terrace (Terrace Standard) and Kitimat (Kitimat

Northern Sentinel). In addition, posters were placed at two major bus stops – Safeway and Skeena Mall in Terrace – and onboard buses. Level of Response

The level of participation and response for the open houses and surveys are summarized in the table below.

Consultation Method	Level of Participation / Response
Open houses	Kitamaat Village – 55 people Kitimat City Centre Mall – 20 people Skeena Mall – 30 people Farmer’s Market – 25 people
Onboard survey	138 responses, including residents of Terrace, Kitimat and outlying communities
Online survey	18 responses, including residents of Terrace, Kitimat and outlying communities
Driver survey	3 responses from Skeena Regional bus drivers

One particular demographic group that could have potentially provided more valuable information is post-secondary students. Due to the consultation activities being held over the summer, it was difficult to engage this demographic group. Some feedback, however, was collected through conversations with school staff, and through the web survey.

SUMMARY OF KEY THEMES FROM PUBLIC CONSULTATION

The key themes that emerged from the onboard survey, web survey, open houses, stakeholder meetings, and interviews with passengers are summarized in the table below. These themes fall into four categories – scheduling, routing, capital infrastructure, and other issues. The concerns expressed about the Terrace Regional and Skeena Regional Transit Systems are included in the table below, as residents of the Terrace Region also had the opportunity to comment on the Skeena Regional system.

Scheduling Issues
<ul style="list-style-type: none"> • Weekend and weekday evening service was requested for the #11 Terrace-Kitimat Connector • Weekend service needed • Evening service on weekdays • More time for route #11 Terrace-Kitimat Connector, especially in winter months, to improve on time performance • More frequent service on weekdays for route #12 - Kitamaat Village, and #14 - Queensway/Gitau
Routing Issues
<ul style="list-style-type: none"> • More service to the Jack Pine Flats community was requested • The Terrace-Kitimat Connector should serve the Medical Centre • Route #12 should have another stop within Kitamaat Village, to service the residents up the hill • Additional service to the Northwest Regional airport (currently, there is only one trip to the airport per route direction at inconvenient times), especially to meet airport departures. This request was made mainly by Kitimat residents, as the distance from Kitimat to the airport is significantly greater (56 km) than the distance between Terrace and the airport (9 km)

Capital Infrastructure Issues
<ul style="list-style-type: none"> • Cleanliness of buses and bus shelters is often an issue • Buses often break down
Other Issues
<ul style="list-style-type: none"> • High demand by stroller and wheelchair users, creating a conflict between the two groups • Some passengers are violating safety regulations and harassing other passengers, this issue is not being addressed • Difficulty in contacting First Canada staff during lunch hour, in the evenings and on Saturdays, as there is no staff in the office (although there is an answering machine). Also, if customers call during business hours and the phone is busy, they are required to call back.

ADDITIONAL CONSIDERATIONS

The Cities of Terrace and Kitimat, and the Regional First Canada and their drivers, also provided valuable feedback. They reiterated many of the key themes mentioned in the previous section, as well as the following additional issues and opportunities:

- In the future, there will be industrial development at the Terrace – Kitimat Airport, which might create additional demand for transit service;
- Potentially combine the local Kitimat Service with the Skeena Regional Service for increased efficiencies;
- The connection time between the Northern Health shuttle and the Terrace-Kitimat Connector should be improved;
- More time needs to be built into the schedule of the Terrace-Kitimat Connector, as the bus often runs late; and,
- The lack of luggage carrying capacity on buses makes it difficult to integrate the transit system with the Northern Health medical travel service, which goes to Prince Rupert, Prince George and Vancouver and pick up and drop off passengers at major health facilities.

CONCLUSIONS

The consultation activities described above enabled the project team to reach out to the majority of key stakeholders, including the primary users such as seniors and First Nation communities. Furthermore, the level of response and participation to the surveys and open houses were relatively high, given the population of the participating communities.

Through these activities, the project team was able to successfully draw out the main opportunities and issues for the Skeena Regional system, and identify options for service changes. These options are described in the next section.

5. PROPOSED SERVICE CHANGE OPTIONS

In reviewing the Skeena Regional Transit System and the feedback collected from the consultation activities, a set of set of short- (2012/13, depending on the completion of an implementation Memorandum of Understanding), medium- (2013 to 5 years from now) service change options have been developed for the Skeena Regional system. Service options and recommendations for the Terrace Regional system are described in the *Terrace Regional Transit Service Review Report*. These options have been developed with the following assumptions / constraints in mind, and these assumptions / constraints have been informed by the input provided by BC Transit staff and the Cities of Terrace and Kitimat and the Regional District of Kitimat-Stikine.

Short-Term Assumptions / Constraints (2012/13 – 2012/14)

- Some low-cost immediate actions can be taken
- There is no new funding from the Cities of Terrace and Kitimat, Regional District of Kitimat-Stikine, or the other communities currently contributing to the system
- The number of vehicles in the transit fleet will remain the same

Medium-Term Assumptions / Constraints (2013/14 to 5 years from now)

- The population of the Skeena Region will remain stable
- There is no new funding from the Cities of Terrace and Kitimat, Regional District of Kitimat-Stikine, or the other communities currently contributing to the system
- There will be no turnover of the transit vehicle fleet and the number of vehicles in the transit fleet will remain the same

Long-Term Assumptions / Constraints (5 to 10 years from now)

- The population within the Skeena Region will have grown modestly
- There is additional funding from the Cities of Terrace and Kitimat, Regional District of Kitimat-Stikine, or the other communities currently contributing to the system
- There will be turnover of the transit vehicle fleet and there will be an opportunity to increase the number of vehicles in the transit fleet to provide more service

Short-Term Service Change Options (2012/13 – 2013/14)

1) Revise routes to provide more efficient service and connect key locations within Terrace.

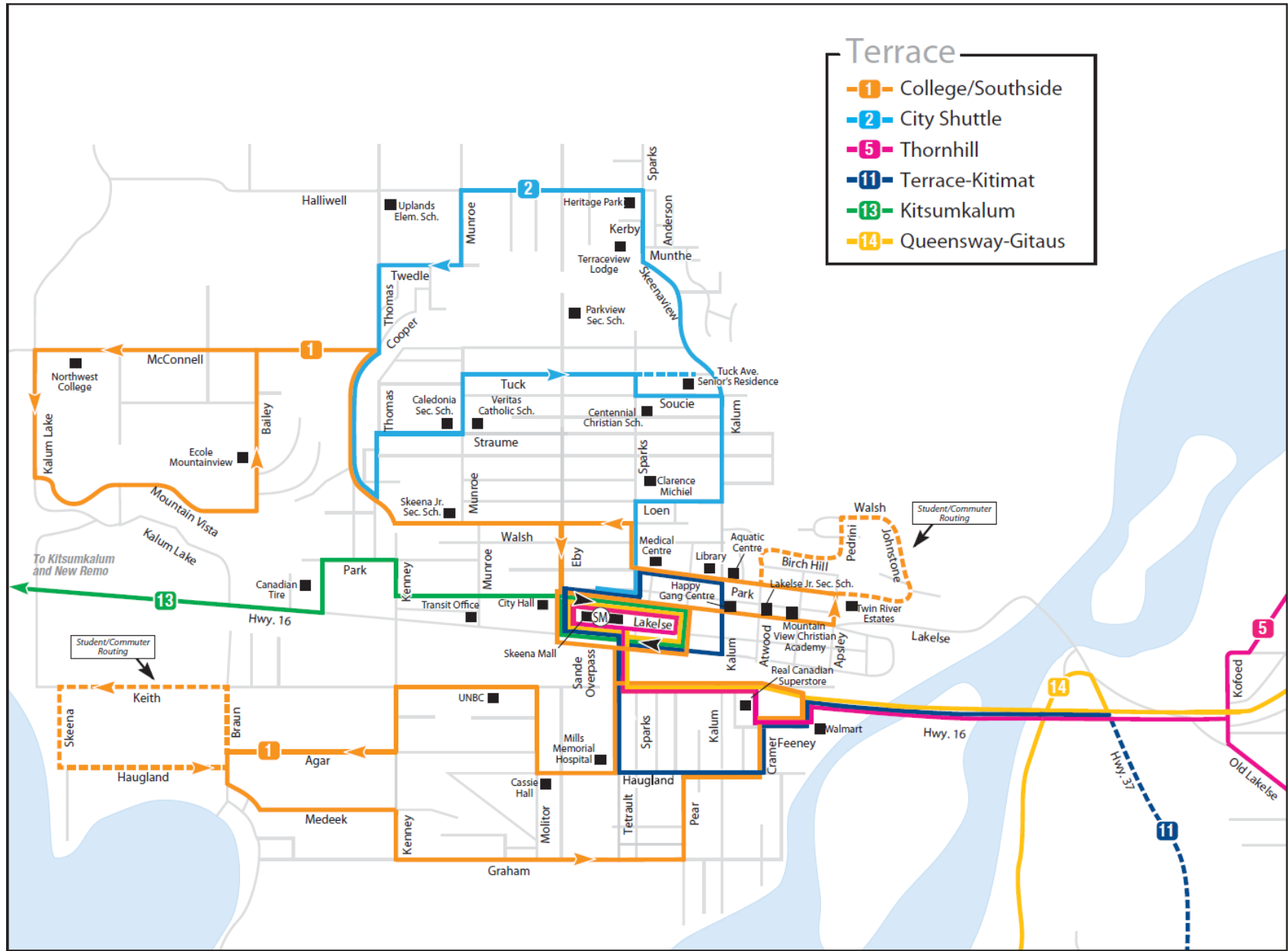
There are numerous ways in which the Terrace and Skeena Regional routes could be reconfigured. One potential reconfiguration is illustrated in the following pages. These proposed changes would transform the current route structure, which includes many circuitous one-way routes, into more of a radial system. They would also provide better connections between UNBC, NWCC, and Mills Memorial Hospital (where nursing students often do their practicums), provide more scheduled service to Walmart, and provide more direct service from different areas of the City to downtown.

Changes have been proposed for routes #1, #2, #3, #5, #11 and #13 (portions of routes within the City of Terrace boundaries). Route #14 could also stop at the Greyhound station on Keith Avenue, between Hall Street and Evergreen Street if the schedule of the route could accommodate the Greyhound schedule.

It is assumed that a cost-neutral option will be possible with either of these reconfigurations, and that hours of operation and number of drivers and vehicles required will be the same as they are currently.

Before further analysis is conducted, it is recommended that BC Transit conduct further public consultations to gather feedback on these options.

Route Reconfiguration



- 2) Add more time to the Terrace-Kitimat Connector (e.g. 10 minutes per one-way trip)** so that trips operate on time throughout the year and so that other routes operated by the Connector vehicle are not delayed. This will require schedule adjustments to other Skeena Regional routes as well as potentially connecting Terrace routes. If route restructuring in Terrace does move forward, it would be ideal to make this change at the same time if funding is available.

Initial High Level Estimate – Additional Annual Impacts

Short Term Option: #4. Add more time to the Terrace-Kitimat Connector

Service Hours: 300	Passenger Revenue: \$3,200
Annual Ridership: 1,800	Total Cost: \$21,000
Vehicles Required: 0	Net Local Share of Costs: \$7,800
	Provincial Share of Costs: \$10,000

- 3) Modify the Terrace-Kitimat Connector schedule and routing to provide better service to the Jack Pine Flats community and possibly the Northwest Regional Airport.** There are two options for modifications:

- a. Stop service to the airport and have all currently scheduled trips serve the Jack Pine community. (This option could be implemented in the short term, and it would be cost-neutral).
- b. Add three additional round trips to the Connector on weekdays and serve the airport two trips in each direction. Not only would this improve service to those areas served by route #11, it would also allow for more trips for routes #12, #13, and #14. As mentioned before, the ridership on these routes are often such that passengers have to stand. Providing more frequent service would ensure these routes, which are long and involve traveling on roads with many curves, are safe and comfortable for passengers. (This option would be implemented in the longer term).

An additional vehicle will be required to provide these additional services. Depending on scheduling, this additional vehicle could also potentially be used to provide morning and late afternoon service in Terrace so that the handyDART vehicle is available to provide more door-to-door custom service (see the *Terrace Regional Transit Service Review Report*, service change option #11). In this case, the net local share of the debt service and vehicle insurance costs could be split between the funding partners of the two systems.

Initial High Level Estimate – Additional Annual Impacts

Short Term Option: #3)b. Add three additional trips to the Connector, and two more trips to the airport (this option would be implemented in the longer term).

Service Hours: 2,300	Passenger Revenue: \$38,000
Annual Ridership: 21,000	Total Cost: \$225,000
Vehicles Required: 1*	Net Local Share of Costs: \$82,000
	Provincial Share of Costs: \$105,000

* At present this option would require one conventional bus to be purchased. This would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. The cost of the additional vehicle (\$30,000) is included in the cost estimates.

These options were developed with the following factors in mind:

- The original intent of the Terrace-Kitimat Connector was to serve medical trips and it is still an important purpose of the Connector;
- The Jack Pine Flats community is financially contributing to the service; and
- Despite the requests that were heard during the study's consultations, there may not be enough demand for service to the airport, as the private Kitimat-Airport shuttle recently stopped operations due to low ridership.

Medium-Term Service Change Options (2013/14 to 5 years from now)

- 4) Install more bus shelters.** For example, at the Medical Centre, the library and the dentist clinic on Park Ave, and in Jack Pine Flats. There may be opportunity to costshare could be accomplished with funding support from the Ministry of Transportation and Infrastructure and BC Transit.

The cost to install a BC Transit bus shelter, which accommodates wheelchairs, is about \$18,000.

Long-Term Service Change Options (5 to 10 years from now)

- 5) Introduce more weekend service.** Currently, many people find it difficult to get around on weekends, particularly in the outlying communities, as the only public transit route the Skeena Regional system provides on weekends is route #14 (Queensway-Gitau), which has limited Saturday service.

One option would be to offer three trips per day on Saturdays (evenly spaced throughout the day, similar to what is provided currently on weekdays) and two round trips per day on Sundays and holidays (one in the late morning, one in the late afternoon).

Initial High Level Estimate – Additional Annual Impacts

Longer Term Option: #7. Introduce more weekend service.

Service Hours: 1,100	Passenger Revenue: \$12,900
Annual Ridership: 7,200	Total Cost: \$99,000
Vehicles Required: 0*	Net Local Share of Costs: \$40,100
	Provincial Share of Costs: \$46,000

* At present this option appears that it could be implemented with no additional vehicles. This would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. An additional vehicle would increase costs by \$30,000.

- 6) Introduce more evening service Monday to Saturday.** Currently there is minimal service in the evening and no late night service. Most of the Skeena Regional routes end by 4:39pm. Only route #14 (Queensway-Gitau) has a trip after 6:25pm.

An additional round trip could be added Monday to Saturday in the evenings. Return time to Kitimat from Terrace would be timed to meet Northwest Community College evening class end.

Initial High Level Estimate – Additional Annual Impacts

Longer Term Option: #8. Introduce more evening service Monday to Saturday

Service Hours: 1,000

Annual Ridership: 7,100

Vehicles Required: 0*

Passenger Revenue: \$12,700

Total Cost: \$75,000

Net Local Share of Costs: \$27,300

Provincial Share of Costs: \$35,000

* At present this option appears that it could be implemented with no additional vehicles. This would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. An additional vehicle would increase costs by \$30,000.

SUMMARY OF SERVICE CHANGE OPTIONS

Service Change Option	Advantages	Disadvantages
Short Term (2012/13 – 2013/14)		
1) Revise routes within Terrace to provide more efficient, 2-way service and connect key locations	<ul style="list-style-type: none"> • More direct service with less circuitous routes, improved connections between key locations, improved coverage of service (the Terrace-Kitimat Connector would serve the Medical Centre), and potentially shorter round trip times, enabling frequency of service to be increased 	<ul style="list-style-type: none"> • Some residents currently living along transit routes may need to walk a bit further to access transit
2) Add more time to the Terrace-Kitimat Connector	<ul style="list-style-type: none"> • Better on-time performance for the Connector and the whole system 	<ul style="list-style-type: none"> • Increased operating costs
3) Modify the Terrace-Kitimat Connector schedule and routing to provide better service to the Jack Pine Flats community and/or the Terrace-Kitimat Airport by: a. Removing service to the airport and have all currently scheduled trips serve the Jack Pine community (short-term option) OR b. Adding three additional round trips to the Connector on weekdays and serve the airport two trips in each direction (long-term option)	<ul style="list-style-type: none"> • Increased service to Jack Pine Flats and possibly to the Terrace-Kitimat Airport, depending on how the service is improved 	<ul style="list-style-type: none"> • Option 5) a. Termination of service to the airport • Option 5) b. Increased operating costs

Medium Term (2013/14 to 5 years from now)		
4) Install more bus shelters (e.g. at Jack Pine Flats)	<ul style="list-style-type: none"> More comfortable waiting conditions for the customers 	<ul style="list-style-type: none"> Funding required to purchase and install the bus shelters
Long Term (5 to 10 years from now)		
5) Introduce more weekend service	<ul style="list-style-type: none"> Customers could use the transit service for shopping, work, going to church, etc. on the weekends 	<ul style="list-style-type: none"> Increased operating costs Additional vehicle may need to be purchased to provide service
6) Introduce more evening service Monday to Saturdays	<ul style="list-style-type: none"> Customers could use the transit service for work, school, etc. in the evening 	<ul style="list-style-type: none"> Increased operating costs Additional vehicle may need to be purchased to provide service

It should be noted that options to revise the route #12 Kitamaat Village were examined but were not advised here since the transit vehicle would not be able to operate them safely.

The following table summarizes the estimated impacts for all service options presented in the above table. All figures are annual and are based on estimates that would require review based on actual date of implementation and confirmed service and operational details.

Service Option Summary: Estimated Additional Annual Impacts

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
Short Term (2012/13 – 2013/14)								
1) Revise routes within Terrace to provide more efficient service and connect key locations.	Further public consultation is required before further analysis can be conducted. However, the goal of this option would be to work within existing resources.							
2) Add more time to the #11 Terrace-Kitimat Connector trips	0	300	1,800	\$3,200	\$21,000	\$7,800	\$10,000	6.0
3) Increase service to Jack Pine Flats by: a. Remove service to the airport and route all currently scheduled trips for route #11 through the Jack Pine community.	n/a	n/a	n/a	n/a	\$0	\$0	\$0	n/a
b. Add service to the #11 Connector, and alternate trips to airport and Jack Pine Flats (long term)	1*	2,300	21,000	\$38,000	\$225,000	\$82,000	\$105,000	9.0

Service Proposal	Buses	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour
option)								
Medium Term (2013/14 to 5 years from now)								
4) Install more bus shelters (e.g. at Jack Pine Flats)	n/a	n/a	n/a	n/a	\$18,000/shelter	100%	n/a ²	n/a
Long Term (5 to 10 years from now)								
5) Introduce weekend service	0*	1,100	7,200	\$12,900	\$99,000	\$40,100	\$46,000	6.5
6) Introduce more evening service Monday to Saturday	0*	1,000	71,000	\$12,700	\$75,000	\$27,300	\$35,000	7.1

* The vehicle requirements shown here appear feasible but would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date to ensure that appropriate vehicle spare ratios are maintained. An additional vehicle would increase costs by \$30,000.

