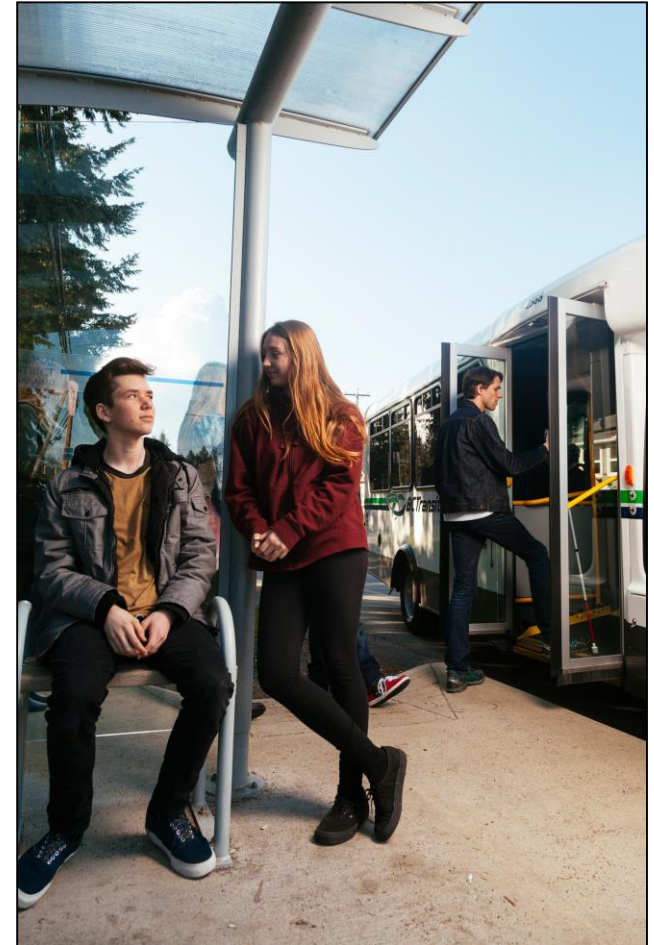




# BCT & Comox Valley Regional District (CVRD) Overview

# Presentation Overview

- BC Transit 101
  - BC Transit Model
  - Shared Services Model
- Comox Valley Regional System
  - Conventional Transit
  - handyDART
- Transit Future Plan
  - Conventional Transit Priorities
  - handyDART & Flex Priorities
  - Planning Tools



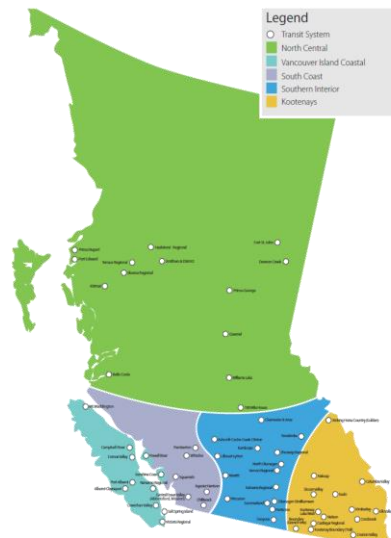
# Who is BC Transit?

Provincial authority responsible for the planning, funding and operation (marketing, fleet, scheduling, planning) of all transit throughout the Province outside of Metro Vancouver



