



C·V·R·D

TRANSIT COMMITTEE

WEDNESDAY, OCTOBER 12, 2011 - 3:30 P.M.
CVRD BOARD ROOM, 175 INGRAM STREET

AGENDA

		Pages
1.	<u>APPROVAL OF AGENDA:</u>	1 - 2
2.	<u>ADOPTION OF MINUTES:</u>	
	M1 Minutes of the of the Transit Committee meeting held September 21, 2011	3 - 6
3.	<u>BUSINESS ARISING FROM THE MINUTES:</u>	
	BA1 Short Term Conventional Service Expansion Options (2,500 hours) – additional information	7
4.	<u>DELEGATIONS</u>	
	D1 Pam Acorn, Project Facilitator Transportation and Mobility Recommendations from City of Duncan - Age-friendly Seniors Safety Project Report	8
	D2 Carol Hunt, Cowichan Seniors Care Foundation Funding request for Supported Transportation "door to Door" program	9-13
5.	<u>CORRESPONDENCE:</u>	
	C1 From: City of Duncan Re: Cowichan Valley Transit Future Plan	14
	C2 From: Town of Lake Cowichan Re: Cowichan Valley Transit Future Plan	15
	C3 From: Glen Ridgway Re: Transit / Subsidy	16-17
	<u>REPORTS:</u>	
	R1 BC Transit Report: Cowichan Valley Transit Future Plan	18-47
	R2 Staff Report: 2,500 additional Transit Conventional Service Hours with respect to 2012 Budget considerations.- Function 107	48-50
	R3 Staff Report: Transit Free Days	51-52

5. **NEW BUSINESS:**
6. **CLOSED SESSION:**
7. **QUESTION PERIOD:**
8. **ADJOURNMENT:**

The next meeting of the Transit Committee will be held: in 2012.

DISTRIBUTION:

Transit Committee

Director Seymour, Chair
Director Morrison, Vice-Chair
Director Cossey
Director Duncan
Director Giles
Director Harrison

Director Haywood
Director L. Iannidinardo
Director P. Kent
Director K. Kuhn
Director T. McGonigle

CVRD

Warren Jones, CAO
Jim Wakeham, Manager, Facility Management, Fleet and Transit
Mark Kueber, General Manager, Corporate Services
Brian Dennison, General Manager, Engineering and Environment
Rob Williams, Transit Analyst

Transit Representatives

Myrna Moore, Regional Transit Manager, BC Transit
Bob Allen, FirstCanada ULC
Georg Stratemeyer, Volunteer Cowichan
Mark Turner, Volunteer Cowichan
Carol Blatchford, Cowichan Lake Community Services

This agenda package is available on the CVRD's Website: <http://cvrd.bc.ca/index.aspx?NID=993>

M1

Minutes of the special meeting of the Transit Services Committee held in the CVRD Boardroom, 175 Ingram Street, Duncan, on September 21, 2011 at 1:30 p.m.

PRESENT: Director Morrison, Chair
Directors Cossey, Duncan, Giles. Harrison, Iannidinardo Kuhn.

ABSENT: Directors Haywood,, Kent, McGonigle and Seymour

ALSO PRESENT: Warren Jones, CAO, CVRD
Jim Wakeham, Manager, Facilities, Transit & Fleet
Brian Dennison, P. Eng., General Manager, E & E
Rob Williams, Transit Analyst
Myrna Moore, BC Transit
Joanne Bath, Recording Secretary

APPROVAL OF AGENDA

The following items were added under New Business:

NB2 – UBCM

NB3 – CVRD Transit 25 year plan public communication

It was moved and seconded that the agenda be approved as amended.

MOTION CARRIED

ADOPTION OF MINUTES

It was moved and seconded that the minutes of the June 22, 2011 regular Transit Services Committee meeting be adopted.

MOTION CARRIED

Mr. Wakeham introduced the new Transit Analyst, Rob Williams, giving a brief outline of Rob's role in the division.

BUSINESS ARISING OUT OF MINUTES

No business arising

CORRESPONDENCE

C1

It was moved and seconded that the letter from the Board Chair to the Honourable Blair Lekstrom regarding Cowichan Valley Commuter Transit Service be received and filed.

MOTION CARRIED

C2

It was moved and seconded that the letter from the Board Chair to Premier Christy Clark regarding use of the carbon tax increase be received and filed.

MOTION CARRIED

C3 It was moved and seconded that the letter from the Premier acknowledging receipt of the CVRD's letter regarding use of the carbon tax increase be received and filed.

MOTION CARRIED

REPORTS

R1 A staff report was considered regarding expansion of 2,500 hours for the conventional bus service.

Director Duncan requested a written report providing clearer detail on expanded hours for routes to and from Lake Cowichan.

It was moved and seconded that expansion of hours for the conventional bus service be included in the budget discussion at the October 12, 2011 meeting of the Transit Committee in order for staff to provide more detail.

MOTION CARRIED

R1-1 It was moved and seconded that the Transit Service Expansion Summary be received and filed.

MOTION CARRIED

R2 A staff report was considered regarding expansion of 1,600 hours for handyDART.

It was moved and seconded that it be recommended to the Board that the CVRD support BC Transit's recommendation for additional annual service hours totalling 1,600 for handyDART transit service commencing September 1, 2012, and that staff be authorized to include the associated costs in the Operating Reserve for the 2012 budget.

MOTION CARRIED

R3 A staff report regarding the 2012 Transit Budget was presented for consideration.

It was moved and seconded that the 0, 1 and 2% tax requisition increase models be presented for discussion at the October 12, 2011 Transit meeting.

MOTION CARRIED

NEW BUSINESS

NB1 Director Giles noted continuing discontent from regular commuters who are not getting on the bus of choice to come home because it is full.

Part of the reason for this is some residents are now using the service for reasons other than commuting to Victoria for work purposes, and the service is less expensive than other alternatives. Director Giles suggested that the first two buses leaving Victoria be just for those who buy monthly commuter passes. She asked why the registration system, put in effect when the commuter system commenced, ceased to exist in July 2009, adding that there does not seem to be a motion from the CVRD to approve this.

Mr. Wakeham explained that since the buses were operating at approximately 60% capacity after 9 months of service, an operational decision was made to discontinue the reservation system. BC Transit advised that they are running a survey and looking at modifying the schedule to allow an earlier bus, which should help the current overload on the 3:45 p.m. return bus. and best meet the needs of the majority of commuters.

Discussion took place regarding the need for a registration / reservation process on the Cowichan Valley Commuter Service. BC Transit explained that the registration system was set up in order to see what the ridership needs were going to be. There was not a predicted timeframe of how long it would be in place, but basically felt it had run its course as buses were not full at that time. BC Transit does not support a reservation system, and does not have such a system in any other of its transit systems.

It was moved and seconded it be recommended to the CVRD Board that BC Transit re-implement the registration/reservation system on the Cowichan Valley Commuter Service.

MOTION CARRIED

NB2

The CVRD is in receipt of an invitation to attend the BC Transit forum at the UBCM Conference. Mr. Jones will send the invitation out to all Directors via e-mail.

NB3

Mr. Wakeham explained that the CVRD received a complaint from an individual who had received an electronic notice from the CVRD regarding the Transit open house dates and that the notice was sent out too late. The issue was discussed and the electronic notice was not the main or only notification provided as advertisements were placed prior to the event dates in the 4 local papers, a service advisory was issued to all local media and the BC Transit website had a notification of the dates and locations listed as well. Staff will review how improvements can be made regarding late news reminders.

ADJOURNMENT

It was moved and seconded that the meeting be adjourned.

MOTION CARRIED

The meeting adjourned at 2:50 p.m.

Chair

Recording Secretary

Dated: _____

**Cowichan Valley Regional Transit System
SHORT TERM CONVENTIONAL SERVICE EXPANSION OPTIONS (2,500 HOURS)**

The following information is provided to supplement the minor change expansion options presented at the CVRD Transit Committee meeting on September 21, 2011:

Route 10 South Cowichan Connector: The Route 10 provides service to and from Duncan to Valleyview Centre and Cowichan Bay. The route alternates service between two locations: Cowichan Bay and Koksilah Road. There is a gap in the schedule on weekdays between 9:05am and 11:05am from Duncan to Valleyview. One (1) additional round trip at 10:05am is recommended. This trip should travel to Cowichan Bay since this area has potential to generate more ridership than Koksilah Road on Highway 1.

There is also a gap in the schedule between 10:30am and 12:30pm from Valleyview to Duncan. One (1) additional round trip at 11:30am is recommended. This trip should also serve Cowichan Bay due to the ridership potential over stopping at Koksilah Road on Highway 1.

Trips to and from Koksilah Road on Highway 1 will not be reduced with additional trips to Cowichan Bay.

Route 7 Lake Cowichan: The Route 7 provides service to and from Duncan to Lake Cowichan. Trips alternate between service along Highway 18 (Express service) and Cowichan Lake Road (non-express). There is a gap in the schedule between 6:13am and 9:00am, and 11:30am and 1:30pm. Two (2) additional round trips on weekdays at 7:25am and 12:30pm are recommended. The calculated hours required are based on the trip time for the non-express which takes 47 minutes. It is recommended that these added trips stay as non-express, (both 7:25am and 12:30pm) travelling along Cowichan Lake Road.

To maintain the alternating trip pattern, the additional trips would cause the 9:00am and 11:00am trips to change from non-express to express (from Cowichan Lake Road to Highway 18) and the 10:00am trip would change from express to non-express. The addition of the 7:25am and 12:30pm trips along Cowichan Lake Road should increase ridership as more people live along this road than on Highway 18.

Connections from Route 7 to Routes 2 Mt. Prevost and 3 Quamichan for travel to Cowichan Commons will be investigated.

Routes 12 Shawnigan Lake and 15 Mill Bay

Alternating trips of the routes 12 and 15 will help fill in the schedule gaps between 8:05am and 11:05am (Rte 12 on weekdays) and between 9:05am and 1:05pm (Rte 15). Alternating the trips does not remove any others from the schedule and provides more consistent service throughout the day on each of these routes. Modifying trips in this way does not require extra hours it provides more frequent service.

