



TRANSIT COMMITTEE

WEDNESDAY, June 13, 2012 - 2:00 P.M.
CVRD BOARD ROOM, 175 INGRAM STREET

AGENDA

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2. <u>ADOPTION OF MINUTES:</u>	
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3. <u>BUSINESS ARISING FROM THE MINUTES:</u>	
4. <u>DELEGATIONS</u>	
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6. <u>INFORMATION:</u>	
IN1 BC Transit Management Performance Survey Results	15-39
7. <u>NEW BUSINESS:</u>	
8. <u>CLOSED SESSION:</u> .	
Motion that the meeting be closed to the public in accordance with the Community Charter Part 4, Division 3, Section 90, subsection as noted in accordance with each agenda item.	
SSR1 Proposed provision of a Municipal Service – {Sub (1) (k)}	Verbal
SSR2 Proposed provision of a Municipal Service – {Sub (1) (k)}	40-44
SSR3 Proposed provision of a Municipal Service – {Sub (1) (k)}	45-48
9. <u>QUESTION PERIOD:</u>	
10. <u>ADJOURNMENT:</u>	

The next meeting of the Transit Committee will be held: August 1, 2012.

DISTRIBUTION:

Transit Committee

Director Morrison, Chair
Director Kent, Vice-Chair
Director Duncan
Director Fraser
Director Giles
Director L. Iannidinardo

Director Lefebure
Director Lines
Director McGonigle
Director Walker
Director Weaver

CVRD

Rob Hutchins, CVRD Chair
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

Agenda Cover Only

Directors Dorey, Hartmann and Marcotte
Tom Anderson, Manager, Planning & Development

Transit Representatives (via e-mail)

Myrna Moore, Regional Transit Manager, BC Transit
Bob Allen, FirstCanada ULC
Colin Oakes, FirstCanada ULC
Georg Stratemeyer, Volunteer Cowichan
Carol Blatchford, Cowichan Lake Commuter Service

M1

Minutes of the regular meeting of the Transit Committee held in the CVRD Boardroom, 175 Ingram Street, Duncan, on April 11, 2012 at 2:00 p.m.

PRESENT: Director Morrison, Chair
Directors Fraser, Giles, Hutchins, Iannidinardo, Lefebure (2:10 p.m.), Lines, Weaver and Alternate Directors Tom Duncan and Mike Lees (2:25 p.m.)

ABSENT: Directors Kent, Duncan, McGonigle, Walker

ALSO

PRESENT: Warren Jones, CAO, CVRD
Brian Dennison, GM, Engineering & Environment
Jim Wakeham, Manager, Facilities, Transit & Fleet
Rob Williams, Transit Analyst, CVRD
Myrna Moore, BC Transit
James Wadsworth, BC Transit
Joanne Bath, Recording Secretary

**APPROVAL
OF AGENDA**

The following items were added under New Business:
NB1 - BC Transit Review
NB2 – Policy Question (Director Giles)

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

MOTION CARRIED

**ADOPTION
OF MINUTES**

M1

It was moved and seconded that the minutes of the February 8, 2012 regular Transit Committee meeting be adopted.

MOTION CARRIED

M2

It was moved and seconded that the minutes of the March 14, 2012 special Transit Committee meeting be adopted.

MOTION CARRIED

**BUSINESS ARISING
OUT OF MINUTES**

BA1

Report from BC Transit providing responses to Committee questions regarding Future Transit Plan.

It was moved and seconded that staff write to BC Transit requesting a study be undertaken as soon as possible, as a short term initiative of the Transit Future Plan, to look at Paratransit service options and costs that could be put into service in the near future to areas that currently are not well serviced with regular transit service.

MOTION CARRIED

CORRESPONDENCE

C1 Correspondence was received from the CVRD Board Chair to Ministry of Transportation & Infrastructure regarding the Commuter Transit Service “park & rides”.

C2 Correspondence was received from the Ministry of Transportation & Infrastructure regarding no further provincial funding for the Commuter Service.

It was moved and seconded that items C1 and C2 be received and filed.

MOTION CARRIED

REPORTS

R1 A staff report was considered regarding changes to handyDART's "No show and Cancellation" Policy.