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**North Central**

**Vancouver Island / Coastal**

**South Coast**

**Southern Interior**

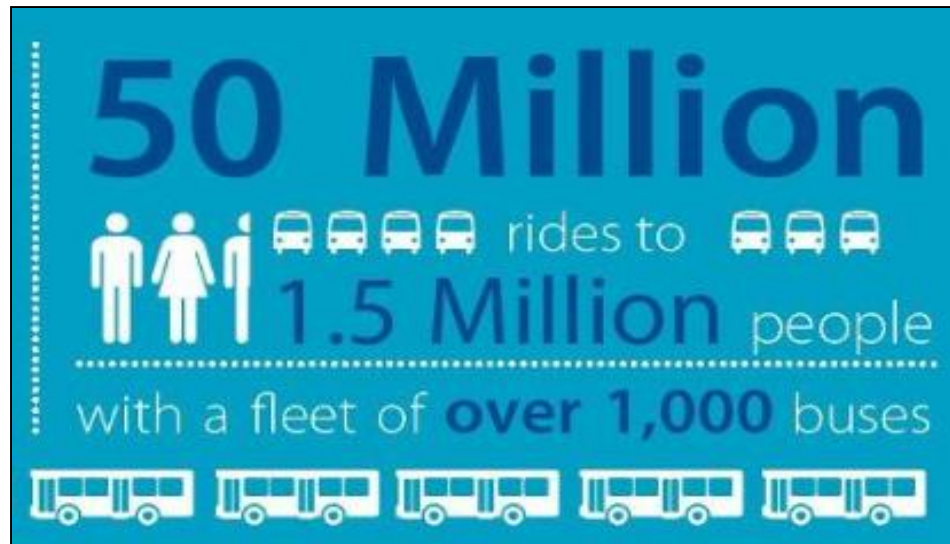
**Kootenays**





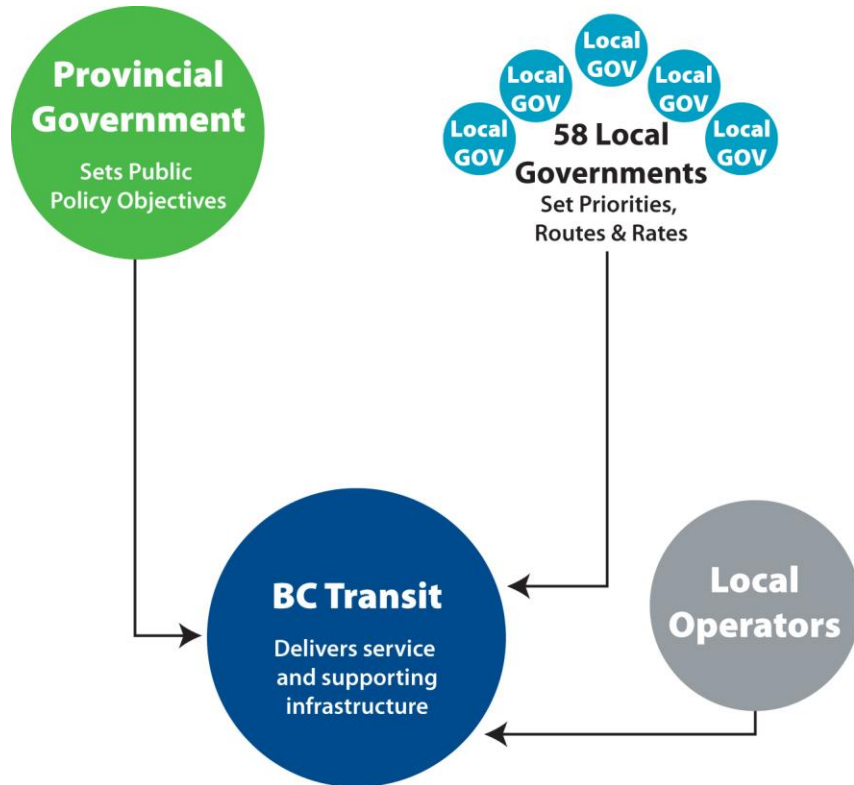
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# Who is BC Transit?

## Partnership Model



### Local Government

- Plans community
- Establishes transit priorities and routes
- Sets service levels and approves budgets
- Set fares
- Provide local tax subsidy
- Manages infrastructure

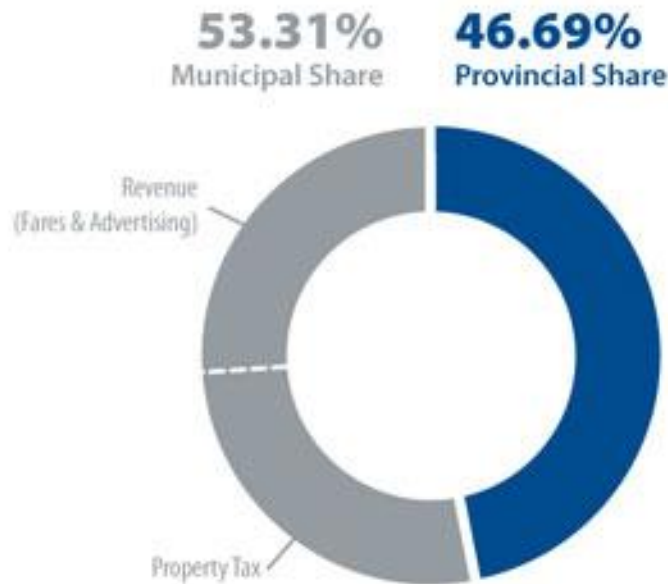
### BC Transit

- Turns municipal transit priorities into transit operating and capital plans
- Works with Province to access funding
- Arranges for and manages operations
- Manages capital program

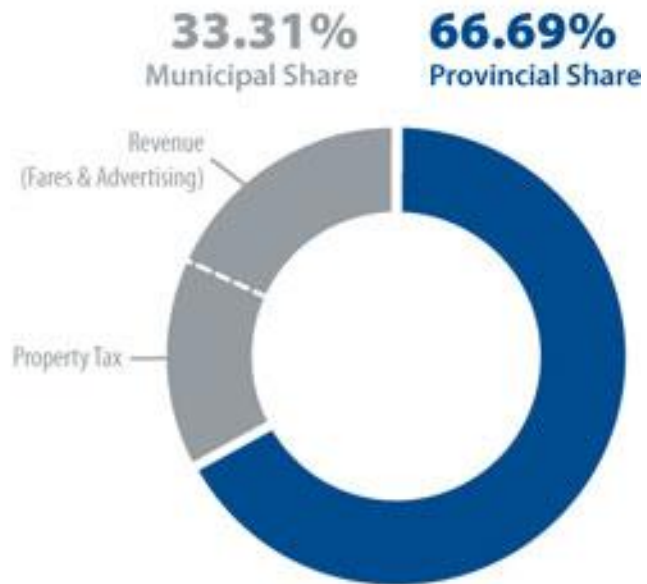
# Who is BC Transit?

