

SERVICE REVIEW

Port Alberni/Clayoquot Transit System



Photo by Stephen Rees

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City of Port Alberni



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PORT ALBERNI TRANSIT SERVICE REVIEW

1. EXECUTIVE SUMMARY

BC Transit was asked to review the Port Alberni Transit System to identify opportunities for improving the existing transit system and to look at possible future system expansions. Two different options were presented to Council on July 25, 2011:

- Option 1 – Revised current system
- Option 2 – Pulse system with centrally located transit exchange

A *pulse* is a regularly scheduled event in which all routes meet at the same time at a centrally located transit exchange, allowing for convenient transfers between routes. Implementing a pulse system is contingent on having a transit exchange, which is needed in order for passengers to make timed-transfers.

The purpose of this report is to provide an update on BC Transit's public consultation process, and to recommend a new transit route network built around a structured transfer point with pulse scheduling.

Key themes heard throughout the consultation process included the following:

- Drivers are friendly and welcoming
- The current system works reasonably well
- Increased frequency would be appreciated as would extended hours of operation
- There is considerable appetite for expansion to the Tseshaht Market as a significant number of customers travel to this area.

This report recommends that the City approve Option 2, which would provide more frequent daytime service – one trip every 45 minutes instead of every 60 minutes – without any additional operating costs. Increased frequency is achieved by streamlining routes and simplifying the overall route network.

For Option 2, the proposed route network is comprised of three daytime routes (Routes 1, 2 and 3) that would operate Monday through Saturday as well as an Evening / Sunday route (Route 4). The span of service would be comparable to the existing system: 7 a.m. to 10 p.m., Monday through Saturday; and 9 a.m. to 7 p.m. on Sunday.

Though operating costs would be neutral, it should be noted that there would still be costs associated with building a simple, on-street exchange facility, discussed in Section 4.5 (p. 9). Four exchange locations, all near Tenth Avenue and Redford Street, have been considered for the purpose of this review. Redford and Twelfth Avenue has been identified as the preferred location for an on-street transit exchange. The exchange could be implemented at this location at a relatively low cost of approximately \$30,000¹, part of which would be covered through BC Transit's Transit Shelter Program.

¹ This estimate includes two shelters (Tara Precision, Type 3 Standard model), post and signs and curb painting. Note: 47 percent of costs associated with purchasing shelters would be covered through BC Transit's Transit Shelter Program.

2. PURPOSE

The purpose of this report is to provide an update on BC Transit’s public consultation process (October 2011) for information; and to recommend a new transit route network built around a structured transfer point with “pulse” scheduling. A pulse is a regularly scheduled event in which all routes meet at the same time at a centrally located transit exchange, allowing for convenient transfers between routes.

3. BACKGROUND

BC Transit was asked to review the Port Alberni Transit System to identify opportunities for improving the existing transit system and to look at possible future system expansions. Two different options were presented to Council on July 25, 2011:

- Option 1 – Revised current system
- Option 2 – Pulse system with centrally located transit exchange

Figure 1 provides a visual comparison of these two options. BC Transit staff recommended Option 2 since it would improve frequency of service without any additional service hours (i.e. cost-neutral service improvement). Option 1 would not increase the frequency of service, nor does it provide a structured transfer point. Figure 2 provides a brief overview of these two options.

Figure 1. Proposed route networks

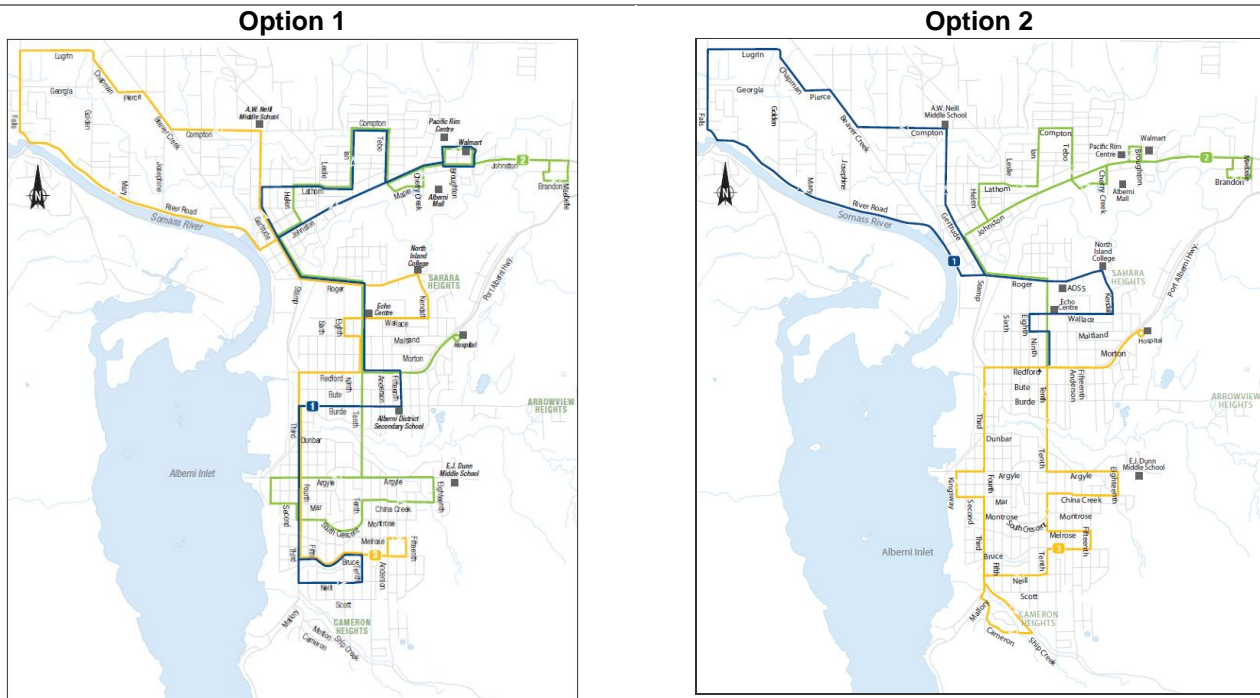


Figure 2. Comparison of options

System Aspect	Option 1: Revised Current System	Option 2: New System
Frequency of Monday to Saturday daytime services	<ul style="list-style-type: none"> Service every 60 minutes from approximately 7:00 a.m. to 6:30 p.m. 	<ul style="list-style-type: none"> Service every 45 minutes from approximately 7:00 a.m. to 6:30 p.m.
Evening and Sunday service frequency	<ul style="list-style-type: none"> Service every 60 minutes 	<ul style="list-style-type: none"> Service every 70 minutes
Transfer from one route to another	<ul style="list-style-type: none"> Transfers are made at random points in the system No structured transfer point 	<ul style="list-style-type: none"> Transfers can still be made randomly in the system A new structured transfer point at proposed on-street exchange
Number of routes	<ul style="list-style-type: none"> The current system has 6 routes, which operate at different times: Route 1, 2 and 3 during the day, Monday-Saturday; Route 4 during Evenings; and Route 20 and 21 on Sundays 	<ul style="list-style-type: none"> There are only 4 routes in the system: Route 1, 2 and 3 during the day Monday-Saturday; and Route 4 during Evenings and on Sundays Simpler, more legible system
Impact on operating costs	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> None
Infrastructure cost	<ul style="list-style-type: none"> None 	<ul style="list-style-type: none"> Implementation costs associated with on-street exchange (signage, shelter, etc.)

The outcome of the July 25, 2011 Council meeting was approval of BC Transit’s request to consult with the community regarding proposed changes – i.e. Option1 and Option 2.

4. DISCUSSION

4.1 Consultation

Port Alberni residents were invited to fill out a survey and attend one of four open houses held in October 2011. 118 survey responses were received and approximately 40 people visited the open houses. BC Transit staff also hosted a community stakeholder meeting to discuss broader, community-based transportation needs (e.g. access to employment, education and healthcare), which was attended by approximately 20 different organizations. Appendix A summarizes feedback from public consultation, including survey results and comments from the open houses and stakeholder meeting.

Key themes heard throughout the consultation process included the following:

- Drivers are friendly and welcoming
- The current system works reasonably well
- Increased frequency would be appreciated as would extended hours of operation
- There is considerable appetite for expansion to the Tseshaht Market as a significant number of customers travel to this area.

Stakeholder forum participants emphasized the need for more frequent, direct service with routes that are easier to understand. BC Transit was also asked to look at route duplications – for example, all three daytime routes provide service to the southern half of Port Alberni. A number of suggestions were provided with respect to marketing and customer information, e.g.: hand out Rider’s Guides at schools and community events and sell passes at convenient locations such as 7-11 (a local government responsibility).

A representative from Alberni Children First also suggested that simplifying the Rider’s Guide and additional destinations to the route map would make it easier for customers to understand the system: “identify locations such as [the] Youth Health Centre, doctors’ offices, schools, pharmacies, child care, family-friendly restaurants, etc.”

Many of these requests would be addressed by Option 2. For example, increased frequency was the number one response to the survey question, “What would you change about your current service?” 19 survey respondents requested more frequent service.

Similarly, some of the barriers identified by stakeholder meeting participants included:

- Difficulty understanding the current system due to the complex route network
- Not enough service to key destinations – more frequent service needed
- Long, one-way loops, resulting in lengthy trips – “It’s faster to ride a bike.”

Option 2 is more responsive to the above-noted concerns than Option 1, which is nearly the same as the existing system. The key point is that for the same operating cost, Option 2 provides increased frequency while Option 1 does not.

4.2 Operational Issues

The original BC Transit report that was presented to Council on July 25, 2011 identified a number of operational issues based on passenger counts from the local operator²:

- Limited ridership on first and last trips of the day on Sundays
- Limited ridership on the southern portion of Route 1 Ian Avenue (Anderson Avenue / Cameron Drive)
- Stop at Westhaven care facility seldomly used
- Stop at Port Alberni Mall stop seldomly used
- Difficulty maneuvering bus in Harbour Quay area on Route 2 Gertrude
- Timing issues on Route 3 River Road – bus often running late.

The proposed route network seeks to address these issues.

² February / March 2011 data.

4.3 Proposed New System – Option 2 (Recommended)

Public input indicates a strong desire for more frequent service, which Option 2 provides during the daytime. With Option 2, the routes would operate every 45 minutes instead 60 minutes. This increase in frequency would be achieved by redesigning the route network such that each route takes approximately 40 minutes. It also involves shifting to a *pulse* system. A pulse is a regularly scheduled event in which transit vehicles from a range of routes are scheduled to all meet together. All three daytime routes would meet at a new exchange approximately every 40 minutes, enabling convenient transfer between routes. Buses would then layover at the exchange for 5 minutes, ensuring that customers have sufficient time to transfer between routes.

The proposed route network is comprised of three daytime routes (Routes 1, 2 and 3) that would operate Monday through Saturday as well as an Evening / Sunday route (Route 4).