It was moved and seconded that the Transit Committee support the changes to handyDART's “No Show and Late Cancellation” policy as amended to include an appeal process, to help improve the performance of the service, as recommended by BC Transit and Volunteer Cowichan.

MOTION CARRIED

R2 The Committee discussed expansion of hours to the conventional system.

Mr. Wakeham provided an update regarding provision of expansion hours that had been targeted for the Town of Ladysmith and Electoral Area G. The Director for Electoral Area G has since advised that he is not interested at this time. The Town of Ladysmith is in discussions with BC Transit and CVRD staff regarding the service and estimated costs.

Costs are being further reviewed and refined in an effort to have them available for review prior to the next Transit Committee meeting on June 13th. It was noted that at the next transit meeting, it is expected that members will be asked to discuss and decide if they wish to approve Ladysmith joining the CVRD transit service function. BC Transit has given the CVRD a one month extension to provide confirmation of the expansion by June 30, 2012.

NEW BUSINESS

NB1 Mr. Wakeham advised that an internal review is being undertaken by BC Transit. Local Governments have an opportunity to provide input at meetings being held on April 18 in Nanaimo or April 19 in Victoria. A written submission is also acceptable.

The Chair suggested that if Committee members wish to provide input to Mr. Wakeham, he would undertake to submit to BC Transit in writing.

NB2

Director Giles asked if it is BC Transit's policy to respond to all those copied on a customer inquiry, as she has not received a response to a March 27, 2012 complaint from a customer regarding luggage being brought on the commuter service.

Ms. Moore, BC Transit, advised that she would follow up to see if a response had been sent.

ADJOURNMENT

It was moved and seconded that the meeting be adjourned.

MOTION CARRIED

The meeting adjourned at 3: 16 p.m.

Chair

Recording Secretary

Dated: _____

COWICHAN VALLEY REGIONAL DISTRICT

D1

REQUEST FOR DELEGATIONS

APPLICATION DATED:

Feb 7, 2012

NAME OF APPLICANT:

Georg Stratemeyer

ADDRESS OF APPLICANT:

PHONE NO.:

250-748-2133

REPRESENTING:

Volunteer Cowichan
Name of Organization

MEETING DATE:

April 11, 2012

COMMITTEE/BOARD NAME:

Transit Committee

NO. ATTENDING:

2

TOPIC TO BE PRESENTED:

30 years of handy DART

NATURE OF REQUEST/CONCERN:

Note: Once the request for delegation application has been favourably considered, presentations will be restricted to ten (10) minutes, unless notified otherwise.



R1

STAFF REPORT

**TRANSIT COMMITTEE MEETING
OF JUNE 13, 2012**

DATE: April 24, 2012 **FILE NO:** Transit
FROM: Rob Williams, Transit Analyst, Facilities, Fleet and Transit Management
SUBJECT: Installation of Transit Benches

Recommendation/Action:

That the CVRD Transit Committee approve the installation of metal frame transit benches with wood slats across the District, with the understanding that further approval is necessary from partnering municipalities.

Relation to the Corporate Strategic Plan:

This initiative fits within the Healthy Environment section of the Corporate Strategic Plan as it supports the objective of establishing sustainable communities and the regional transit plan.

Financial Impact: (Reviewed by Finance Division: )

The total anticipated expense for this 2012 initiative is \$50,000, at approximately \$2,000 per installed bench. This item is included in the 2012 Transit Budget under minor capital for Function 107.

Background:




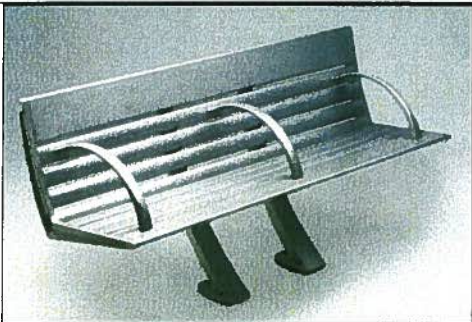
A staff recommendation was presented and endorsed during the February 8, 2012 Transit Committee meeting to budget \$50,000 for the installation of transit benches across the District. This motion was further supported by the Board with the approval of the 2012 Transit budget.