## Shared Services Model

### Regional Transit System – Legislated Funding Formula



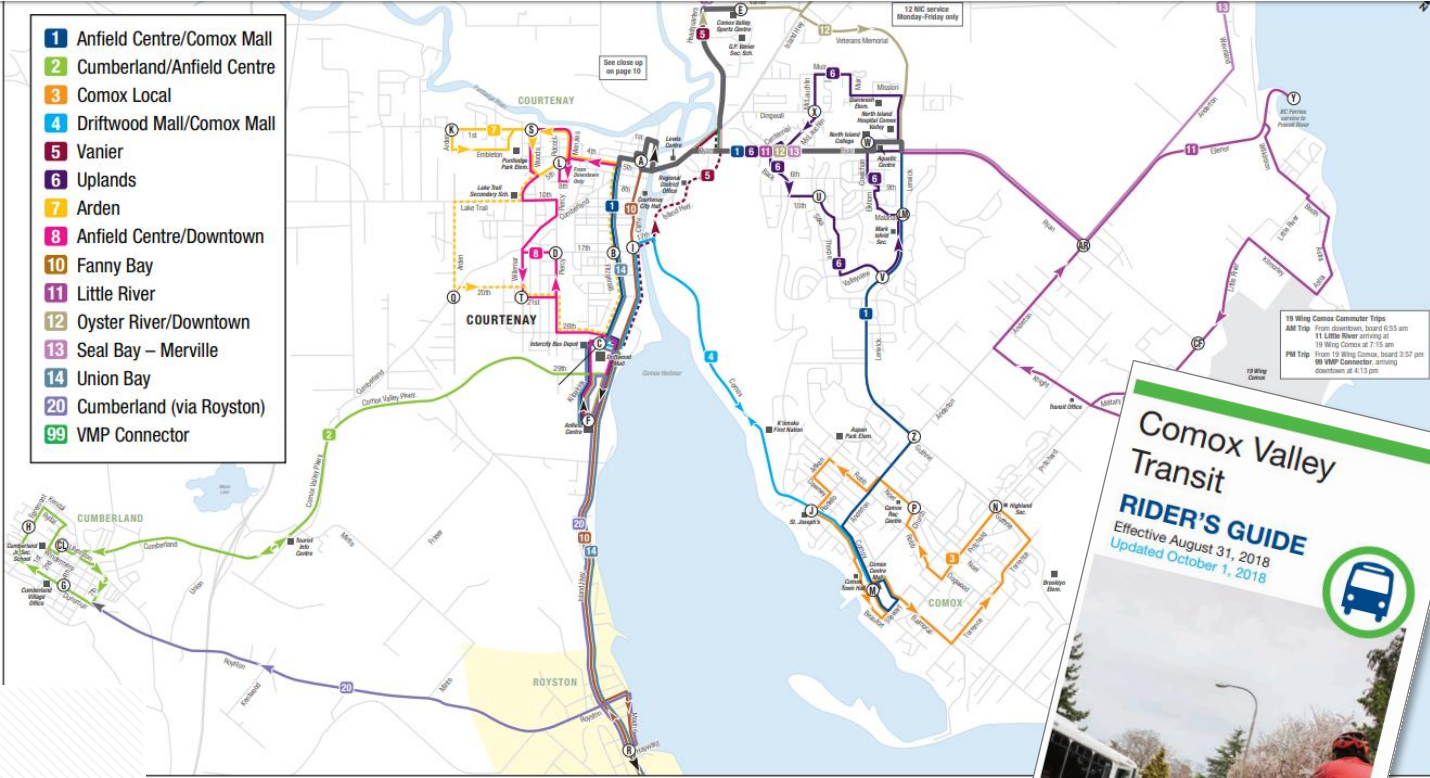
Conventional Transit



Custom Transit (handyDART)