OTHER CHANGES

While this section has focused mainly on service changes, there are also other changes that have been identified for the Skeena Regional Transit System. These include:

- Posting more conspicuous "No Smoking" signage at bus stops;
 - Changing "No Parking" signs to a positive message that encourages transit use (e.g. a message that describes the benefits of transit); and
 - Painting the curb along the "No-stopping" zones that have been created for transit purposes (e.g. at bus stops) with red paint instead of yellow to provide motorists with a clearer warning signal;
- Having someone in the operator's office after 5pm on weekdays and on Saturdays to answer calls.

² Opportunity to cost share through the BC Transit Bus Stop Improvement Program

6. CONCLUSIONS

The evaluation results shown in the table in Chapter 5 indicate that all of the proposed service changes have significant advantages. There are, however, some disadvantages or challenges. To overcome some of these disadvantages, and to enhance customer satisfaction and improve operational efficiencies, a number of actions are recommended.

The first recommendation is to allocate more capital and operating funding to transit service as the population of the Regional District of Kitimat-Stikine grows. This will allow more vehicles to be purchased, more bus shelters to be installed, and the frequency and hours of service to be enhanced. This in turn will increase residents' mobility and access to jobs, education, and other important amenities, and improve customer satisfaction.

In addition, to provide reliable and high quality transit services, it is recommended that operating and maintenance performance standards should be included in operating contracts. This clarifies the standards that are expected of the operators in terms of service delivery (on-time per (on - time performance, customer service, and safety issues), and vehicle standards (utilization, reliability, and condition).

As the service changes described in Chapter 5 are implemented, the changes implemented should also be monitored closely to see what the impact is on ridership and customer satisfaction.

Finally, it will be important to conduct more regular service reviews in the future (e.g. every 5 years or when significant changes occur) so that changes in the population and needs of the customers can be responded to more promptly.

7. IMPLEMENTATION CONSIDERATIONS

OPPORTUNITIES FOR STAGED IMPLEMENTATION

Chapter 5 provides an outline of how the proposed service changes could be implemented over several stages. This approach would allow the most critical needs and cost-effective options to be implemented first. Once the population of the Regional District of Kitimat-Stikine and its partner communities have grown such that there is a larger tax base to support the transit system, more resource-intensive improvements could be implemented.

It should also be noted that the service change options and costs presented here are for the purpose of guiding transit development and investment in the Skeena Regional Transit System. It is recognized that service needs and/or local capacity to fund transit improvements may change over time. Therefore, while this document is presented to guide service development over the longer term, options for implementation that require expansion to service hours or vehicles will need to be confirmed on an annual basis for the subsequent year as part of the funding partners' budget approval.

Similarly, provincial funding for transit is confirmed on an annual basis. Therefore, implementation of any option requiring expansion is dependent on BC Transit's fiscal year budget, normally confirmed in mid-February each year. Implementation of specific service options and packages are also dependent on allocation of available provincial transit expansion funding between transit systems as determined through BC Transit's Transit Improvement Program (TIP).

Once local government has approved a service option or combination of options for implementation – and local and provincial funding has been approved, if required – an Implementation Agreement Memorandum of Understanding (MOU) will be developed for signature by the Regional District of Kitimat-Stikine and BC Transit. This MOU outlines the exact service changes to be developed for implementation and the roles and timeline for implementation. Once signed, changes to scope of services in the implementation may change timelines. Detailed costing would be confirmed through implementation.

CHANGES TO TRANSIT INFRASTRUCTURE (BUS STOPS, EXCHANGES) AND FUTURE CAPITAL INVESTMENTS

As described in the previous chapters, it is recommended that more funding be allocated to transit for the purpose of installing more bus shelters and making bus stops more accessible, and purchasing and operating additional vehicles.

MONITORING PLAN

With respect to monitoring performance, it is recommended that a BCT conduct regular audits of the system. While the operator would continue to collect ridership and other data that

requires on-going collection, BCT should objectively perform semi-annual audits and collect information such as on-time performance, vehicle maintenance quality, safety, and customer satisfaction. This can be included as part of the conditions of the operator's contract.

8. RECOMMENDATIONS

It is recommended that the Regional District of Kitimat-Stikine:

- **Receive this report as information, provide comment and approve the draft report for presentation to the public for further review;**
- **Direct staff to work with BC Transit to undertake public consultation on the draft report, particularly on all service change proposals in order to prepare the final draft;**
- **Approve creation of local capital project action plans and budgets to address the bus stop and infrastructure priorities identified. BC Transit's Corporate and Capital Planning Division is available to provide assistance with this.**

APPENDICES

APPENDIX A – MEETING, INTERVIEW, AND OPEN HOUSE SUMMARIES

Local Partners

Regional District of Kitimat–Stikine

A manager from the Regional District of Kitimat–Stikine (RDKS) was consulted. They noted the following opportunities and issues:

- It might sense to combine the local Kitimat Service with the Skeena Service (or at least the Kitimaat Village service and perhaps the connector). There wouldn't be a change in what the partners paid for, but there might be some benefits in terms of the service.
- Residents of Kitimaat Village are the biggest users. Residents from Kitsumkulum and Gitaus also use the service. Residents of these communities pay RDKS for the connector service. They typically use the service for shopping, medical appointments, and sometimes school trips.
- There are some timing issues between the Northern Health and the connector service that should be examined.
- There is a luggage issue (no space specifically allocated for luggage so bringing luggage onto buses poses a safety hazard). The policy on the buses has been modified such that shopping bags are now accepted.
- There could be more service in the evening, and on Saturdays. Terrace and Thornhill already get service on Saturdays, so it would not be inconsistent with other parts of the system.
- The bus is sometimes too full.
- There are no issues with security at bus stops or a lack of lighting. However, sometimes there is a request for more bus shelters.

District of Kitimat

A staff member of the District of Kitimat was consulted. The opportunities and issues raised included the following:

- The schedule of the connector is problematic in that it gives a person a very long day in Terrace if they arrive at 7:55am and don't leave until 5:15pm.
- Saturday service to Terrace is sometimes requested. There are small demands for recreational destinations.
- The Regional service is useful for medical check-ups, for visiting people in the hospital, and taking care of medical-related errands such as picking up glasses.
- The Cable Car Subdivision has about 130 residents and is served by the regional and school bus services.
- There is currently a shuttle service to the airport, but there are no Greyhound or ferry services in the Kitimat. There is a Haisla shuttle.
- Some people use the Connector in the winter when they don't want to drive themselves. However, there is not really a major change in seasonal demand.

- There have been no requests for additional bus stops or shelters.

City of Terrace

The Director of Finance and the Finance Clerk provided the following feedback in terms of opportunities and issues:

- The UNBC campus is not served.
- Northwest College's class schedules may be creating demand for more weekend service and later trip times.
- There was recently a petition in the City of Terrace to increase service hours.
- Bus stops are sometimes donated by buses or bought by the Ministry of Transportation and Infrastructure, and they require a small amount of maintenance.
- There is an issue with snow removal around bus stops.
- The handyDART hours of service creates some issues for renal dialysis. Given that the renal dialysis requires a fair amount of time, people arrive all at once and create heavy demand on the equipment. If service started earlier in the day and ended later, the hospital could schedule dialysis appointments in the morning and afternoon.
- Currently there is Taxi Supplement service. It is proposed to consider taxi saver coupon program.
- There are a number of trips between the Medical Centre, where most clinics are located, and the Hospital – this takes up some capacity of the handyDART system.
- It would be desirable to right-size the vehicles for the demand. There is concern about empty buses. Acquiring smaller buses is a problem because the current fleet has not yet been paid for and because then those buses would have to be serviced for 18 years. Using the buses on the Kitimat system is not feasible, either, because they are not owned by BC Transit.
- There are no school buses within the City of Terrace, but a yellow school bus service is provided to students who live outside of the City limits.
- There is a local taxi company, and it has one handicap-accessible vehicle.
- A bus stop has been requested at Anderson and Munthe, and this likely makes sense. Another has been requested at the 5100 block of Keith for someone's daughter who is in a wheelchair.
- Thornhill Junior Secondary School will close in June.
- There will be industrial development at the airport in the future.

A meeting was also held with the Terrace City Council. The Councillors explained that they have heard that transit buses are not picking up seniors where it is convenient for them. This is sometimes due to snow removal issues on streets used by buses and on sidewalks near bus stops. Bus shelters also need to be more weather-proof and there needs to be more bus shelters.

The transit schedule at NWCC is also not coinciding with evening class times and there is not enough weekend service. In addition, there is a need to look at a bus route to the UNBC campus.

The transfer times between the Bench and the southside areas of the community are not convenient. A suggestion was made to have one bus cover the entire route to avoid riders having to change buses at the downtown exchange. BC Transit clarified that sometimes riders do not have to get off at the downtown exchange, as the same bus will switch onto a different route at the exchange.

In terms of communication, there is a need for real-time arrival information so that riders know whether or not they have missed a bus. It would also be helpful to have an FAQ sheet posted on the City's website to provide answers commonly asked questions. This could help improve the public's perception about transit service in the community. For example, the FAQ sheet could provide information on the BC Bus Pass Program, which is available to low-income individuals.

There is limited bus service to the Terrace/Skeena Regional airport right now (1 trip in each direction per day). There may be industrial development by the airport in the future, so increasing bus service might be a good idea.

Operator

First Canada UCL

The Regional Manager was consulted and he raised the following points:

- There is not enough schedule time on the connector. One hour between Skeena Mall and Kitimat City Centre is not enough. There are frequent delays, especially in the winter.
- It is problematic that the connector cannot accommodate baggage even though it was meant in large part to serve long-distance medical trips that usually require an overnight stay. It also has limited value as a service to the airport if bags cannot be safely accommodated on the vehicles. Shopping bags are also sometimes a problem.
- There may be some justification in operating the connector service on Saturday service because the Terrace service operates on Saturdays, as does the local Kitimat service.
- They have gotten some funding in past years from MOTI for bus stops.
- Buses no longer pull off the road to stop at the hot springs/restaurant. There are other recreational points along the route that get some visitors during the year.
- Ideas for operational improvements:
 - Start the services to Gitau (Route 14) a bit earlier so that any delays on that route do not impact services within town.
 - Add more time to the connector route so that service to Kitsumkalum (Route 13) is not delayed.
 - Add a bus to provide the Kitimaat Village to Kitimat service so that delays on the connector are not felt on the shorter route.

- It may be worthwhile to completely redo the routes and schedules in Terrace.
- The classification of Terrace routes as paratransit is somewhat problematic.
- There are many strollers used on the system.
- Ridership in the Jack Pine Flats area is quite low.
- Many passes are used in Gitau.
- Terrace may need more hours for the handyDART service to serve the demand.
- First Bus receives very few complaints about the system.
- At the Terrace Hospital, conventional services go inside the parking lot, even though this is an operational issue. They did not like having to make people wait across the street in the cold at an uncovered bus stop. People were waiting inside, anyway, and there was the risk of them missing the bus.

Drivers and Passengers

Onboard buses, the consultant team received the following feedback from passengers and drivers:

Driver comments:

- The city does a relatively good job of clearing the hills on Park and Birch Hill, but when it gets really bad, drivers will just drop passengers at the bottom of the hill. There are students that get picked up here.
- One driver noted that the bus stop at Sparks and Halliwell should be moved to Munthe and Anderson, where there is more demand for transit service. However, another driver noted that Halliwell and Sparks should not be removed, as many people from the adjacent apartments use the stop. A new bus stop should be put in at Munthe and Anderson though.
- One driver felt that routing for #1 College / Halliwell should be changed, while another driver felt that the current routing should be kept as is, as it provides some two-way service. If it is changed, then maybe change the direction of travel every alternate trip.
- The #5 Thornhill route should operate the same route as the Kitimat-Terrace connector.
- For the #3 Southside route, every other trip should also operate in the opposite direction.
- A driver recommended making the bus route names clearer. Passengers often get confused by the bus names. E.g. The 99 Special route is the #1 route, just operating in the opposite direction, so why not use the same name?
- All Thornhill routes (#5) should go through Walmart in both directions. Right now, for some runs, passengers have to request a stop at Walmart.
- The bus stop at the Medical Centre is difficult to get into, as there are often vehicles parked right behind the bus stop. The bus stop should be moved further a few meters up or down the block.
- It is difficult to get out of the Canadian Tire parking lot, as there are many trucks. The bus stop should be moved from the store entrance to the main street so that the bus doesn't have to drive through the Canadian Tire parking lot.

- Benches should be moved a bit further away from bus stops (by 10 feet or so), as some people are only resting at the benches and not waiting for a bus, and bus drivers cannot tell right now and end up making unnecessary stops.
- Both bus stops on Floyd should be moved to the Floyd and Mountain Vista intersection so that they are on the main street.
- Should add 5 minutes to the #99 Special, as it always runs late.
- With Thornhill Jr. Secondary closing, the #99 will probably get even busier.
- While there are seasonal differences for regular transit (e.g. fewer students in the summer), the handyDART service has remained busy year-round for the last couple of years. Before, there were students who used the service, so that during the school year the bus would be full and in the summer, there would be empty seats. Now, the students do not use the service.
- A driver noted that there is too much demand for handyDART for one bus to handle, but likely not enough for two buses. However, if there is more promotion, maybe it would justify more service (some seniors gave up on the service).
- Popular pick-up locations for handyDART include Terraceview Lodge at McConnell Estates, which is a senior's home. The group home also has 4 or 5 regular users. These users often go to the gym or Wal-mart. Other popular destinations for passengers include the hospital for appointments and renal dialysis, and downtown for shopping.
- HandyDART runs from 8:45am to 4:20pm. It used to run until 6pm, but medical clinics are typically closed by then, so there were not enough users. It also used to operate on Saturdays, but the physio clinic is closed that day, and medical clinics are only open half-day on Saturdays. There has also been request for services on Sunday for church.
- Onboard handyDART buses, First Canada now requires wheelchair straps to be put away each time a wheelchair user is unloaded, to avoid tripping hazards. However, this slows the drivers down by a few minutes each time. For the new handyDART bus, this is not a problem, but for the old bus, it is a problem.

Passenger comments:

- Several passengers said that the bus between Kitimat and Terrace often breaks down. The brake line breaks. It even caught on fire once. They felt that the bus is not meant for highway operation, especially during the winter time. There are too many potholes.
- Many passengers interviewed said that they would like to see weekend service. They can't work or work on weekends, or go to church on Sundays.
- Several passengers also noted that the buses and bus shelter are often dirty.
- All handyDART passengers interviewed noted that it is very difficult to schedule a pick-up on the same day. They usually have to schedule a pick-up at least 48 hours prior to pick-up. Passengers also complained that there was no service on the weekend or evening. One passenger also thought that they should not be charged every time they make a stop

(sometimes they have to stop at the bank before going to their destination, and they would have to pay twice).

Other Stakeholders (including other Funding Partners)

Kitsumkalum Band

The band manager's thoughts on the transit services are that they might not be as beneficial to the community as hoped. They are offered Monday through Friday three times per day. There is no service on weekends, but this may not be a big problem, as there are not that many people in the community. There are still quite a few young people who walk to town – this suggests that the schedules are not suitable to everyone. However, he does not believe that providing more service would necessarily result in more ridership. There is a small sidewalk / multi-use trail that leads into town, and this accommodates those people who walk. He has not heard any complaints about the transit services, but he would suggest that the first run of the day leave earlier so that NWCC students can get to class.

He has observed that the users are mainly young families and teenagers. There are not very many elders who use the service, even though a large portion of the community of 300 is made up of elders. The elders generally rely on family members for transportation. This creates a somewhat awkward situation because the service is partially funded by Northern Health to provide people, such as elders, with access to health care.

Kitselas Band

The band manager had only been in the position for three months, so may not be aware of all of the issues related to transit. However, he had heard some concerns about the bus schedules and had noted some requests for Saturday service. The noon departure is fairly well used; he can see the bus stop from his office window.

Kitamaat Village

A stakeholder meeting was held at Kitamaat Village. Some of the issues and comments heard included the following:

- Drivers are not always kneeling the buses when requested
- There is a battle between wheelchair users and stroller users.
- Can there be more service to Kitimat without adding more service to Terrace?
- The #12 route should continue up the hill, where there about 10 people who would take the bus. The hill is sanded in the winter, and it would take about 3.5 minutes to do the loop. There is a place where the bus can turn around.
- Passengers can only bring a limited number of bags onto the bus. This is a problem for grocery trips.

- Sometimes passengers harass other people on the bus or they drink alcohol on the bus.
- The First Canada office closes at 4pm and this is a problem. Sometimes within office hours, they don't pick up the phone either.
- There should be service on weekends.

Walmart

A manager from Walmart stated that the bus schedules cause some problems for some of the work shifts. There is a shift that ends at 10:30pm, which is after the last bus leaves, so some employees have had to leave their shift early to catch the bus. An early shift starts at 7am, so some employees are late for this shift if they are depending on transportation by bus.

The manager believed the bus stop was in a good location.

Kermode Friendship Society

A staff member at the Kermode Friendship Society discussed several transit-related issues. The services from Gitau and Kitsumkalum leave very early, and someone coming into town has to wait quite a long time before being able to go back. As a result, many people walk back to their communities, and this is quite a distance.

The staff member also knows that people at Northwest Community College (NWCC) have difficulty accessing transit on the weekends. This is problematic because people live on campus, so they are stranded there on the weekends.

The Kermode Friendship Society operates in three buildings in Terrace. They are all centrally located and easily accessible by transit service.

Mills Memorial Hospital

A staff member from the hemodialysis unit at Mills Memorial Hospital discussed the challenges involved in using handyDART service to get to dialysis appointments. The dialysis equipment is best used if each unit can provide two sets of dialysis per day. However, the handyDART services do not start early enough for people to get to the start of the first set and do not operate late enough to pick people up from the second set. Dialysis appointments can also be made on Saturdays, but handyDART does not operate on Saturdays. Only a small portion of patients arrive by handyDART for the dialysis appointments.