Figure 3. Comparison of existing and proposed system

Existing System			Proposed New System (Option 2)				
	Service Span		Frequency		Approx Service Span		Frequency
Route 1	5:48 AM	6:34 PM	60-min	Route 1	7:00 AM	6:30 PM	45-min
Route 2	6:50 AM	5:48 PM	60-min	Route 2	7:00 AM	6:30 PM	45-min
Route 3	7:35 AM	5:26 PM	60-min	Route 3	7:00 AM	6:30 PM	45-min
Route 4 (Eve)	6:20 PM	10:06 PM	60-min	Route 4 (Eve)	6:30 PM	10:00 PM	70-min
Route 20 (Sun)	9:00 AM	6:58 PM	60-min	Route 4 (Sun)	9:00 AM	7:00 PM	70-min
Route 21 (Sun)	9:00 AM	6:59 PM	60-min	Note: Proposed routes differ from existing routes in terms of routing and trip duration, preventing direct comparison.			

The only trade-off is slightly less frequent service after 6:30 p.m. and on Sundays – i.e. every 70 minutes instead of once an hour. Yet fewer people ride the bus during those periods: Evening and Sunday trips carry less than half the average number of passengers per service hour compared to regular weekday service. While not recommended, evening and Sunday routing (Route 4) could also be shortened if maintaining a 60-minute frequency is a high priority. Providing a basic level of coverage is typically a higher priority than frequency in the case of evening service.

Option 2 is operationally cost neutral – i.e., expansion hours (at additional cost) are not required. It should be noted that there would still be costs associated with building a basic, on-street exchange facility, discussed in Section 4.5 (page 9).

Figure 4. Proposed daytime route network (Monday-Saturday)

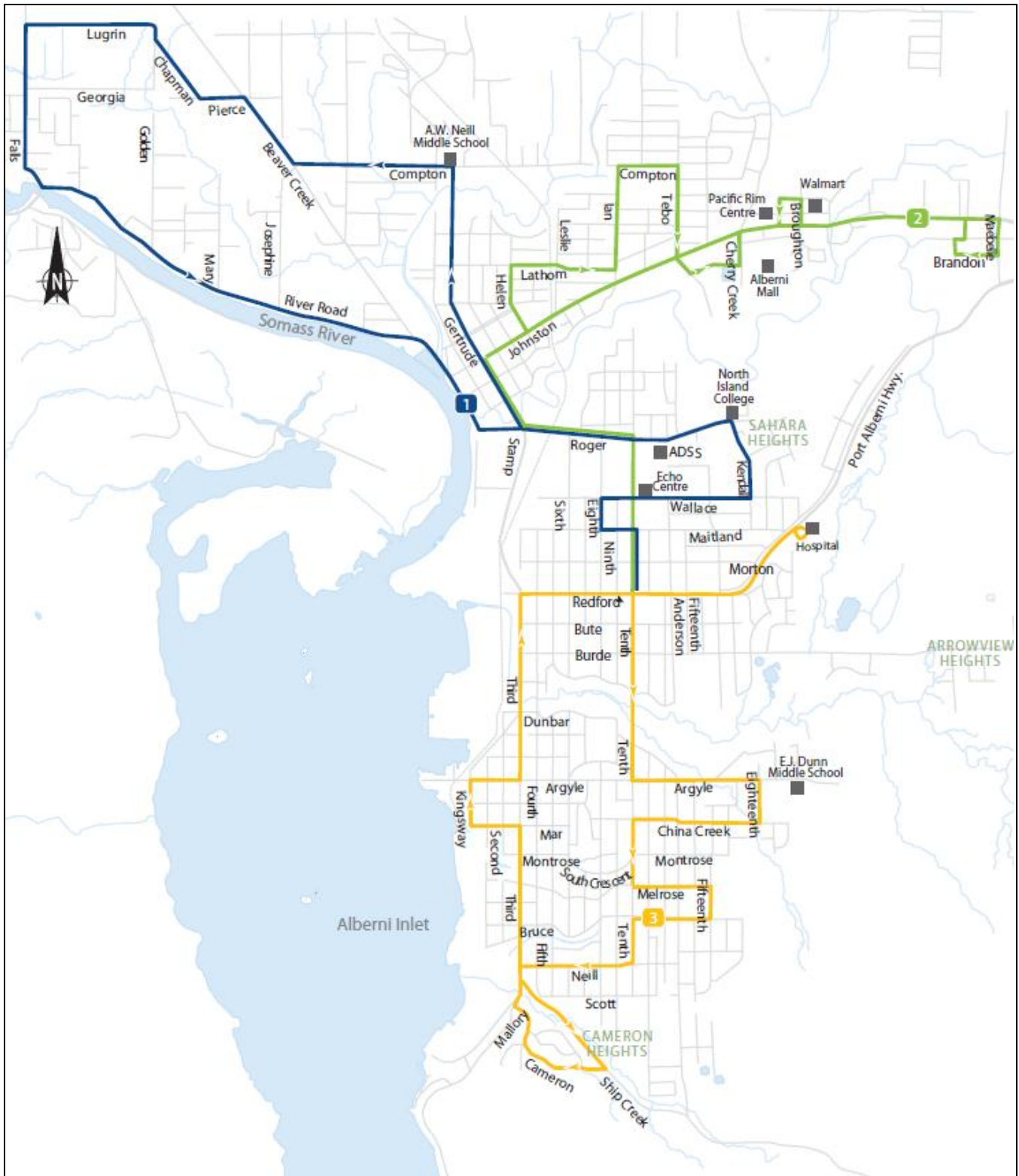


Figure 6. Proposed evening / Sunday route

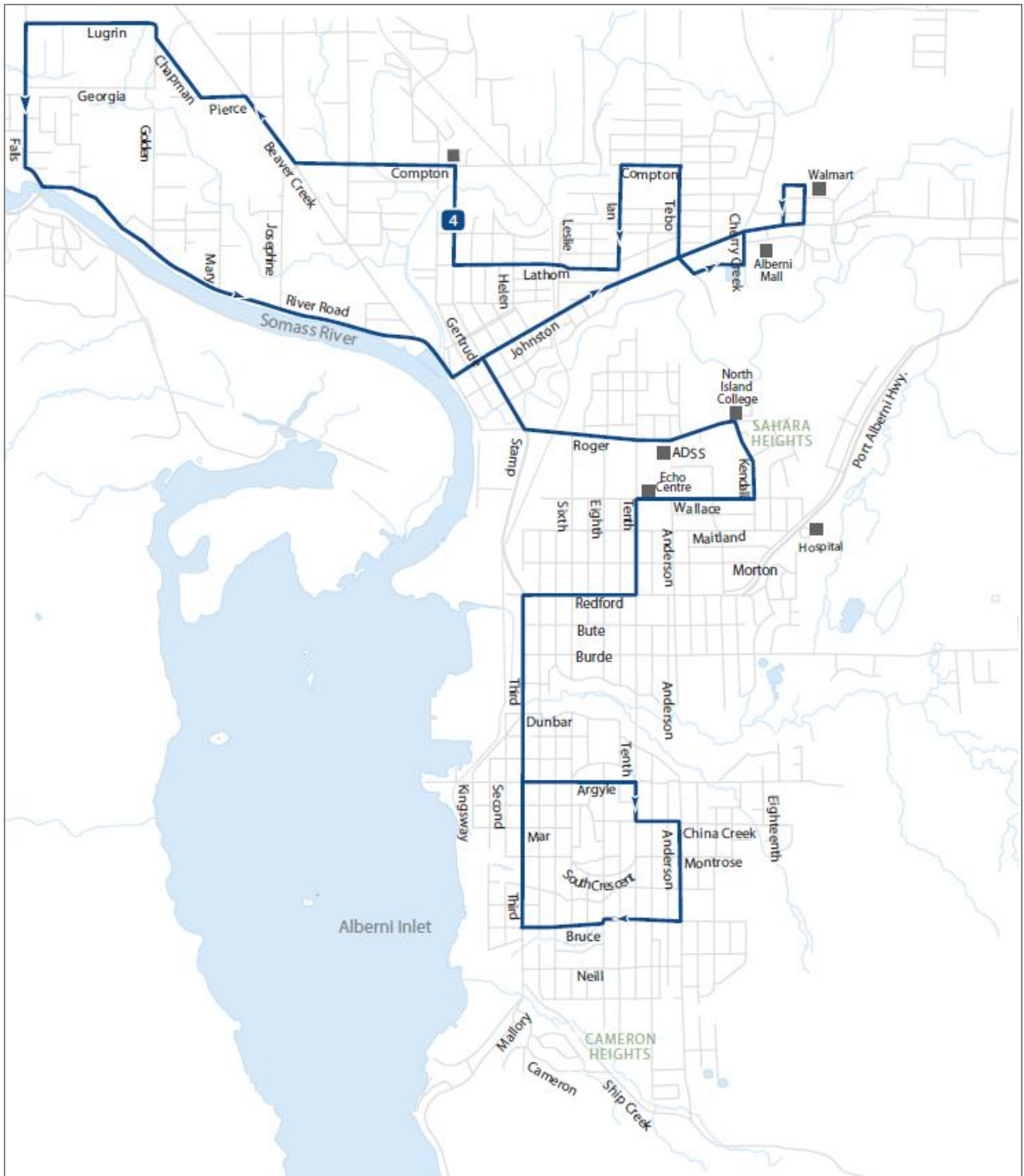


Figure 4. Description of routes

Route***	Purpose*	Destinations Served	Est. Trip Duration**
Route 1 West	Connects exchange / Redford area, Northport commercial area and adjacent residential areas (Alberni, Northport)	Fir Park Village seniors' residence, Echo Centre, NIC, new ADSS location, Health Unit, A.W. Neill Middle School, "Orange Bridge" adjacent to Tseshaht IR, Hupacasath IR	40 minutes
Route 2 East	Connects exchange / Redford area, Northport commercial area, Pacific Rim Shopping Centre and adjacent residential areas (Echo, Alberni, Westporte Place)	Echo Centre, Echo Village seniors' residence, Health Unit, Discovery Community College, Casino, Pacific Rim Centre / Walmart	40 minutes
Route 3 South	Connects exchange / Redford area, Southport commercial area and adjacent residential areas (Southport, Cameron Heights) and provides regular service to the hospital	West Coast General Hospital, Safeway / BC Liquor, E.J. Dunn Middle School, Stepping Stones Daycare, Uptown, Abbeyfield seniors' residence	40 minutes
Route 4 Evening / Sunday	Connects all four major commercial areas (Redford Area, Northport, Johnston Rd East, Southport) and provides basic coverage within <i>most</i> residential areas (Echo, Alberni / Oldtown, Northport, Westporte Place, Southport)	Echo Centre, NIC, new ADSS location, casino, Pacific Rim Centre / Walmart, "blue bridge" adjacent to Tseshaht IR, Hupacasath IR, Safeway / BC Liquor	63 minutes

* Neighbourhood based on neighbourhoods and major commercial nodes shown in Map 1 of Port Alberni's OCP.