Vehicles used for all changes will be conventional buses, not community shuttles.

2. Transportation and Mobility

D1

Issues Identified

- Using public transportation is challenging because of the following:
 - Not enough buses scheduled and bus schedules are inconvenient
 - Not enough HandyDart services scheduled or available
 - Lack of bus shelters and benches
 - Recently revised bus schedule is confusing
 - Some bus drivers are courteous and helpful, while others are not (do not offer assistance in getting on and off the bus, start moving before passengers are seated)

Recommendations

- Trolley by donation that goes around downtown to shopping, etc (e.g. Ladysmith and Langford)
 - Suggested Champions: DBIA, Chamber of Commerce, Social Agencies
- Encourage transit providers to focus more on driver training re seniors' needs
 - Suggested Champions: CVRD Transit Committee
- Increase seating at bus shelters, as well as on the bus for seniors and people with disabilities
 - Suggested Champions: CVRD Transit Committee
- Increase bus service at night and on Sundays
 - Suggested Champions: CVRD Transit Committee, CSAC
- Create a bus ambassador program to educate seniors who are not used to taking transit
 - Suggested Champions: CVRD Transit Committee and/or Seniors Resource & Support Society- Cowichan (SRSS-C)
- Explore possibility of free bus passes for seniors, or at least increase affordability
 - Suggested Champions: seniors community resources
- Encourage cooperative use of buses among organizations that have buses because some buses not always in use by various organizations/owners
 - Suggested Champions: CVRD Transit Committee for feasibility and/or coordination
- Use directed taxi-cab type service, for example, dial-a-ride

What is Working:

- Transit system issues at the Regional District level have already initiated by Mayor
- Free Bus Days sponsored by the CVRD

D2

Request to Appear as a Delegation

Meeting Information

Request to Address:

CVRD Board

Committee

If Committee, specify the Committee here:

Transit Committee

Meeting Date: 10/12/2011

Meeting Time: 3:30 pm

Applicant Information

Applicant Name: Carol Hunt

Representing: Cowichan Seniors Community Foundation (Name of organization if applicable)

As: Executive Director (Capacity / Office)

Number Attending: 1

Applicant Contact Information

Applicant Mailing Address: 135 Third Street

Applicant City: Duncan BC

Applicant Telephone: 250-715-6481

Applicant Fax: 250-746-8819

Applicant Email: cscfoundation@shaw.ca

Presentation Topic and Nature of Request:

Funding request for Supported Transportation "door to door" program 5 minutes



Cowichan Seniors
Community Foundation

135 Third St., Duncan, B.C. V9L 1R9
Tel: (250) 715-6481
cscfoundation@shaw.ca
www.cowichanseniors.ca

October 3, 2011

Jim Wakeham,
Manager, Facility, Fleet and Transit Management
Engineering and Environmental Services Department
Cowichan Valley Regional District
175 Ingram Street, Duncan, BC V9L 1N8

Re: Request for Funding – Supported Transportation for Seniors “door to door”

The Cowichan Seniors Community Foundation has now launched a new program to assist seniors getting to and from medical appointments, hospital visitations and important meetings, etc. This program is based on others running very successfully in Saanich, Oceanside and New Westminister. The program is run by volunteers, has registered senior clients and has a coordinator to manage the operations.

The Foundation has engaged in some vigorous fundraising and has sufficient funds to run a trial three month period to year end. In anticipation of the program becoming very large very soon, we are looking for funding support to help sustain the program into and beyond 2012. HandiDart cannot manage the number of requests received by approximately 30 – 40 call-outs per month. It is our intention to augment the services already available from HandiDart and other transit services. In the other regions of similar population and demographics, this type of volunteer-driven program has proven to be extremely cost-efficient and highly successful.

At this time, we have set a 20 kilometer radius as our catchment area from our Duncan office. This zone includes all of North Cowichan and Duncan, Cobble Hill, some of Shawnigan Lake shoulder area, all of Glenora and Sathlam, but none of Lake Cowichan, Mill Bay or Shawnigan Lake village or lake region. The areas served are determined by funding constraints, not need or aging population demands.

Duncan Daybreak Rotary has given us a start up funding gift of \$500.00. As the program becomes known in the Valley, other possibilities exist for funding from other service clubs and funding organizations. We need to demonstrate some short-term measurable outcomes for the first three months to solicit a more broad-based funding appeal. Ridership is free although donations are frequently made to the mother organization in other areas we have researched. This will off-set some of the operational costs I am inclosing an overview of the program, its advantages and features and how we intend to keep this program sustainable as well as our request for funding support.

Sincerely,

Carol Hunt, Executive Director



SUPPORTED TRANSPORTION “door to door” AT A GLANCE

A volunteer-driven and run ridership program for seniors 60+ in the Cowichan Valley
Sponsored by the Cowichan Seniors Community Foundation.

- Clients register with CSC Foundation; drivers register with CSC Foundation.
- TigerTel messaging contracted as live operator for dispatching; record of calls reported each afternoon to volunteer Coordinator. Coordinator receives an honorarium of \$150.00 per month at the current level of activity. Three days notice is required for arranging pick up details.
- Ridership is free. Donations may be sent to CSC Foundation from grateful clients but never money given to drivers for service or gratuity. Drivers are offered .30 per km re-imburement and mileage charts kept. Many drivers return this re-imburement for a charitable tax receipt.
- Acceptable reasons for rider requests: Medical related appointments, hospital visits, important meeting attendance. Also can transport client to public transport options from home. and back again. Not for social purposes or shopping at this time. Maximum 3 call outs per week per client.
- Area served = 20 kms radius from Duncan Downtown. Potential for extending these boundaries contingent on more funding secured.
- Some vehicles and drivers wheel chair friendly; pets allowed to travel with owner. Senior will be assisted in and out of appointment and safety aids encouraged. All vehicles undergo safety checks.
- Evening and weekend call outs considered; can fill in where HandiDart schedule is restrictive.
- Anticipated seniors served per month: 40 – 50 clients. Also can help to connect seniors to alternative services and programs when in the company of the trained volunteer driver.

Request for Funding: \$3000.00 to maintain service area as defined at present; \$6000.00 to extend service area to include all CVRD electoral areas.

Costs incurred by Program: Coordinator honorarium, TigerTel operator messaging, re-imburement to drivers for mileage. Cowichan Seniors Community Foundation has pledged to cover costs for staff and administrative expenses, office expenses and time incurred with community capacity building exercises. Enclosure: Letter of support from VIHA management

Respectfully submitted,

Carol Hunt, Executive Director



September 30, 2011

Cowichan Seniors Community Foundation
135 Third Street, Duncan, BC, V9L 1R9
Attention: Carol Hunt

Dear: Cowichan Seniors Community Foundation

Regarding: Supportive Transportation for Seniors "Door to Door"

The volunteer driving program is necessary in Cowichan Valley and especially in the area of South Cowichan where optional transport is limited for seniors. Vancouver Island Health Authority provides service in client's residence and clinics via Home and Community Care (HCC) clinicians. The HCC clinicians complement and augment their home visits with family and community supports to maintain a safe and independent quality of life. Clients in areas that are affected by lack of transport limit the clinician's ability to review options to augment, complement and enhance the quality of life for clients/families.

The Supportive Transportation for Seniors "Door to Door" is a wonderful resource to offer to HCC clients/families in the Cowichan Valley from the perspective that HCC clinician's widening the scope of opportunities afforded through transport.

Sincerely

A handwritten signature in cursive script that reads "Tracy Stone".

Tracy Stone
Manager Home and Community Care
Cowichan Valley and Esquimalt West Shore
121 Ingram Street, Duncan V9L 1N8
Landline 250-737-2004



Volunteer Driving Program
Supported Transportation for Seniors
“Door to Door”

Need to get to

Medical or Health Related Appointments
Hospital Visits to Family and Friends
Attend Support Groups or Meetings

WE CAN HELP To Register Call

Call Cowichan Seniors Community Foundation

250-715-6481

Program Coordinator Judy

250-732-5609



Cowichan Seniors

Community Foundation

Sponsored By Cowichan Seniors Community Foundation



C1

CITY OF DUNCAN

September 23, 2011

Cowichan Valley Regional District
Transit Committee
175 Ingram Street
Duncan, BC, V9L 1N8

To Whom It May Concern:

On behalf of the City of Duncan, I am pleased to provide this letter of support regarding the Cowichan Valley Transit Future Plan, in particular the Transit Future Network, its Vision and Goals.

We trust that the Cowichan Valley Transit Committee will continue to work together with City of Duncan staff to identify and support any future enhancements to the plan.

We are confident that the Cowichan Valley Transit Future Plan will help to create a more convenient, reliable, and accessible form of transportation for all who live and work in the Cowichan Valley.

Sincerely,

Lynn Ketch
Director of Corporate Services



Town of Lake Cowichan

C2

Municipal office: PO Box 860, 39 South Shore Road, Lake Cowichan B.C. V0R 2G0

Phone: 250-749-6681

Fax: 250-749-3900

www.town.lakecowichan.bc.ca

CVRD Transit Committee
Cowichan Valley Regional District
175 Ingram Street
Duncan, BC
V9L 1N8

05 October 2011

Dear Transit Committee Members:

RE: Letter of Support

This is to advise that Council at its Regular meeting of September 20th, 2011 ratified a recommendation of the Finance and Administration Committee that the Town of Lake Cowichan provide assurance to the CVRD Transit Committee of its full support of the Transit's Future Network, Vision and Goals. It also directed that staff work with BC Transit to identify and support its Future Network and facilities in the Town of Lake Cowichan's transportation and land-use plans.

We trust our support will prove useful in you achieving further improvements to the Cowichan Valley Transit System.