Terrace Seniors Advisory Committee

A meeting was held with the Terrace Seniors Advisory Committee and prior to the meeting, a spokesperson of the Committee was interviewed. Several specific issues with the service were raised during this meeting and interview, including:

General issues/comments:

- Riders are very happy with the bus drivers.
- Many seniors use the handyDART service, and most are willing to use the conventional services. There was a discussion about organizing a tour of the city bus system to show seniors how to use the buses.
- Taxi service is available, but limited
- Weather is an issue, and a lack of infrastructure may be hindering people from using the services. Snowclearing at bus stops (sidewalks and roads) should be a priority in the downtown core
- The bus size may not be ideal
- The handyDART buses can only load from the back, and this is problematic in the Downtown where curb space may be limited.
- Education and outreach informing public of transit benefits
- Suggestion was made to change “No Parking” signs to a positive message that encourages transit use.

Schedule issues:

- handyDart hours need to be extended to before and after current hours. Many people are unable to get to their colonoscopy appointments in the morning, so more morning service more important than afternoon service
- City Shuttle and College route should run together to avoid large gaps in time.
- There is a schedule gap between the north and south side that should be addressed. Many people take the City Shuttle and have to wait downtown 45 minutes for the Southside bus to get to the hospital and Walmart.
- City shuttle should have an 8:50am stop. The 8:16am bus is too early.
- There should be more frequent service to Jack Pine Flats and other outlying areas including Copperville. The existing service is not enough, and there is a lack of a bus shelter.
- Bus service on Sundays for Church – around 11am – would be great.
- Transit hours expansion into the evening to meet end times for college and social events

Route issues:

- Some routes are not convenient and need to change.
- UNBC does not have a stop (request has been submitted)
- There is not a stop at the dentist
- Need a bus stop at senior residences on Tuck Avenue
- The new developments – Maple Estates on Kalum / Park Ave and Market Estates – should be served.
- It would be great to include the airport service as part of the transit system, and people are willing to pay more for it.

Bus stop issues:

- Location of bus stop at the Medical Centre should be moved across to the other side of the parking entrance and be extended. A shelter is also needed at the medical centre (request has been submitted) and signs should be erected to discourage parking.
- The library has no shelter
- Shelters should have wooden benches not metal due to the long cold seasons
- No smoking rules and smoke butt holders should be outside of any shelters
- Post schedules in shelters
- More shelters are needed

Northwest Community College Staff

A staff member at Northwest Committee College discussed transit services to NWCC. She has an afternoon/evening shift and relies on bus service in the winter to get to work. There is an issue with the hours of service because her shift ends at 7:30pm, and the next bus after that is 9:30pm. She could wait two hours for that bus or walk home (that takes an hour). There is an issue with the days of service, because she works on Sundays, but there is no bus service on Sundays. She has heard complaints from students about the two hours break in service in the afternoon. Her requests are therefore to add Sunday service and provide regular service throughout the day until 9pm.

Terrace Youth Advisory Committee

An adult supervisor of the Terrace Youth Advisory Committee passed along comments about local bus services gathered at a recent Youth Group meeting. The Youth Group members, who are between 13 and 19 years old, did not ride the bus very often, but they relayed some of the comments they had heard from their friends. They commented that the services did not come very often, that the departure times generally did not meet their travel needs, and that the services were often late.

Northwest Training, Ltd.

A staff member from Northwest Training, Ltd discussed the service to Thornhill and Queensway. She passed along a request for more service throughout the day and service on Sunday. This would assist with people getting to work and completing other types of trips.

The new BC Bus Passes have been well received. They can now be swiped, whereas in the past, people had to show ID (and many people do not have valid ID). She has heard no complaints about drivers or the buses.

RCMP

An inspector with the RCMP indicated that as far as his colleagues could tell, there were few issues with transit service from a security perspective. They had not even received many calls related to drunk passengers, although they often receive calls from the seniors group about problems with the loading

and unloading of the handyDART buses. There was one bus accident, probably caused by some confusion about lanes. He brought up one suggestion for a service adjustment: on Monday evenings, there is an activity at the Air Cadet Building at the airport. Unfortunately, the only way for people to get there now is by car or cab.

Terrace and District Community Services

A staff member of Terrace and District Community Services indicated that the majority of clients do not use transit, but that those who do often use it to get from Downtown to Northwest Community College (NWCC). She has also recommended that people use the Terrace-Kitimat Connector if they need transportation between Kitimat and Terrace. She has heard complaints from people who use the service a lot that weekend service is not frequent enough.

For those clients who use handyDART, she has heard that it can be difficult to get a booking. There are cabs available, but many people do not go through the trouble of using them.

Access to jobs is not always easy by transit, especially for people who live 10 km out of town and do not have car. Shopping trips are even difficult for these people because transit is inconvenient given the long turn-around times.

The college connector is a not a great option due to low frequencies and snow and darkness in the winter.

She thought on-line access to routes and schedules was good.

The connector route is good overall, but it is so weather dependent and is sometimes cancelled. She would actually prefer to use the bus, if possible, but it is not a realistic choice for her.

Some people move to Kitimat because of the housing choices but might continue to work in Terrace.

Kalum Kabs

A staff member from Kalum Kabs was interviewed. This company participates in the local Taxi Saver Program, in which a passenger will pay \$2 of a fare and BC Transit will pay the rest. Such services are provided quite frequently, typically 3 of 4 times per day. Most trips occur between 9 am and 5pm, although service is available 24 hours per day. Service is generally in the Terrace and Thornhill area, but there are sometimes highway trips to Smithers.

Kalum Kabs has a fleet of 19 taxis, and one is a wheelchair accessible van. Trips are generally to the doctor's office, the dentist, the hospital, or even to the hairdresser.

K'san House Society

A director at the K'san House Society stated that the cost of a transit trip is the biggest barrier for clients using transit. Often they have the choice of spending \$2 on groceries or \$2 on a transit trip. Sometimes they will compromise and walk to the store then spend the \$2 to take the bus back home when they are heavily laden with groceries. It is acknowledged that the services does not run very often given the size of the City and the overall demand. The Kitimat-Terrace Connector is viewed positively – Terrace did not always have that service, and it has allowed people to go visit their friends and relatives in Kitimat. This is viewed as a very useful service because there is no way anyone can walk that trip.

People generally use the services for real needs, such as grocery shopping and going to the medical centre. It is also useful for getting single parents out of the house. It is also used with seniors who also have to contend with canes and walkers. She thinks it could be used more – people end up walking in the rain or pushing their strollers through snow and slush when they could have been using transit if it was more affordable.

K'san House Society is discussing the possibility of making cooperative bus passes available in the community. These would be passes that someone could check out for the day. Maybe the shelter could have a couple of passes, or a youth group could have a couple of passes. These would be transit passes without a name associated with them, but usable by a group or organization.

UNBC - Terrace

A staff member at UNBC in Terrace mentioned that UNBC has been advocating for bus service to the campus for several years now. UNBC has been at its current site for about six years, but previously it had been downtown. They have 110 to 140 students per year.

Currently, students use a variety of means for getting to classes. They might drive, carpool, or get dropped off. In better weather, they might cycle. Many students would likely opt for transit if it were available given that they are generally poor.

During the school year, the campus opens about 8:00am and closes around 9pm from Monday to Friday. On Saturday, there are shorter hours – from about 8:30am to 5pm. In the summer, the hours are from 9am to 5pm and there are fewer students (so service could be reduced in the summer). In the winter, the weather can get so bad that students coming from further out of town may stay the night in a motel or with friends/classmates. There are also shorter hours in the summer.

There is currently no bus service to the campus, although buses operate on a parallel street.

If services are brought to the campus by this fall, then UNBC should be notified so that there can be some publicity and students notified of the new service.

Typical start and end times during the Fall and Winter semester include:

8:30 – 9:30 am

4:30 – 5:00 pm

9:00 – 9:30 pm

However, classes can start at other times.

Locations where most of our students live (ranked highest to lowest):

1. Horseshoe
2. Bench
3. Thornhill

In addition to connecting UNBC to NWCC, it would also be valuable to connect UNBC to nursing homes, elementary schools, and the hospital, as students are often completing practicums at these locations.

The campus could potentially grow. They would probably stay on the same site, so that would mean they would have to build up.

UNBC might be willing to contribute towards funding a bus stop in front of the UNBC Terrace campus on Keith Avenue pending costs.

General Public

Kitimat

A public open house was held at the Kitimat City Centre Mall. The main issues heard included providing more airport service from Kitimat. Many people felt that the bus should just go to the airport instead of Jack Pine Flats. One gentleman suggested that all of the existing trips made by route #11 should stop at the airport. He had a list of all of the airline departures and arrivals, and indicated that potentially 9 flights could be served if the bus stops there every trip.

There was a request for more weekend service, especially to Gitau. A transit driver also suggested starting weekday service for the #11 route 20 minutes earlier to get people to work by 8am. Riders also requested that the Terrace Kitimat Connector stop at the Medical Centre.

Terrace

Two open houses were held in Terrace – one at Skeena Mall and one at the Saturday Farmer's Market. Some of the issues heard included:

General issues/comments:

- There should be a handicapped taxi available for the same fare as the handyDART when the handyDART is not available
- There needs to be someone in the office after 5pm on weekdays and on Saturdays to answer calls.
- There should be another handyDART vehicle, especially in the winter.
- Buses need to be cleaned more regularly
- There should be more outlets to sell transit tickets and passes.

Schedule issues:

- The connection between College / Halliwell and Southside is not very good.
- The connection between Southside and City Shuttle is not very good either.
- There are also many people taking courses at UNBC in the evening, between 12pm and 8pm.
- There should be more frequent service.
- There is a big gap in service between 6pm and 9pm on many of the routes, e.g. Southside, College / Halliwell, Thornhill
- There is a big gap in service between 1:50pm and 3:50pm for the City Shuttle. The 3pm trip is a school run, so some stops are bypassed.
- There should be more service to Thornhill
- There should be full handyDART service on Saturdays
- Increasing weekday hours for handyDART from 8am to 6pm
- Sunday service should be introduced

Route issues:

- UNBC needs a stop closer to it. There is a stop on the road behind the University (the Southside route stops at Agar between Kenny and Molitor), but the walking distance is the same as being dropped off at the mall, which is about 30 minutes. In the winter time, students are often walking on the road because the sidewalk isn't plowed.
- The University and College should have a bus route connecting them. There are quite a few students that take courses at both institutions, as there are some shared programs.
- Southside should run in both directions. People have to ride the whole loop to get home.
- The Gitaus route should go to the new housing area in the community

Bus stop issues:

- A member of the Terrace Seniors Advisory Committee came by and showed the consultant team the problem at the Medical Centre bus stop. It appeared that instead of moving the bus stop to the other side of the entrance (which would require passengers to cross a driveway to get the building entrance and the bench to be moved), it would be safer and more convenient to extend the yellow curb at the current stop by one car length. There is no business that directly faces that curb right now. The Advisory Committee member agreed with this change. See image below.

APPENDIX B – DISPLAY BOARDS AND SUMMARY OF RESULTS

Terrace Regional and Skeena Regional Regional Services Maps

Welcome!

In partnership with the City of Terrace and the Regional District of Kitimat-Stikine, BC Transit wants your input into how we can improve transit service in communities served by the Terrace Regional and Skeena Regional Transit systems, including the areas surrounding Terrace and Kitimat.

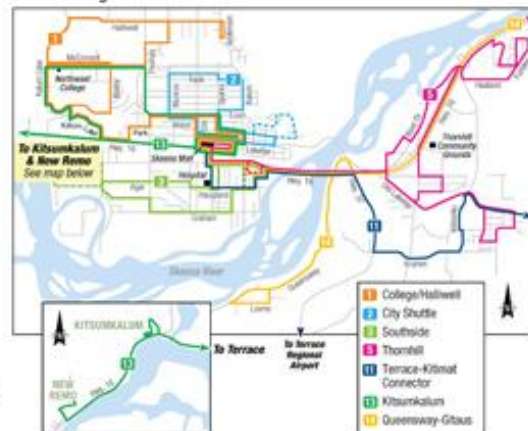
Transit in Terrace Today

Terrace Regional Transit carries over 195,000 passengers per year on conventional buses. In addition, the Skeena Regional services connect Terrace to Kitimat, Kitimaat Village, Kitsumkalum, New Remo, Jack Pine Flats, Copper River Estates, and Gitaus and serves over 40,000 people per year. Approximately 6,400 people annually use the handyDART bus service in Terrace.

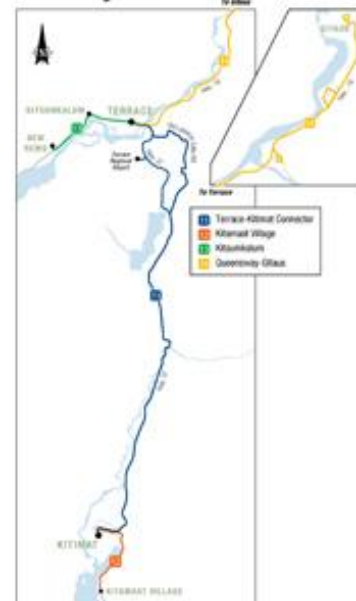
The Terrace Regional and Skeena Regional conventional and handyDART bus services are an important part of the community. They provide transportation options for everyone and help reduce the cost of getting around.

These displays describe some changes that have been suggested by community members. We would like your feedback on these suggestions, and your own recommendations for service improvements.

Terrace Regional



Skeena Regional



What are your priorities for service improvements?



Routes	More direct routes	Better connections	More frequent peak period service (7-9am, 3-5pm)	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service	Other
1 College / Halliwell										
2 City Shuttle										
3 Southside										
5 Thornhill										
99 Special										
11 Terrace-Kitimat Connector										
12 Kitimaat Village										
13 Kitsumkalum										
14 Queensway-Gitau										
handyDART										



Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Route Change

1 College / Halliwell – Existing Route



1 College / Halliwell – Potential Route



Use a sticky dot to vote

What do you think of this potential route change?

I support the suggested change	I have some concerns, but overall I support the suggested changes ▶ please tell us your concern	Makes no difference to me	I don't support the suggested change ▶ please tell us why below

Tell us your comments

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Service Changes

5 Thornhill – Potential Bus Stop



Use a sticky dot to vote

What do you think of these potential changes?

	I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below
5 Thornhill – make a permanent stop at Walmart in both directions rather than request a stop.				

Tell us your comments

Potential Service – UNBC

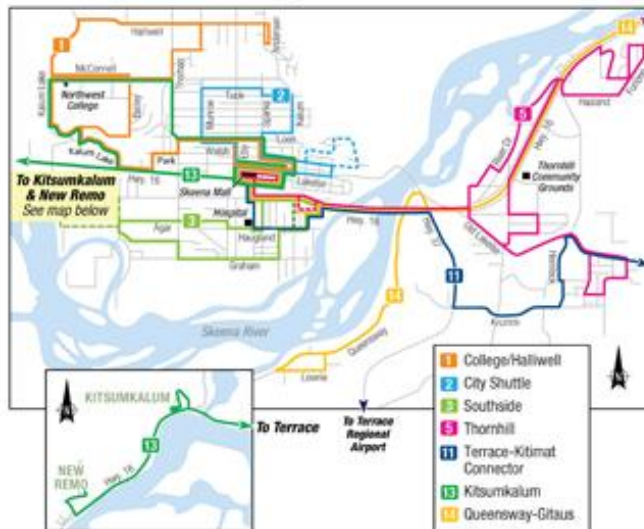
	I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below
Serve UNBC				

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Schedule Changes

Terrace Regional Service Map



Tell us your comments

What do you think of the following potential changes?

Use a sticky dot to vote for each suggestion

	The suggested change would encourage me to take transit more often	I have some concerns, but overall I support the suggested changes <i>↳ please tell us your concern</i>	Makes no difference to me	I don't support the suggested change <i>↳ please tell us why below</i>
Local Terrace routes – add Sunday service				
Local Terrace routes – add more weeknight service				
5 Thornhill – add more mid-day service				
handyDART – add Saturday service				
handyDART – add Sunday service				
handyDART – start service earlier and end later on weekdays				

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Schedule Changes

Skeena Regional Service Map



Use a sticky dot to vote for each suggestion

What do you think of the following potential schedule changes? Please provide as much detail in your feedback as possible.

	The suggested change would encourage me to take transit more often	I have some concerns, but overall I support the suggested changes <i>* please tell us your concern</i>	Makes no difference to me	I don't support the suggested change <i>* please tell us why below</i>
11 Terrace-Kitimat Connector and 12 Kitimat Village - add Saturday service				
11 Terrace-Kitimat Connector and 12 Kitimat Village - add Sunday service				
11 Terrace-Kitimat Connector - add evening service				
11 Terrace-Kitimat Connector - improve schedule reliability				
13 Kitimat and 14 Queensway-Gitau - add more Saturday service				
13 Kitimat and 14 Queensway-Gitau - add Sunday service				
13 Kitimat - start the first trip to better serve key school times. Right now, the first bus leaves Kitimat at 8:28am and gets to Northwest Community College at 8:35am.				
14 Queensway-Gitau - start service earlier so delays do not impact in-town services				

Tell us your comments

Tell us your priorities by June 30
www.bctransit.com
 and click on Transit Future



Potential Bus Stop Location Changes

Potential Bus Stop – Floyd St.



1 College / Halliwell and 13 Kitsumkalum – move the bus stop on Floyd Street to the Floyd Street and Mountain Vista Drive intersection so it is on the main street.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

Tell us your comments

Potential Bus Stop – Munthe Ave.



1 College / Halliwell - move the bus stop at Sparks Street and Halliwell Avenue to Munthe Avenue and Anderson Street where there is more demand for transit service.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

Potential Bus Shelter – Library

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below
Provide a bus stop shelter at the library bus stop.			



Potential Bus Stop Location Changes

Potential Bus Stop – Hospital emergency entrance



11 Terrace-Kitimat Connector and 14 Queensway-Gitau – move the Mills Memorial Hospital stop from the front entrance driveway to near the emergency entrance.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

Tell us your comments

Potential Bus Stop – Canadian Tire



1 College / Halliwell – move the Canadian Tire bus stop to the main street in front. Traffic makes it difficult to get out of the Canadian Tire parking lot.

What do you think of this potential bus stop change?

Use a sticky dot to vote

I support the suggested change	I have some concerns, but overall I support the suggested changes ↳ please tell us your concern	Makes no difference to me	I don't support the suggested change ↳ please tell us why below

Tell us your priorities by June 30
www.bctransit.com
and click on Transit Future



Thank you!

Next Steps

Once the surveys are completed, we will summarize your comments and provide an update to the City of Terrace and Regional District of Kitimat-Stikine.

Your comments will be used to shape the final plan which will be shared with the public in fall 2012.

Watch the Transit Future website for more information on results and next steps.

Do you have any other ideas to improve transit in your area?

Include suggestions that have not been mentioned on the other boards.

Thank you.



Voting Results

The numbers in the following tables represent the number of times people voted for the option presented. The values are cumulative totals of all three open houses that were held in Prince Rupert and Port Edward.