** Trip duration does not include recovery time (approximately 5 minutes at the end of each trip).

*** Route names can be changed to reflect local areas and destinations.

4.4 Proposed Changes to Geographic Coverage

There are a number of areas with extremely low ridership (i.e. with less than one 0.5 people boarding, on average, per trip), as noted in the Operational Issues section. As part of Option 2, it is proposed that the following segments be eliminated due to low ridership:

- Top of Anderson Avenue / Ship Creek Road, south of Bruce Street and east of Cameron Drive
- Parking lot at Port Alberni Mall.

There are several other route segments, within walking distance of the proposed route network, that would also be removed in order to increase the overall efficiency of the system. These include:

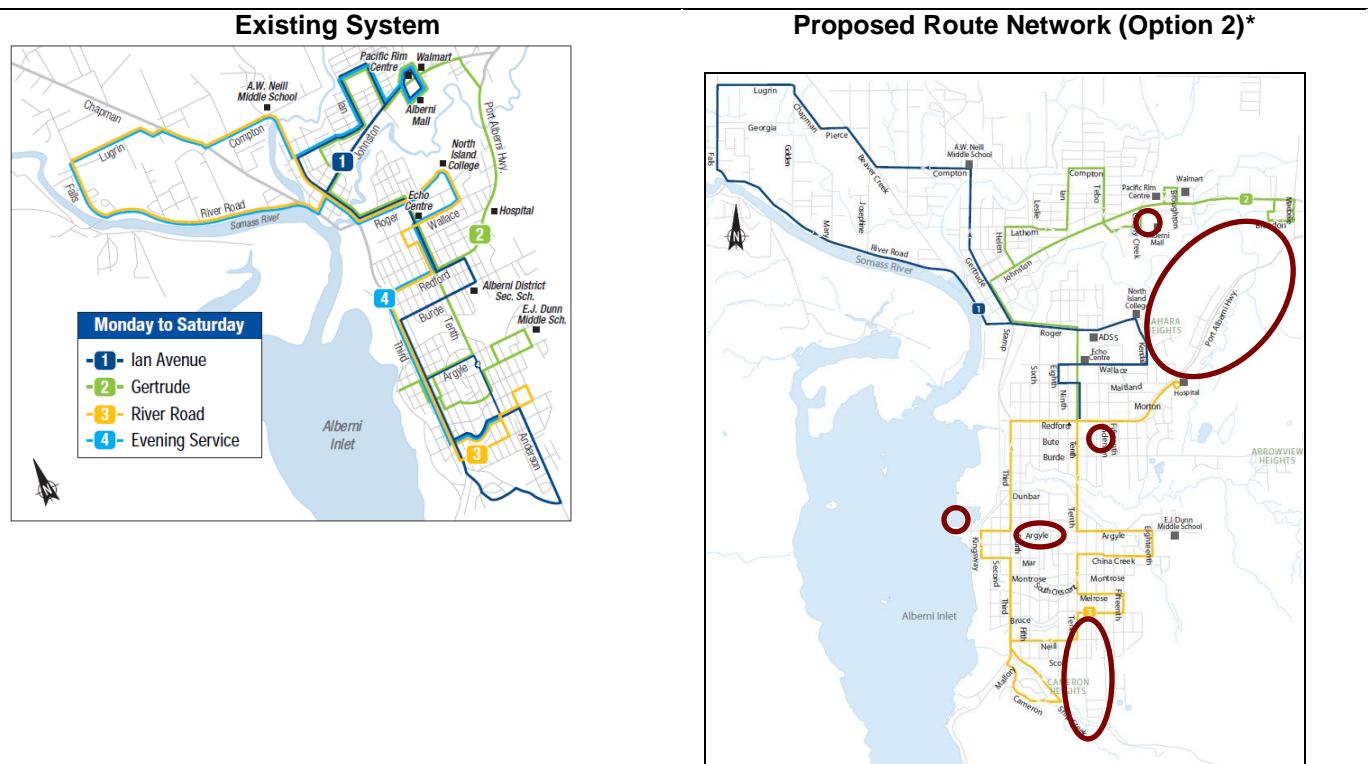
- Johnston Road between Helen Street and Tebo Avenue
- Argyle Street between Harbour Quay and Kingsway Avenue
- Montrose Street / South Crescent between Third Avenue and Tenth Avenue
- Burde-Fifteenth-Redford loop.

The purpose of Burde-Fifteenth-Redford loop was to serve ADSS. Serving this area is seen as a lower priority since ADSS will be moving to Roger Street upon completion of the new building (Fall 2012). Eliminating this portion of the existing route network will help to ensure that drivers are able to stay on schedule, which is essential for a pulse scheduling system.

Ridership to Casino should be monitored. Currently very few passengers board and alight at this stop – an average of 0.2 passengers per trip during the day (1 out of every 5 trips!), and 1.0 passengers per trip in the evening.

None of the survey responses expressed concerns regarding the streamlined routing, nor were concerns expressed at the open house. People were generally very positive about the efficiencies that would result from the proposed route network.

Figure 7. Changes to coverage



* Areas where service would be eliminated shown is red-circled.

4.5 Proposed Transit Exchange Options

Implementing a pulse system is contingent on having a transit exchange, which would be needed in order for passengers to make timed-transfers.

Transit exchanges facilitate transfers between bus routes and are typically located within the activity centres of the community, such as the downtown, village centres, and shopping malls to reinforce the relationship with land use patterns. If properly planned and designed, transit exchanges can become effective multi-modal exchanges and pedestrian-oriented sites. At a minimum, transit exchanges should provide weather protection, seating, transit route and schedule information and adequate lighting.

BC Transit worked with the City of Port Alberni Staff and the Operating Company to identify and evaluate potential sites for a new transit exchange to support the proposed transit network. Figure 8 provides a map of the four options, located in the vicinity of the commercial area along Tenth Avenue and Redford Street. These include:

- Option 1 – Northbound 9th Avenue south of Redford Street
- Option 2 – Eastbound Redford Street (Option 2a) and southbound 12th Avenue (Option 2b)
- Option 3 – Southbound 12th Avenue south of Redford Street
- Option 4 – Westbound Redford Street between 8th and 9th Avenues

Figure 8. Proposed exchange options



4.6 Recommended Transit Exchange Option – Option 2

The table below summarizes the evaluation of the exchange options. See Appendix B for detailed analysis of these four options, prepared by Drudl Community Transportation Planning. The options are rated qualitatively as positive (●), neutral (○) or negative (⊖) in comparison with other options.

Figure 9. Comparison of exchange options

	Option 1	Option 2	Option 3	Option 4
Capacity	○	●	○	○
Routing	○	●	○	⊖
Independent arrival/departure	⊖	●	⊖	○
Parking impacts	⊖	⊖	●	⊖
Residential uses	⊖	○	●	●
Walking distance	○	○	●	⊖
Traffic safety	●	●	○	●
Personal security	○	●	●	●
Washrooms	●	●	●	⊖
Cost	⊖	●	●	●
Overall (1 is best)	3	1	2	3

Option 2 at Redford Street and 12th Avenue has been identified as the preferred location for the transit exchange. An on-street exchange could be implemented at this location at a relatively low cost, by painting the curb red and installing signage / posts and two shelters. Approximate costs include:

- Curb painting, sign posts and transit signage – \$2,000
- Two bus shelters – \$25,000 for both

If purchased through the BC Transit Bus Shelter Program, BC Transit would fund 47 percent of the cost of the bus shelters. A number of models are available such as the one shown in Figure 10, which costs approximately \$10,300 plus tax per structure.

Figure 10. BC Transit bus shelter (Tara Precision Type 3 Standard)



4.7 Location and Spacing of Bus Stops

Prior to implementing the proposed route network, an inventory of existing bus stop locations would need to be undertaken by the City and operator to identify which signs to replace. For example, the proposed Route 3 (south) requires relocating some of the bus stops to the opposite side of the street since the direction of the loop-routing would change from counter-clockwise to clockwise. New signage would also be needed at the proposed exchange.

BC Transit recommends replacing the majority of *flag signs* (i.e. listing route number and name) with vertical “bus stop” *strips signs* (no route information provided). Not only is this more cost-effective, it also eliminates the need to update and replace signs should the route network change in the future.

Figure 11. Sign types

Strip sign



Flag sign



While flagging the bus down (i.e. *flag stops*) is currently allowed in some places, as a general policy, BC Transit does not support the provision of flag stops due to potential safety risks. A review of bus stop locations presents the opportunity to install bus stop signage in order to minimize such risks. Fixed bus stops would also make it easier for drivers to see passengers in the dark, reducing the likelihood of pass-ups due to poor visibility.

Conversely, the City may wish to consider removing stops where they are spaced too closely to one another.

Bus stop design guidelines for exchanges and individual bus stops can also be found on BC Transit's website: <http://www.busonline.ca/corporate/resources/pdf/res-urban-64.pdf>.

4.8 Fleet Implications

The existing conventional fleet is comprised of five “Dennis Dart” low-floor vehicles, including two spare vehicles. No additional vehicles would be required for the proposed route network.

While beyond the scope of this report, it is worth noting that Port Alberni's fleet will need to be replaced in the next five years (2016/2017). This is based on the assumption that 30-foot Darts have a life expectancy of 17 years. The existing fleet has been in operation since 1999.

5. FUTURE ACTIONS

The City Engineer requested that proposals for future system development be investigated as part of the service review process. BC Transit’s initial report identified two options:

1. Service to the Tseshaht band
2. Increase in frequency of weekday service.

BC Transit staff recommend expansion to Tseshaht Market based on public feedback and given that the proposed network will already provide increased frequency.

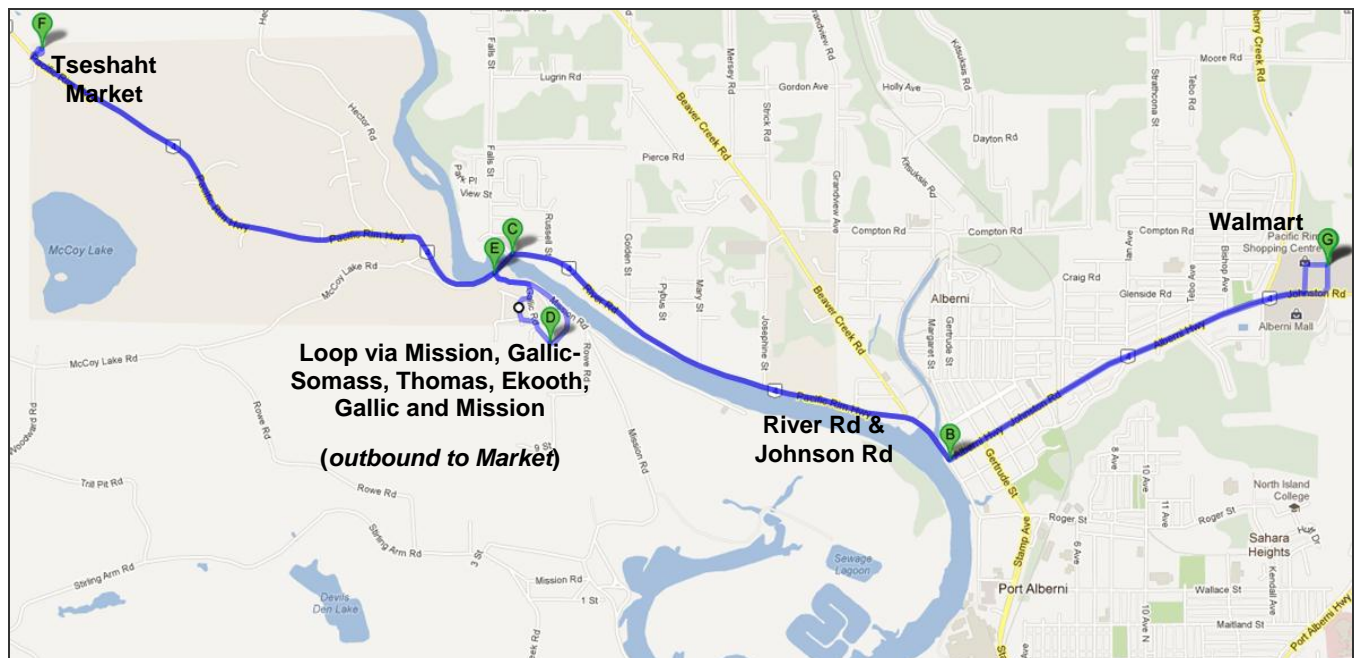
5.1 Expansion to Tseshaht Market

BC Transit staff and the City Engineer met with Tseshaht administrators in October 2011 to discuss whether there was interest in partnering with the City. BC Transit was subsequently invited to hold an open house at the Tseshaht Administration Building, which was held on October 21, 2011.