Staff has been in contact with partnering municipality staff to verify design requirements for the installation of street furniture. It has been confirmed that there are no current bylaws in place in any of the jurisdictions within the CVRD Transit System regarding specific community bench designs. However, the feedback received has indicated support for metal and wood constructed benches to be consistent with other community and park benches around the region.


Staff has further researched various transit bench design options, including analyzing the pros and cons of various designs available. Below is a cost benefit analysis of the bench designs short listed. Note, the costs are approximate, based on current information. It is recommended that the CVRD proceed with bench option number #1, metal frame with wood slats due to its reasonable total capital cost, consistency with existing CVRD community bench designs, and that it supports local wood constructed products. Further, selecting this design option will likely allow for a partnership with the CVRD Parks & Trails Division for installation and maintenance of the benches, considering they already have experience and supplies to maintain this style of bench. The bench installation locations are still being confirmed with the transit partners and will be allocated similar to the recent transit shelter project.

.../2

Transit Bench Options



Photo	Cost	Pros	Cons
#1 Metal Frame with Wood Slats (CVRD Parks Bench)			
	Supplier: Local Bench: \$ 400 4X6 Slab: \$800 Install: \$400 Total: \$1,600	<ul style="list-style-type: none"> • Durable. • Reasonably priced. • Supports wood constructed products. • Local supplier. • Consistent with other CVRD park benches. • CVRD Parks Dept. has spare parts to maintain. 	<ul style="list-style-type: none"> • Wooden slats susceptible to graffiti/vandalism. • Ongoing maintenance with wooden slats.
#2 Metal Frame/Wood Slats with Arm Rests (Newer Style City of Duncan Community Bench)			
	Supplier: Victoria Bench: \$1,500 4X6 Slab: \$800 Install: \$400 Total: \$2,700	<ul style="list-style-type: none"> • Durable. • Supports wood constructed products. • Consistent with other community park benches. 	<ul style="list-style-type: none"> • More expensive. • Wooden slats susceptible to graffiti/vandalism. • Ongoing maintenance with wooden slats
#3 All Steel Bench with Arm Rests (Older Style City of Duncan Community Bench)			
	Supplier: Toronto Bench: \$1,000 4X6 Slab: \$800 Install: \$400 Total: \$2,200	<ul style="list-style-type: none"> • Very durable. • Low susceptibility to graffiti/vandalism. • Easy and low cost to maintain. 	<ul style="list-style-type: none"> • More expensive • Aesthetically may not fit within rural regions. • Does not support wood constructed products.
#4 Aluminum Bench with Arm Rests (City of Kelowna Community Bench)			
	Supplier: Vancouver Bench: \$2,500 4X6 Slab: \$800 Install: \$400 Total: \$3,700	<ul style="list-style-type: none"> • Very durable. • Low susceptibility to graffiti/vandalism. • Easy and low cost to maintain. 	<ul style="list-style-type: none"> • Very expensive. • Aesthetically may not fit within rural regions. • Does not support wood constructed products.

*Note, all of the above benches fit with the existing transit shelter designs.

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

RW:jlb

File: \\Cvrdstore1\le_eAdministration\Staff Reports\Transit2012\TransitBenches-June13-12.doc

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



R2

STAFF REPORT

**TRANSIT COMMITTEE MEETING
OF JUNE 13, 2012**

DATE: May 28, 2012 **FILE NO:** Transit
FROM: Jim Wakeham, Manager, Facilities, Fleet and Transit Management
SUBJECT: **REVISED** Changes on handyDART's No Show and Cancellation Policy

Recommendation/Action:

That the CVRD Transit Committee support the revised changes to handyDART's no show and late cancellation policy, to help improve the performance of the service, as recommended by BC Transit and Volunteer Cowichan.

Relation to the Corporate Strategic Plan:

The proposed change to the custom transit service is aimed at improving the handyDART service in the Cowichan Valley. This initiative fits within the Establish Sustainable Communities objective in the Healthy Environment section of the Corporate Strategic Plan, as it improves service and supports cost effective services.