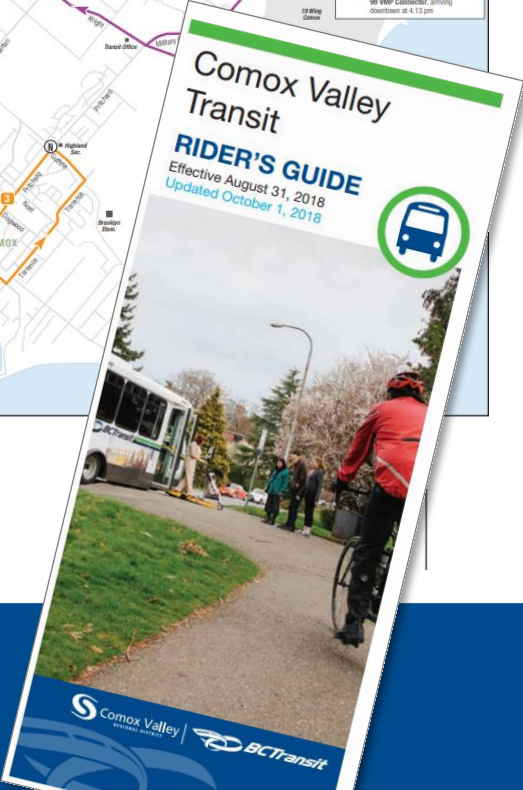


# Comox Valley Regional Transit System



To Union Bay,  
Buckley Bay Ferry Terminal  
and Fanny Bay

**17 Routes**





# Comox Valley Regional Transit System

**17 buses in the conventional fleet**



**7 buses for HandyDART service**



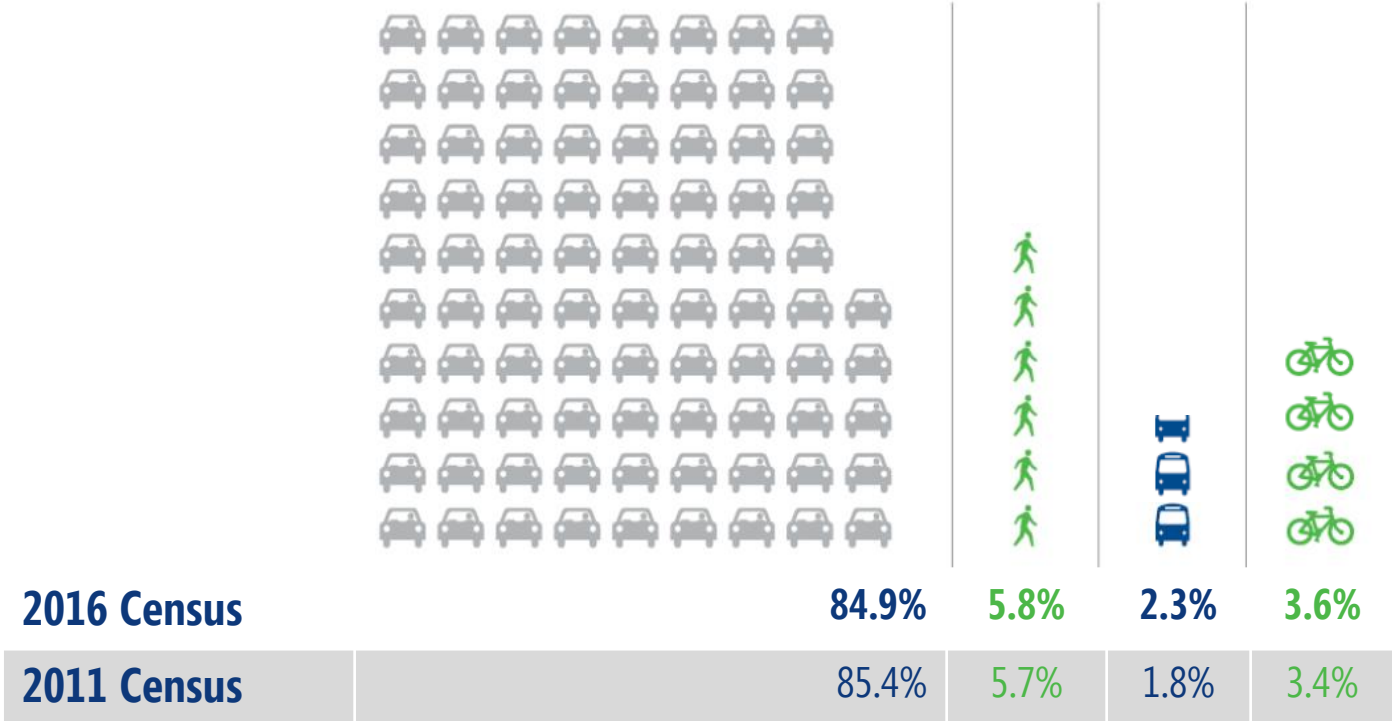
Measure	Comox Valley (2017/18)	Average Peer Systems
Revenue Hours	28,314	23,051
Annual Rides	630,000	420,000
Revenue	718,000	580,000
Rides/Hour	22.2	19
Cost/Ride	\$4.92	\$6.95

Comox Valley (2017/18)
11,964
38,000
2.8
\$23.91



# Comox Valley Regional Transit System

## Transit Mode Share - Comox Valley Regional District



# Transit Future Plan

## What is a Transit Future Plan?

A long-term plan that identifies changes expected to impact transit, sets ridership targets and describes what steps will be needed for the transit service (routes, schedules, fleet) to meet it's target

- Identifies key transit corridors and the supporting local transit network
- Identifies the fleet, service hours and infrastructure needed to support the transit network
- Guides and prioritizes future investment in the transit system



# Transit Future Plan

## Transit Mode Share Target - 3% of All Trips by 2038

- Comox Valley Regional Growth Strategy transit mode share target is 2.5% by 2031.
- To meet this mode share target, the Transit Future Plan adopts strategies to encourage incremental mode share growth.



**Goal is 2.4m Annual Transit Trips by 2038**





# Transit Future Plan

## FOUR different layers of service:

### Frequent

- Direct, frequent (service every 5 to 15 minutes)
- Routes in mixed traffic with some transit priority
- Standard or high-capacity bus

### Local

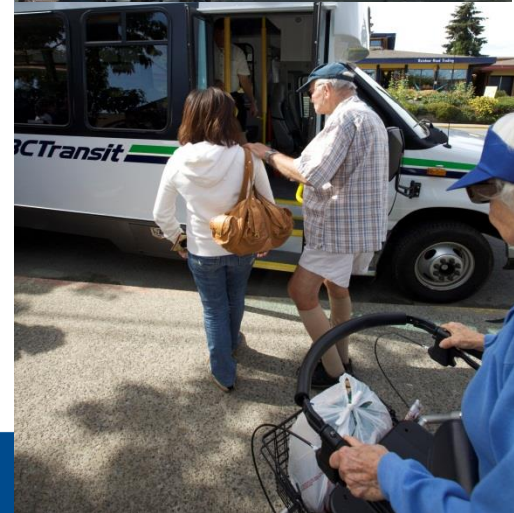
- Frequency (15 minutes or greater)
- Connection to local destinations and frequent/rapid networks
- Standard or small buses