Suggested routing (as per the June 2011 report) is shown in Figure 9, and is subject to change. The following *assumptions* are made based on the suggested routing for the purpose of this service review:

- Service would be provided Monday through Sunday, excluding statutory holidays
- The route would connect Walmart / Pacific Rim Shopping Centre (start and end points) with the Tseshaht Market (mid-point)
- Proposed route provides bi-directional service along Johnston Road / River Road / Pacific Rim Highway except for short loop on *outbound* trips via Mission Road, Gallic Road, Somass Crescent, Thomas Road, Ekooth Road, Gallic Road and Mission Road.

Figure 12. Proposed Tseshaht route



This service improvement would require an additional vehicle. Further planning is required to determine other costs, which include:

- Routing – kilometres per trip, out-of-service kilometres per day (“deadheading”)
- Level of service – number of trips per day, number of service days
- Capital improvements – sidewalks, wheelchair pads, seating, shelters

In order to move forward with the planning process, the City of Port Alberni will need to enter into a formal cost-sharing agreement with the Tseshaht First Nation. This financial relationship will be separate from the Annual Operating Agreement (AOA) between BC Transit and the City of Port Alberni (i.e. Tseshaht First Nation will deal directly with the City).

5.2 Other Future Considerations

- Increased frequency on Sundays, evenings and holidays (proposed Route 4)
- Service to newly developed areas – e.g., Burde Street, Pacific Coast University
- Service beyond City limits, provided in partnership with the Alberni-Clayoquot Regional District – e.g. Beaver Creek, Cherry Creek and Sproat Lake as part of a separate service review.³

5.3 Next Steps

Following approval of an option within this document or mutually agreed-upon alternative, BC Transit staff will develop an implementation plan, working with City staff and the local operator. The implementation planning process includes activities such as:

- Contract administration
- Scheduling
- Designing and installing on-street exchange facilities (shelters)
- Installing new bus stops, as required
- Updating public information – Riders guide, website
- Promotion – news release, advertising

6. RECOMMENDATIONS

It is recommended that the City of Port Alberni:

- Approve service Option 2, a new pulse system with centrally located transit exchange, and exchange Option 2 at Twelfth and Redford; AND
- Authorize City staff to proceed with implementation planning, including functional design work for the new transit exchange.

³ A request for service review would need to be initiated by local government, and would need to go through BC Transit's Transit Improvement Plan allocation process (“TIPs”).

APPENDIX A – PUBLIC FEEDBACK FROM CONSULTATION

Port Alberni Service Review

Public Feedback from Consultation



PORT ALBERNI TRANSIT SERVICE REVIEW

Public Feedback from Consultation

1. OVERVIEW

This document summarizes public feedback regarding the Port Alberni Transit System, as part of the overall transit service review process. The purpose of consultation was to ensure input is gathered from all key stakeholders and the public at-large. The community was invited to attend open houses and/or fill out online survey during the month of October.

Four open houses were held during the third week of October.

Venue	Date	Time
Echo '67 Centre (Lobby)	Thursday, October 20	10:30 a.m. - 12:30 p.m.
Echo '67 Centre (Fir Room)	Thursday, October 20	12:30 p.m. - 2:30 p.m.
Echo '67 Centre (Fir Room)	Thursday, October 20	5:30 p.m. - 7:30 p.m.
Tseshah Admin. Building (Great Hall)	Friday, October 20	3:00 p.m. - 6:00 p.m.

BC Transit staff also hosted a community stakeholder meeting to discuss broader, community-based transportation needs, such as access to employment, education and healthcare. The two main questions posed to workshop participants were: (1) what is transit today? and (2) what should transit be?

Some of the key themes that we heard throughout the consultation process were:

- Drivers are friendly and welcoming
- The current system works reasonably well: service is “good as is”
- Increased frequency would be appreciated as would extended hours of operation
- There is also considerable appetite for expansion to the Tseshah Market as a large number of customer live in or travel to this area
- Rural areas need alternative transportation, too.

2. SURVEY

The online survey was live throughout October (1-31). Paper copies of the survey were also available at the open houses and at the Tseshah Administration Building. In addition, two BC Transit staff each spent half a day riding the three main routes, speaking with riders and collecting surveys.

A total of 118 responses were received. Not all respondents completed each question, which is why the total responses vary by question.

2.1 How often do you use transit?

The majority of respondents indicated that they use transit daily or weekly.

Response	Percentage	Count
Daily	55%	62
Weekly	23%	26
Monthly	3%	3
Rarely	12%	14
Never	7%	8
TOTAL		113

2.2 When do you typically make trips within your community (bus, bike or car)? Select all that apply.

Respondents are more likely to make trips on weekdays, according to their responses. Travel during typical a.m. and p.m. peak periods is especially common.

Response	Monday to Friday	Saturday	Sunday	Total
Before 9 a.m.	67 (97%)	26 (38%)	22 (32%)	115
9 a.m. to 12 p.m.	61 (76%)	56 (70%)	43 (54%)	160
12 p.m. to 3 p.m.	53 (80%)	49 (74%)	38 (58%)	140
3 p.m. to 6 p.m.	65 (90%)	48 (67%)	39 (54%)	152
6 p.m. to 9 p.m.	39 (89%)	35 (80%)	24 (55%)	98
After 9 p.m.	23 (85%)	20 (74%)	16 (59%)	59

(Note: Percentages reflect the popularity of a given time period by service day – i.e. the number of votes divided by the total number of votes within the specified time period such as “9am to 12 pm”).

2.3 When using transit, what are the usual destinations or areas that you travel to? Select all that apply.

Pacific Rim Shopping Centre/Walmart area was the most popular destination. Uptown (Third Avenue) and Tenth Avenue at Redford came second and third, respectively. Thus, it can be inferred that people take transit to get to shops and services, which are also important employment centres within the community.

About half of respondents said they often travel to Echo Community Centre, while a third indicated that the Multiplex was a regular destination.

Surprisingly, nearly half of all respondents said they travel to West Coast General Hospital; however, some of these people might be referring to the Westhaven residential care facility, adjacent hospital.

Response	Percentage	Count
Pacific Rim Shopping Centre / Walmart	85%	96
Uptown (Third Avenue)	69%	78
Tenth Avenue at Redford (Safeway, Fairway, Shoppers, etc)	68%	77
Echo Community Centre	49%	55
Alberni Mall	44%	50
West Coast General Hospital	44%	50
Alberni Valley Multiplex / North Island College	35%	39
School	27%	31
Discovery Community College (Tebo Avenue)	6%	7

Finally, about a third of respondents said they travelled to school:

- 8 said they travel to Alberni District Secondary School
- 3 said they travel to École E. J. Dunn Middle School
- 3 said they travel to Alberni Elementary School
- 3 said they travel to the VAST Centre (alternative education)
- 1 said they travel to Eighth Avenue Elementary School
(The remaining answers were unrelated or not clear).

2.4 Which routes do you currently use? Select all that apply.

According to the survey, 1, 2 and 3 (which operate Monday through Saturday) are the most popular routes. In comparison, less than a third of respondents said they used the Sunday routes.

Only four survey respondents indicated that they use handyDART.

Response	Percentage	Count
2 Gertrude	74%	75
1 Ian Ave	73%	74
3 River Road	71%	72
4 Evening Service	42%	42
20 Pacific Rim / Downtown (Sunday)	29%	29
21 Beaver Creek / Cameron Heights (Sunday)	25%	25
handyDART	4%	4
TOTAL		101

2.5 What do you like about your current system?

The majority of responses were extremely positive. Key themes included the drivers' positive attitude and willingness to "go the extra mile", convenience of routes, and overall satisfaction with the existing system. A sample of respondents' comments is provided below. (See Appendix A for a complete list of responses, sorted by theme).

- 36 respondents highlighted drivers' "friendly and helpful" demeanor:
 - *Our bus drivers are amazing!*
 - *Drivers "treat you like family" and know your name. They are patient with wheelchair users and help with [wheelchair] securement.*
- 25 respondents said the bus is convenient and "takes me where I want to go":
 - *I like the fact that you can go almost any where in town and the schedule is great.*
 - *Convenient – goes everywhere I need.*
- 14 respondents said the current system is "good":
 - *Frequency is good enough.*
 - *[I'm] Mainly pretty happy.*
- 11 respondents commented that service is fairly reliable:
 - *Good service, always on time.*
 - *Dependable – always shows up.*
- 11 respondents commented that vehicles are clean and comfortable:
 - *Lot's of space on the bus.*
 - *I usually get a seat on the bus. I often bring a cart, for shopping, and usually able to find a seat, and have the cart tucked away next to me.*
- 8 respondents said they appreciated Sunday and evening service:
 - *Everything" especially Sunday service and evening service.*
 - *I like Sunday service very much!*
- 7 respondents noted that transit is especially important to those without a car:
 - *Helpful for people who can't drive.*
 - *Gives independence.*
- 6 respondents commented that fares are affordable:
 - *The cost is economical. I like to save money by not taking my car and environmentally, it takes sense to take the bus rather than burn gas.*
 - *The cost is reasonable... [with a] BC Bus pass.*
- 5 respondents said taking transit is also a social experience:
 - *I see people I know.*
 - *[I] Know almost all of the drivers, get to meet a lot of people.*

2.6 What would you change about your current system?

While responses varied widely, increased frequency was a common request. A fifth of all responses referred to increased frequencies – e.g. “more buses” and “shorter waits.” Another key theme was service to destinations beyond city limits, especially to the Tseshaht Market and Sproat Lake. A sample of respondents’ comments is provided below (a complete list of responses can be found in Appendix A):