Service Improvement Priorities

ROUTES	More direct routes	Better connections	More frequent peak period (7-9am, 3-5pm) service	More frequent midday service	Earlier weekday service	Later weekday service	More evening service	More Saturday service	Sunday and Holiday service	Other
1 College/Halliwell			3				1	2	1	
2 City Shuttle		1	1		1	1	1	2	4	
3 Southside		2	2	1	1	1	1	2	4	
5 Thornhill	1		6	8		2	1	10	15	
99 Special								1	2	
11 Terrace-Kitimat Connector	1	1	4	8	5	4	8	21	14	1
12 Kitamaat Village	12	5	22	15	6	15	14	29	30	11
13 Kitsumkalum	1	2	3	2	2	2	3	6	6	2
14 Queensway-Gitau	1	1	1	1		1	5	8	8	1
handyDART			1	1	1	1	2	3	3	

Service Changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
1 College/Halliwell	21	1		1
5 Thornhill - Walmart stop	33			1
5 Thornhill - UNBC service	6	1	3	

Schedule Changes

	The suggested change would encourage me to take transit more often	I have some concerns, but overall, I support the suggested changes	Makes no difference to me	I don't support the suggested changes
Local Terrace routes - Sunday service	20	2		
Local Terrace routes - more weeknight service	19			
5 Thornhill - more midday service	8			
handyDART - Saturday service	8		1	
handyDART - Sunday service	2			
handyDART - extend service hours	7			
11 Terrace-Kitimat Connector and 12 Kitamaat Village - Saturday service	41			
11 Terrace-Kitimat Connector and 12 Kitamaat Village - Sunday service	30			
11 Terrace-Kitimat Connector - evening service	27			
11 Terrace-Kitimat Connector - reliability	14			
13 Kitsumkalum and 14 Queensway-Gitau - Saturday service	2			
13 Kitsumkalum and 14 Queensway-Gitau - Sunday service	3			
13 Kitsumkalum - earlier first trip	2			
14 Queensway-Gitau - earlier first trip	1			

Bus Stop Location Changes

	I support the suggested change	I have some concerns, but overall I support the suggested changes	Make no difference to me	I don't support the suggested change
Floyd St.	14		2	
Munthe Ave.	13		1	
Library bus shelter	9			
Hospital emergency entrance	21	1		
Canadian Tire	13			

Comments

The following specific comments were made during the open houses.

Farmer's Market
The Terrace to Kitimat service is good. But I believe that the service needs to have 2 parts Terrace to Kitimat and Terrace to Kitimaat
Use direct route for Kitimat connector all the time.
Buses are cold all the time - even in summer. Buses should be cleaner - drivers should pick up bottles.
Need to update the bus route to the new housing area in Gitaus - VERY IMPORTANT in winter when little children are waiting outside.
Incorporate Krumm Ave into Thornhill route (maybe in or out of Thornhill)
Need more trips in Kitimat between 6:45 to 10:10; need buses on weekends *trips from Terrace to Kitimat to use their pool (family)
Have more outlets for day passes
Kitamaat Village
More bus service so that when its busy people do not have to stand between the Village & Kitimat. It's a long painful ride. Cleaner buses, it smells like urine & beer.
Go to Upper Bench
Please give transit tickets
Can only bring a limited number of bags - problem for grocery trips
First Canada's office closes at 4pm. Sometimes, within office hours, they don't pick up the phone.
Put Saturday service in Terrace routes.
Harassment & drinking on the bsu from Terrace to Kitimat
Have camera to catch the harasments and drunks so that they can be banned
Possibility for service up the hill? ~10 people would use the service, esp. for pension days; there is space for bus to turn around, adequate sanding in the winter

can buses run more regularly some elders can not stand and or sit to long. And the wait for the return bus can be very hard on them especially if it medical related.

City Centre Mall

Very few passengers picked up in Jack Pine

Route #11 - Start weekday service 20 minutes earlier to get people to work by 8am.

More frequent stops to the Terrace Airport from downtown.

The connector should go to the medical clinic.

Add a bus stop between cable car subdivision & Kitimaat Village Rd (by the apartments).

Should put in bus stop between Sporks & Eby for Eastbound buses.

Not able to take on a electric wheelchair on connector

Free transfer to Terrace from Kitimat connector!

Skeena Mall

Consider, Have service to Braun's Island

Southside #3 should run in both directions

Would have to walk up a hill to get to Emergency entrance. Good idea for #11 & #14 routes. Snow removal would be required.

Why run school service special all year round.

Snow needs to be removed on sidewalks. Downtown sidewalks should be cleared by businesses by 10am.

APPENDIX C – ON-BOARD SURVEY QUESTIONS AND SUMMARY OF RESULTS

ON-BOARD SURVEY CARDS

Below is an example of the survey cards that were distributed.

CUSTOMER SATISFACTION SURVEY — BC TRANSIT SERVICES

1. What is the **main reason** for making this trip? Travel can be to or from any of these destinations. Select one.

- Work Shopping University/College High School Social/Recreational
- Medical/Dental Other: _____

2. Where did you **start** this trip? Please note the **nearest intersection, neighbourhood or landmark**.

3. When did you **start** this trip? _____

4. What is the **location** you are going to? _____

5. What route are you riding now? _____

6. How often do you ride BC Transit services? Select one.

- Everyday Every weekday 2-3 times per week 2-3 times per month
- Less than 2-3 times per month Never

7. How often do you have access to a car as a driver? Select one.

- Always have access to a car Sometimes have access to a car
- Never have access to a car Do not have driver's license



One response per person. Please return to a bus driver by June 30.
Thank you for your input!

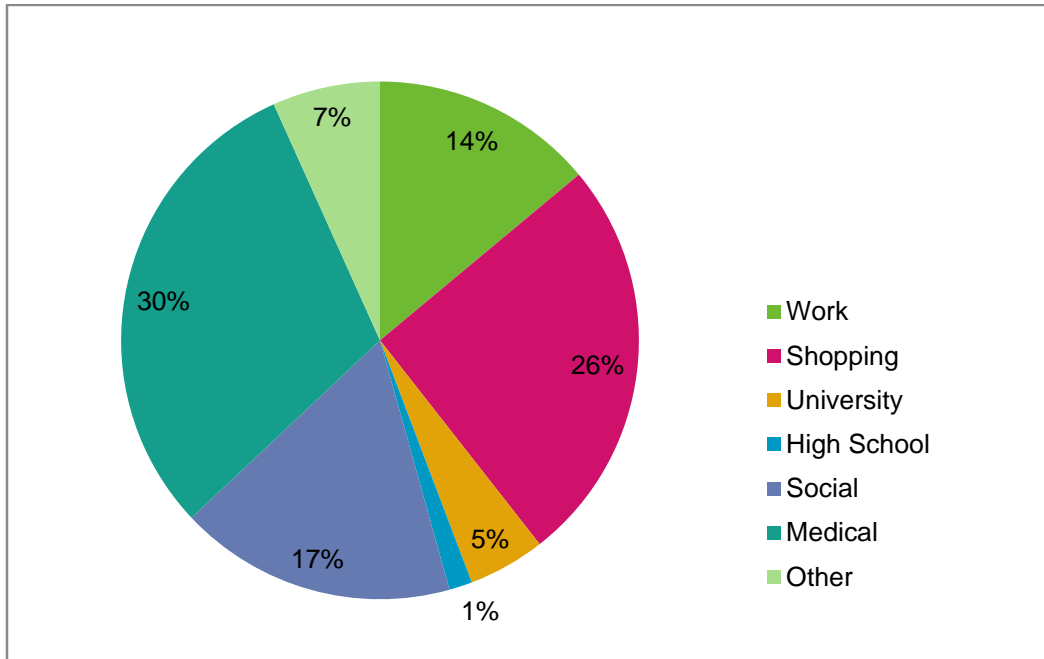
How satisfied are you with the following aspects of your transit service? Select one box to the right of each aspect listed.

Attribute	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Frequency of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of routes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Closeness of stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness of buses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy of drivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money (of fares)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Schedule information at bus stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to schedule information (eg. Telephone info-line, internet, Rider's Guide)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How could transit services be improved so that you or your friends and family would use it more often?

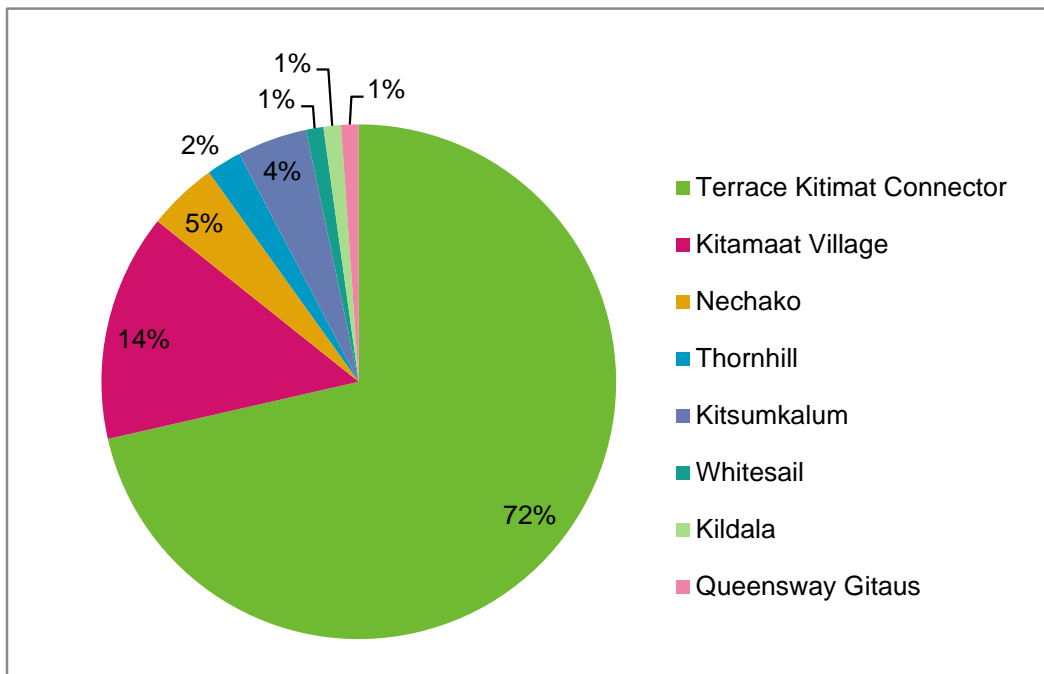
Survey Results

Question 1. What is the main reason for making this trip?



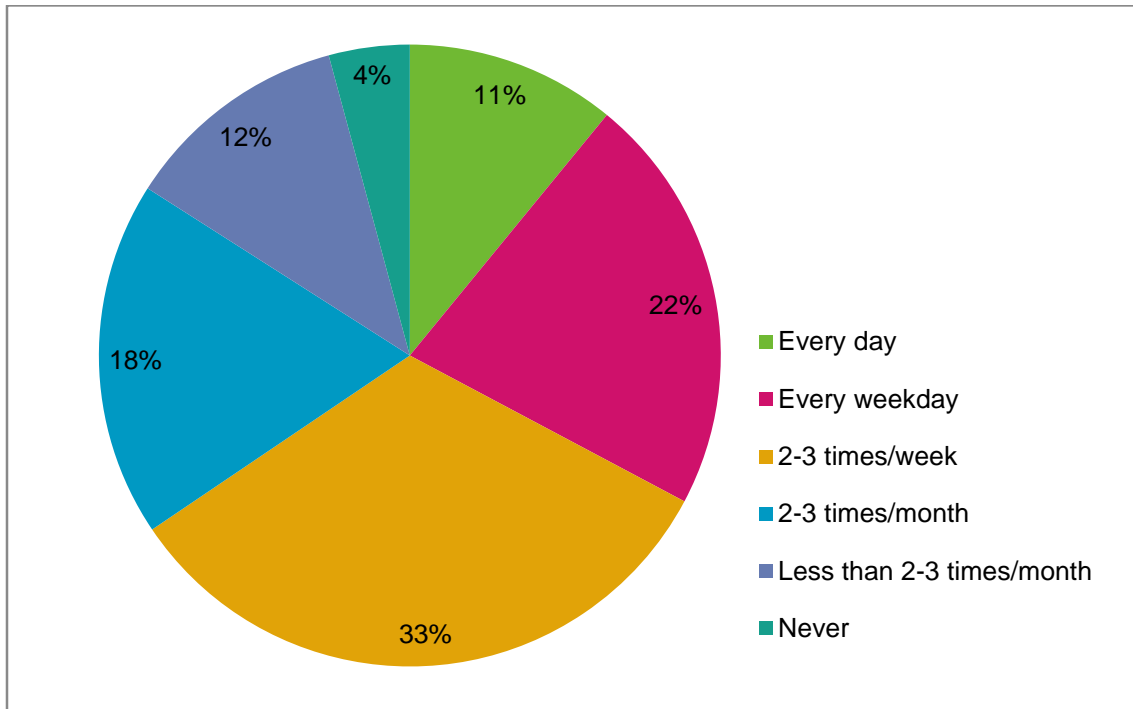
Over half of survey respondents cite either travelling to and from **medical/dental appointments** or **shopping** as their main trip purposes. **Less than a fifth** of respondents choose to **commute to and from work** using transit.

Question 5. What route are you riding now?



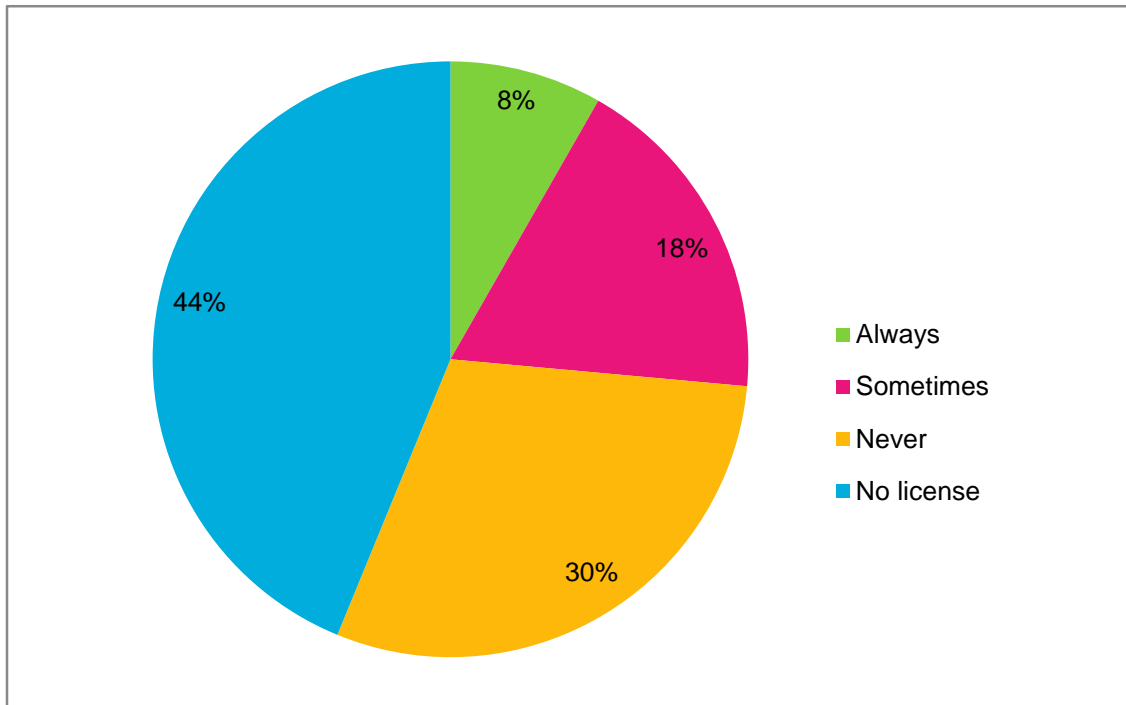
The vast majority of survey respondents ride the **Terrace–Kitimat Connector** (11) route.

Question 6. How often do you ride BC Transit services?



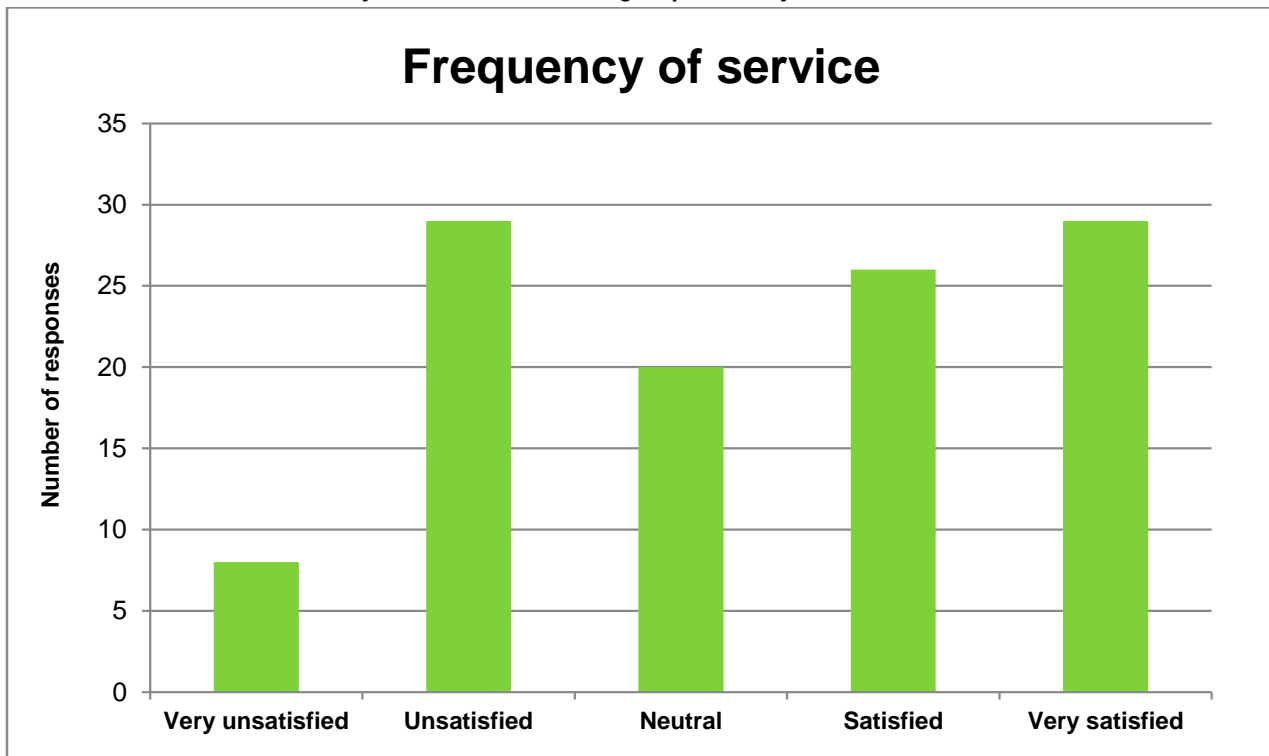
Most survey respondents report riding BC Transit services 2 to 3 times a week, and **about two-thirds** of respondents report taking transit **at least 2 to 3 times a week**.

