

Meeting notes of the Comox Valley Transit Management Advisory Committee held on October 25, 2018 in the Comox Valley Regional District Boardroom located at 550B Comox Road, Courtenay, BC commencing at 10:35 am.

**PRESENT:**

M. Moore, Senior Regional Transit Manager	BC Transit
A. McMullen, Transportation Planner	BC Transit
D. Richards, General Manager	Watson & Ash
T. Ian Smith, General Manager of Community Services	CVRD
M. Zbarsky, Manager of Transit and Sustainability	CVRD
S. Speed, Recording Secretary	CVRD

**ITEMS**

**Management Report**

The management report was reviewed.

**BC Transit Corporate Update**

BC Transit staff explained that the draft three year budget forecast will likely be sent to CVRD staff the week of November 5<sup>th</sup>.

Two old Dennis Dart buses will be swapped out for newer Vicinity buses the week of November 5<sup>th</sup>.

Sales of day passes on board busses will be implemented at the same time as Campbell River, likely early 2019. BC Transit staff will prepare a memo for CVRD staff regarding this change and the new fare payment technologies that will be coming in the near future.

**Service Change Update**

BC Transit staff gave an update on the recent service changes including a review of how the change has been received and an adjustment to route #3's schedule which has been made in response to customers feedback. The latter includes adding an earlier trip to allow Comox residents better access to NIC and downtown Courtenay for work and class schedules.

**Infrastructure Requirements at Bus Stops**

Watson and Ash staff highlighted that the bus drivers are hearing the need for more bus shelters, benches and garbage cans. The committee discussed cost sharing and the difficulties with having bus shelters on private property.

**BC Transit Shelter Program Update**

BC Transit staff explained that their cost sharing program has some additional funding for a three year program whereby they provide approximately 80% of the funds. They recommend that an application for funding be submitted by March 2019.

**Major Infrastructure Planning**

BC Transit staff provided a summary of major infrastructure planning and identified some of the planning work that impacts transit exchanges. BC Transit staff are completing a Letter Report which will be provided at the end of January. BC Transit staff will provide an update on the preliminary status of the report at the November 29<sup>th</sup> TMAC meeting.

### **2019-2020 Service Development**

BC Transit staff explained that there are 1,500 hours of custom/paratransit service approved for next September. There are three options for this expansion including extend service later in the day, introduce weekend service and/or additional peak service on weekdays. The committee discussed methods to consult with riders about their specific needs and agreed that a direct mail out to handyDART clients would be a good way to send surveys and other pertinent information. It would also be possible to post the survey online for those wishing to complete it on a computer and for distribution to other stakeholder groups.

The committee discussed the future of the route 21 Cape Lazo and route 22 Huband Road and agreed that a report with recommendations to the board is required for their consideration in conjunction with final decisions on the 1,500 hour custom/paratransit expansion.

BC Transit explained that there are 2,000 hours of conventional service expansion tentatively becoming available in 2020/2021 and the committee agreed that a little expansion can go a long way. It was agreed that it would also be good to address any outstanding issues associated with the recent service change. Further planning on this work would commence at a later date.

### **NextRide Update**

BC Transit staff provided an updated on the NextRide program that launched in July 2018 and CVRD staff requested a report on usage statistics. The committee discussed concerns if the app is not working properly and that the public may lose interest if it is a less than perfect experience.

### **Next Meeting**

The next transit management advisory committee meeting is scheduled for November 29, 2018 commencing at 10:00 a.m. in the CVRD boardroom, 550B Comox Road, Courtenay.

The meeting terminated at 12:15 pm.

Recorded By:

***S. Speed***

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S. Speed  
Branch Assistant – Executive  
Management Branch

Confirmed:

***M. Zbarsky***

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M. Zbarsky  
Manager of Transit and Sustainability

# September Service Change Update

- Implementation on August 31, 2018
- CVRD Board Approved Service Change in March 2018
  - Implement Frequent Transit Network (FTN)
    - ✓ Route 1
  - Alter local routes to integrate with FTN
    - ✓ Routes 2, 3, 4, 10, 20
    - Routes 7, 8, 9
- Total: 4,000 hour expansion, 2 buses
- Enhanced Customer Support Measures

## Information Sessions offered/delivered:

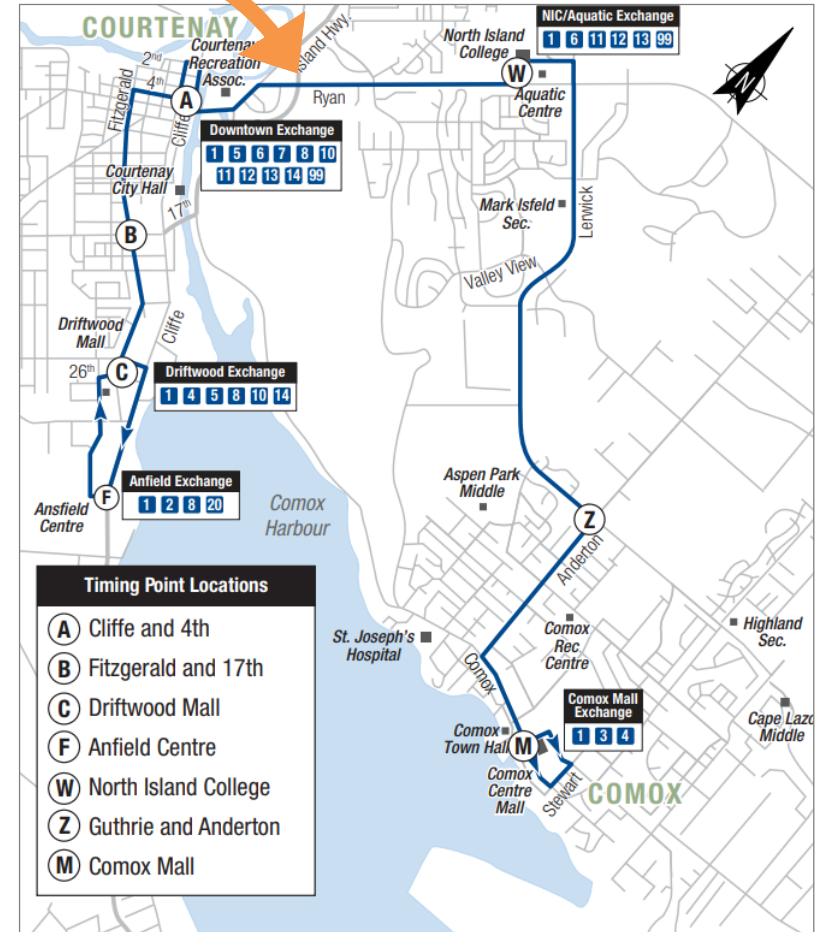
- North Island College (2)
- D'Esterre Seniors Centre
- Evergreen Club
- Cumberland OAP
- Comox Valley Accessibility Committee