- 21 respondents said that more frequent service would be beneficial:
 - *#3 too long of a wait between last bus and night bus (1.5 hours).*
 - *Although it gets me to work on time, I find it impossible to get home. I either have to wait one to two hours after I get off work, in the uptown area, or catch a different bus that takes me partway home, and then walk about 2-3km home. Not bad in the daylight hours or good weather, but when it's dark & raining it's dangerous. River Road route could be improved by having at least 2 more runs added before the evening special kicks in.*
 - *Wish it ran more often – maybe every 30 mins.*
- 19 respondents requested service beyond city limits, especially to the Tseshaht Market and Sproat Lake
 - *I think a lot of our community would benefit from the bus going towards the Tseshaht Market.*
 - *We live at Sproat Lake and work in town and make 2 or 3 trips back and forth a day. Our children have activities in town and need to get back and forth. A bus service out our way would be a wonderful addition to the lake. The school bus is not an option on nights and weekends and it is not available for adults. To take a cab home is very expensive and not always an option.*
- 17 respondents requested extended hours of operation and service on statutory holidays:
 - *Wish it ran earlier (6 am).*
 - *Run later into the evening (especially Sundays).*
 - *Buses on holidays to get to community functions and parades!*
- 14 respondents said that current service is “good as is”:
 - *Not sure [what I would change]. I notice all the bus drivers are aware and very patient.*
 - *Service is good as is.*
- 11 respondents suggested that larger busses with back door would be helpful:
 - *Busses that have a back door exit would relieve much congestion on the bus...*
 - *Larger buses since most of the day the number 1, 2, and 3 is packed.*
- 9 respondents requested more shelters and seating at bus stops:
 - *Most of the bus stops have some sort of protection from the weather and benches. There are still other stops that don't have these. I'd like to see more stops included with these. Especially when the weather is bad – raining, windy, snowing.*
 - *More and larger bus shelters (Walmart) since our rainy season is very long! Parents with buggies are standing out in the rain and seniors are standing because there are only three seats.*

- 7 respondents said service could be more reliable (on-time)
 - *Get back to being on time to make transfers; used to be on time but not anymore.*
 - *Buses sometimes late. [On] School days, afterwards buses run late.*
- 7 respondents requested more routes and better coverage
 - *[Route to] Mall via Smith Rd back down Beaver Creek Rd.*
 - *More service to new areas, e.g. Burde Hill.*
- 6 people asked for better marketing / customer information
 - *I might ride the bus more if I knew the routes. I usually only ride when the weather is bad and then the timing are all off. I like how you can text a number from the bus stop in Vancouver and find out when the bus will be arriving.*
 - *Would like approx. time of arrival at each stop (especially near schools).*
 - *Have been noticing that some bus signs do not have the bus name/route number on them, just a sign saying the bus stops here... we all want to know what bus stops at a particular stop. Not all buses go on the same route.*
- 5 respondents requested better air circulation on buses:
 - *Circulating air & / or windows that open...year-round...it gets stifling on cold, sunny days...even on cloudy days...the greenhouse effect!*
 - *[Bus] Gets stuffy since windows don't open.*

3. OPEN HOUSES

Approximately 40 people attended the four open houses, including about 30 at Echo Park and another 10 visitors at the Tseshaht Administration Building. Many of these people indicated their support (verbally) for Option 2 – Proposed New System. Only one person said they preferred Option 1 – Revised Current System.

The following points are a collection of peoples' written comments from these events.

3.1 What do you like about the Port Alberni Transit System?

- *Dependable*
- *Friendly bus drivers*
- *Friendly, helpful drivers*
- *Attitude and helpfulness of drivers is excellent / exceptional*
- *Not worrying about parking*
- *That as much of our community has transit as it does is great compared to many other communities*

3.2 What would you change about the Port Alberni Transit System?

- *Not reliable (run on time and connections)*
- *Schedule connections to the regular schedule are way too confusing – needs to be simplified*

- *Air-conditioning in the summer / open windows*
- *New buses with no steps, more space, back door*
- *A “kneeling” bus for easy access for disabled / elderly and parents with buggies*
- *I think that the new transit buses are too small and I would appreciate it if the drivers would wait until people are seated before they continue on, for those of us who have disabilities*
- *People seated before take off for safety*
- *Bigger shelters, more shelters*
- *Shelter at “orange” bridge bus stop / River Road bus stops (at least one)*
- *Bus Shelter at NI College*
- *Service to Beaver Creek please*
- *I want service to Beaver Creek!*
- *Service to Cherry Creek would be good*
- *Bus to Market*
- *Expand to Tseshaht Market*
- *Want to go to Tseshaht Market*
- *A bus route to Tseshaht Market would be good*
- *Bus route extended to [Tseshaht] Sproat School*
- *Bus service to Smith Landing Park & Ride to and from Sproat Lake*
- *Bus to Sproat Lake*

4. COMMUNITY STAKEHOLDER FORUM

The following section summarizes input from the community stakeholder forum which was recorded on flipcharts.

4.1 What is transit now?

Transit is...	
Generally friendly and welcoming, thanks to the drivers.	<ul style="list-style-type: none"> • Some seniors are new to taking transit; drivers are very accommodating. • “So many positive things like support from drivers”
An important way of getting around for those who don’t or are unable to drive	<ul style="list-style-type: none"> • Promotes independence in the community • Allows people to access school, family, church, etc. • Provides an important service to low-income riders • Some neighbourhoods don’t have school buses so people have to take transit
Relatively slow – challenging to get anywhere quickly	<ul style="list-style-type: none"> • “It’s faster to ride a bike” • Good coverage but long trips
Sometimes confusing	<ul style="list-style-type: none"> • Difficult navigating routes • Can’t identify how to get to parents’ and seniors’ program with the current transit system
Unavailable in rural areas	<ul style="list-style-type: none"> • How are teenagers who live in rural areas moving around / using transit? • Rural areas “pay and don’t receive service”
Important to handyDART clients	<ul style="list-style-type: none"> • handyDART is <i>not</i> cost-effective, but is necessary • People from outside areas would use it if available • Taxi-savers more cost-effective? • Booking in advance reduce spontaneity

4.2 What should transit be?

Transit should...	
Get people from “Point A to Point B”	<ul style="list-style-type: none"> • Offer an alternative to the private vehicle
Be reliable	<ul style="list-style-type: none"> • On-time • Mechanically reliable
Be flexible	<ul style="list-style-type: none"> • Accommodate wheelchairs, walkers, strollers, bike, pets etc. • Schedule adaptable to special events (e.g. Fall Fair and hockey tournaments); add additional buses when events are on
Be affordable	<ul style="list-style-type: none"> • Incentive programs (e.g. Employer Pass programs) • Discounts for low-income households – for “non-seniors and those who <i>don’t</i> qualify for BC Bus Pass”
Be universally accessible	<ul style="list-style-type: none"> • Easily accessible to persons with disabilities • More evening and weekend handyDART service • handyDART to homes in First Nation communities
Feel “safe”	<ul style="list-style-type: none"> • Bus stops and shelters should be well lit
Be efficient	<ul style="list-style-type: none"> • Short, multi-directional routes instead of long, one-way trips

	<ul style="list-style-type: none"> • Look at “route duplications”
Provide more service	<ul style="list-style-type: none"> • Increased peak hour frequencies • Increased service to major ridership centres • More “night hours”
Provide service to greater range of locations	<ul style="list-style-type: none"> • “More bus stops in key places” • MV Francis Barclay (ferry) • McLean Mill (historic site) • Roger Street (college / school / multiplex) • Tseshaht Market • Smith’s Landing • Port Alberni Airport • Port Alberni Valley • Rural areas
Improve marketing / increase public awareness of the system	<ul style="list-style-type: none"> • More marketing to promote what’s available: “timetables at stops are really helpful” • Make it easier to purchase bus passes: “Bus passes should be available at 7-11 and the Market” • Hand out Riders’ Guides at schools and at community events • Marketing materials should be easier to read/understand (e.g. use symbols, simplify maps, etc.)
Coordinate with local organizations / service providers	<ul style="list-style-type: none"> • There should be a bus outside the pool at 8:15 pm, M-W-F • BC Transit should partner with local school districts: “Rather than more buses, we should make sure that buses run with school times and stops near schools”
Use appropriate vehicles	<ul style="list-style-type: none"> • Vehicles with 2 doors (not just one exit) • Variety of vehicle sizes, including smaller and larger buses • Clean energy / greener buses (biodiesel?) • Interior bus configuration should accommodate baby buggies
Consider new technologies	<ul style="list-style-type: none"> • Smartphone technology (make it easy to look up schedules) • Onboard wi-fi

APPENDIX A – QUALITATIVE SURVEY RESPONSESA1. What do you like about your current service?***Drivers are friendly and helpful***

1. Bus drivers are friendly and accommodating.
2. Our bus drivers are amazing!
3. The incredible staff - they go out of their way to help
4. Great bus drivers, very helpful and friendly
5. Friendly service
6. The driver usually lowers the ramp on the bus to accommodate the cart, so I don't have to lift it up to the step. The present drivers are all quite friendly and helpful. I try to phone the office ahead of time, if I have a new place to get to, and avoid interrupting the driver. The odd time, that I am unsure of what stop to get off/where the place I need to go, they are very helpful courteous. Drivers are always ready to help me, as well with other passengers who require aid with directions or on/off the bus.
7. Drivers honour transfer points and help passengers make their hook-ups, so they don't have to wait an hour for the next
8. Drivers radio each other to ensure people make transfers
9. All drivers are kind enough to drop you off in between stops
10. Courtesy. Drivers "treat you like family" and know your name. They are patient with wheelchair users and help with [wheelchair] securement
11. Visually impaired [passengers] always helped by driver
12. Drivers are really friendly, help with directions
13. Helpfulness of drivers is exceptional
14. The bus drivers are friendly and helpful
15. The friendly drivers
16. Bus drivers are friendly
17. All drivers are great
18. Drivers are very friendly
19. Drivers
20. Drivers
21. Drivers!
22. Treated kindly by drivers - very respectful
23. Drivers!
24. Drivers are friendly
25. Bus drivers are great
26. Most drivers are friendly
27. Drivers are really good and patient
28. Drivers are nice
29. Friendly knowledgeable drivers
30. Good drivers
31. Good very good, good drivers
32. Courteous drivers

33. Drivers are wonderful
34. Friendly bus drivers
35. Drivers are good
36. Drivers
37. Drivers are nice

Convenient: "takes me to where I want to go"