Question 7. How often do you have access to a car as a driver?

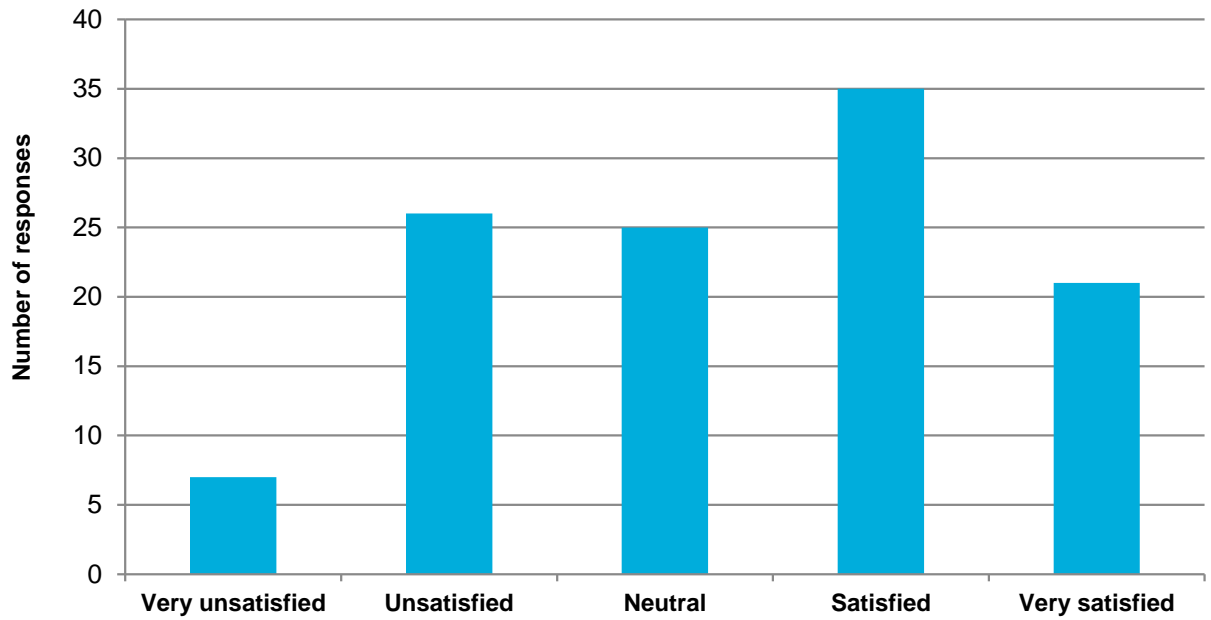


A combined **three-quarters** of survey respondents have **no access to a car as a driver**, with about two-fifths of respondents having no driver's license and around a third of respondents never having access to a vehicle.

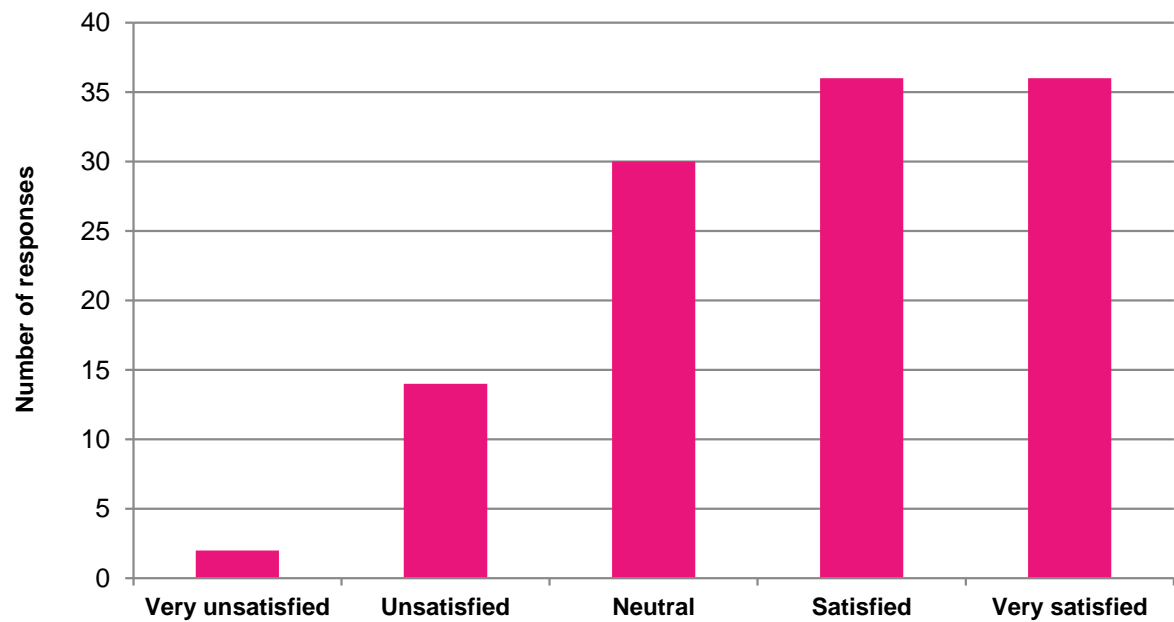
Question: How satisfied are you with the following aspects of your transit service?

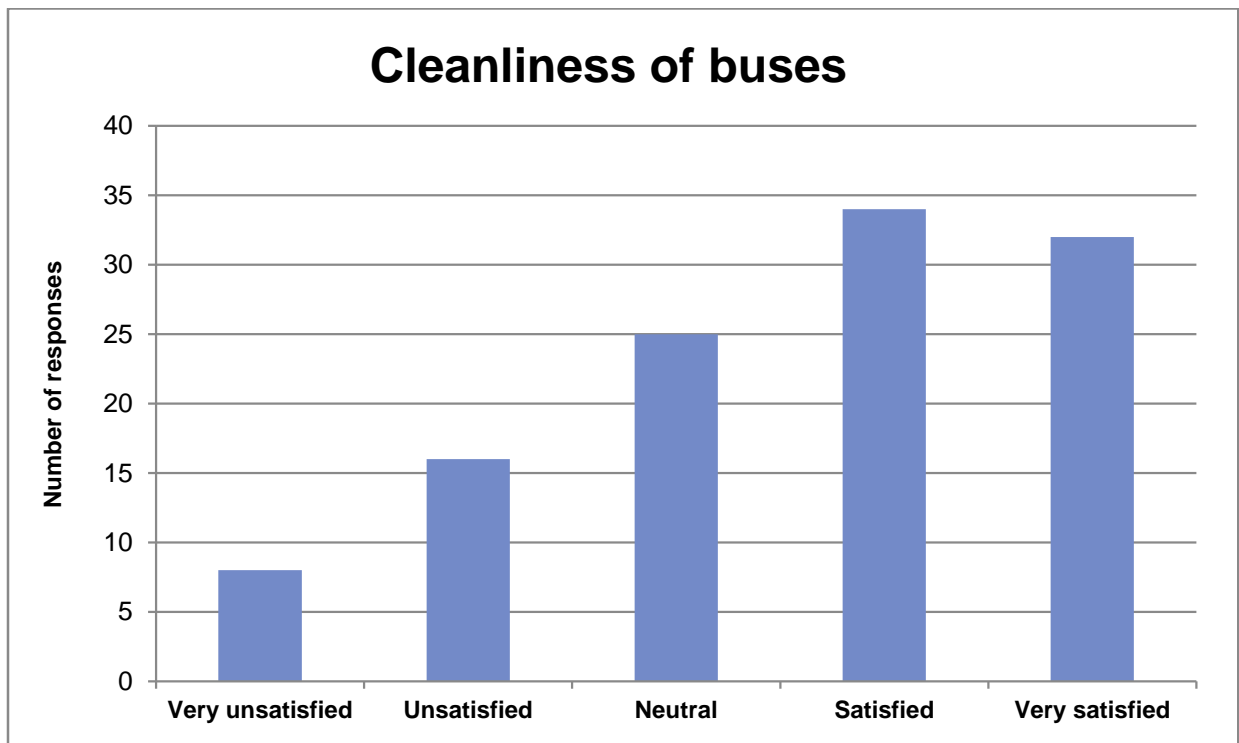
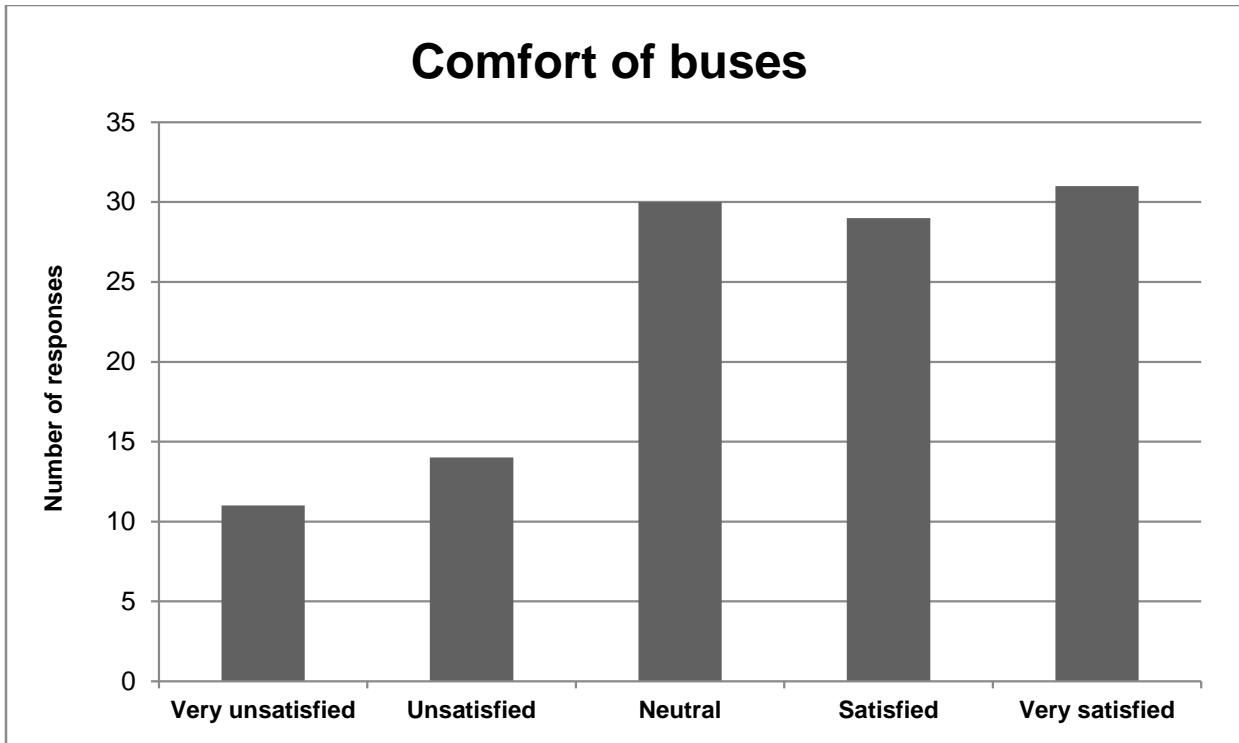


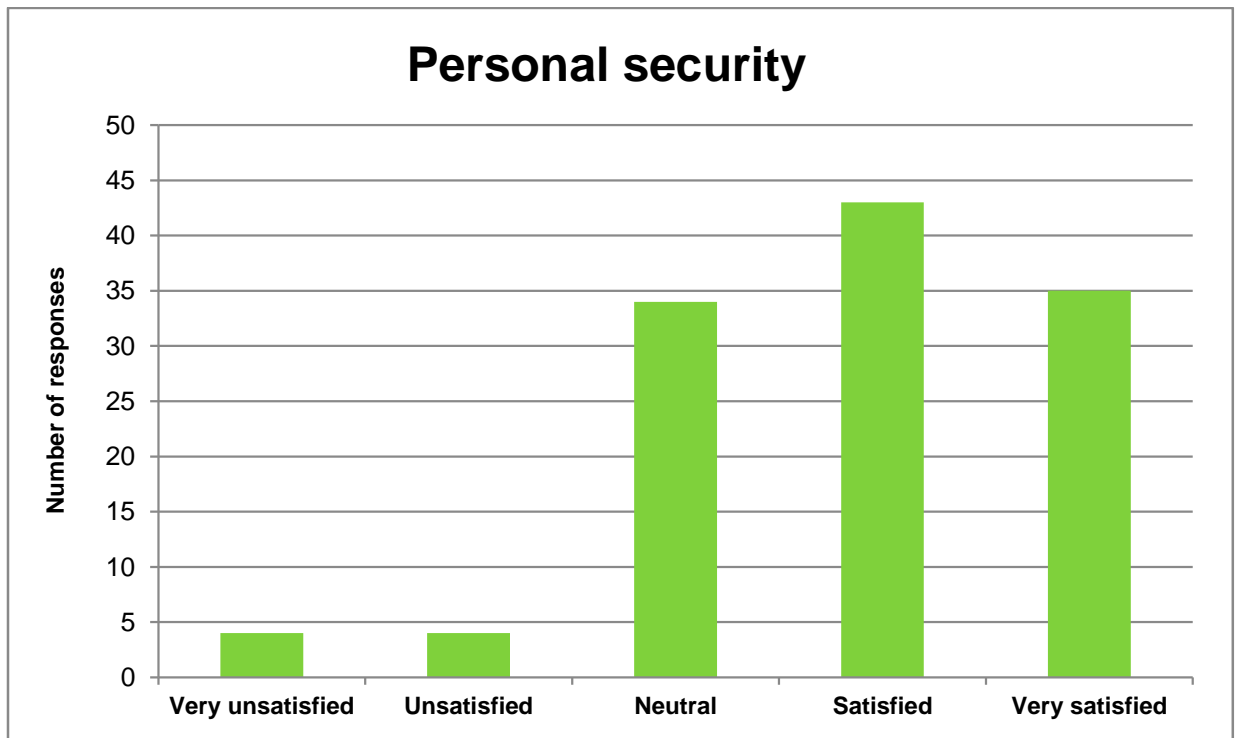
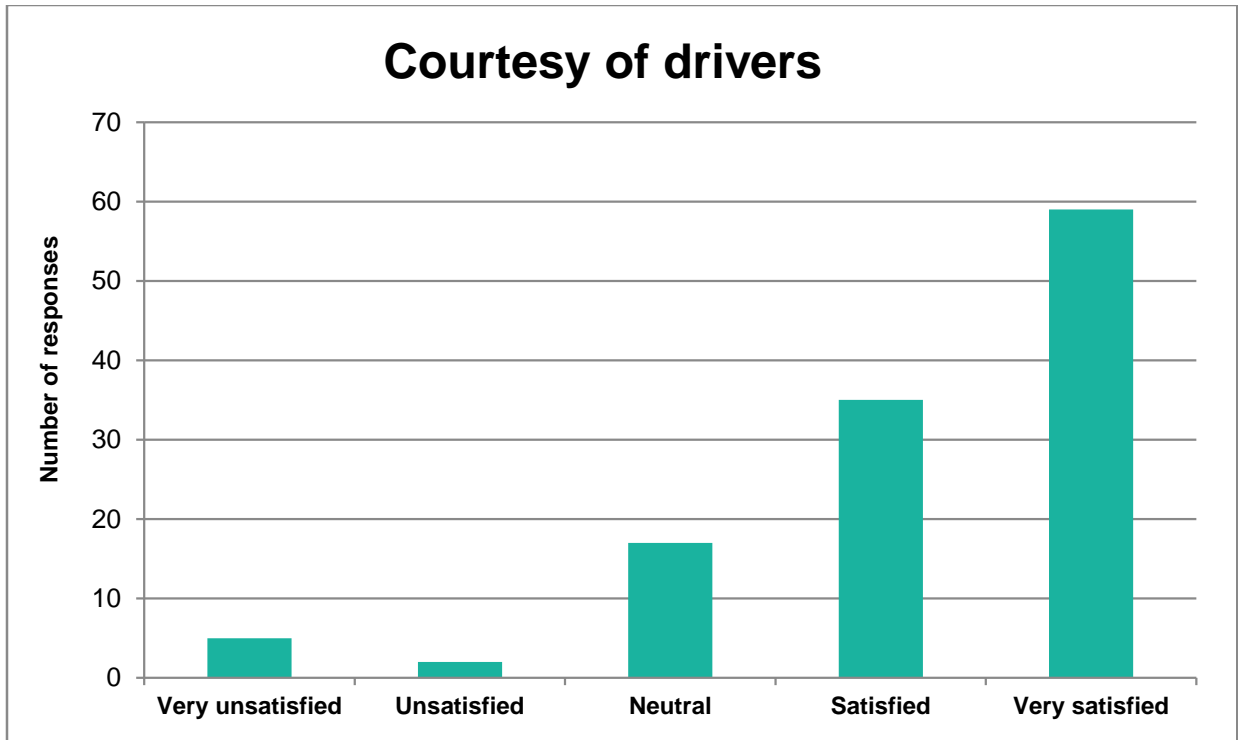
Convenience of routes