Yours truly,

Joseph A. Fernandez
Chief Administrative Officer

JAF:rlr

G. GLEN RIDGWAY, Q.C.
Barrister and Solicitor

#200 - 44 Queens Road
Duncan, B. C.
V9L 2W4

Fax: (250) 746-4070
Telephone: (250) 746-7121
E-mail: gridgway@ridgco.com

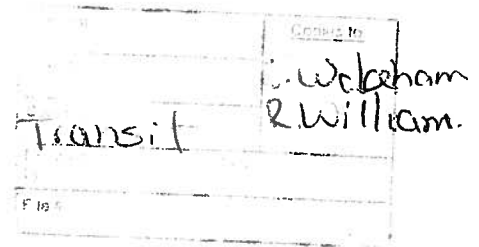
September 29, 2011

Cowichan Valley Regional District
175 Ingram Street
DUNCAN, BC
V9L 1N8

Attention: Transit Committee

Dear Sirs/Mesdames

Re: Transit/Subsidy



I was recently reading about a transit initiative in Business Vancouver Island (September, 2011). This is a private initiative where rides from Ladysmith to Nanaimo/Duncan would cost \$10.00.

I was very interested in the initiative being shown by Lyle Jordan, a resident of Vancouver Island, to produce a transit system that appears to not need the subsidy from taxpayers that other transit systems in this geographical area seem to require.

Is the Transit Committee meeting with Mr. Jordan to determine whether his service, and in particular the cost thereof, has any application to the present transit service sanctioned by the Cowichan Valley Regional District? It would appear that this would be a positive move on the part of the Transit Committee, as, although the present public transit system operates solely for the good of the people of the Cowichan Valley, it is not able to match the cost to provide that service which Mr. Jordan, who, presumably, wants to turn a profit, is able to do.

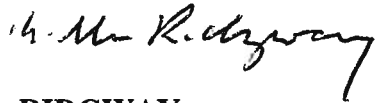
You will undoubtedly be responding to this letter, hopefully positively, but I would also like to receive some financial information with respect to the present system. The information I would like is:

1. What is the total cost of the present system?
2. What is the total return from fare boxes?
3. What is the cost per ride on each of the routes, and what is the amount recovered from the fare boxes on each of those routes?

Cowichan Valley Regional District
Page 2
September 29, 2011

Thank you for your anticipated response to an interested citizen.

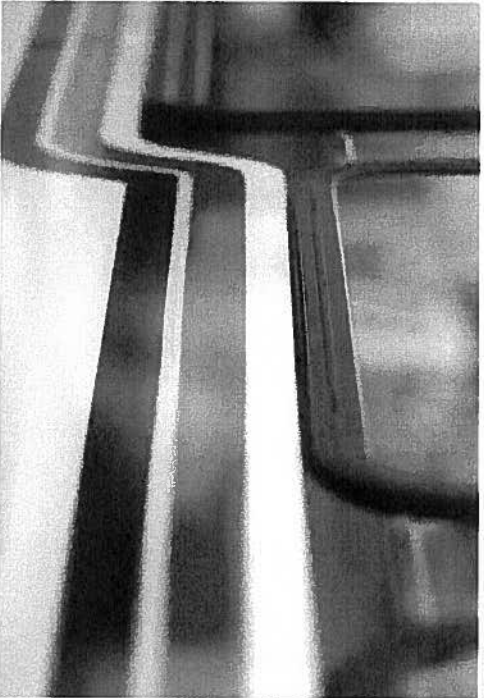
Yours very truly,

A handwritten signature in black ink, appearing to read "G. G. Ridgway". The signature is written in a cursive style with a long, sweeping tail on the final letter.

G. G. RIDGWAY

GGR/kd

R1



Cowichan Valley Transit Future Plan

October 2011

Transit Future Plan

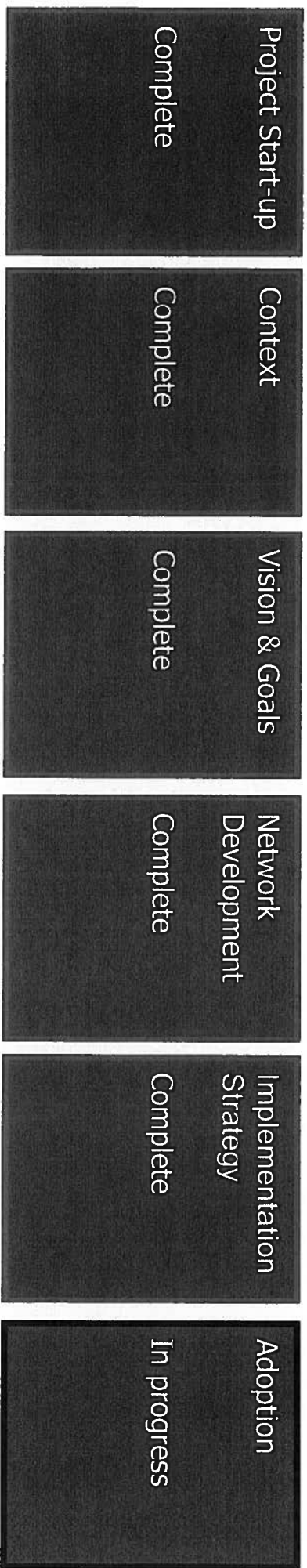
What is a Transit Future Plan?

A 25 year plan that creates a vision for transit and supports the economic, social and environmental sustainability goals of the region

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



Transit Future Plan Process



Stakeholder Engagement



Public Consultation Events (2011)

January

July

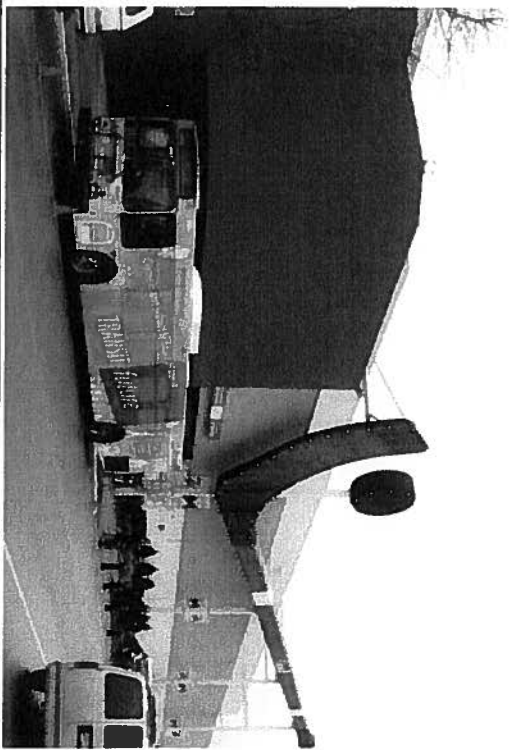
September



Stakeholder Engagement

Over 1,300 members of the community provided input which helped shape the Transit Future Plan

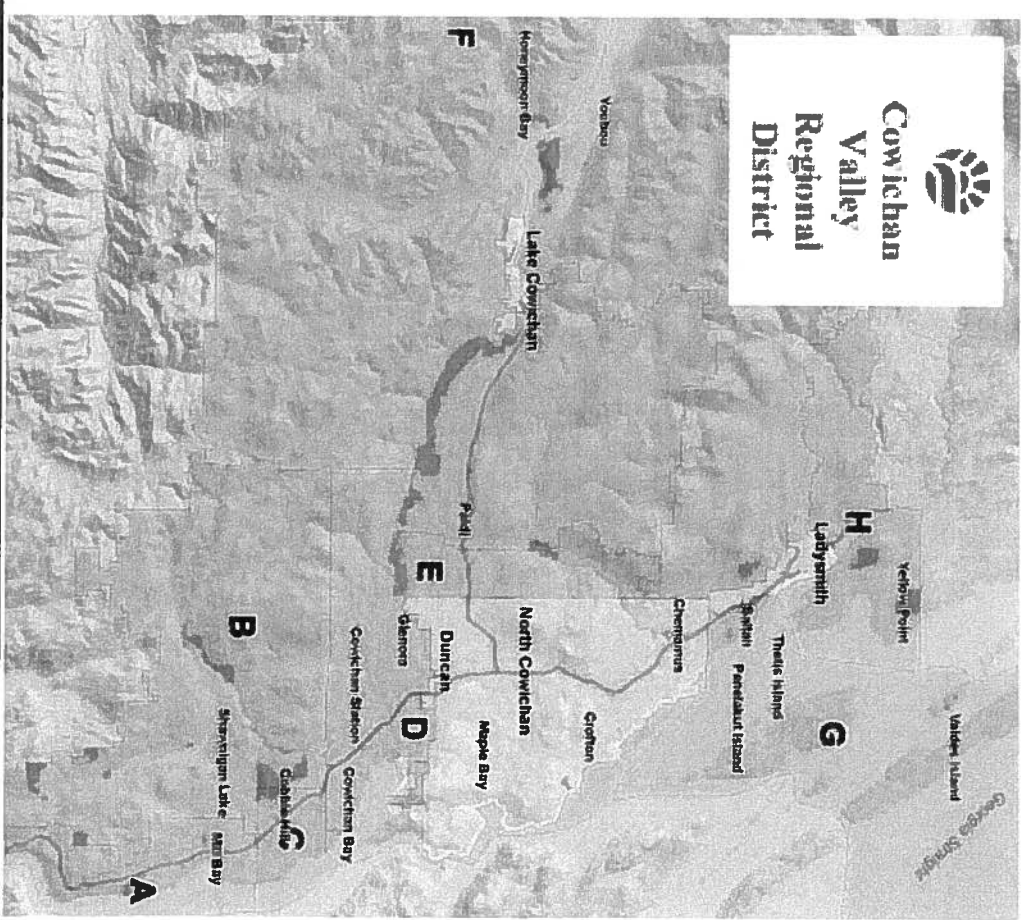
- Transit Future Stakeholder Advisory Group → **over 50 people**
- Consultation with the CVRD, Municipalities and First Nations Staff
- Transit Future Bus → **13 events with 790 people**
- Transit Future Website and Surveys → **500 people**
- Duncan Seniors Health Forum → **45 people**
- Municipal Council Presentations



Context - Cowichan Valley

Context	Vision & Goals	Network Development	Implementation Strategy	Adoption
---------	----------------	---------------------	-------------------------	----------