Financial Impact: *(Reviewed by Finance Division: Not Required)*

Background:

For the past couple of years there has been a significant increase in the number of no shows and late cancellations of booked handyDART trips in the Cowichan Valley, which has negatively impacted the service and created inefficiencies resulting in a large increase in the number of unmet trips as well as complaints. This service is highly demanded and with the existing operating procedures, the ability for new clients to book trips is very limited. BC Transit is in the process of reviewing all handyDART systems in the Province in an effort to standardize the operating and booking policies. As well, they have been working with Volunteer Cowichan to modify their policies relating to no shows, late cancellation and service restriction in an attempt to reduce the inefficient trips.

At the Transit Committee meeting of April 11, 2012, a staff report was considered in support of the BC Transit recommendation and draft letter to clients, outlining some changes to the HandyDART no show and late cancellation policy. The recommended changes included modifying the advance pre-booking timeframe for subscription trips from a no limit to 3 months, reducing the time frame for late cancellation notices from 24 hours to a minimum of 2 hours before a scheduled trip, and also implementing a service restriction penalty whereby if clients incur 2 unexplained no-shows or late cancellations (less than 2 hours before the scheduled trips) within 30 days, they will risk having a 4 week service restriction imposed. With regard to the service restriction, clients will not be assessed the penalty if no shows or late cancellations are deemed to be beyond the rider's control. All eligible handyDART clients will be informed about the new policies commencing 30 days after receipt of their individual letter.

.../2

The Transit committee supported the changes with an amendment to include an appeal process. Subsequent to that meeting, BC Transit had further reviewed the draft policy and revised the policy and added some clarification points. As a result, revisions to the handyDART's no show and late cancellation policy have been provided and recommended for the CVRD's approval.

Attached is the May 22, 2012 BC Transit letter – "Revisions to handyDART no-show and late cancellation policy letter" and the accompanying draft letter that would be sent to the registered clients.

Submitted by,

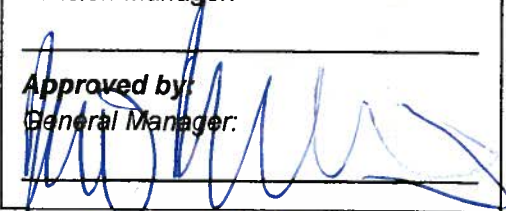


Jim Wakeham, Manager
Facility, Fleet, and Transit Management

JW

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<p>Reviewed by: Division Manager:</p> <hr/> <p>Approved by: General Manager:</p> <hr/>
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May 22, 2012

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

Dear Mr. Wakeham:

Subject: Revisions to handyDART No-Show and Late Cancellation Policy Letter

I am writing to inform you of revisions made to the original handyDART No-Show and Late Cancellation Policy letter. The revisions have occurred due to further input and suggestions from several stakeholders.

As previously stated, there has been a substantial increase in the number of no-shows and late cancellations of booked handyDART trips in the Cowichan Valley since 2010 which has negatively impacted the service and created inefficiencies due to the number of unmet trips increasing significantly. Based on the current operational procedures, the ability for new eligible or non-subscription handyDART users to book trips is very limited. The purpose of the letter is to improve pre-booking procedures for both subscription and one-off trip bookings and introduce a service restriction procedure.

The main changes to the original letter are:

- (i) modifying the advance pre-booking timeframe for subscription trip bookings to two (2) weeks from the previously stated (three) 3 months,
- (ii) clarification that all existing subscription bookings do not need to be re-booked,
- (iii) addition of Temporary Stopping Subscription Bookings procedure,
- (iv) a change for one-off trip bookings, users can now pre-book no sooner than two (2) weeks as opposed to the previously stated one (1) month in advance,
- (v) a change in the number of unexplained no-shows or late cancellations (less than 2 hours before the scheduled trip), within 30 days from the previously stated two (2), to three (3).
- (vi) a change to the service restriction imposed on handyDART clients who incur three (3), unexplained no-shows or late cancellations (less than 2 hours before the scheduled trip), within 30 days from a four (4) week service restriction, to a two (2) week service restriction,
- (vii) the appeal process has been clarified,
- (viii) the literacy levels adapted to reflect the appropriate reading levels.