1. Bus stop is within easy walk of my home
2. Comes to where I live
3. That transit is available near to my home
4. Routes 1, 2 and 3 all stop fairly near my home which gives me half hour service options for most of my trips
5. The timing of the buses seems to work for me just great. Where I am living, I can easily walk to a nearby bus stop. Most of the places I go to, there is usually a bus stop close by, and on the return trip, the same. This makes it easier to now where I need to be waiting for the next bus to come by
6. Takes me where I want to go
7. Gets me where I want to go
8. Can pretty much to where I need to go
9. Gets me to where I'm going
10. Gets me places
11. Gets me around, routes go where I want
12. Goes by stores.
13. It goes almost everywhere in Port Alberni, which is very convenient for me.
14. I like all of the service, they get me to where I am going
15. I like the fact that you can go almost any where in town and the schedule is great. It is wonderful to have the bus
16. That it goes past the Hospital so I can take it to get to work I take it Mon - Wed before 9am. [I also take it on] Mon to go to the AVCOC [Alberni Valley Chamber of Commerce].
17. Good - gets you where you want to go
18. Routes are easily accessible
19. Routes
20. Many stops
21. Times that it runs
22. Convenient – goes everywhere I need
23. Convenient
24. Convenient
25. Efficient and easy

The current system is "good"

1. Everything
2. Love this bus system
3. Good service
4. I like the way it is
5. I like it

6. Mainly pretty happy
7. Good when on-time
8. Frequency is good enough
9. It's ok
10. It's okay
11. It's alright
12. Exists
13. That it exists!
14. I like that we have a bus

Service is reliable

1. Dependable -- always shows up
2. Dependability
3. Service is predictable
4. Prompt!
5. Usually prompt
6. Good service, always on time
7. On-time
8. On time
9. On time
10. On time
11. Consistent friendly service

Vehicles are clean and comfortable

1. Lot's of space on the bus
2. I usually get a seat on the bus. I often bring a cart, for shopping, and usually able to find a seat, and have the cart tucked away next to me
3. Great for stroller and all my kids
4. The clean buses
5. Clean
6. I like the warm buses
7. Seats comfy
8. Aircon
9. Low entry buses

Sunday and evening service is appreciated

1. "Everything" especially Sunday service and evening service
2. Like Sunday service, like evening service
3. Evening service, Sunday service
4. I like Sunday service very much
5. Sunday service
6. Sunday schedules

7. Sunday service
8. Sunday service

Transit is especially important to those without a car

1. Helpful for people who can't drive
2. Gives independence
3. Like it because there is no other option
4. Saves a walk
5. Easier than walking
6. Don't have to walk in rain
7. It keeps people from having to walk long distances especially in the dark. :)

Fares are affordable

1. The cost is economical, I like to save money by not taking my car and environmentally, it takes sense to take the bus rather than burn gas
2. Enviro-friendly, good price
3. the cost is reasonable (free bus pass) BC Bus pass
4. Price
5. Affordability
6. Cheap

Taking transit is a social experience

1. I see people I know
2. Meet friends
3. Know almost all of the drivers, get to meet a lot of people
4. Get to see people, talk to drivers if bored, get out and ride around
5. I like all the babies on the bus. I enjoy my bus rides for the most part

Other comments

1. Family friendly
2. Accessible, bicycle friendly
3. It's safe
4. Safe
5. I would like more service
6. Nothing
7. Nothing
8. None
9. Only lived in PTA for two months
10. I'm completely displeased and embarrassed by the proposed plans
11. I prefer option 2 as I need to have bus service to Cameron Heights which I use it frequently
12. I don't travel on the bus in town, but would use it if there was a Sproat Lake Route

13. Expand it for members living further away from the bridge
14. Gertrude and Ian Avenue and River Road.

A2. What would you change about your current service?

More frequent service

1. Kendall Avenue is on a college route – and to work until 6 nightly, having to wait for the one bus that goes in that area, is frustrating. There is a high concentration of families and lower income residents concentrated in this area. It would be nice to see more improved service in this area.
2. #3 too long of a wait between last bus and night bus (1.5 hours).
3. More frequent times for stops before evening special.
4. I would like to see more bus service before the routes turn into the evening special. It means I have to wait an hour to get home because there is no Gertrude bus or Ian Avenue after 6pm. I would like these buses to run a little longer. It would be nice if they ran till 8 or 9pm.
5. Although it gets me to work on time, I find it impossible to get home. I either have to wait one to two hours after I get off work, in the uptown area, or catch a different bus that takes me partway home, and then walk about 2-3km home. Not bad in the daylight hours or good weather, but when it's dark & raining it's dangerous. River Road route could be improved by having at least 2 more runs added before the evening special kicks in.
6. Buses more frequently on major routes.
7. Increased buses would make things easier for all those that take the bus daily.
8. I approve of service on main routes every 40 minutes. I would like to see more frequency of buses.
9. Wish it ran more often – maybe every 30 mins.
10. It should be 5 - 10 min. wait like everywhere else. [We need] More buses, way more buses. This is a very big community and the buses need to be big enough for it.
11. We need less time between buses. We need more buses [and] also [a] quicker pick up time.
12. Could be more frequent.
13. More frequency.
14. Would like buses to run more often.
15. Not enough frequency
16. Would like buses more frequently.
17. More often on Sundays.
18. More frequent
19. [Buses should] Run every 30 minutes instead of every 60 mins
20. At this time all I would change is the frequency of trips
21. Walmart. Faster. More often.

Service beyond city limits

1. Add bus to rural areas.
2. Extend service farther out to places such as the lake or the [Tseshaht] Market.

3. Service to Tseshaht area.
4. Would like bus to go out to Tseshaht Market.
5. Would like a stop close to the Tseshaht Market.
6. I think a lot of our community would benefit from the bus going towards the Tseshaht Market.
7. A route from Falls / Pac Rim Hwy to Tseshaht Market.
8. Service to Tseshaht Market and Bell Rd/Stuart Ave.
9. Extend one bus route to Tseshaht Market.
10. Service to McCoy Lake Rd
11. Route to Cherry Creek, Beaver Creek and Sprout Lake
12. Go by my house on the reserve
13. Go to Tseshaht Market, Parksville and Nanaimo
14. Bus to Sproat Lake or Parksville.
15. Having a 3x day route to Sproat Lake area. Turn around point would be West Bay.
16. We live at Sproat Lake and work in town and make 2 or 3 trips back and forth a day. Our children have activities in town and need to get back and forth. A bus service out our way would be a wonderful addition to the lake. The school bus is not an option on nights and weekends and it is not available for adults. To take a cab home is very expensive and not always an option.
17. Please consider a Sproat Lake route.
18. Travel at Sproat Lake.
19. Sproat Lake: on 'pay weekends' go every 30 mins, in summer go every 30 mins.
20. Trips to Bamfield.

Extended hours of operation, including service on statutory holidays

1. Earlier and later times.
2. Wish it ran earlier (6 am)
3. Wish it started earlier
4. The Bus should run Monday - Sunday from 6am [to] 10 pm. And run on holidays [from] 6am - 12pm. Carry on. Thanks for getting input from the ridership.
5. Most stores close at 10 pm. [It would be nice to have] Two evening specials going in opposite directions. Meet at 10/Kedford.
6. Run late nite service...
7. Extra bus in evening (to catch games).
8. Sunday night bus
9. Sunday evening buses
10. Sunday service on stat. holidays.
11. Later Sunday service.
12. Run later into the evening (especially Sundays)
13. Go an extra 3 hours on Sundays.
14. Sometimes later at night. Later on Sundays.
15. Some limited Sunday and holiday service would be nice especially since I go to collage sometimes on Sunday and live across town.
16. Buses on holidays
17. Buses on holidays to get to community functions and parades!

Current service is "good as is"

1. Not sure. I notice all the bus drivers are aware and very patient.
2. Pretty happy.
3. Service is good as is.
4. Keep it the same
5. Nothing to change
6. Good as is.
7. Good as is.
8. Nothing to change.
9. Nothing really. [It] "Works for me"
10. Nothing really.
11. Nothing.
12. Nothing.
13. Nothing.
14. Nothing.

Larger busses with back door

1. The current buses need to be sold off and a practical bus be put in its place. For example, not having a back door is extremely inconvenient especially when the bus is crowded as it has become lately especially the River Rd bus route. Also, the two levels is not good as it leaves only the front of the bus for people with carts, buggies, disabled people causing that area to get crowded fast.
2. Whoever designed the current buses obviously does not take the bus. Very unpractical.
3. You can improve the service by getting bigger bus on. The ones you have on [are] just too small.
4. Buses that have a back door exit would relieve much congestion on the bus...
5. Need more buses and bigger buses.
6. Bigger buses to accommodate strollers.
7. Crowded – could use more space.
8. Standing on buses annoys me.
9. Larger buses since most of the day the number 1,2, and 3 is packed.
10. Coming from a large city, I have never seen so many people use transit like Port Alberni. This town desperately needs a larger bus, not a mule.
11. Need 2 doors.

More shelters and seating at bus stops

1. Most of the bus stops have some sort of protection from the weather and benches. There are still other stops that don't have these. I'd like to see more stops included with these. Especially when the weather is bad – raining, windy, snowing.
2. More and larger bus shelters (Walmart) since our rainy season is very long! Parents with buggies are standing out in the rain and seniors are standing because there are only three seats.
3. I would like to attend evening events at Char's Landing and the nearby theatre but rarely do - the thought of standing for up to an hour in the winter rain, waiting for a night bus, is very discouraging. I am a senior and

find standing for an hour too long - blood pools in the ankles: please provide as many seats with shelters as your budget allows.

4. We need cover at bus stops in [the] winter time when [it's] cold & snowing.
5. Covered area at all bus stops.
6. Larger/more shelters.
7. More shelters.
8. More covered shelters
9. No cover at bus stop

More reliable (on-time) service

1. Ian Ave bus route [Route 1] is always running behind. Always.
2. River Road [Route 3] is late almost all the time. [I] cannot get on River Road or Ian Avenue after 1 pm as they are 15-30 minutes late. [I] would like reimbursement of transit costs when I am forced to walk. Since the last change, the buses cannot run on time and they only come on the hour if on time put another bus on, 2 on North Port and Beaver Creek and 2 on South End and they meet at Redford Street.
3. The bus really needs to be on time because I have had some days that the bus was an hour late or it didn't even come by... look at the schedule to see when the next bus is due to arrive, and lately the buses are always behind schedule. Sometimes 20+ minutes. Some of us have appointments, [or need to] travel to work by bus. Saying to your boss that you are late due to the bus, may result in dismissal. [I] Did call the office about this. They are aware of the problem and working on it. Hope to see some changes in the future.
4. Needs to be more on time.
5. Get back to being on time to make transfers; used to be on time but not anymore.
6. Buses sometimes late. [On] School days, afterwards buses run late.
7. Busses are mostly late. Bus drivers waiting till most people are seated for safety reasons.

More routes, better coverage

1. [Route to] Mall via Smith Rd back down Beaver Creek Rd.
2. Extend to Smith Road or Kakawis Family Development Centre
3. Need more routes.
4. More service to new areas, e.g. Burde Hill
5. More coverage
6. Go more places
7. More routes.

Better marketing / customer information

1. I tried to look up the schedule online and it made no sense. I called and it didn't make sense to the person answering the phone either.
2. I might ride the bus more if I knew the routes. I usually only ride when the weather is bad and then the timing is all off. I like how you can text a number from the bus stop in Vancouver and find out when the bus will be arriving.
3. I am on Facebook daily... why didn't I see this [BCT Facebook ads promoting survey] sooner? :-)
4. Would like approx. time of arrival at each stop (especially near schools).