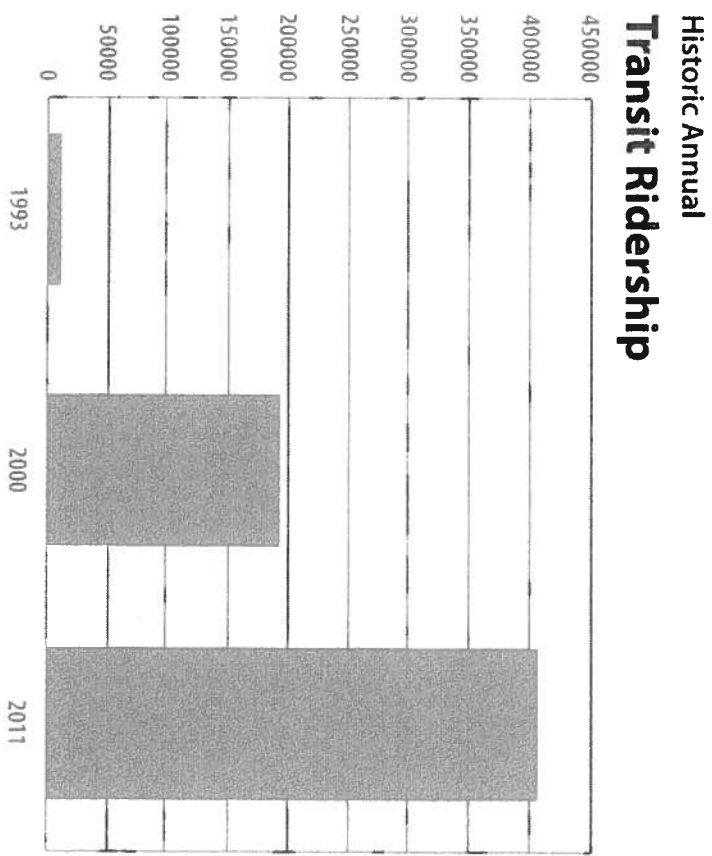
- Plan area CVRD
 - Duncan, Ladysmith, Lake Cowichan and North Cowichan, 9 Electoral Areas, First Nations Communities
- A review of local land use plans and demographic data was conducted
 - The population is expected to grow from 83,000 to 106,000 by 2036



Context - Transit System

Existing Transit System

- Serves all major regional centres within the CVRD except Ladysmith
- Downtown Duncan serves as a “hub” for the majority of routes in the Cowichan Valley
 - Weekday service operates approximately from 7am to 7pm, with extended service on Fridays
 - Service is limited on weekends

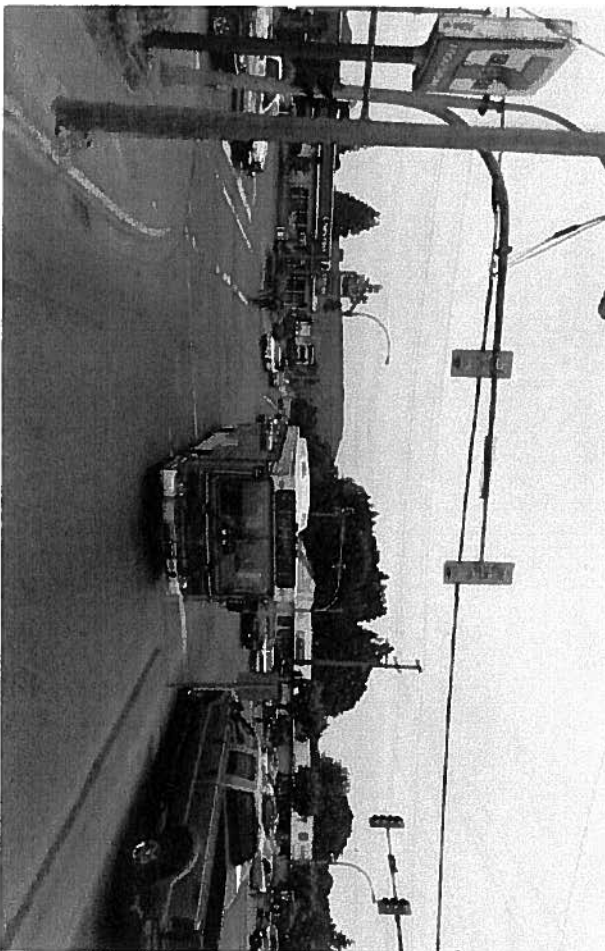


Context - Transit System



Challenges

- The transit service area spans a large rural area with clusters of development and low population densities
- Only 50% of residents are within walking distance (500m) of existing transit services
- The existing transit network is complex in Duncan/ North Cowichan urbanized area, making it difficult for the public to understand



Vision & Goals



“The Cowichan Valley Regional Transit System will connect people and communities through cost effective, convenient, safe and accessible services”

1. Transit is an attractive alternative to the private vehicle

- Fast and direct, convenient and reliable, easy to use, comfortable, and accessible

2. Transit reduces our impact on the environment

- Supports sustainable land use, complements and supports other sustainable transportation choices, utilizes greener vehicle technologies

3. An efficient transit system

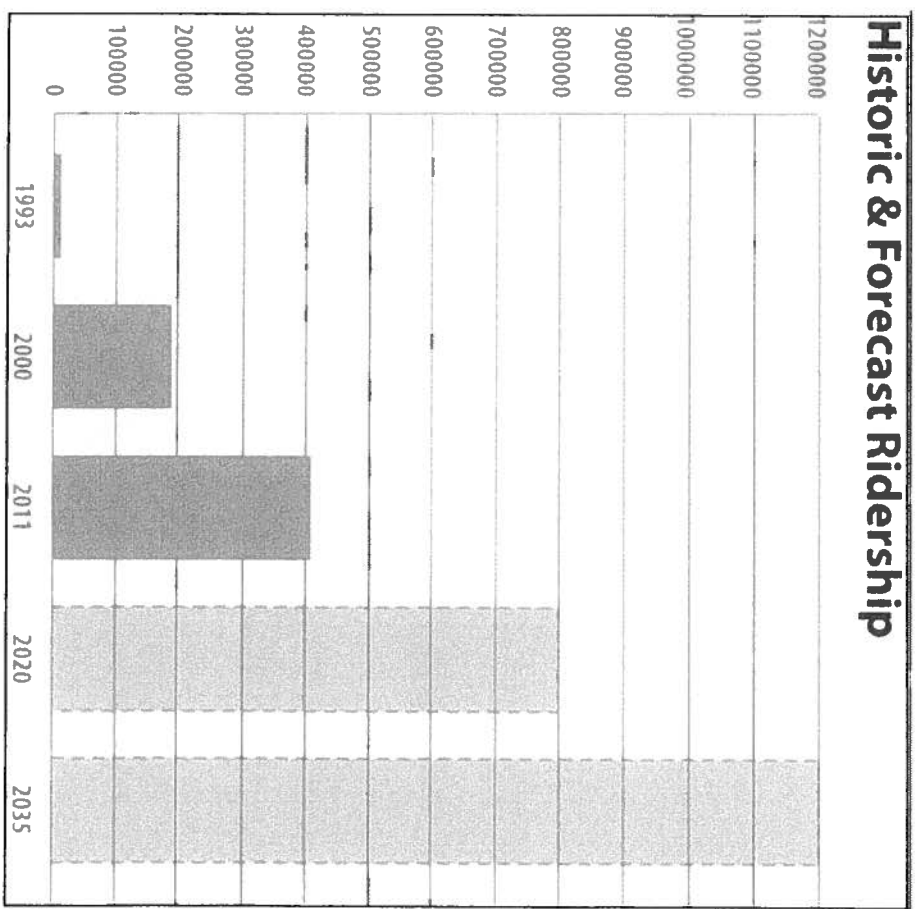
- Maximize ridership for the amount of resources used, explores sustainable funding resources, matches transit service levels and vehicles to demand



Ridership Target



- To double ridership by 2020 to 800,000 annual rides
- To triple ridership by 2035 to 1.2 million annual rides



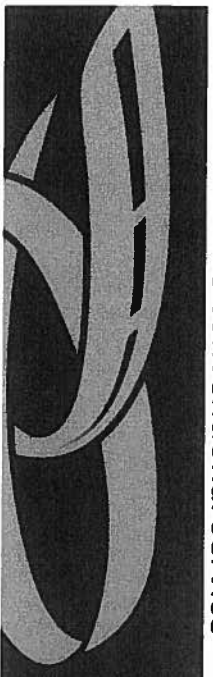
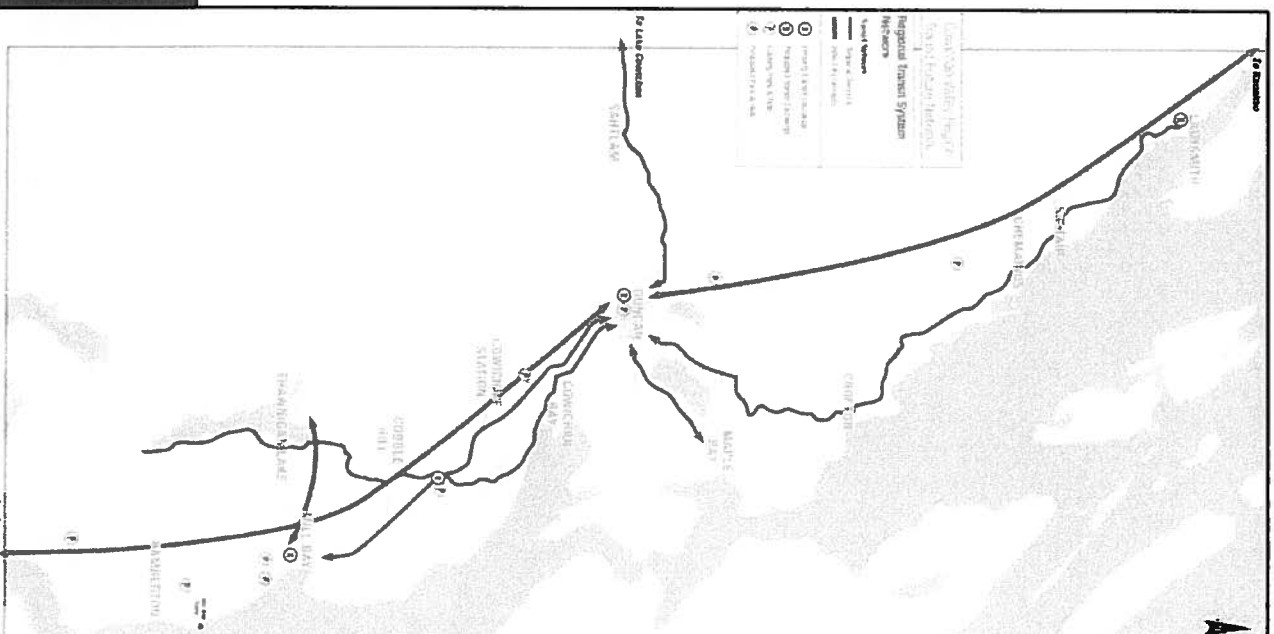
The Network – Service Layers