All eligible handyDART clients will be informed about the new policies by letter (see attached letter). BC Transit is again seeking support for making this change from the Cowichan Valley Regional District Transit Committee prior to its distribution to registered handyDART clients in the Cowichan Valley.



Myrna Moore
Senior Regional Transit Manager,
Vancouver Island Coastal
Municipal Systems
Phone: (250) 995-5612
Myrna_Moore@bctransit.com

ENTER DATE, 2012

Dear Cowichan Valley Registered handyDART Rider

Re: Change to handyDART No-Show and Late Cancellation Policy

Cowichan Valley Regional handyDART is making changes to the no-show and late cancellation policies. The changes will start on ENTER DATE

There have been a growing number of riders who have either been not showing up for their agreed pick-ups (no-show) or cancelling at the last minute (late cancellation). We have heard from you, our riders, that you are frustrated with sometimes being unable to get the trips you request. Our goal is to help fix that issue by making some policy changes.

Comment [d1]: (policy "start date" to be one month (minimum) from the registered user's estimated date of receipt of the letter (allow for one week in mail.))

Whenever a scheduled rider does not show up for a trip or cancels without giving more than two hours' notice; the bus cannot reuse that timeslot for someone else. The handyDART schedule is full most days and, due to the rising number of no-shows and late cancellations, more and more handyDART riders are being turned away unnecessarily.

In order to improve the service by reducing the number of no-shows and late cancellations, we have outlined the new policies below:

Subscription Bookings

Registered handyDART users and/or their caregivers can pre-book subscription bookings up to **two (2) weeks in advance** for an **indefinite period of time**. This is a change from the previous no-limit policy. Current subscription bookings **DO NOT** need to be re-booked.

Temporary Stopping Subscription Bookings

If you plan to be away for any length of time, call Cowichan Valley handyDART and have your subscription put on hold temporarily. You may put your subscription on hold for up to 30 days. Beyond this period, users will be required to re-book their subscription booking.

One-off trip bookings

For one-off trip bookings, users and/or their caregivers can pre-book no sooner than two (2) weeks in advance.

Cancellations

All cancellations must be made a **minimum of two (2) hours before** the scheduled trip. This is a change from the previous 24 hours cancellation policy. Any cancellations less than 2 hours before the scheduled trip will be considered a late cancellation.

Please call **250-748-1230** for all bookings or cancellations.

New Service Restriction Penalty

handyDART riders who have **three (3) unexplained no-shows or late cancellations within 30 days** will risk having a **two (2) week service suspension**.

Subscription riders who have three (3) unexplained no-shows or late cancellations within 30 days will also **lose their subscription trip status**. They will only be permitted to book one-off trips after their suspension period has ended.

handyDART riders will be notified after 24 hours via telephone and/or mail each time a no-show or late cancellation occurs.

Appeal Process

All riders and/or their caregivers are able to appeal any instances where they believe the no-show or late cancellation occurred due to an incident that was "beyond the rider's control". Any such incidents will not be counted toward the three (3) unexplained no-shows or late cancellations in 30 days rule if the client or caregiver calls Cowichan Valley handyDART to give a reason within 24 hours. If a client or caregiver does not contact the handyDART office within 24 hours, it will be counted as a no-show or late cancellation.

Reasons that are deemed beyond the riders control include but are not limited to:

- Illness that prevents rider from calling to cancel
- Personal attendant did not arrive on time to assist rider
- Mobility aid failed

The policy is intended to be in the best interests of all handyDART riders and will help make sure that handyDART users get the rides they need.

If you have any questions about this policy please contact the Custom Transit Project Manager at 250-385-2551 or handyDART@bctransit.com.

For all other inquiries, please contact Cowichan Valley handyDART at 250-748-1230 or vc@volunteer.cowichan.bc.ca.

Sincerely,

Mike Davis
Vice President and Chief Operating Officer

IN1

May 31, 2012

JUN 0 2012

Commercial Services

Dear BC Transit Partner,

BC Transit is committed to strengthening our communications and partnerships with local governments and, our operating companies. In our continued effort to better understand the issues that are critical to the success of our partnerships, BC Transit contracts with CivicInfo BC to undertake annual partnership surveys.

In February and March 2012, you were asked to participate in CivicInfo BC's second annual BC Transit management performance survey. CivicInfo BC has recently completed compiling the survey data, and we have attached the survey results for your information and review.