### Flexible transit

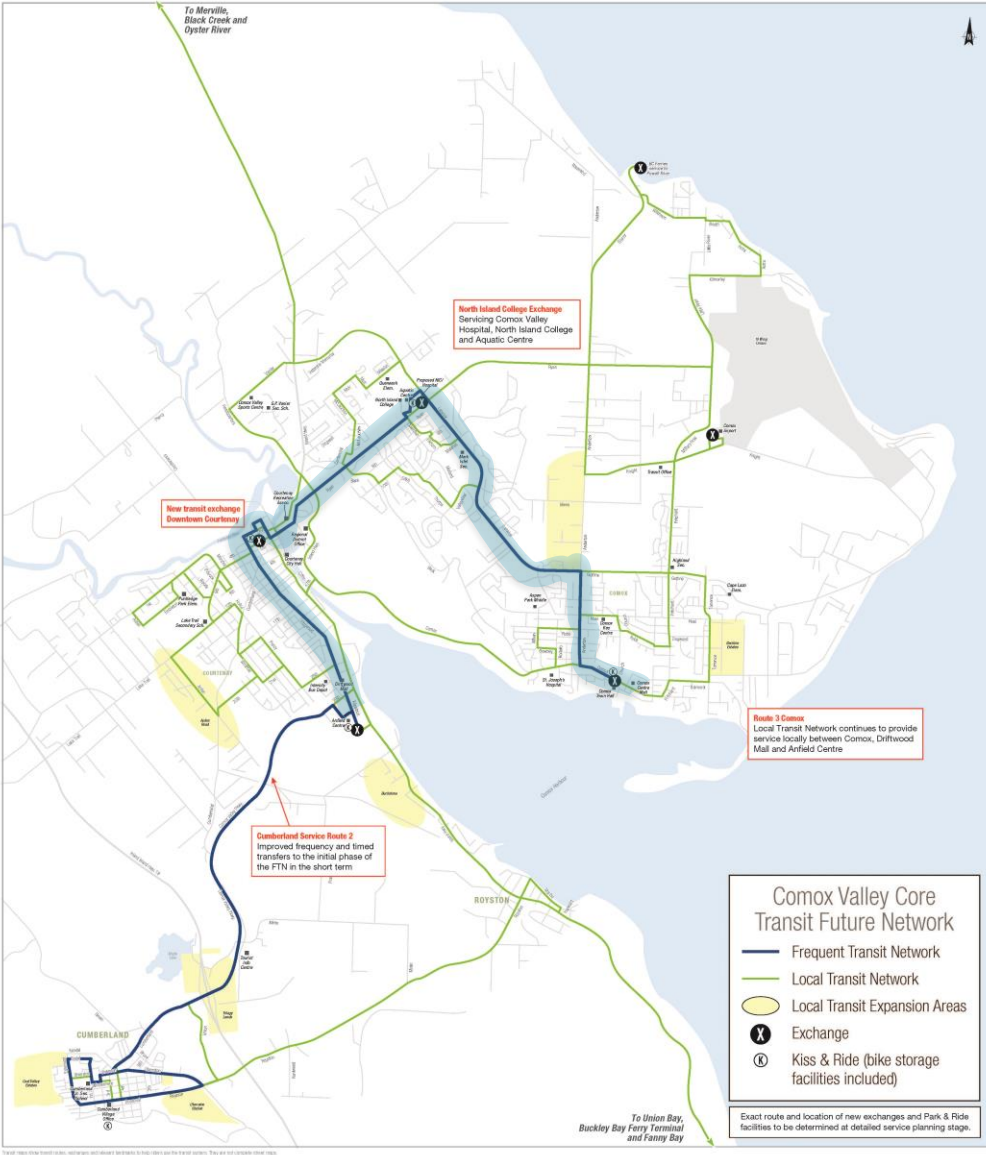
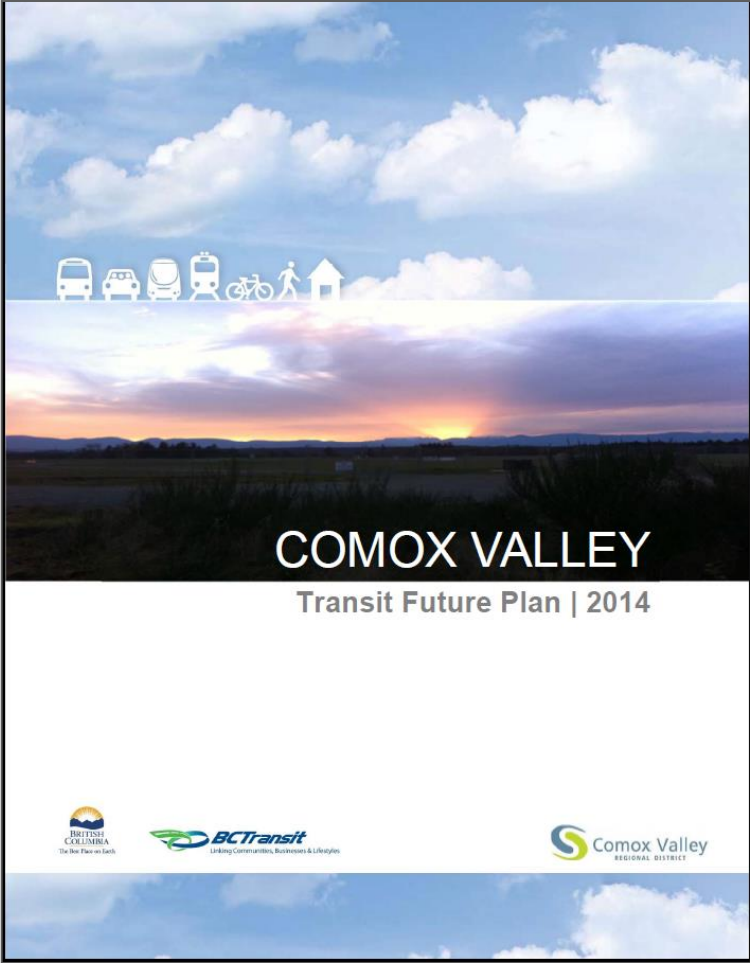
- Small towns, and rural communities
- Mix of minibuses, taxis, vans
- Flexible routing and schedules