Transit Network

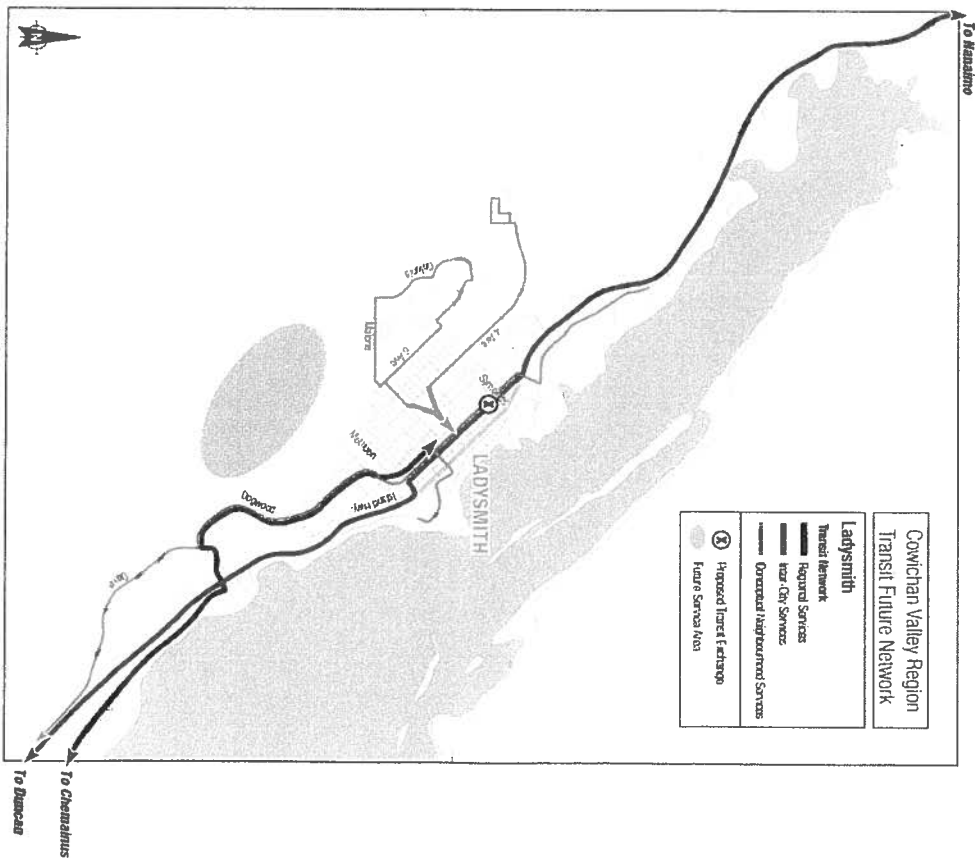
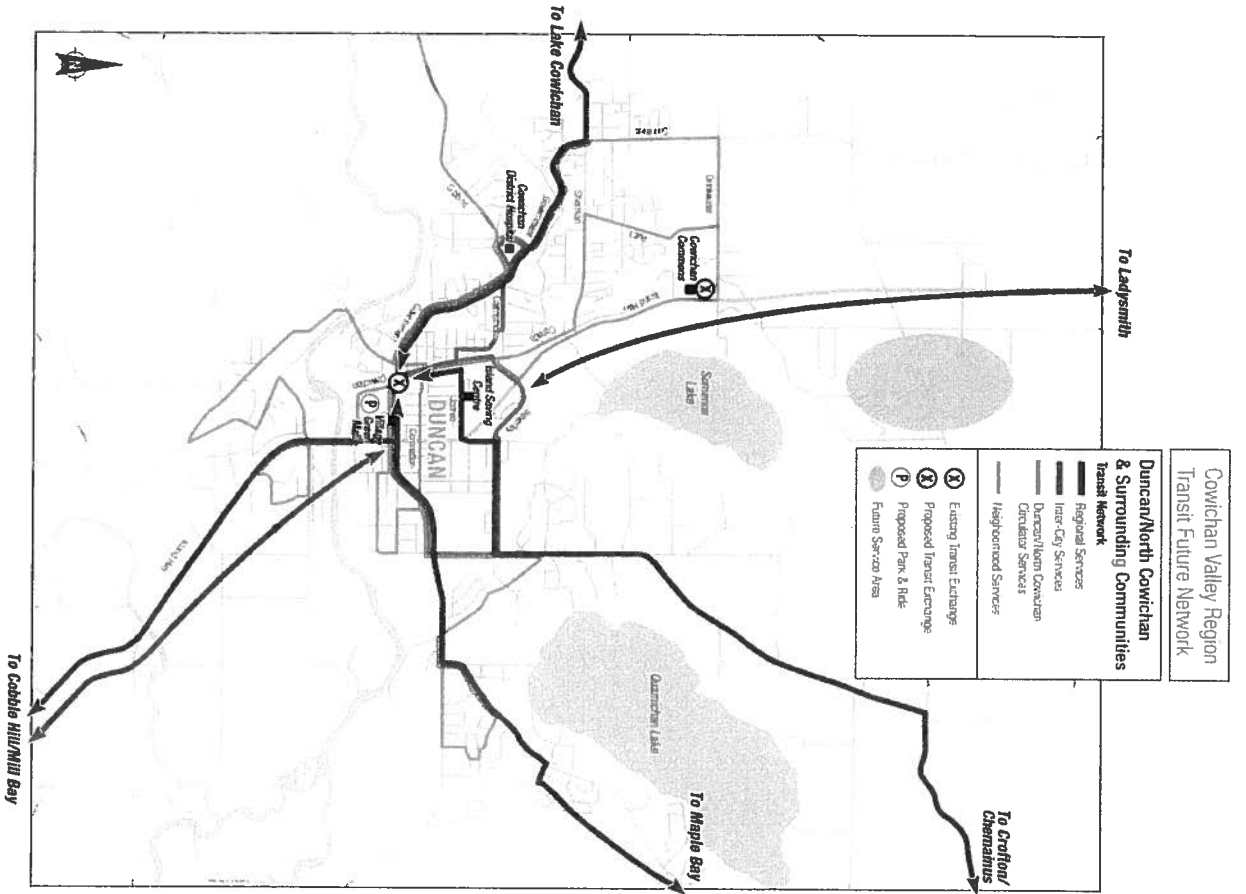
- Regional service between communities within the Cowichan Valley
 - Frequency (30 minutes at peak travel times)
 - Span of service 7am – 9pm
 - Standard or small buses
- Neighbourhood service within town centres
 - Frequency (30 minutes at peak travel times)
 - Span of service 6am – 11pm
 - Standard or small buses

Targeted Transit

- Inter-regional connections (e.g. Cowichan Valley Commuter)
 - Provides transit service to areas outside of the region
 - Includes Park & Ride facilities
 - Frequency and service span based on demand
- Para-transit services:
 - Flexible routes/schedules, demand responsive, dial-a-bus, subscription based vanpools
 - handyDART: door-to-door service for customers who are unable to use conventional service

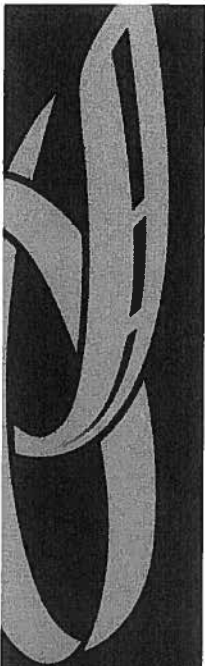
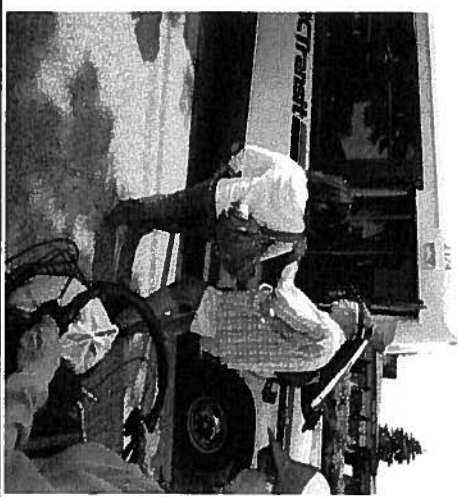