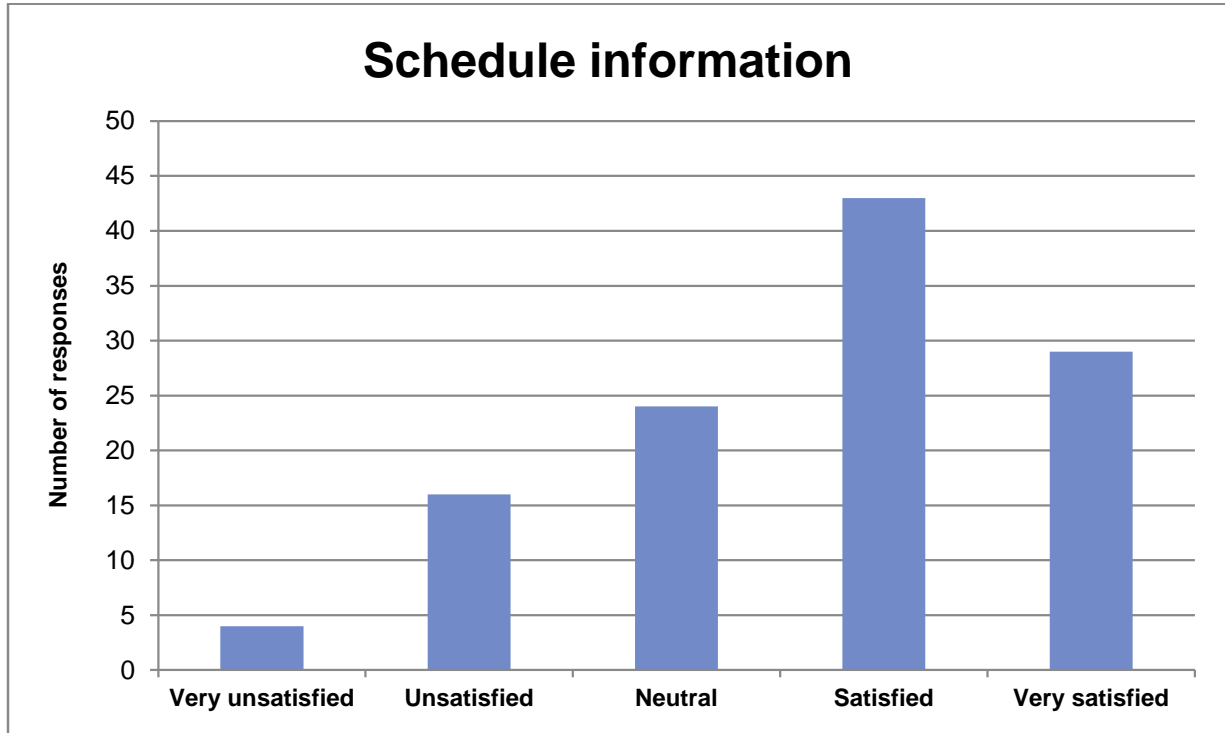
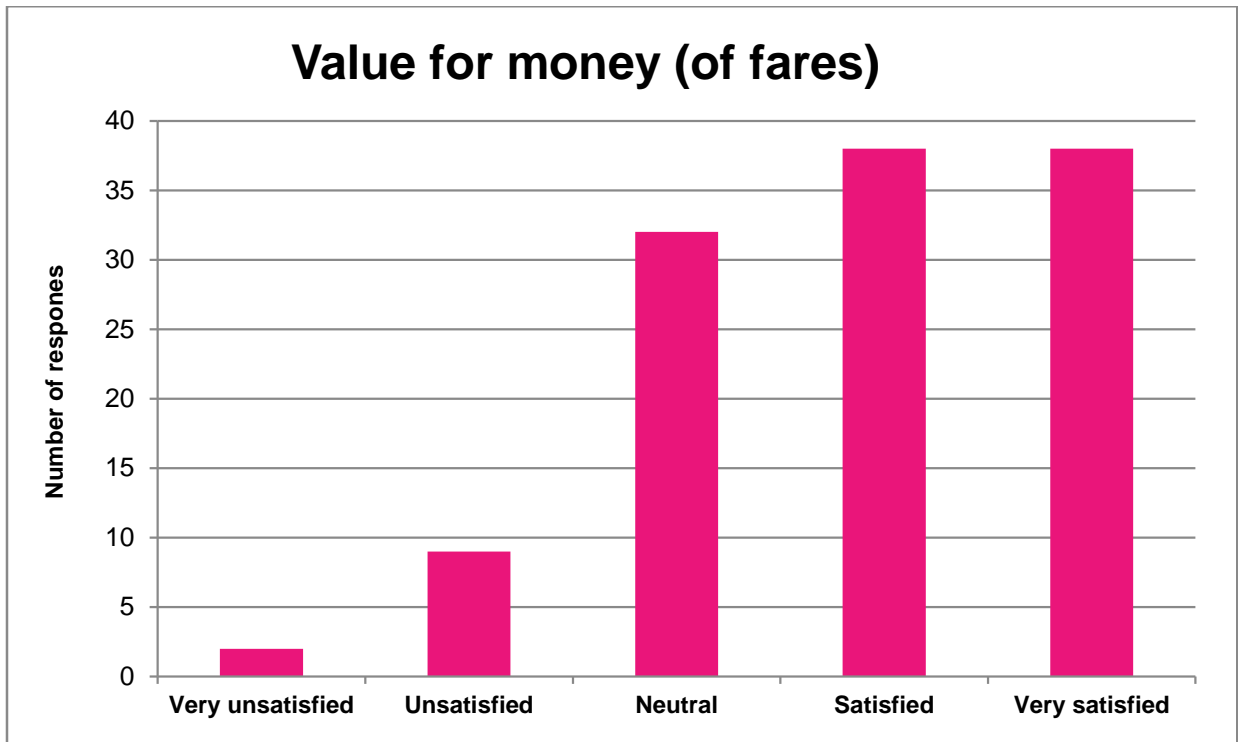


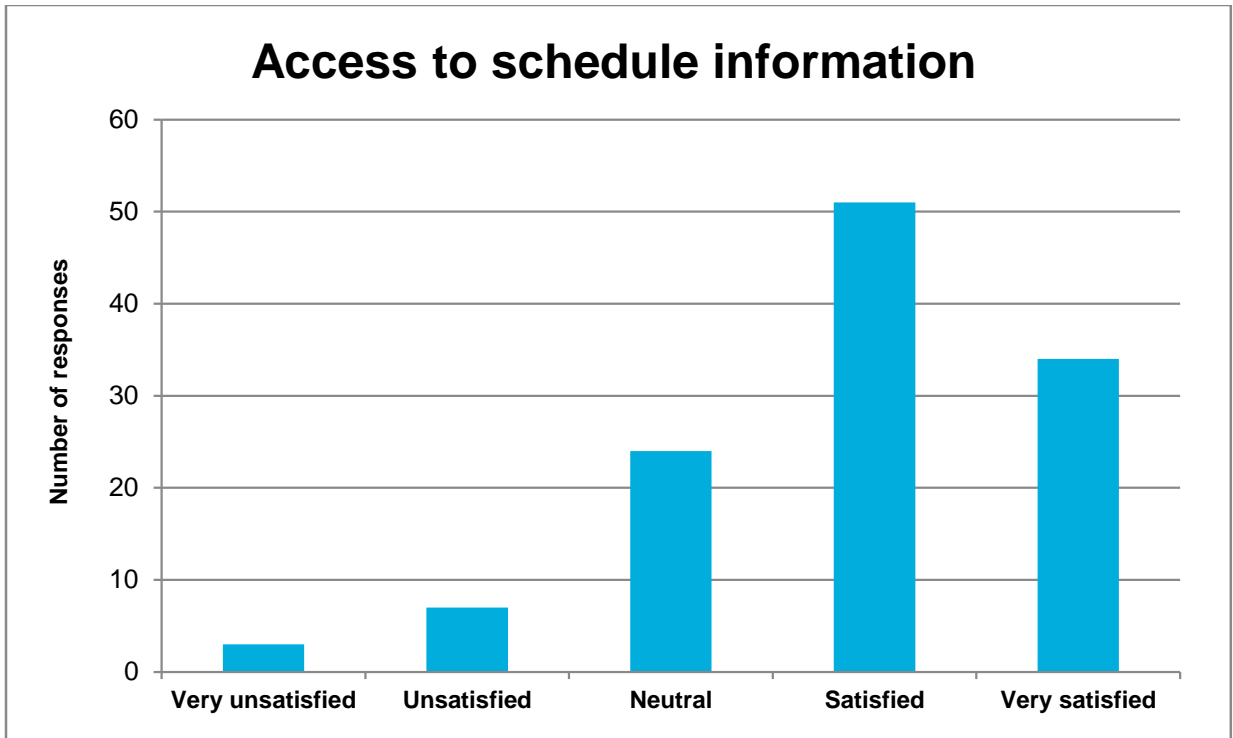
Closeness of stops









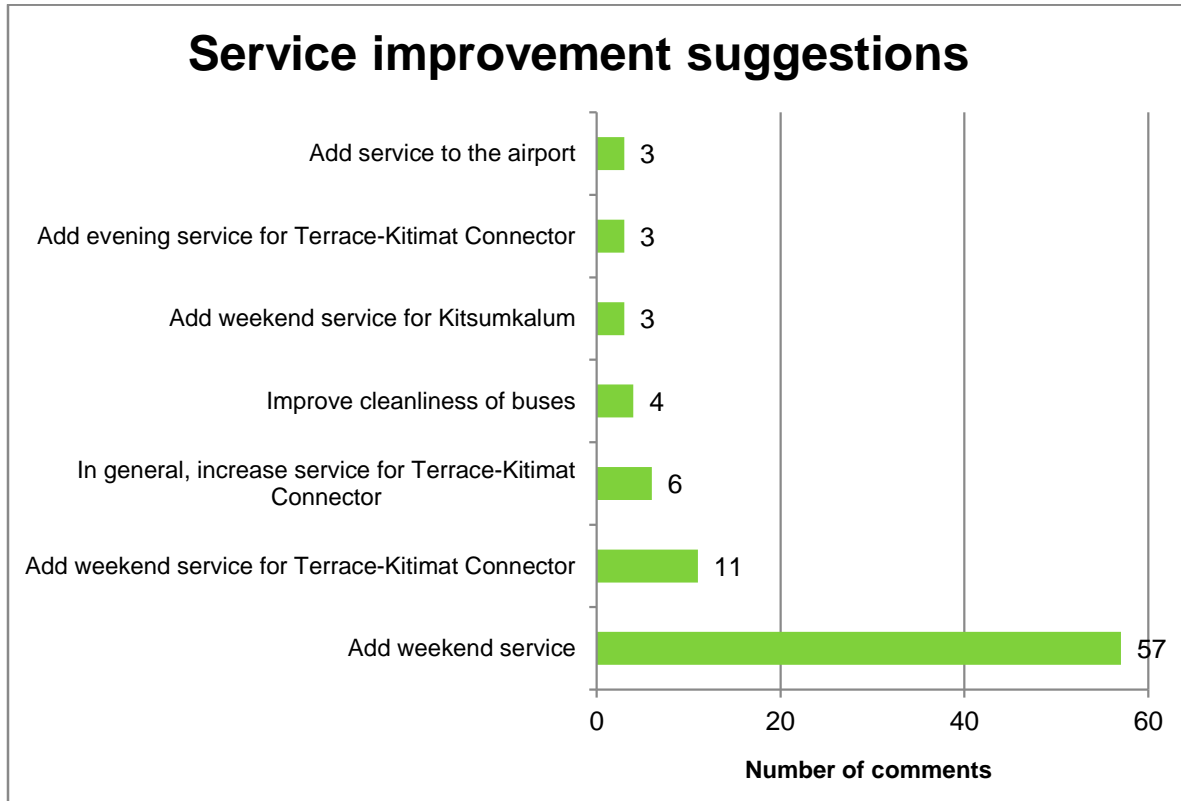


Overall Typical Response With Regards to Satisfaction with Services

Most survey respondents report **satisfaction with the current overall level of transit service offered**. Respondents report being very satisfied with the closeness of bus stops, comfort of buses and courtesy of bus drivers and satisfied with the convenience of routes, cleanliness of buses, personal security, value for money of fares, schedule information and access to schedule information. Level of satisfaction regarding the frequency of service offered varied among respondents, with as many respondents reporting being unsatisfied as being very satisfied; overall however, more respondents report being either satisfied or very satisfied than unsatisfied or very unsatisfied with service frequency.

FREQUENCY OF SERVICE	UNSATISFIED/VERY SATISFIED
CONVENIENCE OF ROUTES	SATISFIED
CLOSENESS OF STOPS	SATISFIED/VERY SATISFIED
COMFORT OF BUSES	VERY SATISFIED
CLEANLINESS OF BUSES	SATISFIED
COURTESY OF DRIVERS	VERY SATISFIED
PERSONAL SECURITY	SATISFIED
VALUE FOR MONEY (OF FARES)	SATISFIED
SCHEDULE INFORMATION	SATISFIED
ACCESS TO SCHEDULE INFORMATION	SATISFIED

Question: How could transit services be improved so that you or your friends and family would use it more often?



Introduction of **weekend service** was the most suggested service improvement, suggested in over half of all open comment responses.

Overall Summary of Survey Results

The average survey respondent cites medical/dental appointments or shopping as main reasons for making a transit trip, rides the Terrace-Kitimat Connector bus, takes transit at least 2 to 3 times a week, has no car access, is satisfied with the overall service quality of transit offered and suggests the introduction of weekend service as a service improvement.

TRIP PURPOSE	MEDICAL/DENTAL & SHOPPING
ROUTE RIDDEN	TERRACE-KITIMAT CONNECTOR
RIDING FREQUENCY	AT LEAST 2-3 TIMES A WEEK
ACCESS TO CAR	NO ACCESS OR NO LICENSE
SERVICE QUALITY	SATISFIED
GENERAL SERVICE IMPROVEMENT	SCHEDULE CHANGE
SPECIFIC SERVICE IMPROVEMENT	WEEKEND SERVICE

APPENDIX D – ON-LINE SURVEY QUESTIONS AND SUMMARY OF RESULTS

Terrace-Skeena and Kitimat Transit Survey

BC Transit, in partnership with the City of Terrace and the Regional District of Kitimat-Stikine, is conducting a review of the transit services it offers in the communities of Terrace, Kitimat, New Remo, Thornhill, Gitaus, and Kitimaat Village.

The purpose of these reviews is to assess satisfaction among residents, employees and visitors with the existing services, identify strategies for increasing use of these services, and identify opportunities for making the services more efficient. Your feedback will greatly assist us in identifying strategies for improving transit services in your community.

Please respond to this survey by **June 30th** in order for your feedback to be collected.

Thank you!

Question 1

In which community do you live in?

- Terrace - Upper bench area
- Terrace - Horseshoe area
- Terrace - Southside area
- Queensway/Gitaus
- Thornhill
- Kitsumkalum
- Kitimaat Village
- Kitimat - Whitesail area
- Kitimat - Nechako area
- Kitimat - Kildala area
- Other, please specify...

What is your nearest intersection? (Optional)

Street name:

Nearest cross street:

Question 2

If you ride transit, what is typically the *main* purpose of your trips. Select one.

- Not applicable
- Work
- Shopping
- University/college
- High school
- Social/recreational
- Medical/dental
- Other, please specify...

Question 3

How often do you ride BC Transit services?

- Every day
- Every weekday
- 2-3 times a week
- 2-3 times a month
- Less than 2-3 times a month
- Never

Question 4

Which of the following transportation options have you used in the last year? Select all that apply.

- Greyhound bus service
- School bus service
- Taxi
- Hitchhiking
- Walking
- Cycling
- Other, please specify...

Question 5

How often do you have access to a car as a driver?

- Always have access to a car
- Sometimes have access to a car
- Never have access to a car
- Do not have a driver's license

Question 6

If you use BC Transit services, which routes do you use most often? Select all that apply.

- Route 1 - College/Halliwell
- Route 2 - City Shuttle
- Route 3 - Southside
- Route 5 - Thornhill
- Route 11 - Terrace-Kitimat Connector
- Route 12 - Kitamaat Village
- Route 13 - Kitsumkalum
- Route 14 - Queensway-Gitau
- Route 99 - School Special
- handyDART

Question 7

What are the main destinations you travel to most often?

Question 8

How satisfied are you with the following aspects of your transit service? Select one choice for each aspect of service.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't know
Frequency of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience of routes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closeness of stop to your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness of buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Courtesy of drivers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money (of fares)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Schedule and route information at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to schedule and route information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 9

What is your *main* source of information about the transit service you most frequently use?

- BC Transit website
- Printed bus schedules (Rider's Guide)
- Newspapers
- "Transit info" phone number
- Other, please specify...

Question 10

How could information on these transit services be improved?

Question 11

If expansion were an option, where should we provide more service?







Question 12

How could transit services be improved so that you or your family and friends would use it more often?

Any further comments or ideas on how we can improve or promote transit in your community?






Survey Results

Question 1

Response	Chart	Frequency	Count
Terrace - Upper bench area		33%	6
Terrace - Horseshoe area		22%	4
Terrace - Southside area		11%	2
Queensway/Gitau		6%	1
Kitimat - Nechako area		11%	2
Other, please specify...		17%	3

Total responses: 18

Question 2

Response	Chart	Frequency	Count
Not applicable		22%	4
Work		39%	7
Shopping		11%	2
University/college		22%	4
High school		0%	0
Social/recreational		0%	0
Medical/dental		0%	0
Other, please specify...		6%	1

[Details »](#)

Total responses: 18

Question 3

Response	Chart	Frequency	Count
Every day		6%	1
Every weekday		6%	1
2-3 times a week		22%	4
2-3 times a month		6%	1
Less than 2-3 times a month		33%	6
Never		28%	5

Total responses: 18

Question 4

Response	Chart	Frequency	Count
Greyhound bus service		21%	4
School bus service		5%	1
Taxi		53%	10
Hitchhiking		11%	2
Walking		89%	17
Cycling		47%	9
Other, please specify...		21%	4








Total responses: 19

Question 5

Response	Chart	Frequency	Count
Always have access to a car		50%	9
Sometimes have access to a car		28%	5
Never have access to a car		0%	0
Do not have a driver's license		22%	4

Total responses: 18

Question 6

Response	Chart	Frequency	Count
Route 1 - College/Halliwell		38%	5
Route 2 - City Shuttle		23%	3
Route 3 - Southside		23%	3
Route 5 - Thornhill		8%	1
Route 11 - Terrace-Kitimat Connector		31%	4
Route 12 - Kitimaat Village		0%	0
Route 13 - Kitsumkalum		0%	0
Route 14 - Queensway-Gitau		15%	2
Route 99 - School Special		0%	0
handyDART		15%	2

Total responses: 13

Question 7

Main Destinations	Number of Responses
UNBC	7
Downtown Terrace (location not specified)	4
Northwest Community College	4
Mills Memorial Hospital	3
Library	2
Medical Centre	2
Skeena Mall	2
Safeway Mall	2
Rec Centre	1
Wal-Mart	1
Happy Gang Centre	1

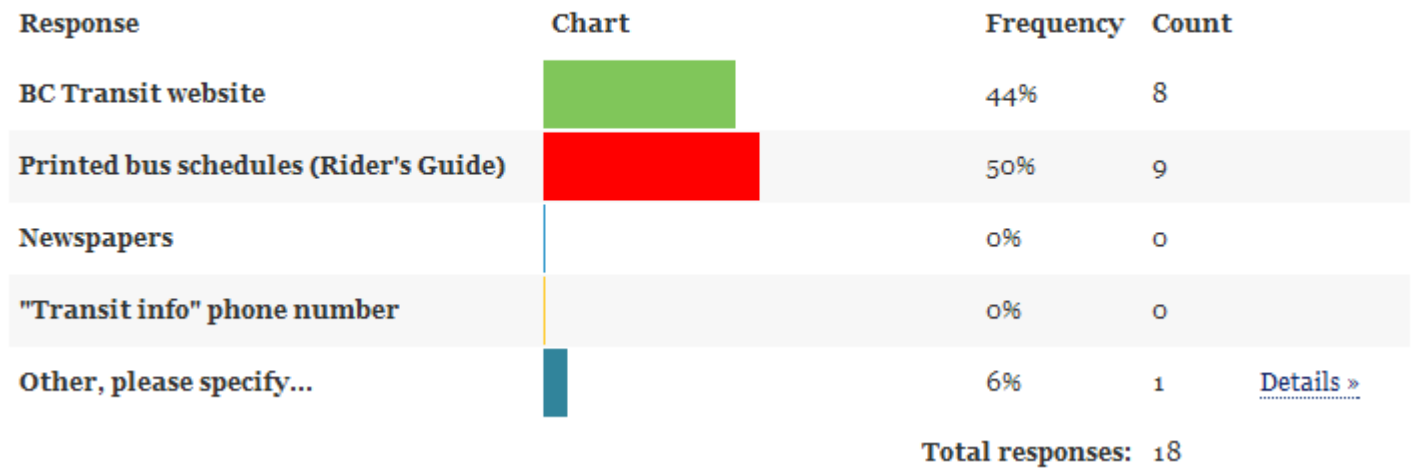
Question 8

Service aspect	Median
Frequency of service	2
Convenience of routes	2
Closeness of stop to your home	3
Comfort of buses	4
Cleanliness of buses	4
Courtesy of drivers	4
Personal security	4
Value for money (for fares)	4
Schedule and route information at bus stops	3.5
Access to schedule and route information	3