## BCT & CVRD On-Street on August 30 & 31 at:

- Downtown Courtenay Exchange
- Comox Mall
- Driftwood Mall & Anfield Centre (alternating)

### Summary of Weekday Service Level Change

Route Name	Before Aug 31: Mon-Fri Round Trips	After Aug 31: Mon-Fri Round Trips
1 Fitzgerald	13	0
1 Anfield Centre/Comox Mall	0	31
2 Cumberland	7	7
3 Comox	15	0
3 Comox Local	0	15
4 Comox circle route	18	0
4 Comox/Driftwood Mall Bi-directional roundtrip	0	10
5 Vanier	5	5
6 Uplands	15	15
7 Arden	11	11
8 Anfield Centre/Downtown (Formerly Willemar)	14	14
10 Fanny Bay/Downtown (Formerly Royston – Buckley Bay)	5	5
10 / 2 Royston / Cumberland	7	0
20 Royston / Cumberland	0	7
11 Little River	8	8
12 Oyster River/Downtown (Formerly North Valley Connector)	10	10
13 Seal Bay/Merville	3	3
14 Union Bay	3	3
34 C2C Express	9	0
99 VMP Connector	2	2



# September Service Change Update

Date	Deliverable	Owner/Lead
April - May 2018	Schedule development	BCT
May 18, 2018	Deadline for Courtenay and Comox CAO confirmation of support *Implementation deadline may be bumped if infrastructure requirements and CAO confirmation of support is not met by this date.	CVRD, Courtenay, Comox
May 31 <sup>st</sup> , 2018	Deadline for final schedule completion	BCT
June – August 2018	Riders Guide completion	BCT
August, 2018	Bus stop installation, Riders Guide released, website updated and marketing/media/public outreach	BCT, CVRD, Watson Ash Transportation
August 31 <sup>st</sup> , 2018	Service Implementation	BCT, CVRD, Watson Ash Transportation
Fall 2018	<b>Monitor transit service changes and make adjustments where necessary</b>	<b>BCT, CVRD, Watson Ash Transportation</b>

# September Service Change Update

- Overall a relatively smooth implementation:
  - Why?
    - Large expansion
    - Not all routes were impacted
    - Solid customer support
- Issues:
  - Change - especially for Comox residents
    - Historic Pattern: Courtenay Via Comox Road
    - New Pattern: Courtenay via Guthrie/Lerwick
  - New transfer points
  - Comox:
    - Access to NIC from Pritchard/Torrence for the first class of the day
    - Access to Ryan Rd employers and downtown Courtenay from Pritchard/Torrence for earlier work starts
    - Evening service for Routes 3 & 4 ends at 7 pm – residents
    - Shelter at the new Port Augusta stop
  - Courtenay:
    - Longer travel time for west Courtenay students to access Isfeld
    - Lack of benches/shelters on 4<sup>th</sup> and at the Aquatic Centre
  - Cumberland:
    - Understanding interlines to access downtown Courtenay

# September Service Change Update

- Service Adjustments in response to customers:
  - **October 1<sup>st</sup>** New earlier combo Route 3 / 1 trip added on weekdays
    - Gets residents living in eastern Comox attending or working at NIC onto campus for the first class of the day
    - Serves residents of eastern Comox to access employers on lower Ryan Rd, and downtown Courtenay
  - **New Riders Guide** – more information
    - Additional information provided to Route 3 users to assist with transfers and connections to Routes 1 and 34.

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3 Comox Local <i>August 31 Riders Guide</i>				
Monday to Friday				
(M)	(N)	(P)	(M)	
Comox Centre Mall	Highland Sen. Sec.	Church and Noel	Comox Centre Mall	Mark Isfeld Sec.
8:14	8:21	8:26	8:40	—
MS 8:35	8:42	—	—	8:56
9:23	9:30	9:35	9:47	—
10:23	10:30	10:35	10:47	—

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3 Comox Local <i>New Riders Guide - improved</i>				
Monday to Friday				
(M)	(N)	(P)	(M)	
Comox Centre Mall	Highland Sen. Sec.	Church and Noel	Comox Centre Mall	Mark Isfeld Sec.
N 7:32	7:39	7:44	—	—
8:14	8:21	8:26	8:40	—
MS 8:35	8:42	—	—	8:56
9:23	9:30	9:35	9:47	—
10:23	10:30	10:35	10:47	—

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