### Targeted

- Express service: a direct, limited stop service between local destinations
- Intra or Inter-regional connections
- handyDART: door-to-door service for customers who are unable to use conventional service



# Transit Future Plan

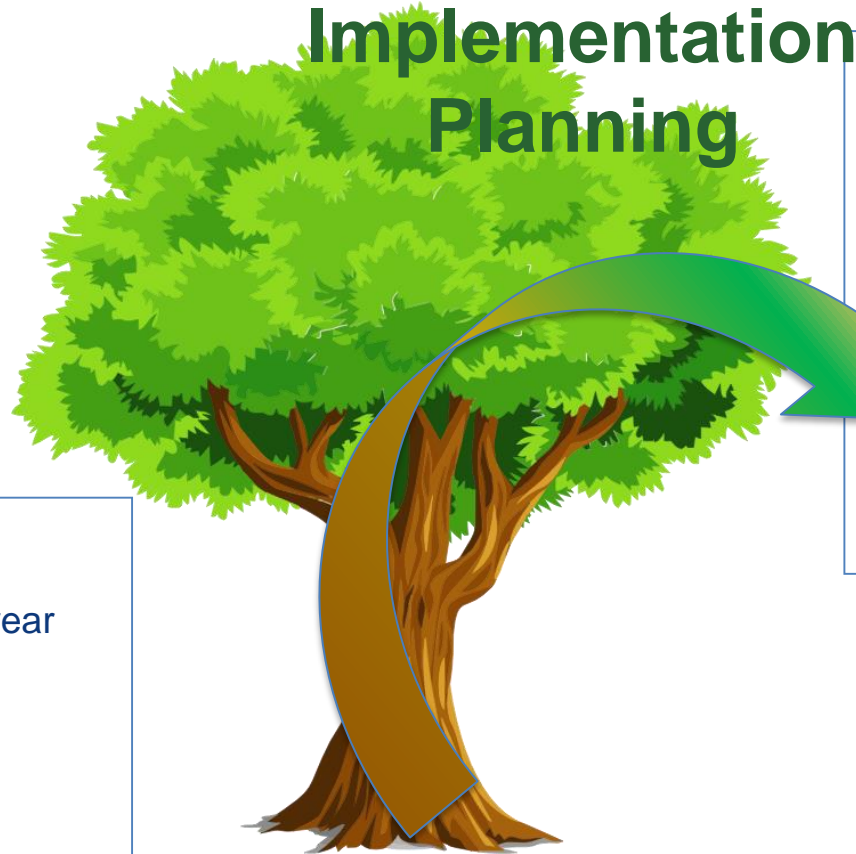


# Transit Future Plan

## And the Planning Cycle

### Transit Future Plan

- Service Plans
- Development of three year expansion plans
- Feasibility Studies
- Infrastructure plans



### Implementation Planning

- Service expansion implementations
- General schedule and service maintenance
- Infrastructure implementation



# Transit Future Plan

## Comox Valley Transit Future Plan: Conventional Transit



### Short Term Priorities (1 to 5 years):

- ✓ Phase 1 of FTN - creation of 34CTC 2014/15 ✓
- ✓ Phase 2 of FTN - Route 1 Comox Mall > NIC > Downtown Courtenay > Anfield 2018/19 ✓
- ✓ Route 3 Realignment within Comox 2018/19 ✓
- Restructure of West Courtenay Routes (7 & 8) - 2020
- Route 12 - frequency improvement Monday to Saturday – 2021/22
- Route 6 – increase in span and frequency – 2021/22
- Route 2 Improve Structure and Frequency – 2022/23

### Short Term Infrastructure Priorities (1 to 5 years):

- ✓ Develop a Frequent Transit Corridor Study ✓
- Examine primary exchange improvements in downtown Courtenay and NIC precincts (interim changes complete)
- Continue to improve Customer facilities.