Question 8

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Don't know	Total Responses
Frequency of service	0 (0%)	2 (11%)	3 (17%)	6 (33%)	4 (22%)	3 (17%)	18
Convenience of routes	0 (0%)	4 (24%)	3 (18%)	7 (41%)	2 (12%)	1 (6%)	17
Closeness of stop to your home	6 (32%)	1 (5%)	4 (21%)	3 (16%)	2 (11%)	3 (16%)	19
Comfort of buses	2 (12%)	6 (35%)	5 (29%)	1 (6%)	0 (0%)	3 (18%)	17
Cleanliness of buses	2 (12%)	6 (38%)	4 (25%)	0 (0%)	0 (0%)	4 (25%)	16
Courtesy of drivers	3 (19%)	6 (38%)	3 (19%)	0 (0%)	0 (0%)	4 (25%)	16
Personal security	3 (19%)	7 (44%)	2 (12%)	0 (0%)	0 (0%)	4 (25%)	16
Value for money (of fares)	2 (12%)	5 (31%)	4 (25%)	1 (6%)	0 (0%)	4 (25%)	16
Schedule and route information at bus stops	1 (6%)	5 (31%)	2 (12%)	3 (19%)	2 (12%)	3 (19%)	16
Access to schedule and route information	1 (6%)	6 (38%)	2 (12%)	3 (19%)	2 (12%)	2 (12%)	16

Question 9



Service improvement suggestions

1. Service to UNBC, with a bus stop on Keith Ave.
2. Increased service between UNBC and Northwest Community College
3. Operate smaller van-type vehicles (rather than buses) at higher frequency

Question 10

How could information on these transit services be improved?	Number of Responses
Have an app to share information on service disruptions	2
Better bus stop signage and more schedule information	2
Have an automated phone system with schedule information for all bus stops	1
Provide a route from NWCC to UNBC	1

Question 11

Expansion of Services	Number of Responses
Introduce service connecting NWCC and UNBC	3

Introduce a route that serves UNBC	3
Provide service to Woodland Park Drive	1
More routes and service throughout the day	1
More frequency on Southside and Queensway routes	1
More service along Kalum Street, going to Downtown, where there is a seniors' residential development	1
Additional run for City Shuttle leaving Skeena Mall at 8:50am	1
More service to Jackpine Flats	1
Have smaller buses	1
Have a route from NWCC and UNBC to the lake	1
Saturday service for Terrace-Kitimat Connector	1

Question 12

Transit Improvements	Number of Responses
Use smaller buses	3
More frequent service	1
Provide service on weekends	1
Have a separate bus for school service because it is too crowded	1
Connect the City Shuttle and College / Halliwell routes	1
Move the location of the bus stop at the Medical Centre so that buses can pull in properly	1
Clear snow at bus stops	1
Install a bus shelter at the stop on Tuck Avenue, as there is a seniors' residential development nearby.	1
Introduce service connecting NWCC and UNBC	1
Introduce a route that serves UNBC	1
More service to Jackpine Flats	1
Extend services to outside municipal boundaries	1
Improve bus shelters to better protect against the elements	1
Lower fares	1
Have a 8:30am trip from Kitimat to Terrace	1
Have a punch pass or day pass	1

Concluding Question

Other Suggestions / Comments	Number of Responses
Better communication with riders when there is service	1

disruption	
Provide Saturday service for Terrace-Kitimat Connector	1
Provide summer service to the lake	1
Provide more bus stops (e.g. at the A&W)	1
Extend hours for handyDART	1
Provide more incentives to use transit	1
Remember to also consult with people in-person	1

APPENDIX E – DRIVER SURVEY QUESTIONS AND SUMMARY OF RESULTS

June 12, 2012

Terrace Regional and Skeena Regional Transit Service Reviews

Information to FirstCanada ULC Transit Operators

A service review of the Terrace Regional and Skeena Regional Transit Systems is now underway to analyze the existing systems and create options for improvement. There are four key goals for this transit review:

- Build public awareness and support of Terrace Regional and Skeena Regional transit services provided and identify ways to grow transit ridership.
- Gather feedback on potential routing, scheduling, and bus stop changes, as well as feedback on other elements of the existing transit system.
- Analyze, summarize and report back on consultation outcomes to the City of Terrace and Regional District of Kitimat–Stikine, and make recommendations to improve transit system efficiency and effectiveness for the consideration of local decision makers.
- Increase customer satisfaction.

The service review will gather information on ridership from past surveys and collect information on stop usage and running times from driver feedback and GFI data. However, anecdotal ideas and comments from drivers, passengers, and residents will be the key input to this review.

This feedback will be collected as follows:

- Transit operator survey. See survey on page 3.
- Outreach to key stakeholders
 - Stakeholder meetings and interviews with elected officials, government staff, operating managers, operators, and community organizations.
- Open houses at the following times and locations. At these open houses, some of the suggested changes included in the attached operator survey will be presented, and attendees will be asked for their feedback on these suggestions, as well as input on other ideas for improvement.

Thursday, June 21	6pm to 8pm	Haisla Recreation Centre	1538 Jasse Street Kitimaat Village, BC
Friday, June 22	9:30am to 12:30pm	Kitimat City Centre Mall	276 City Centre, Kitimat, BC
Friday, June 22	2:30pm to 5:30pm	Skeena Mall	4741 Lakelse Avenue Terrace, BC
Saturday, June 23	9am to 1pm	Skeena Valley Farmers' Market	Market Street opposite Library Park Terrace, BC

- An onboard survey, which is being distributed and collected by drivers.
- An online survey for passengers and the general public, which will be open until June 30th. The survey can found here:
<http://fluidsurveys.com/surveys/transp-stantec/terrace-skeena-and-kitimat-transit-survey/>
- Written submissions via email, mail, fax, and forms on the transit website.

Once feedback has been received, an operations technical team will go through the initial work of sifting through suggestions and developing preliminary ideas and options. Currently this technical team is proposed to include Senior Regional Transit Manager Todd Dupuis, FirstCanada ULC Regional Manager Philip Malnis, the Stantec Consulting team hired by BC Transit for this study, and myself, Tania from BC Transit.

In turn, the technical team reports to the City of Terrace and Regional District of Kitimat-Stikine, with information for their consideration.

Depending on feedback, suggestions that can be implemented fairly easily and cost-effectively **will be considered for implementation for fall 2012**. The final report and options are scheduled to be presented to the City of Terrace and Regional District of Kitimat-Stikine in the fall. **If**

options presented in this report are approved, further transit system improvements could be implemented in early 2013.

In summary, the timeline is as follows:

Date	Activity
May - June 2012	Data collection; public consultation
July 2012	Data analysis and service option development
August 2012	Final Transit Service Reviews

As a first step towards rethinking the Terrace Regional and Skeena Regional Transit Systems, we have attached a survey to help collect your thoughts and feedback. Please complete the survey and return it to Philip Malnis by June 30th.

Thank you for your time and we look forward to receiving your ideas and suggestions.

Sincerely, Tania Wegwitz

Transit Planner

BC Transit

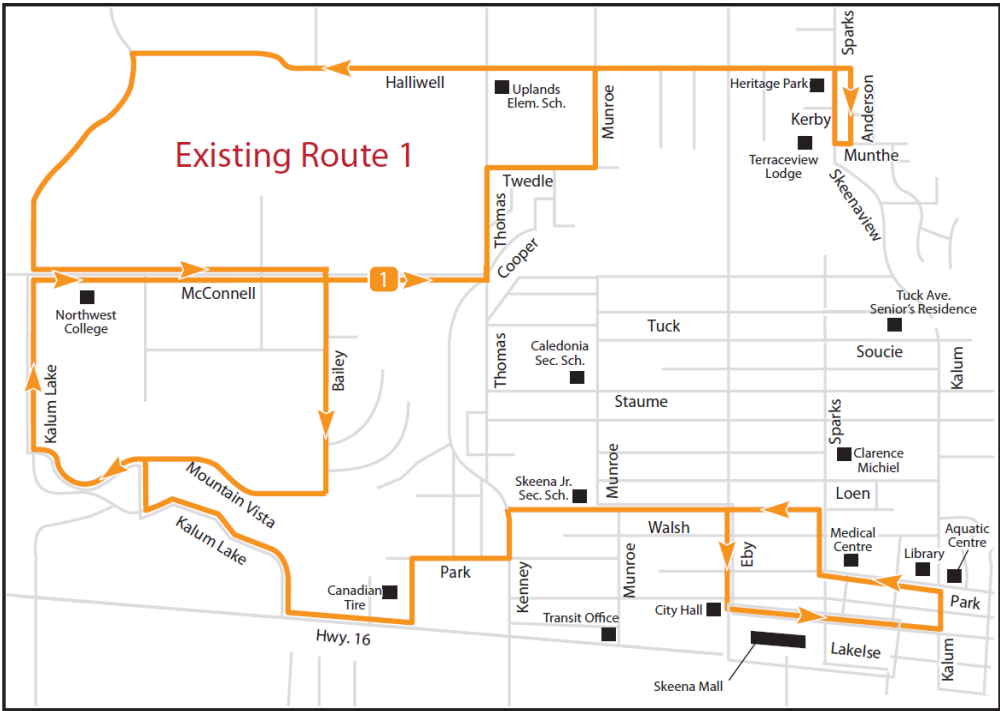
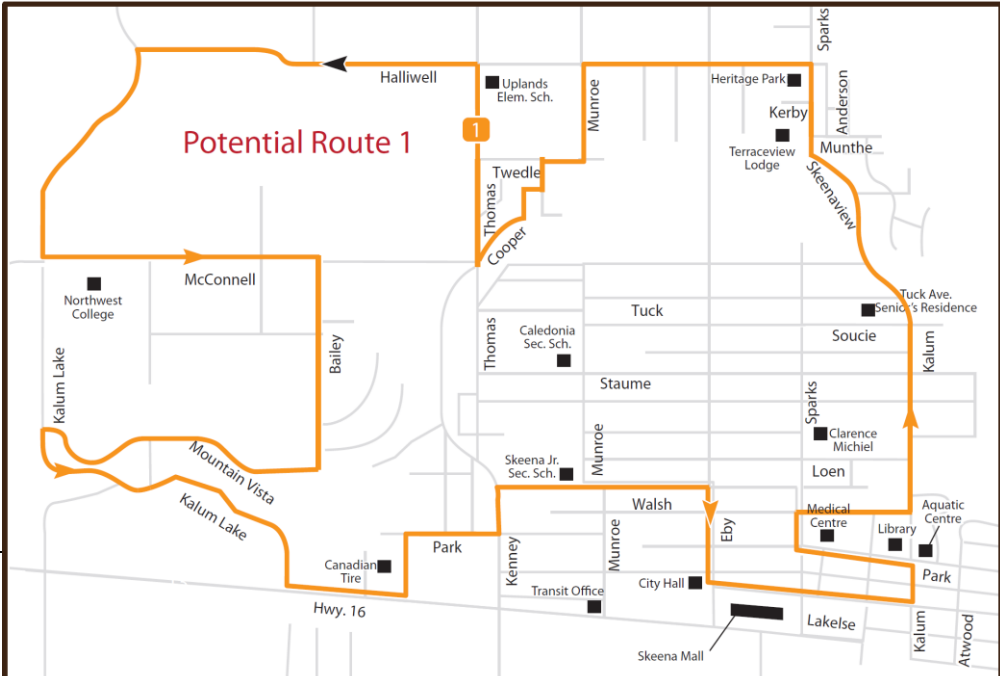
cc: Todd Dupuis, Senior Regional Transit Manager, BC Transit

Encl: Transit Review Questions for Transit Operators

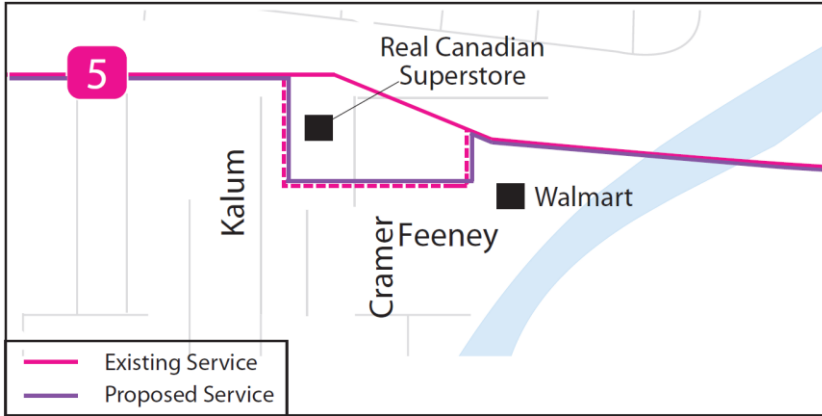
Transit Review Questions for Transit Operators

(This is only a starting point: feel free to add additional pages or information as you like).

Below are some suggestions that we have heard already. Please provide us with your thoughts on these changes in as much detail as possible.

Suggested Route Changes	Your Comments
<p>Consider changing the route structure of route #1 (College / Halliwell) as in the maps below.</p>	
 <p>The map shows the current route structure for Route 1, highlighted in orange. It starts at Halliwell, goes east to Uplands Elem. Sch., then south through Twedle, Thomas, and Cooper to McConnell. From McConnell, it goes south to Bailey, then west along Kalum Lake to Northwest College. From there, it goes south to Mountain Vista, then east through Canadian Tire and Park to Hwy 16. From Hwy 16, it goes east through Kenney, Park, and Skeena Jr. Sec. Sch. to Walsh. From Walsh, it goes east through City Hall, Transit Office, and Skeena Mall to Eby. From Eby, it goes east through Medical Centre, Library, and Aquatic Centre to Park. From Park, it goes east through Loen, Clarence Michiel, Soucie, and Tuck Ave. Senior's Residence to Tuck. From Tuck, it goes east through Staume, Tuck, and Tuck to Tuck Ave. Senior's Residence. From there, it goes east through Soucie, Sparks, and Kalum to Kalum. From Kalum, it goes north through Loen, Medical Centre, Library, and Aquatic Centre to Park. From Park, it goes north through Eby, Walsh, and City Hall to Transit Office. From Transit Office, it goes north through Kenney, Park, and Canadian Tire to Mountain Vista. From Mountain Vista, it goes north to Kalum Lake, then east to Bailey, then north to McConnell. From McConnell, it goes north to Cooper, then east through Thomas, Twedle, and Uplands Elem. Sch. to Halliwell. A small '1' in a circle is located on the road between McConnell and Cooper.</p>	
 <p>The map shows a proposed route structure for Route 1, highlighted in orange. It follows a similar path to the existing route but with several changes. It starts at Halliwell, goes east to Uplands Elem. Sch., then south through Twedle, Thomas, and Cooper to McConnell. From McConnell, it goes south to Bailey, then west along Kalum Lake to Northwest College. From there, it goes south to Mountain Vista, then east through Canadian Tire and Park to Hwy 16. From Hwy 16, it goes east through Kenney, Park, and Skeena Jr. Sec. Sch. to Walsh. From Walsh, it goes east through City Hall, Transit Office, and Skeena Mall to Eby. From Eby, it goes east through Medical Centre, Library, and Aquatic Centre to Park. From Park, it goes east through Loen, Clarence Michiel, Soucie, and Tuck Ave. Senior's Residence to Tuck. From Tuck, it goes east through Staume, Tuck, and Tuck to Tuck Ave. Senior's Residence. From there, it goes east through Soucie, Sparks, and Kalum to Kalum. From Kalum, it goes north through Loen, Medical Centre, Library, and Aquatic Centre to Park. From Park, it goes north through Eby, Walsh, and City Hall to Transit Office. From Transit Office, it goes north through Kenney, Park, and Canadian Tire to Mountain Vista. From Mountain Vista, it goes north to Kalum Lake, then east to Bailey, then north to McConnell. From McConnell, it goes north to Cooper, then east through Thomas, Twedle, and Uplands Elem. Sch. to Halliwell. A small '1' in a circle is located on the road between McConnell and Cooper. The route is more direct than the existing route, particularly in the central and eastern parts of the city.</p>	

Consider **adjusting the bus routes so that there is a direct connection between Walmart and Skeena Mall in both directions.** This could be done by making route #5 (Thornhill) trips heading Downtown stop at Walmart. Currently, for trips heading Downtown, passengers have to request a stop at Walmart.



Consider **making a route change** so that there is a **permanent bus stop at UNBC**. If you have any ideas on how this could be achieved, please include it in your comments.