Context Vision & Goals Network Development Implementation Strategy Adoption



Custom Transit

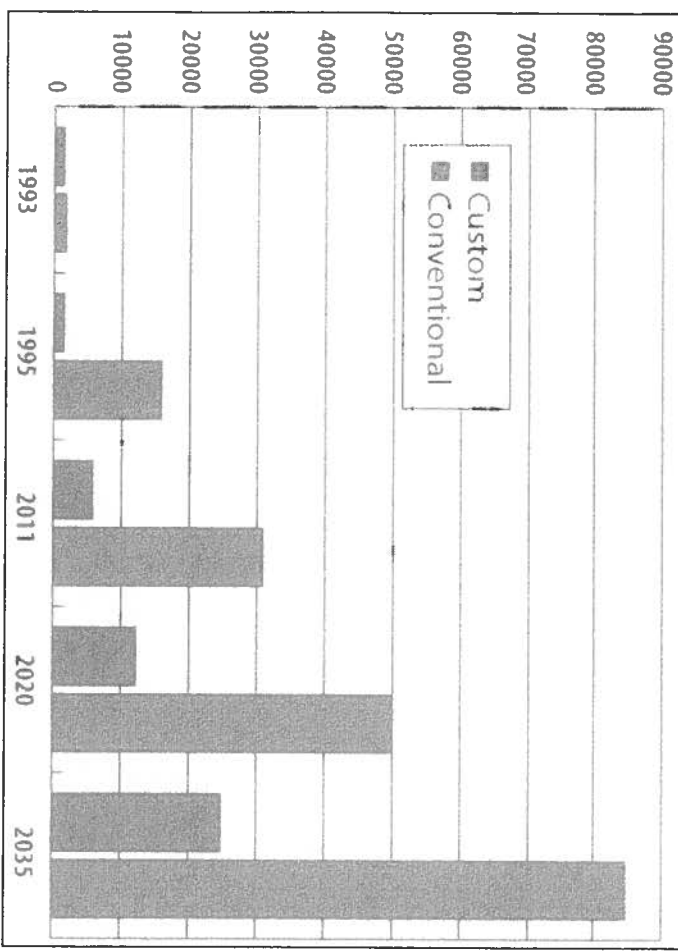
- Expand handyDART service levels to align the service area and hours of operations with the conventional transit system and support an aging population
- Develop a travel training program to assist individuals who meet the handyDART eligibility criteria in learning to use conventional and handyDART transit
- Implement a seniors oriented shopper's service for individuals who do not require handyDART service
- Make transit more accessible



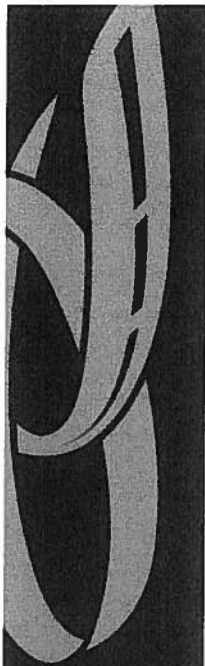
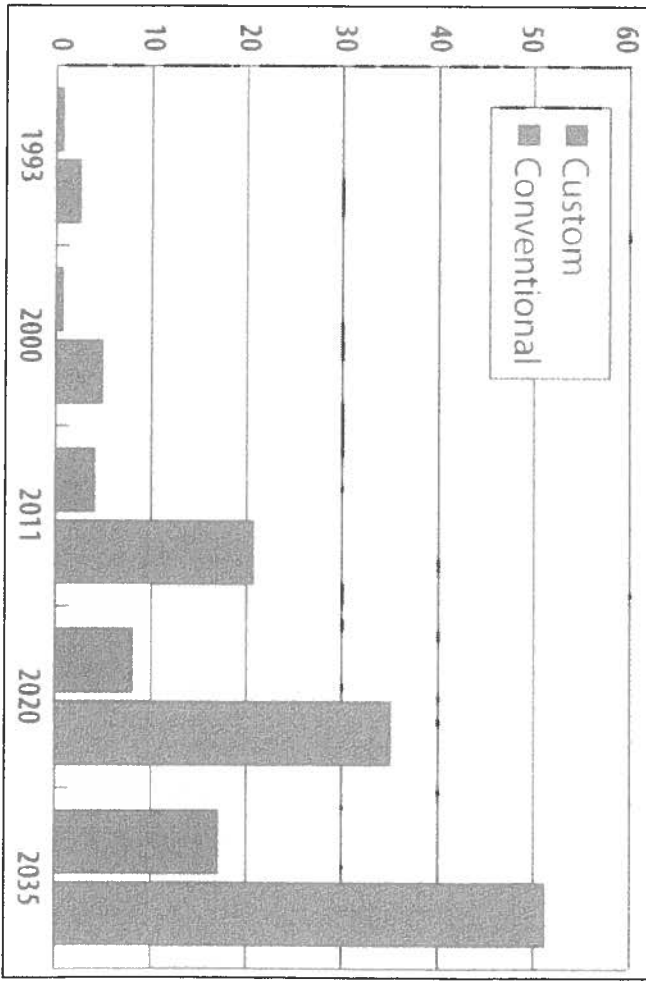
Resources – Service Hours and Fleet



Historical and Projected Conventional and Custom Transit Service Hours



Historical and Projected Conventional and Custom Fleet Requirements



Implementation Strategy

Context

Vision
& Goals

Network
Development

**Implementation
Strategy**

Adoption

Timeframe:

- Short Term (0-3)
- Medium Term (4-10)
- Long Term (10+)
- Ongoing Initiatives

Implementation is dependant on a number of factors:

- The availability of funding
- Community growth factors
- Phasing of major transit projects
- Service demand
- Opportunities for value added partnerships



Short Term (0-3 years)

Context

Vision
& Goals

Network
Development

Implementation
Strategy

Adoption

- Introduce local service and handyDART service to Ladysmith
 - 3,200 hours
 - Establish Ladysmith Terminal
- Improve frequency of weekday service
 - 2,500 hours
- Improve handyDART service in existing service area
 - 1,600 hours
- Improve Cowichan Valley Commuter service to Victoria
 - Increase capacity on required trips
 - Expand park & ride capacity at Frayne Rd and Valley View

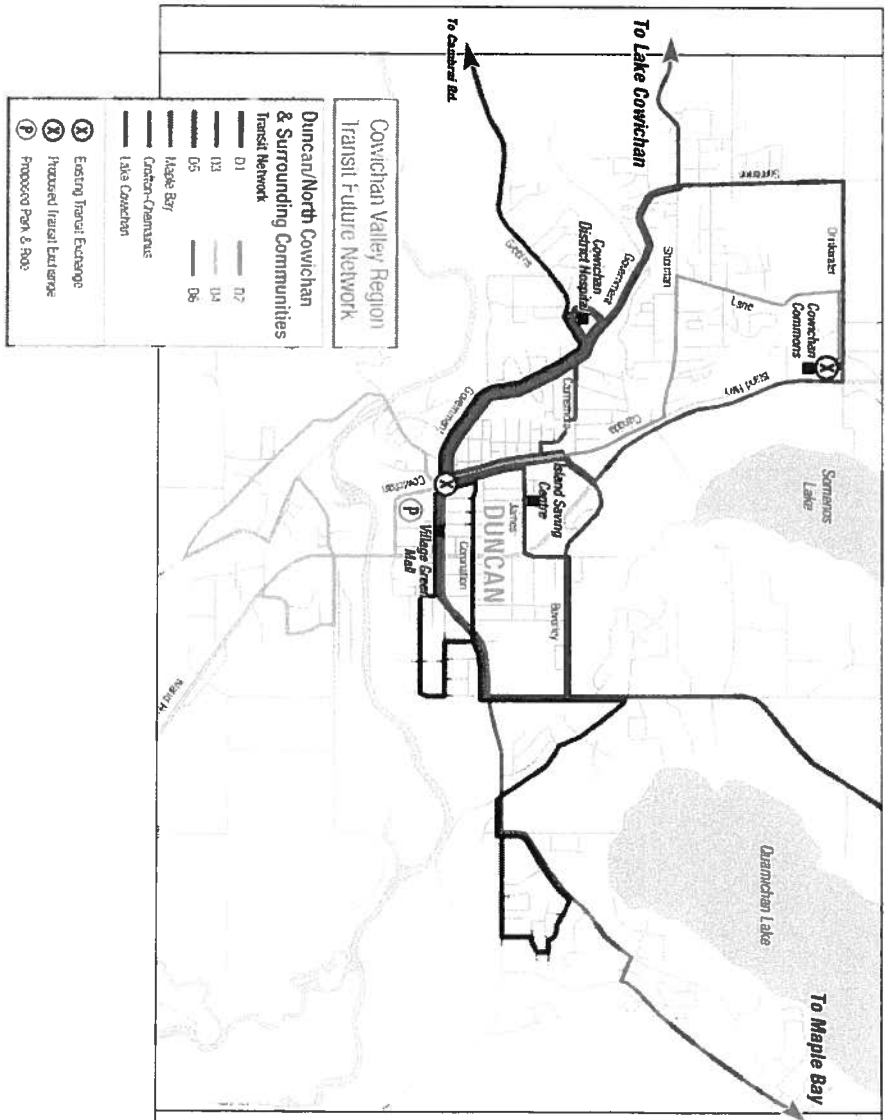


Medium Term (4-10 years)

Context	Vision & Goals	Network Development	Implementation Strategy	Adoption
---------	----------------	---------------------	-------------------------	----------

Service

- Improve evening service
 - Thursday-Saturday 3,200 hours
- Improve weekend service
 - 3,000 hours
- Improve frequency of weekday service
 - 2,500 hours
- Re-configure local services in Duncan and North Cowichan:
 - To create more direct routing
 - To provide a circulator service (will include analysis of fare free zone concept)
- Improve handyDART service
 - 1,600 hours
 - Develop a travel training/education program to assist individuals who meet the handyDART eligibility criteria in learning to use conventional and handyDART transit