I would like to express our appreciation for your participation in the survey and assure you that each participant's comments were received and reviewed by myself and, the entire management team. We are committed to working with you and improving key issues raised in the survey.

Thank you again for your participation.

Sincerely,



Manuel Achadinha
President & CEO

Attachments:

CivicInfo BC, CAO BC Transit Partnership Survey, 2012
CivicInfo BC, Local Government BC Transit Partnership Survey, 2012
CivicInfo BC, BC Transit Operating Partner Survey, 2012



CivicInfo BC Local Government CAO Transit Survey

March 2012

Local Government CAO Survey Results

- Respondents: 2011/2012 = 57/42
- Respondents disclosing contact info: 47/40
- Fewer respondents this year but
- Higher % disclosing contact info = 82%/95%
- Higher % saying BCT made itself available to their staff and council



Does BC Transit make itself available to your staff to respond to your questions?

- **24 x Yes, 0 x No (last year 30 x yes and 2 x no)**
- Yes when required. But with our agreement with the Regional District they convey all questions or concerns.
- We have regional transit provided through the Kitimat Stikine Reg District (RDKS)(New Hazelton, Village of Hazelton, Gitanmaax Band, Moricetown Band, Gitseglueckla Band, Kispiox Band, GlenVowell Band all members).Yes they meet with us, New Hazelton, RDKS and staffs from all
- Yes, for the most part
- Yes, ongoing communications between BC Transit staff and our Finance Officer and City Engineer
- Yes. We see an improvement from BC Transit in this area over the past 2 years.
- Transit in our community is provided through the Regional District Regional Transit Service - Regional District of North Okanagan. One member of Spallumcheen Council is appointed to the Regional Board.
- Yes, but we do not have transit
- Not in a timely manner
- Yes, however there tends to be a requirement to push for additional information. No improvement since 2010 survey.
- Service provided through Regional District of Nanaimo.
- Not on a regular basis



Does BC Transit make itself available to your Council or Board to respond to their questions?

- **19 x Yes, 0 x No, 9 x N/A (Last year 20 x Yes, 2 x No, 6 x N/A)**
- They have NEVER attended a Council meeting in my tenure as CAO.
- Not sure as we have not had a request from Council since I have been CAO
- Yes. Transit staff have presented to council on a number of occasions relating to the Victoria Regional rapid transit project and long term planning.
- Yes, presentations to Council as needed re service changes, cost increases etc.
- Yes, UBCM
- Yes, but we do not have transit - met at UBCM +/- 2009
- Limited
- On a periodic basis at our request and through UBCM meetings.
- BC Transit provides a senior regional transit manager to attend our committee meetings. We find her attendance helpful in providing BC Transit information to our Board. We have mixed success in our communications between BC Transit and our Board on some issues in the past that we are hoping will improve.
- We haven't tried to have them approach them.



Has BC Transit made itself available to provide assistance during your budget process?

- 7 x Yes, 6 x No, 11 x N/A (Last year 9 x Yes, 8 x No, 7 x N/A)
- Never been called upon to do that
- We have no transit service in Chase, so no need.
- If needed
- The offer has not been made, nor were they asked to present
- RDKS does the regional budget and presents to Committee
- N/A. We currently have no BC Transit service in the District of Hope to support. We also don't provide local, publically funded transport.
- Never consulted
- Have never requested their assistance with respect to budget process
- Has not been seen as needed. If requested I expect they would comply
- Yes. This is also an area where there has been an improvement
- They have provided their estimates of providing transit in a reasonably timely manner
- Somewhat
- Yes, to discuss issues around infrastructure
- Yes, however, there needs to be more detailed information available on a line by line basis to explain clearly what the budget line items include. The timing of the provision of budget information by BC Transit has been challenging to match with the CVRD budgeting process. The provision of 3 year budgets from BC transit will help with the CVRD long term financial plans. Challenging issues are revenue projections and marketing revenue.
- No, but they haven't been asked
- BT Transit has improved its relationship in providing assistance to our regional district during the budget process. There are still areas of improvement that could be achieved as part of our budget deliberations.