5. Have been noticing that some bus signs do not have the bus name/route number on them, just a sign saying the bus stops here. Guessing this is due to the possible new bus routes. Hopefully they will bring it back, as we all want to know what bus stops at a particular stop. Not all buses go on the same route.
6. Excellent pamphlets.

Better air circulation on buses

1. Circulating air & / or windows that open...year-round...it gets stifling on cold, sunny days...even on cloudy days...the greenhouse effect!
2. Air conditioners that work!!!
3. New buses with A/C.
4. [Bus] Gets stuffy since windows don't open.
5. Windows that open (air is contaminated)

More consistent schedule

1. A normal schedule for Saturday and Sunday would be better.
2. Saturday and Sunday regular bus route, same as week days.
3. [I dislike the schedule] Changing on weekends and in evenings. Standardize.
4. Standardize the schedule. Cumulative effect of exemptions is confusing.

Better coordination with schools

1. A stop closer to John Paul II school
2. I notice the city transit leaves ADSS at 3PM. The classes aren't out till 3:15. Look at the possible ridership if this bus was available to students!!!
3. Timing with school bells (either very early or very late) --> 5-10 minute change would save on daycare.

Easier transfers

8. Would be nice to have a better transfer point.
9. Takes long time to transfer buses.

Lower fares

1. cheaper local residential rates
2. Stop government subsidies of transit service - make users pay the entire cost.

Other comments

10. Would like two-directional routes, not loops.
11. Keep bus lights in when driver lays over.
12. Put another stop on Johnston Rd for Ian Ave coming down from Walmart, Canadian Tire, etc. There is 1 stop before Macs and then another stop past the realty office. Another stop between would be great especially when carrying heavy items.

13. Specialized service to cruise ships.
14. I can never tell when the bus is coming.
15. [Put] a flag at each stop saying if the bus has gone by or not.
16. Bus driver gave my friend a hassle about breastfeeding her kid.
17. Wondering if anyone sanitizes the inside of the bus at the end of the day. Think of all the hands that touch the bars and windows, etc. These days, germs are everywhere and people are boarding the bus with colds, coughs and those young kids with sticky fingers that go from their mouth to the bars and windows!
18. I wish often two things: the bus drivers would take steps to control sometimes the loud conversation of young people who talk about sex, drinking binges, family fist fights, how grandma beat up one of the teens in the house and she deserved it, how much I drank, bragging, and stuff like that, it's really hard to put up with. The native teens are really bad sometimes esp. around holiday time and I often wish I could speak up to them in some way so it would help them make better choices, but I feel that nothing I say to them will help, their lot seems so overwhelmingly negative sometimes. And I wish also that the cigarette smoking would be managed. I know some of the drivers smoke, and they need to smoke well away from the doors, not right outside the bus. And when smokers are taking up the very few bus shelter seats we do have, they need to be told not to smoke while sitting on these seats, even in the rain. Those elderly who have bad chests cannot cope with the smoke and end up sitting on rocks or edges of fences and so on, trying to avoid the smoke, or end up standing a long way off in the rain with weakened legs and painful hips. It's wrong for smokers to use the bus shelters in this way. We badly need more control of smokers around the shelters and benches and around the bus doors. Thanks.
19. I find a number of mums/dads, giving their kids crackers, cookies, or other food, often ends up on the floor. The mums never seem to be worried about the mess they leave behind, and the next passenger who will be sitting there, will find an assortment of surprises on the floor. I think there should be a sign saying no food allowed for children. Or if they are giving food to their child, to kindly clean up after them, as it is disgusting when I am sitting on the bus and looking at the mess someone has left behind. Also need some sort of sign saying to try and keep your child quiet. Many times I have been sitting on the bus and a child screams on the bus from the time I get on, till I finally reach my destination. Perhaps the driver needs to speak up, if he is able. Drivers can't stop and clean up, so I guess it sits there till the end of the day. Think of the odor that some of the food emits. Not very pleasant. / I see a lot of writing on the benches, glass and people putting up signs and then the sticky tape is left behind. Perhaps there needs to be someone checking on the state of these stops from time to time, as passengers want to wait for the bus in a clean area, and I do see a lot of garbage around the stops, even though there are trash bins close by.
20. Don't like kids crying.
21. Younger kids not polite.
22. Wish [the bus] had seatbelts
23. Put things closer.

APPENDIX B – STAKEHOLDER MEETING, LIST OF ATTENDEES

#	Name	Organization
1	Bob Hargreaves	Canadian Mental Health Association
2	Claudine Watts	Tseshah Market
3	David Peterson	Ministry of Social Development
4	Diandra Jurkic-Walls	Pt Alberni Friendship Centre
5	Ernie Inglegart	Alberni School District No. 70
6	Glen Wong (Chairperson)	Alberni-Clayquot Regional District, Electoral Area "F" (Cherry Creek)
7	Guy Cicon	City of Port Alberni
8	Jack McLeman (Councillor)	City of Port Alberni
9	Jerry Linning	Alberni School District No. 70
10	John Douglas (Councillor)	City of Port Alberni
11	Ken McRae (Mayor)	City of Port Alberni
12	Ken Watts	Tseshah First Nation
13	Leanna Fines	Echo Village / Seniors Health Network
14	M.G. Walker	Port Alberni Association for Community Living
15	Pamela Long	Tseshah Market
16	Patty Edwards	Scott Fraser, MLA
17	Paulette Tatoosh	Hupacasath First Nation
18	Penny Cote	Alberni-Clayquot Regional District, Electoral Area "D" (Sproat Lake)
19	Phyllis Moretto	INEO Employment Services, Community Assistance Program
20	Shaunee Casavant	Rainbow Gardens
21	Scott Smith	City of Port Alberni
22	Terri Fong	Alberni Clayquot Regional District
23	Tom Weegar	North Island College

APPENDIX B – ANALYSIS OF EXCHANGE OPTIONS

This document evaluates four options for a new transit exchange, to be implemented in conjunction with new transit routes in Port Alberni. The four options are illustrated below, and are all located in the vicinity of the commercial area along 10th Avenue and Redford Street.



Option 2 is the preferred location for the transit exchange. In the table below, options are rated qualitatively as positive (●), neutral (○) or negative (⊙) in comparison with other options.

	Option 1	Option 2	Option 3	Option 4
Capacity	○	●	○	○
Routing	○	●	○	⊙
Independent arrival/departure	⊙	●	⊙	○
Parking impacts	⊙	⊙	●	⊙
Residential uses	⊙	○	●	●
Walking distance	○	○	●	⊙
Traffic safety	●	●	○	●
Personal security	○	●	●	●
Washrooms	●	●	●	⊙
Cost	⊙	●	●	●
Overall (1 is best)	3	1	2	3

Option 1 – Northbound 9th Avenue south of Redford Street

- Buses access exchange from 10th Avenue via Bute Street
- Buses egress exchange to 10th Avenue via Redford Street
- 9th Avenue is 14 m wide
- Curb on 9th Avenue between shopping centre driveways is 55 m long, fourth bus would be located north of northern driveway

Option 2 – Eastbound Redford Street (Option 2a) and southbound 12th Avenue (Option 2b)

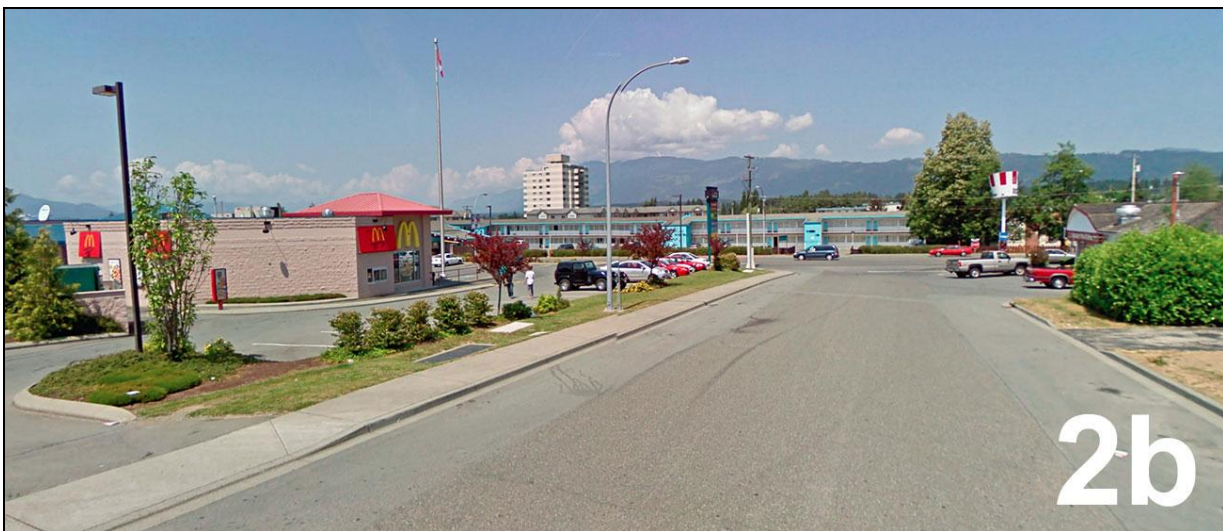
- Buses access exchange from 10th Avenue via Redford Street
- Buses egress exchange to 10th Avenue via 12th Avenue and Bute Street
- Redford curb lane width (travel lane + parking) is 6 m, eastbound road width is 9 m
- 12th Avenue is 12 m wide
- Curb on Redford Street between shopping centre driveway and 12th Avenue is 54 m long
- Curb on 12th Avenue between Redford Street and shopping centre driveway is 54 m long
- Buses cannot be accommodated on Redford Street to the west due to driveways, crosswalk and reduced curb lane width (result of westbound left turn lane at 10th Avenue)
- Area to south of exchange on 12th Avenue shown as vacant land in aerial photo is now single family homes

Option 3 – Southbound 12th Avenue south of Redford Street

- Buses access exchange on 10th Avenue
- Buses egress exchange to northbound 10th Avenue via Bute Street, 9th Avenue and Redford Street
- 10th Avenue curb lane width (travel lane + parking) is 6 m between shopping centre driveway and Bute, 7 m north of commercial driveway
- Curb on 10th Avenue between shopping centre driveway and crosswalk at Bute Street is 48 m long, fourth bus would be located north of driveway

Option 4 – Westbound Redford Street between 8th and 9th Avenues

- Buses access exchange from 10th Avenue via Redford Street
- Buses egress exchange to 10th Avenue via 8th Avenue and Morton Street
- Curb lane width (travel lane + parking) is 5 m, westbound road width is 9 m
- Curb on Redford Street between crosswalks at 8th and 9th Avenues is 78 m long