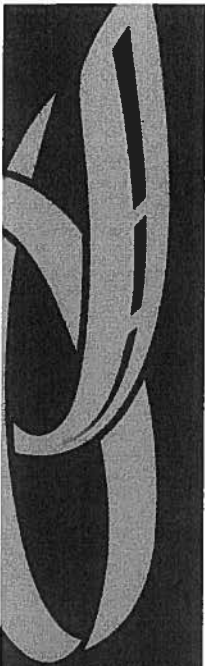
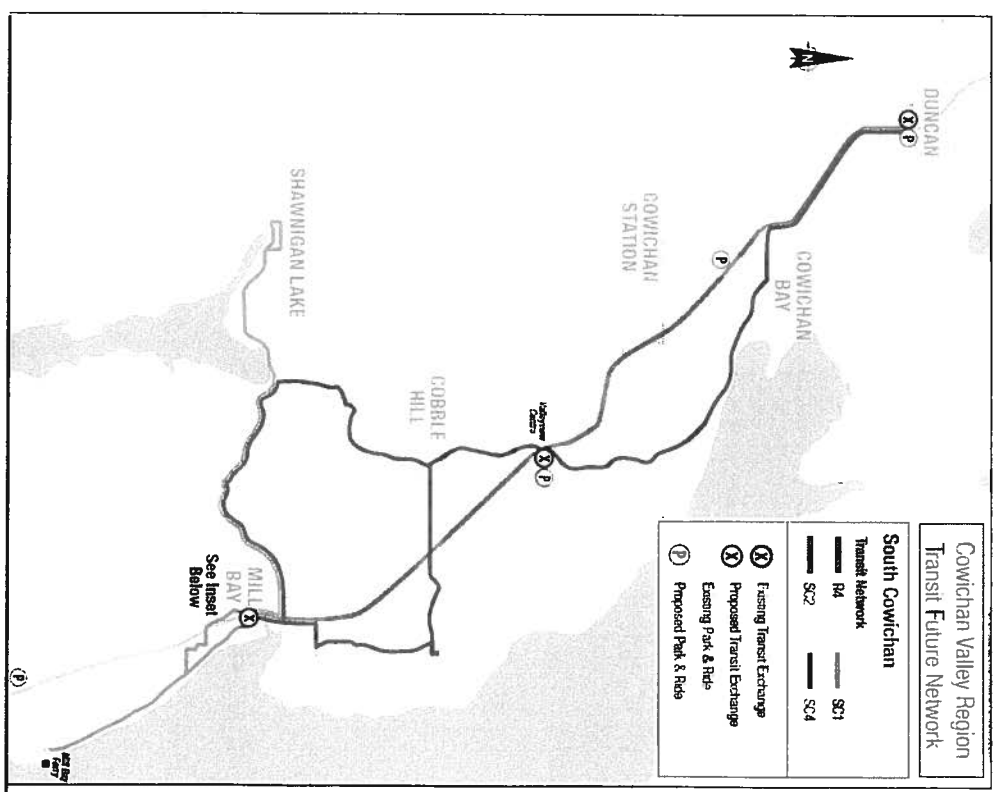


Medium Term (4-10 years)

Context	Vision & Goals	Network Development	Implementation Strategy	Adoption
---------	----------------	---------------------	--------------------------------	----------

Service

- Re-configure local services in South Cowichan:
 - To create more direct routes
 - Consider opportunities to use flex-route services in rural areas
- Improve connections between Lake Cowichan local service and regional service to Duncan
 - Consider opportunities to use flex-route services in rural areas
- Improve Cowichan Valley Commuter service to Victoria
 - Add new service as demand warrants
 - Mid-day service
 - Improve linkage with local services
- Introduce inter-regional service to Nanaimo
- Improve evening service Monday to Wednesday
- Extend the hours of service Monday to Friday from 6:00 a.m. - 10:00 p.m.

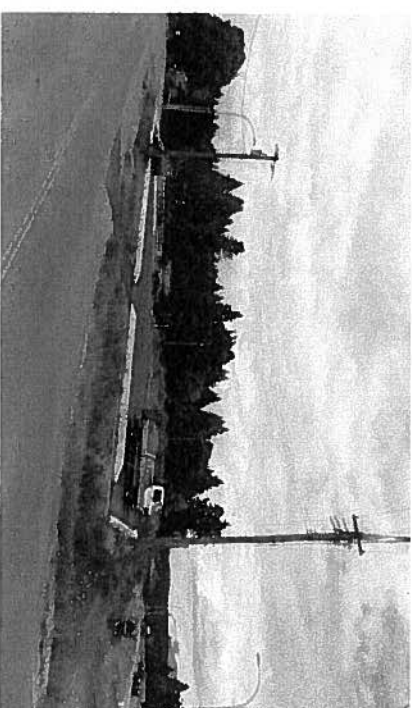


Medium Term (4-10 years)



Infrastructure

- Expanded operations & maintenance facility
- Expand inter-regional Park & Ride capacity
 - Nanaimo service - Chemainus, Hwy 18
 - Duncan
- Expand the transit/terminals exchanges to accommodate future operational and customer demand
 - Duncan
 - Ladysmith
 - Cowichan Commons



Long Term (10 +years)

Context

Vision
& GoalsNetwork
DevelopmentImplementation
Strategy

Adoption

Service

- Increase frequency and span of service over time (on-going)
- Enhance inter-regional service to Nanaimo and Victoria (on-going)
 - Increase frequency over time
 - Provide mid-day service
 - Improve linkage with local services
- Improve handyDART availability to match conventional service area and hours of operation (on-going)
- Implement a seniors oriented shopper's service for individuals who do not require handyDART service
- Extend evening service on Sundays and statutory holidays (10+ years)
- Expand service to future development areas (as required)



Long Term (10+ years)

Infrastructure

- Expand inter-regional Park & Ride capacity
 - Existing locations
 - Bamberton
 - Malahat
 - Cowichan Station (Bench Rd)
- Expand the transit/terminals exchanges to accommodate future operational and customer demand
 - Mill Bay (dependant on development)
 - Lake Cowichan Village centre

Context

Vision
& GoalsNetwork
DevelopmentImplementation
Strategy

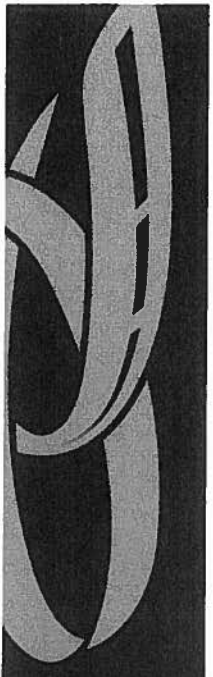
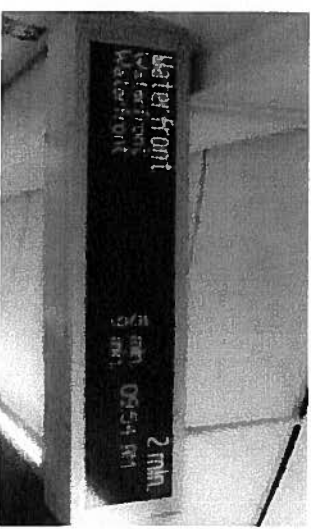
Adoption



Ongoing Initiatives



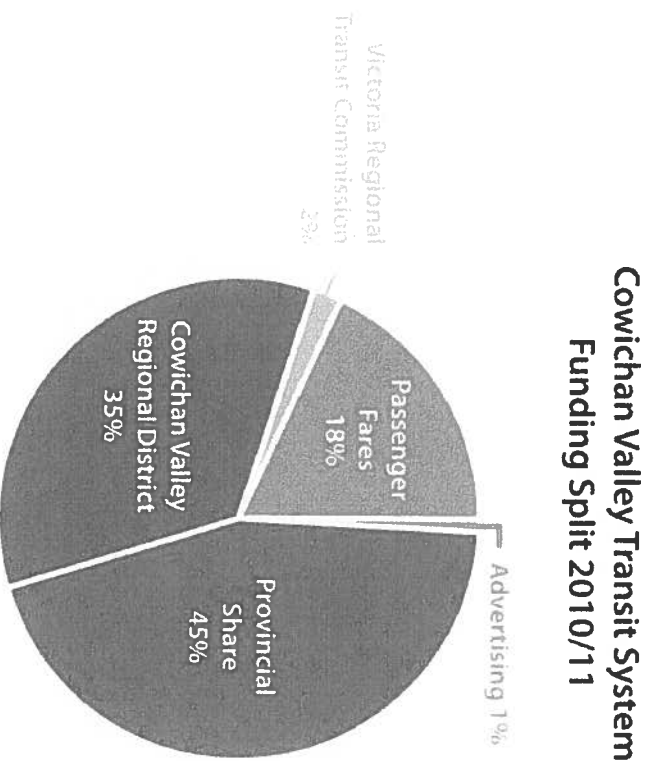
- Address current service needs
- Match vehicle type to local service demand
- Begin discussions with VIU on the U-Pass program
- Improve customer information
- Improve and maintain transit customer facilities
- Make transit more accessible



Moving Forward - Funding



- Given the significant increase in transit investment expected, the way in which transit is funded needs to be reviewed
- Stable and predictable revenue sources need to be developed
- Consideration should be given to developing alternative sources of local funding other than property taxes



Keys to Success

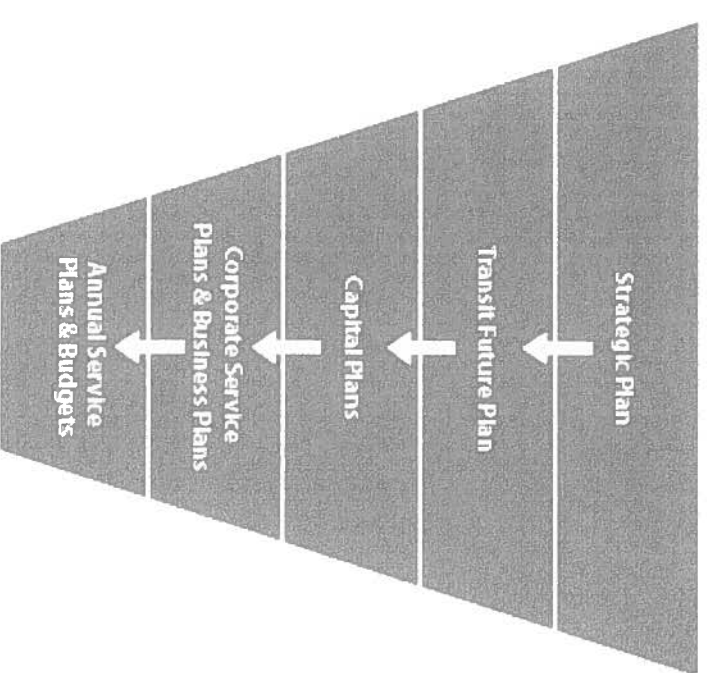
Context

Vision
& GoalsNetwork
DevelopmentImplementation
Strategy

Adoption

How will BC Transit use this plan?