Suggested Schedule Changes

Your Comments

Consider **adding Sunday service for local Terrace routes**

Consider **adding more weeknight service for local Terrace routes**

Consider **adding more mid-day service for route #5 (Thornhill)**

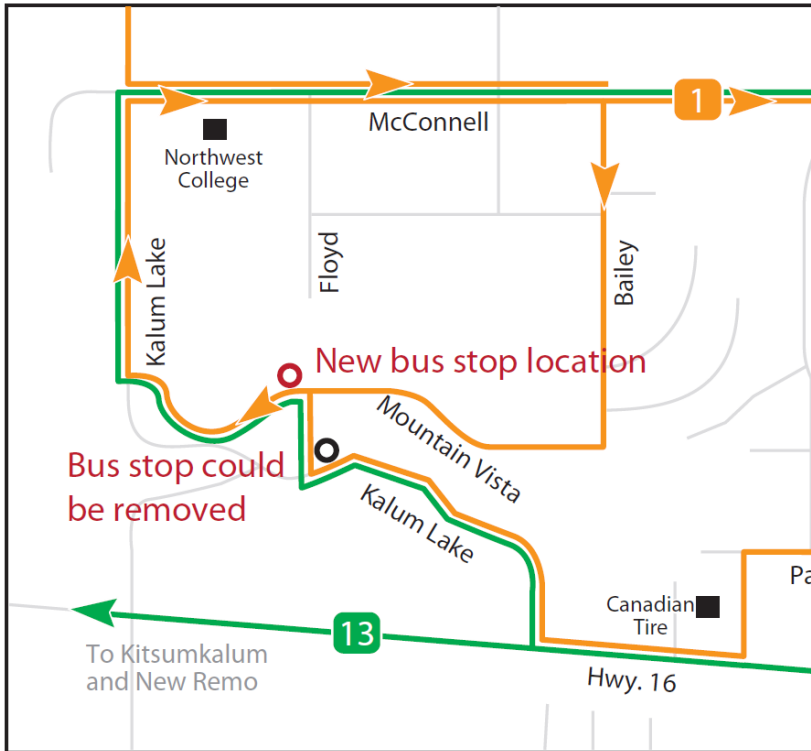
Consider adding Saturday service for the handyDART	
Consider adding Sunday service for the handyDART	
On weekdays, consider starting handyDART service earlier and ending it later	
Consider adding Saturday service to route #11 (Terrace Kitimat Connector) and route #12 (Kitamaat Village)	
Consider adding Sunday service to route #11 (Terrace Kitimat Connector) and route #12 (Kitamaat Village)	
Consider adding evening service to route #11 (Terrace Kitimat Connector)	

<p>Consider starting the services for route #14 (Queensway-Gitau) earlier so that any delays on that route do not impact services within town</p>	
<p>On weekdays, consider adding more service to routes #13 (Kitsumkalum) and #14 (Queensway-Gitau)</p>	
<p>Consider adding weekend service to routes #13 (Kitsumkalum) and #14 (Queensway-Gitau)</p>	
<p>Consider starting the first trip for route #13 (Kitsumkalum) earlier so that students can get to class on time. Right now, the first bus leaves Kitsumkalum at 8:28am and gets to Northwest Community College at 8:35am.</p>	
<p>Consider improving the reliability of route #11 (Terrace-Kitimat Connector). If you have any ideas on how this could be achieved, please include it in your comments.</p>	

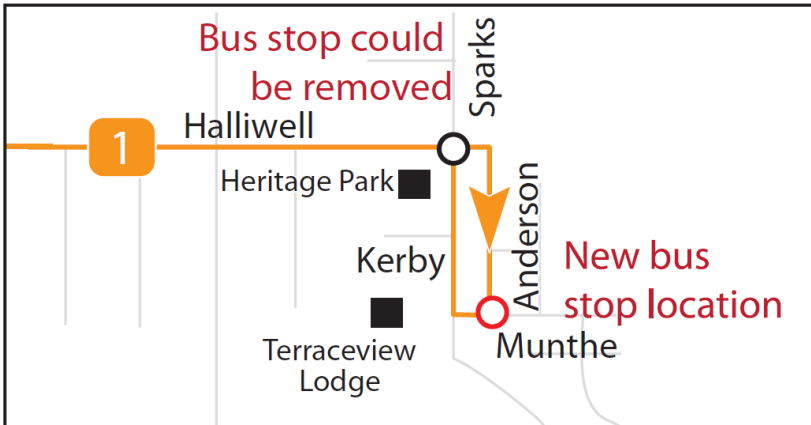
Suggested Bus Stop Location Changes

Your Comments

Consider **moving the bus stop on Floyd Street to the Floyd Street and Mountain Vista Drive intersection** so that they are on the main street

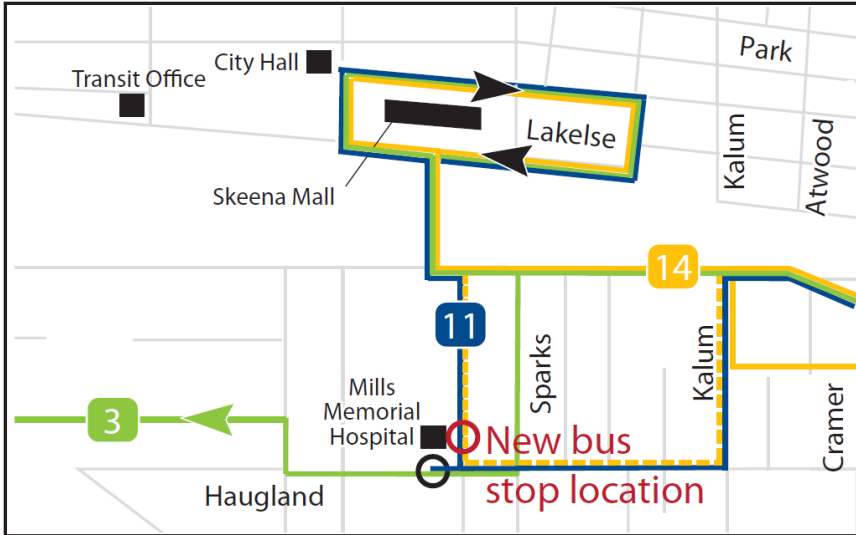


For **route #1 (College / Halliwell)**, consider **moving the bus stop at Sparks Street and Halliwell Avenue to Munthe Avenue and Anderson Street**, where there is more demand for transit service.

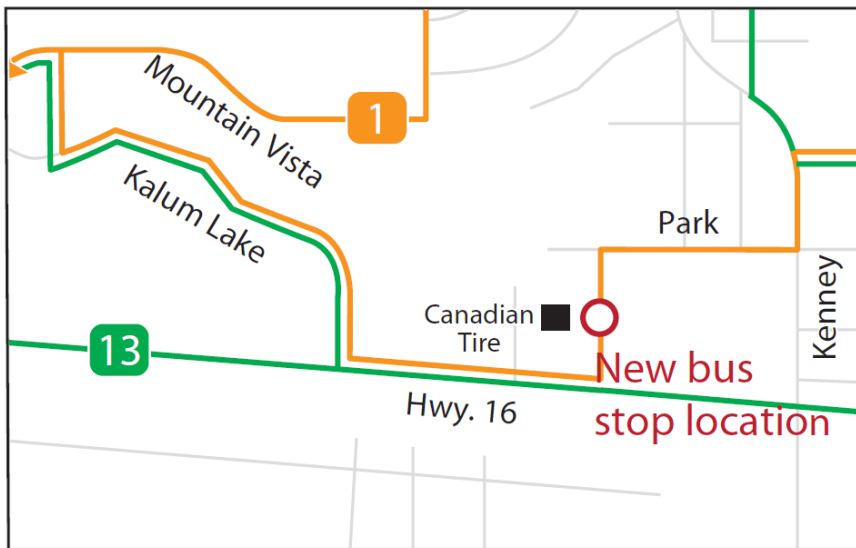


Consider **providing a bus stop shelter at the library bus stop.**

Consider moving the Mills Memorial Hospital stop for route #11 (Terrace Kitimat Connector) and route #14 (Queensway-Gitau) from the front entrance driveway, which is quite small and difficult for a bus to drive through, to another location (e.g. by the emergency entrance)



Consider moving the Canadian Tire bus stop to the main street in front, as it is difficult to get out of the Canadian Tire parking lot, where there are often many trucks.



In addition to the changes suggested above, please provide your thoughts regarding the questions below.

1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?
11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?
12. Do you have any other suggestions about improvements to specific bus stops?
13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?
14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

15. Do you have any other ideas that have not been mentioned above?

Thank you very much for your time and your help.

TERRACE DRIVER RESPONSES (FROM 10 COMPLETED SURVEYS)

Suggested route changes

1 College/Halliwell

- Some support for suggested change
- Some opposition for suggested change
 - Passengers from Coachmen Apartments (on Scott Ave off Kalum St), Anderson St and east Halliwell Ave will have to go downtown first before going home
 - Passengers will have to cross Davis Ave
 - If suggested is implemented, it should be modified to:
 - use Twedle Ave instead of Cooper Dr
 - alternate direction of route each run
 - have City Shuttle route use Davis St instead of Loen Ave to service senior residences

5 Thornhill (Walmart)

- Some support for suggested change
- Concern that addition of extra stop will add extra delay – at least 5 minutes should be added to Thornhill runs
- In general, extra time should be added to Thornhill runs – 4 to 5 minutes to 8:20AM, 10:10AM, 12:10PM, 2:10PM and 4:15PM runs

UNBC bus stop

- Follow Kitimat route (south on overpass + west on Keith Ave., then south on Eby Ave.)
- Residential service is eliminated with an UNBC stop and there is little demand for such service
- Follow Southside route starting at Walmart, travel down Haugland St to Molitor, left on Keith Ave, left on Kenney, right on Agar then continue Southside route as usual; maybe going through W-Mart again
- Follow Southside route, turn right onto overpass to Skeena St., follow a reverse Southside route

Suggested schedule change

Sunday service for local Terrace routes

- In support of suggested change

More weeknight service for local Terrace routes

- In support of suggested change

More midday service for 5 Thornhill

- In support of suggested change

Saturday service for the handyDART

- In support of suggested change
- Operate for 4 hours, from 11:00AM to 3:00PM
- Hire attendant to load and unload passengers
- Equip handyDART vehicles with monitors

Sunday service for the handyDART

- In support of suggested change
- Operate for 3 hours, from 10:00AM to 1:00PM
- Equip handyDART vehicles with monitors

Starting handyDART service earlier and ending it later

- In support of suggested change
- First trip at 8:30AM, last trip at 5:30PM
- Equip handyDART vehicles with monitors

Saturday service to route 11 Terrace–Kitimat Connector and route 12 Kitimaat Village

- In support of suggested change
- Consider introduction of this service using a month trial period

Sunday service to route 11 Terrace–Kitimat Connector and route 12 Kitimaat Village

- In support of suggested change

Evening service to route 11 Terrace–Kitimat Connector

- In support of suggested change
- Consider scheduling a run at 7:30pm

- Consider scheduling runs to coincide with plane arrivals

Starting services for route 14 Queensway–Gitaus earlier

- Some support for suggested change
- Delays are a result of foul weather and vehicle breakdowns – events difficult to control
– best strategy is to keep roads properly maintained throughout the year

More weekday service to route 13 Kitsumkalum and route 14 Queensway–Gitaus

- In support of suggested change
- Consider introducing a 7:30PM Queensway–Gitaus run
- Consider introduction evening service to Gitaus, but not Queensway

Weekend service to route 13 Kitsumkalum and route 14 Queensway–Gitaus

- In support of suggested change
- Consider introducing Saturday service for route 14 Queensway–Gitaus, perhaps 2 Saturday trips

Starting the first trip for route 13 Kitsumkalum earlier

- In support of suggested change

Improving reliability of route 11 Terrace–Kitimat Connector

- Add 10 minutes to route 11 Terrace–Kitimat Connector runs
- Operate new, more reliable vehicles
- Ensure that all buses are equipped with radios
- Keep roads properly maintained year round – snow removal in winter months
- Improve visibility at bus stops along the 11 Terrace–Kitimat Connector route as it can be easy to miss passengers at night – install street lights
- Improve Rider’s Guide

Suggested bus stop location changes

Floyd St to Floyd St & Mountain Vista Dr

- In support of suggested change

Sparks & Halliwell to Munthe & Anderson

- In support of new stop addition and

Bus shelter at library

- In support of suggested change, though some concern regarding potential bus shelter vandalism

Mills Memorial Hospital stop for route 11 and route 14

- In support of suggested change

Canadian Tire stop

- In support of suggested change

Questions

Q1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

- NO COMMENT

Q2. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?

- 5 Thornhill, afternoons
- Saturday service should be introduced

Q3. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Saturdays, Sundays and holidays?

- 5 Thornhill
- 3 Southside

Q4. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).

- Greyhound bus depot
- Keith Avenue Mall
- Chances Gaming Centre

Q5. Of the destinations that we do already serve, which ones do you think need improved frequency?

- Southside
- Thornhill
- Walmart

Q6. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?

- Thornhill to Southside
- Thornhill to City Shuttle

Q7. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are these delays due to traffic and passenger congestion or are there intersection delays that we could work with the municipalities to improve? (Add more pages if required)

- Thornhill
- Southside
- Time lost to loading/unloading strollers and buggies

Q8. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?

- Signage inconsistencies in the destinations of a run (ex. Certain Queensway runs do not go to Gitaus and vice versa)
- Route inconsistencies regarding whether the Southside route travels directly from Walmart to the Braun St. area
- Route inconsistencies regarding whether a specific Thornhill run travels to Queensway
- Requests for increased service along the Thornhill route

Q9. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?

- Rider's Guide as is is difficult to understand
- Information regarding which routes stop and do not stop at Safeway (ex. School Special does not stop at Safeway, certain City Shuttle and Southside runs do not stop at Safeway)

Q10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

- Park Medical Centre stop
- Terraceview Lodge bus stop – unsafe for pedestrian crossings
- Library bus stop
- Meat store bus stop
- Kalum Kabs stop
- Add a bus stop at Sunny Hill Trailer Park

Q11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?

- Scotiabank
- Choices
- Skeena Diversity Mall
- Service Canada

Q12. Do you have any other suggestions about improvements to specific bus stops?

- Add bus stop on Keith Ave by the Greyhound Depot
- Move bus stop sign further away from curb at Salvation Army stop
- Increase size of the bus shelter or add another bus shelter at Skeena Mall
- Increase size of the bus shelter or add another bus shelter at Safeway
- Properly mark bus stop area at pool (with painted yellow line)
- Properly mark bus stop area at library (extend existing painted line)
- Consider use of more durable materials in bus shelters to discourage vandalism

Q13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?

- Greyhound Bus

- Northwest Regional Airport

Q14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

- Route Thornhill and Queensway past Mills Memorial Hospital on runs heading out of town
- Alternate direction of each Southside run
- Ensure that all drivers have radio for more effective communication

Q15. Do you have any other ideas that have not been mentioned above?

- Add a bus stop between Kenney St. and Beach St.
- Operate a third full time bus
- Operate newer vehicles
- Introduce a phone delay notification service starting at 7:30AM in the winter

TERRACE DRIVER RESPONSES (FROM 3 COMPLETED SURVEYS)

Suggested route changes

1 College/Halliwell

- NO COMMENT

5 Thornhill (Walmart)

- NO COMMENT

UNBC bus stop

- NO COMMENT

Suggested schedule change

Sunday service for local Terrace routes

- NO COMMENT

More weeknight service for local Terrace routes

- NO COMMENT

More midday service for 5 Thornhill

- NO COMMENT

Saturday service for the handyDART

- NO COMMENT

Sunday service for the handyDART

- NO COMMENT

Starting handyDART service earlier and ending it later

- NO COMMENT

Saturday service to route 11 Terrace–Kitimat Connector and route 12 Kitamaat Village

- Some support for suggested change
- Some concern that such a service would be used as a “party bus”

Sunday service to route 11 Terrace–Kitimat Connector and route 12 Kitamaat Village

- Some support for suggested change
- Some concern regarding the feasibility of such service

Evening service to route 11 Terrace–Kitimat Connector

- Some support for suggested change
- Some opposition to suggested change
- Some concern that such a service would be used as a “party bus”

Starting services for route 14 Queensway–Gitaus earlier

- Some support for suggested change

More weekday service to route 13 Kitsumkalum and route 14 Queensway–Gitaus

- Some support for suggested change

Weekend service to route 13 Kitsumkalum and route 14 Queensway–Gitaus

- Some support for suggested change

Starting the first trip for route 13 Kitsumkalum earlier

- Some support for suggested change

Improving reliability of route 11 Terrace–Kitimat Connector

- Add extra time to route 11 Terrace–Kitimat Connector runs
- Operate new, more reliable vehicles
- Introduce a social media delay notification service (use Twitter)

Suggested bus stop location changes

Floyd St to Floyd St & Mountain Vista Dr

- NO COMMENT

Sparks & Halliwell to Munthe & Anderson

- NO COMMENT

Bus shelter at library

- NO COMMENT

Mills Memorial Hospital stop for route 11 and route 14

- Some support for suggested change
- Some opposition to suggested change
 - Continue use of existing bus stop on Haugland Ave
 - Turning left onto Haugland Ave may be difficult and time consuming during rush hour

Canadian Tire stop

- NO COMMENT

Questions

Q1. Are there other neighbourhoods that we don't yet serve that you think we should? (Neighbourhood or street names).

- Kitimat Service Centre

Q2. Of the neighbourhoods that we already serve, which other routes do you think need improved frequency and if so, what time of day?

- NO COMMENT

Q3. Of the neighbourhoods that we already serve, which ones do you think are the highest priority to receive earlier or later service or service on Saturdays, Sundays and holidays?

- NO COMMENT

Q4. Of the destinations (i.e., specific businesses or locations) that we don't yet serve, which other ones do you think are the highest priority to have service introduced? In other words, what are the places that passengers most frequently ask to get to but where we don't go yet? (Please include the destination name and nearest intersection).

- Kitimat Service Centre
- Rio Tinto Alcan plant

Q5. Of the destinations that we do already serve, which ones do you think need improved frequency?

- All villages served by the 11 Terrace-Kitimat Connector

Q6. What are the transfer connections that most need improving? From where to where are those passengers trying to get to?

- NO COMMENT

Q7. Thinking of all of the routes that you drive, which ones do you feel are the tightest for running time? In which route segments (between timing points) do you think the additional time is most required? Are there specific times of day where timing on these route segments is needed? Are these delays due to traffic and passenger congestion or are there

intersection delays that we could work with the municipalities to improve? (Add more pages if required)

- Terrace-Kitimat Connector – delays a result of bad weather and road conditions

Q8. What are the route, trip, or schedule inconsistencies that you get the most questions about from passengers? Do you have any ideas on how to improve them?

- NO COMMENT

Q9. Is there any additional or different information or policies that we could put into the Rider's Guide that would reduce passenger questions, confusion or conflict?

- Use larger font in Guide for better readability

Q10. Thinking about existing bus stops and routes, are there specific bus stops or route locations where it is difficult for bus maneuvering (e.g. locations where it is difficult to pull into or out of a bus stop, locations where bus stop poles are located too close to the road)?

- NO COMMENT

Q11. Thinking about typical requested pick-up and drop-off locations for handyDART service, are there specific locations where it is difficult to load or unload passengers?

- NO COMMENT

Q12. Do you have any other suggestions about improvements to specific bus stops?

- NO COMMENT

Q13. Thinking about the other transportation services that are available in Terrace, Kitimat, and surrounding areas, are there any services that could be better integrated into the Terrace Regional or Skeena Regional Transit Systems (e.g. local Kitimat transit services)?

- NO COMMENT

Q14. Do you have any other specific ideas about routing or schedule changes that we could make to improve the Terrace Regional and Skeena Regional Transit Systems? Attached is a map of the existing services. Feel free to draw out any routing suggestions.

- NO COMMENT

Q15. Do you have any other ideas that have not been mentioned above?

- Add more bus stops in Gitaus and Kitamaat Village as many passengers flag down buses, causing delays
- Verbal, face-to-face consultation with drivers could be useful