Comparison of Options

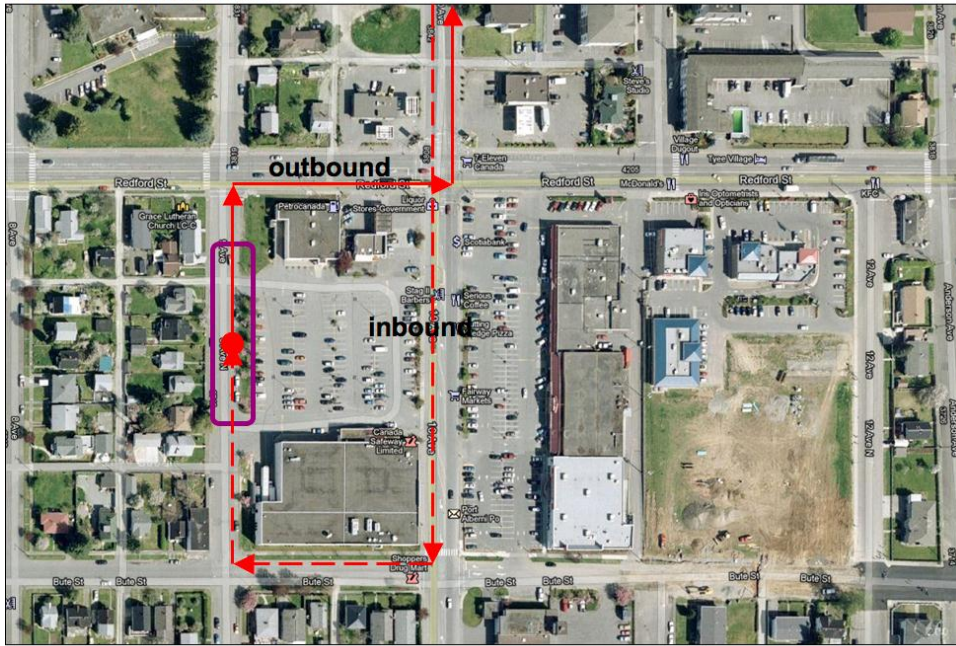
	Option 1	Option 2	Option 3	Option 4
	9 th Ave s/o Redford	Redford St & 12 th Ave	10 th Ave n/o Bute	Redford St bet 8 th & 9 th
Capacity	4 buses	4+ buses	4 buses	4 buses
Design	Parallel bays with new sidewalk in existing roadway	Parallel bays at existing curb/sidewalk	Parallel bays at existing curb/sidewalk	Parallel bays at existing curb/sidewalk
Independent arrival and departure	No	Yes	No	Yes (3 buses) No (4 buses)
Left turns	Routes 1 & 2: One signal	Routes 1 & 2: One signal	Routes 1 & 2: One signal	Routes 1 & 2: One unsignalized
	Route 3: None	Route 3: None	Route 3: None	Route 3: Four locations
On-street parking	Remove in exchange area	Remove in exchange area	Parking currently not permitted	Remove in exchange area
Residential uses	5 single family homes on west side of 9 th	1 single family home on east side of 12 th	None	None
Walking distance	Moderate	Moderate	Shortest	Longest
Illumination	No street lights, illumination requires power from Redford	Two street lights plus ambient light from parking lot	Two street lights	One street light
Traffic safety	No issues	No issues	Passengers might cross 10 th Ave midblock	No issues
Personal security	Low visibility, moderate activity	High visibility on Redford, moderate visibility on 12th	High visibility	High visibility
Washrooms	Could arrange access to adjacent commercial uses	Could arrange access to adjacent commercial uses	Could arrange access to adjacent commercial uses	Uncertain
Capital cost	High (\$100,000)	Low (\$10,000)	Low (\$10,000)	Low (\$10,000)

Notes:

- Capacity for three buses is required immediately; with the possibility of a fourth bus if a new route is implemented serving the Tseshah First Nation. Option 2 provides capacity of up to 5 buses.
- Independent arrival and departure capability is desirable, even with a pulse system, as it allows buses to be assigned to specific curb locations, rather than arrive and stop at random. Independent departure allows each bus to depart when ready, regardless of whether or not the bus in front has begun moving. Otherwise, the second and third bus must wait for the first bus to depart, and if the bus is delayed in departing, it would delay other buses.
- Left turns are significant as buses typically incur delays waiting to turn left.
- Walking distance is assessed as the average walking distances to major commercial generators in the area (Safeway, Fairway Market, Shoppers, BC Liquor Store). The assessment of walking distance also considers (but gives less weight to) bus stops closer to these destinations than the transit exchange, such as the bus stops on 10th Avenue north of Bute Street.
- Personal security refers to the perception of security that persons would likely have waiting for a bus at the transit exchange. Perceptions of security are affected by levels of activity in the area, illumination, and the visibility of the location to others, including motorists and persons in nearby buildings.
- Capital costs for all transit exchange options include signs, shelters and seating. Option 1 would require additional infrastructure, including a new sidewalk and illumination, which would also involve costs for modifications to drainage systems and bringing power to the site. The capital costs in the table above are order-of-magnitude estimates.

Bus Routes – Option 1

Route 1 and Route 2

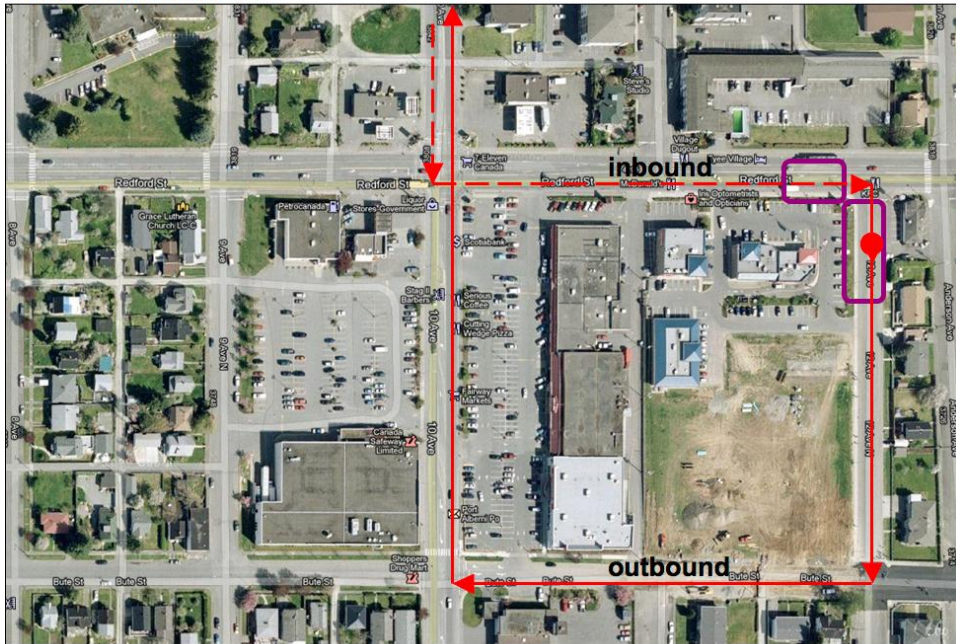


Route 3



Bus Routes – Option 2

Route 1 and Route 2

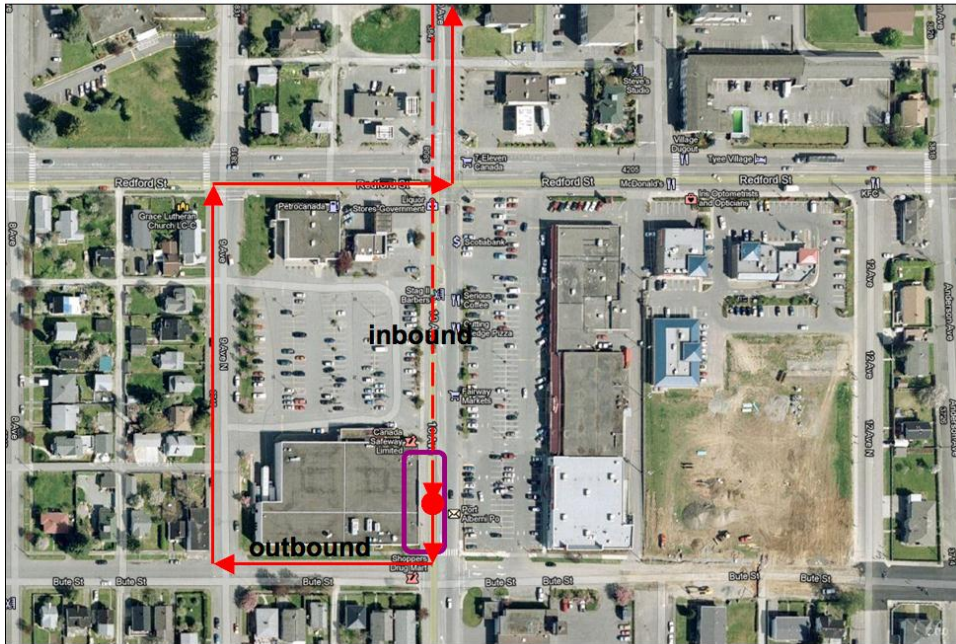


Route 3

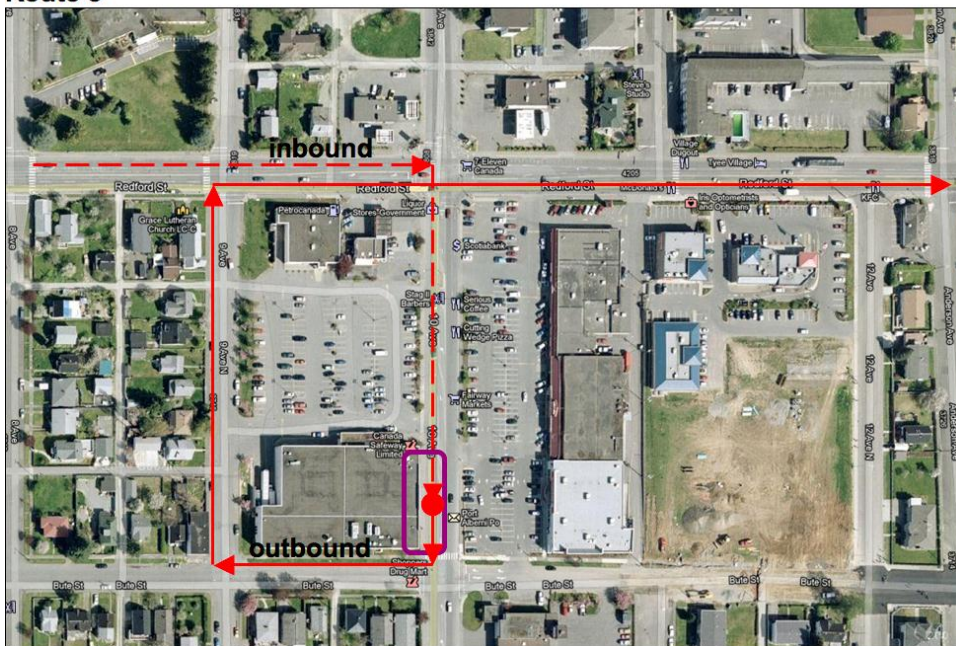


Bus Routes – Option 3

Route 1 and Route 2



Route 3



Bus Routes – Option 4

Route 1 and Route 2



Route 3