### Ultimately Implementation is dependent on a number of factors:

- The availability of funding: Provincial and Local Government
- Community growth factors
- Phasing of major projects: Exchanges, hospitals etc.
- Service demand
- Opportunities for value added partnerships: NIC, CFB





# Transit Future Plan

## Comox Valley Transit Future Plan: handyDART and Flexible Transit



### Short Term Service Priorities (1 to 5 years):

- ✓ Implemented / completed the revised handyDART registration process 2014/15 ✓  
(one of two test communities: Comox Valley & Vernon)
- ✓ Continued support of a travel training program ✓
- ✓ Completion of Custom Transit Service Review in June 2016/17 ✓
- ✓ Expansion of services in Electoral Areas – implementation of the Routes #13 Seal Bay and #14 Union Bay 2017/18 ✓  
(both routes offer “Flex Service” allowing for deviations from the fixed route if passengers call in 24 hours ahead to book their trip)
- Expand handyDART service to include:
  - Weekend Services
  - Service on Holidays
  - Additional weekday service at peak times

### Medium-to-Long Term Service Priorities

- Improve handyDART availability to match conventional service area and hours of operation.

### Ultimately Implementation is dependent on a number of factors:

- The availability of funding: Provincial and Local Government
- Service demand



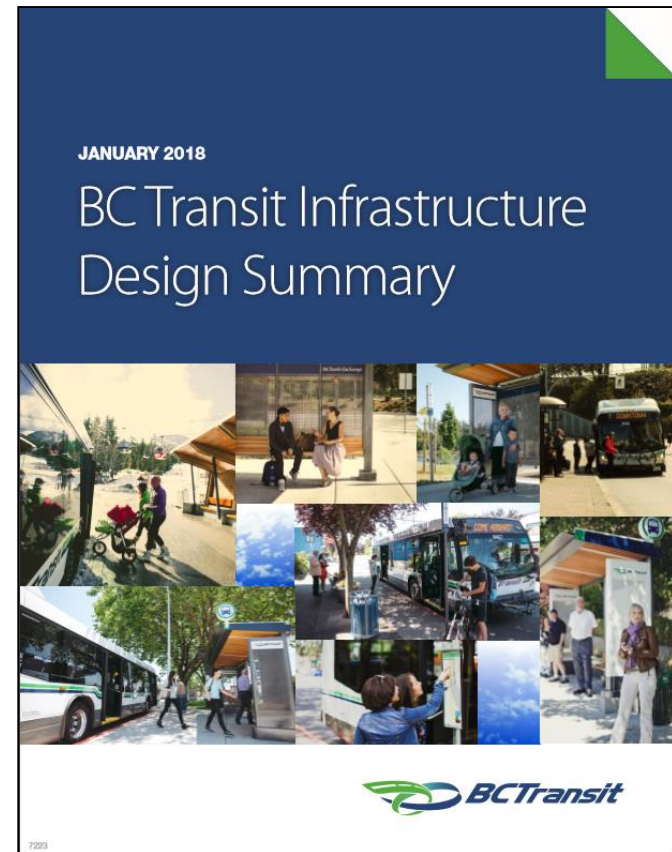
# Transit Planning Tools

## [developmentreferrals@bctransit.com](mailto:developmentreferrals@bctransit.com):

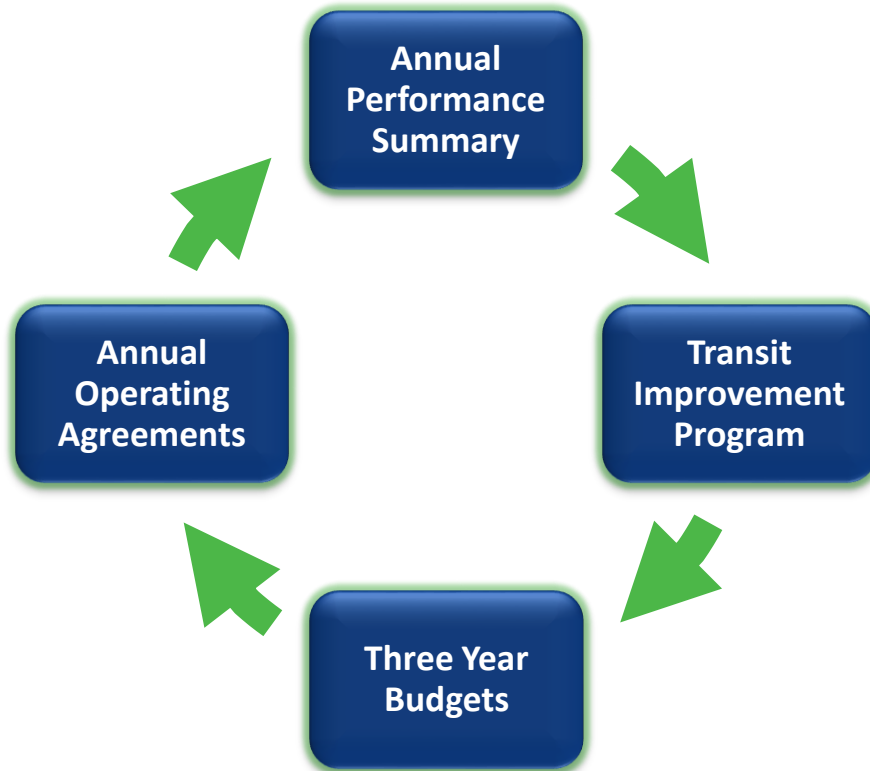
- Sent by local governments to BC Transit
- BC Transit assesses and responds
- (Somewhat) standardized process
- Connects:
  - Developments to existing transit plans
  - Other BCT departments, especially capital
- Gives realistic transit outlook