- To communicate the plan to BC Transit's partners and the public
- To identify where and in what order key transit investments will occur
- To strategically move projects through the BC Transit capital planning process
- To inform our three year service planning process
- To work with BC Transit's partners on integrating transit plans and investments with other major infrastructure plans and projects
- To respond to planning and development proposals



Keys to Success

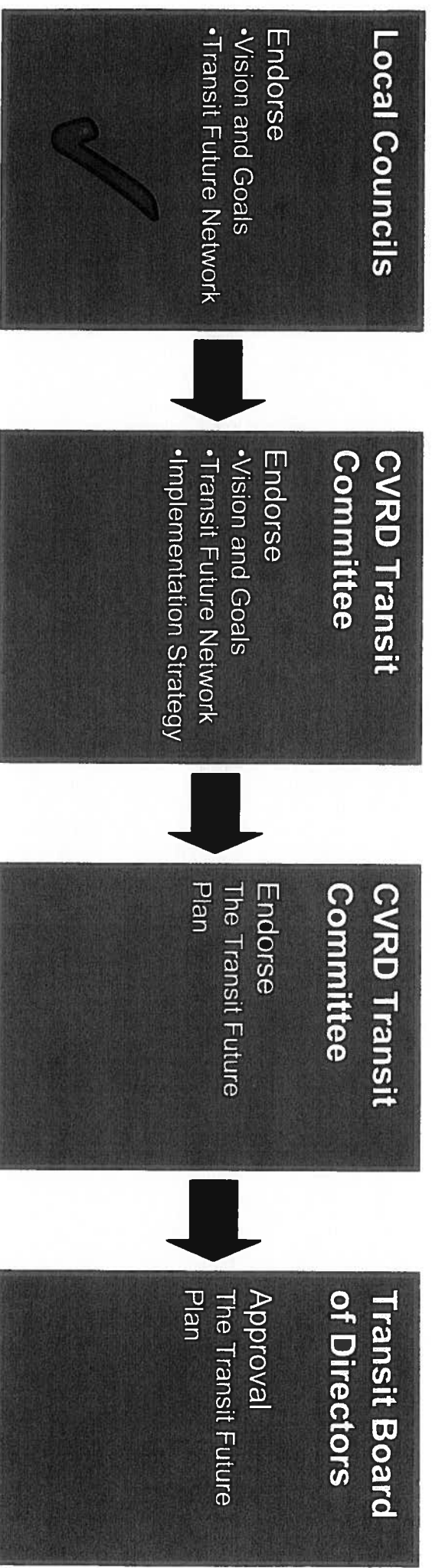


What actions do we need from regional and municipal partners?

- Integrate the Transit Future Plan into local Official Community Plans, transportation infrastructure plans and projects
- Ensure that development proposals and projects support the Transit Future Plan
- Implement Transportation Demand Management strategies that encourage shifting automobile trips to transit
- Support and encourage Transit Oriented Development or at least transit friendly development and road networks with higher density mixed-use areas. Mixed use higher density development typically generates higher transit ridership, and in turn supports more attractive levels of service



Adoption Process



Recommendations

Context

Vision
& GoalsNetwork
DevelopmentImplementation
Strategy

Adoption

That the CVRD Transit Committee support moving forward to complete the Transit Future Plan:

- Provide resolutions of endorsement in support of the following components of the plan:
 1. Vision and Goals
 2. Transit Future Network
 3. Implementation Strategy
- Staff will prepare the detailed Transit Future Plan document for endorsement by the CVRD Transit Committee in early 2012



Contact & Information

James Wadsworth

Senior Transit Planner

Cowichan Valley Transit Future

http://www.bctransit.com/transitfuture/cowichan_future.cfm

CowichanValley2035@bctransit.com





R2

STAFF REPORT

**TRANSIT COMMITTEE MEETING
OF OCTOBER 12, 2011**

DATE: October 4, 2011 **FILE NO:** Transit
FROM: Rob Williams, Transit Analyst, Facility, Fleet and Transit Management
SUBJECT: 2,500 additional transit conventional service hours with respect to the 2012 budget considerations for function 107

Recommendation/Action:

That it be recommended that the CVRD Board:

- 1. Approve BC Transit's recommendation for additional annual service hours totaling 2,500 for conventional transit routes commencing February 1, 2012, and authorize staff to include the associated costs in the 2012 budget.**
- 2. Authorize the CVRD Board Chair and Corporate Secretary to sign the amended Annual Operating Agreement with BC Transit, FirstCanada ULC and the CVRD.**

Relation to the Corporate Strategic Plan:

This staff report fits within the Service Excellence section of the Corporate Strategic Plan as it relates to the objective of Financial Stability.

Financial Impact: *(Reviewed by Finance Division: )*

The total annual cost impact of the expansion hours for the added service, including an additional bus, is \$260,946, with a net annual cost to the CVRD estimated to be \$119,900. The total annual net cost to the CVRD for 2012 is estimated to be \$110,000 (February – December 2012).

Background:

Staff presented a report at the September 21, 2011 Transit Committee meeting outlining a recent report by BC Transit offering 2500 expansion hours for the Cowichan Valley conventional transit system. This service improvement which is in addition to the 2000 hour expansion that commenced May 2011, was included and approved in the 2011 budget with the partial year cost of \$55,000 being funded from reserves as the Province had not yet confirmed the expansion. It was anticipated that the full year cost of \$119,900 would be included in the 2012 core budget. These hours were not offered for implementation in 2011, but have been offered to commence February 1, 2012. Due to the delay of the offer from the Province, this item has been brought back to the committee to reaffirm as the cost will affect the 2012 budget.

In order to determine the financial implication of these service expansion hours in relation to the 2012 transit budget, the Committee asked that a draft budget be brought to the October 12, 2011 Committee meeting, outlining a 0, 1, and 2% tax requisition increase model for 2012, which would also include the recently offered 2500 expansion hours. The attached 2012 Requisition Preliminary Review outlines the proposed tax requisition for 2012 as compared to 2011 for Function 107 (conventional and handyDART). In Section A – Core Budget (Existing Service Level), there is currently an anticipated surplus for 2011, which may result in a budget decrease of 3.5% for 2012. The 2011 forecasted surplus is primarily due to a reduction of transit

operating costs. A current list of possible supplemental items is listed in Section B, and other possible items could be added. Selecting a combination of supplemental items could be added to the 2012 core budget and achieve a 0, 1, or 2% budget increase.

Section iv – Staff Recommendation, provides a list of recommended supplemental items and methods of funding to consider being added to the 2012 budget, which include:

1. September 2012 handyDART expansion hours (1600 hours) – This item was approved by the CVRD Transit Committee on September 21/11, and recommended to the Board. The \$16,667 cost for these expansion hours, is suggested to be funded out of the operating reserve for 2012 as, the Province has not yet committed to funding these hours. If these hours are approved by the Province in 2012 they will be funded by the reserve in 2012 and the expense will be included in the core budget for 2013.
2. February 2012 conventional expansion hours (2500 hours) – it is recommended that the expense for these hours, \$110,000 (7.1% increase), be included in the 2012 core budget as the Province has approved the offering and awaits CVRD approval.
3. Other Transit Service Initiatives - it is recommended \$5,000 be included in the 2012 budget to help fund other possible transit initiatives that align with the Cowichan Valley transit system and help provide transportation options to district residents. This amount is suggested to be funded out of the operating reserve as it is unknown if the initiative will continue in future years.
4. Bus Stop Benches – it is recommended that \$25,000 (1.6% increase) be added to the 2012 core budget to support improving our bus stop amenities including a first stage addition of benches (design and locations to be determined) to the system, with a desire to add more bench installations over the next few years.
5. Surplus Transfer – it is recommended that 25%, \$26,000 (1.7% increase) of the 2011 estimated surplus be transferred to the 107 transit operating reserve. A healthy contingency fund for the conventional/handyDART systems is important in order to fund unexpected expansion hour offerings, volatile cost increases (i.e. fuel) and possible increased operating costs as a result of the RFP submissions due in late 2012, for service commencing in early 2013.

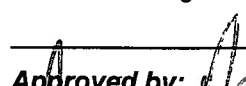
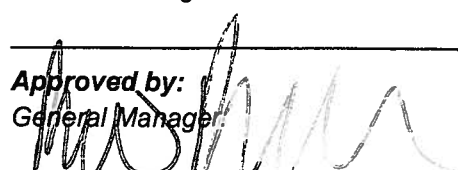
The current operating reserve for function 107 is \$99,448, and transferring 25% of the 2011 surplus (\$26,000), less reductions of \$5,000 for other transit initiative fund and \$16,667 for improved handyDART service, would bring the reserve total to \$103,781.

The total Function 107 preliminary tax requisition increase for 2012, based on the staff recommended supplemental list above, is \$107,360, or 6.9%. The above information is provided for discussion and planning purposes and is not the staff's final budget recommendation.

Submitted by,



Rob Williams, M.Sc.
Transit Analyst, Facility, Fleet, and Transit Management

Reviewed by: Division Manager:

Approved by: General Manager:


The free transit shopping day in December is beneficial for several reasons as it not only promotes new ridership but can also help reduce vehicle congestion on the local roadways and parking lots. Further, a reduction in holiday vehicle traffic can help reduce vehicle greenhouse gas emissions. However, as only one free shopping day has been offered in the past few years, which may not accommodate all potential riders, the anticipated increase in ridership has not been realized. It is therefore recommended that for 2011 this promotion be extended to cover the three weekend shopping days the week prior to Christmas, December 16-18, 2011. This will provide an extended promotional opportunity that provides greater availability and thus potentially attract new riders.

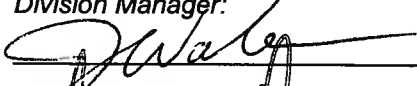
In an effort to provide an extended community service, increase ridership, and promote sustainable transportation, staff will be considering other free fare promotional opportunities for 2012, including New Years Eve, Canada Day, etc.

Submitted by,



Rob Williams, M.Sc.
Transit Analyst, Facility, Fleet, and Transit Management

RW:jlb
\\Cvrdstore1\e_administration\E&E Staff Reports\Transit\2011\Free Service Days- Oct12-11.doc

Reviewed by: Division Manager: 
Approved by: General Manager: 