What other efforts could we undertake to make your discussions with Council or Board easier?

- Nil. Generally satisfied. Council may not always be satisfied with responses or explanations but no issue with BC Transit's willingness to communicate.
- Clearer communication of what is expected from transit agreements
- Presentations to Council on the goals and objectives of BC Transit and the province, plus future cost projections
- Continued periodic updates to Council
- Their efforts are satisfactory
- More regular communication between all stakeholders
- You could provide more funding
- None. We have a very good working relationship now
- Important to come to Council prior to developing options for projects (i.e. seek input at the beginning of the planning process)
- As much advance notice as possible of proposed cost increases at the rationale for them
- They should try and keep their expense increases in line with inflation
- Get on same fiscal year as us
- Less time required to consider service
- Communicate major decisions earlier
- We appreciate the change in Transit and the new level of support we receive for operational and financial matters. The service is very good.
- The CVRD has a Board versus a Council. Still looking for new farebox system to provide data for analysis. Improved cost/benefit/ridership information and focus efforts on improving revenue opportunities to offset local government costs.
- Providing a simple guide to what is included in budget figures used by BC Transit as well as details, in simple wording, of what contributes to increases.
- A better understanding by BC Transit of the operation of our system and of the relationship between our Regional Board and our member municipalities is essential to ensure that communication by BC Transit is taking place at the appropriate level.
- RDOS has been attempting to establish a regional transit system up the Okanagan Valley. BC Transit has been unable to supply the planners necessary to conduct the master plan which is required prior to initiating a service.
- Rural communities tend to be too far for attention



Do you have other suggestions that would enable BC Transit to improve its communications with you?

- New CAO at Village of Cache Creek. Current transit services are shared between the Villages of Ashcroft, Cache Creek and Clinton. Ashcroft currently leads communications with BC Transit regarding our shared services.
- Consider bi-annual short reports on local ridership statistics that could be forwarded to Council with any recommendations in possible enhancements or input requested from municipality.
- They need to detail the contracts in simple English to those looking after the agreements.
- Correspondence to Council about goals and objectives and value of transit. The cost of transit is spiraling upward and questions are being asked about the value of the service and the format that it is delivered in.
- As part of our ongoing efforts at promoting sustainable economic development, BC Transit should also enhance communications with local economic development agencies (e.g. Advantage Hope) to further develop transit strategies.
- Annual newsletter
- BC Transit has been quite helpful in developing local plans
- Use other organizations as vehicles to promote transit, such as community groups that serve seniors
- When coming into a community to conduct a public process it is critical to work with the City prior to deciding on the process (i.e. work jointly on developing an effective process)
- Once the CAO position is filled, it would be good if BC Transit contacted them to discuss where Sicamous is in the process
- We are satisfied and look forward to more consultative work with BC Transit
- Improved public information, joint meetings to meet local needs
- I believe that our elected officials need more face-to-face time with BC Transit especially during these times of increasing costs
- We are starting to have regional transit meetings
- It may be appropriate to re-define the meaning of partnership between BC Transit and Local Government. The difficulties in our communications often seem to arise from our differences in opinion on our local government role and responsibility in managing and funding local transit service, and BC Transit's opinion on its role in this service.



**Cowichan Valley Regional District
2012 Annual Budget
Effect of Requisition Change by Jurisdiction**

Schedule "B"