# Transit Planning Tools



# BC Transit Annual Partner Communication





# Comox Valley Regional Transit System

## Recent Changes

- **August 2018** - 4,000 hour expansion for FTN service on Route 1 between Comox Mall and Anfield Centre; Restructure of Routes 3 & 4

## Ongoing/Upcoming Work

- **September 2019** – 1,500 hour handyDART expansion) to introduce weekend service

## TIPS Proposed Future Conventional Initiatives

- **2020/21** - 2,000 hour expansion to address Route 3 service span; West Courtenay route realignment; FTN improvements
- **2021/22** – 1,000 hour expansion for North Valley and Uplands improvements





# Comox Valley Regional District (CVRD)

CUSTOM TRANSIT SERVICE



# Agenda

- ❑ Purpose
- ❑ What is Custom Transit?
- ❑ Industry Trends
- ❑ Key Performance Indicators for CVRD
- ❑ Proposed Next Steps



# Purpose

To realize a vision of Custom Transit that better addresses equitable service standards and the challenges faced by registered Custom Transit users who are unable to independently use Conventional Transit all or some of the time.





# What is Custom Transit?

Custom Transit is provided via three service options:

- ❑ **handyDART Light Duty Vehicles** – Able to carry several passengers at once. Service is arranged ahead of time with dispatcher. Operator helps clients board the vehicle, and safely get them to the door of their final destination.
- ❑ **Taxi Supplement** – A program which utilizes taxis to transport handyDART clients to their final destination. Helps augment peak service demand for when handyDART is unable to accommodate.
- ❑ **Taxi Saver** – A program that enables registered handyDART users to purchase vouchers at a discounted rate of 50%. Clients arrange their service directly with participating taxi companies



# Industry Trends

## Equitable Services

- Objective to create more equitable access to transit service for persons with disabilities (PWDs) / registered handyDART users
- Examples include:
  - adjusting service spans to reflect Conventional
  - Equal or similar fares to Conventional services

## Supplemental Services

- Augments service levels during peak demand periods of the day
- Employ flexible service providers where it makes sense to do so
- Oversight, brand management, motivation of service providers, and dispatch hours

## Subscription trips

- Impact capacity of system for spontaneous use
- In line with Canadian Urban Transit Authority (<50%)

## Functional Ability Assessment

- Based on a riders ability to use conventional transit
- Considers fully accessible conventional fleet



# Key Performance Statistics

Current Service Performance	YTD Actual		YoY Var		2016/17 Actual		YoY Var		2015/16 Actual		YoY Var		2014/15 Actual		YTD Peer Average
Van Rides per Actual Hour	2.82	3%	2.74	4%	2.65	0%	2.65		2.65		2.65		2.65		3.15
Unmets as % Van Ride	1.55%	-21%	1.95%	44%	1.35%	-34%	2.05%		2.05%		2.05%		2.05%		1.1%
Subscription Trips	-		-		-		-		-		-		-		
As Percentage of Rides (Van and Taxi Supplement)	-		-		-		-		-		-		-		58%

- Performance is stable
- Unmet trips exceed the recommended target of 1% by 0.55%
- Subscription trips should not exceed the recommended 50% threshold, as suggested by the Canadian Urban Transit Association (CUTA)
- No subscription data for 2017/18 is available
- 2018/19 subscription percentage is 71%\*



# Key Performance Statistics

Passenger Rides	YTD Actual	YoY Var	2016/17 Actual	YoY Var	2015/16 Actual	YoY Var	2014/15 Actual	YTD Peer Average
Total Passenger Rides	38,087	5%	36,157	7%	33,898	-3%	35,054	34881
Van Rides	33,752	89%	31,803	88%	30,022	89%	30,478	78%
Taxi Supplement Rides	480	1%	382	1%	-	0%	273	7%
Taxi Saver Rides	3,855	10%	3,972	11%	3,876	11%	4,303	14%
		100%		100%		100%		

- ❑ Fluctuation in Total Passenger Rides Year Over Year
- ❑ Variances as a percentage of Total Passenger Rides has remained constant
- ❑ High demand for Custom Transit Services in the CVRD



# Proposed Next Steps

## Work with the CVRD to:

- » Inform the three-year Transit Improvement Process to include Custom Service expansion and/or optimization opportunities
- » Support Travel Training initiatives within the community
- » Address the number of Unmet Trips currently being experienced within the system
- » Discuss opportunities where the CVRD may utilize flexible service providers to alleviate demand challenges during peak times of the service day
- » Work to address service equity gaps between Conventional Transit and Custom Transit Services





*Thank you!*

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