	2012 Annual	2011 Annual	\$ Change From 2011 Annual	New Services Provided	Change due To other Jurisdiction	Change for Existing Service level	2012 Cost per \$100,000. of Assessed value	2011 Cost per \$100,000. of Assessed value	% Increase Per \$100,000 Assessed value
<u>MUNICIPALITIES:</u>									
CITY OF DUNCAN	1,174,532	1,067,034	107,497			107,497	142.13	132.80	7.03%
DISTRICT OF NORTH COWICHAN	6,064,233	5,547,019	517,214			517,214	138.79	128.16	8.30%
TOWN OF LADYSMITH	739,702	679,345	60,357			60,357	57.85	54.18	6.78%
TOWN OF LAKE COWICHAN	892,581	842,971	49,610			49,610	211.92	204.43	3.67%
<u>ELECTORAL AREAS:</u>									
ELECTORAL AREA A	2,180,072	2,025,562	154,510	15,000	10,185	129,325	216.75	204.69	5.89%
ELECTORAL AREA B	4,469,535	4,170,574	298,961	5,000	21,157	272,804	257.01	246.67	4.19%
ELECTORAL AREA C	2,292,390	2,217,206	75,184		6,316	68,868	225.66	216.94	4.02%
ELECTORAL AREA D	1,691,289	1,561,776	129,513		7,056	122,457	275.89	261.53	5.49%
ELECTORAL AREA E	1,647,246	1,474,170	173,076		8,631	164,445	232.56	214.09	8.63%
ELECTORAL AREA F	1,792,422	1,740,955	51,467		3,357	48,110	287.51	276.25	4.07%
ELECTORAL AREA G	842,738	794,496	48,242		5,386	42,856	134.13	129.16	3.85%
ELECTORAL AREA H	728,054	627,846	100,208		16,712	83,496	112.46	106.21	5.89%
ELECTORAL AREA I	1,727,266	1,677,146	50,120		3,654	46,466	280.74	270.51	3.78%
General Property Taxes	26,242,060	24,426,102	1,815,958	20,000	82,454	1,713,504			
Local Service Area	1,902,060	1,720,969	181,091						
Total Annual Property Tax	28,144,120	26,147,071	1,997,049						

**Cowichan Valley Regional District
2012 Annual Budget
Historical Tax Requisition
By Jurisdiction**

Schedule "C"

	2012 Annual	2011 Annual	2010 Annual	2009 Annual	2008 Annual	2007 Annual
<u>MUNICIPALITIES:</u>						
CITY OF DUNCAN	1,174,532	1,067,034	958,314	909,493	919,556	851,941
DISTRICT OF NORTH COWICHAN	6,064,233	5,547,019	4,978,949	4,615,028	4,626,059	4,122,421
TOWN OF LADYSMITH	739,702	679,345	617,707	567,961	581,234	506,711
TOWN OF LAKE COWICHAN	892,581	842,971	781,271	585,915	572,115	474,461
<u>ELECTORAL AREAS:</u>						
ELECTORAL AREA A	2,180,072	2,025,562	1,866,953	1,638,686	1,472,590	1,374,416
ELECTORAL AREA B	4,469,535	4,170,574	3,953,188	3,576,070	3,085,068	2,857,877
ELECTORAL AREA C	2,292,390	2,217,206	1,981,505	1,820,637	1,729,758	1,567,973
ELECTORAL AREA D	1,691,289	1,561,776	1,423,763	1,292,044	1,243,096	1,076,745
ELECTORAL AREA E	1,647,246	1,474,170	1,369,136	1,233,836	1,136,485	991,865
ELECTORAL AREA F	1,792,422	1,740,955	1,785,509	1,479,433	1,505,903	1,339,929
ELECTORAL AREA G	842,738	794,496	770,788	725,782	716,688	666,531
ELECTORAL AREA H	728,054	627,846	553,922	473,199	462,601	418,331
ELECTORAL AREA I	1,727,266	1,677,146	1,631,383	1,308,863	1,300,877	1,183,897
General Property Taxes	26,242,060	24,426,102	22,672,386	20,226,947	19,352,030	17,433,098
Local Service Area	1,902,060	1,720,969	1,637,218	1,514,869	1,392,853	1,339,225
Total Annual Property Tax	28,144,120	26,147,071	24,309,604	21,741,816	20,744,883	18,772,323
 Percentage Increase	7.63%	7.56%	11.81%	4.81%	10.51%	6.85%



CivicInfo BC Local Government Staff Transit Survey

March 2012

Highlights – Local Government Staff

- **32%** of respondents rated the service they received from BC Transit over the past year as **GOOD** or **VERY GOOD**
 - » last year this number was **29%**
- **15%** of respondents rated the service they received as **POOR** or **VERY POOR**
 - » last year this number was **33%**
- **50%** of respondents indicated that the service they received this year either **IMPROVED** or **GREATLY IMPROVED** when compared to the service they received last year
 - » last year this number was **22%**
- Number of Survey Respondents: 2011/2012 = 39/37

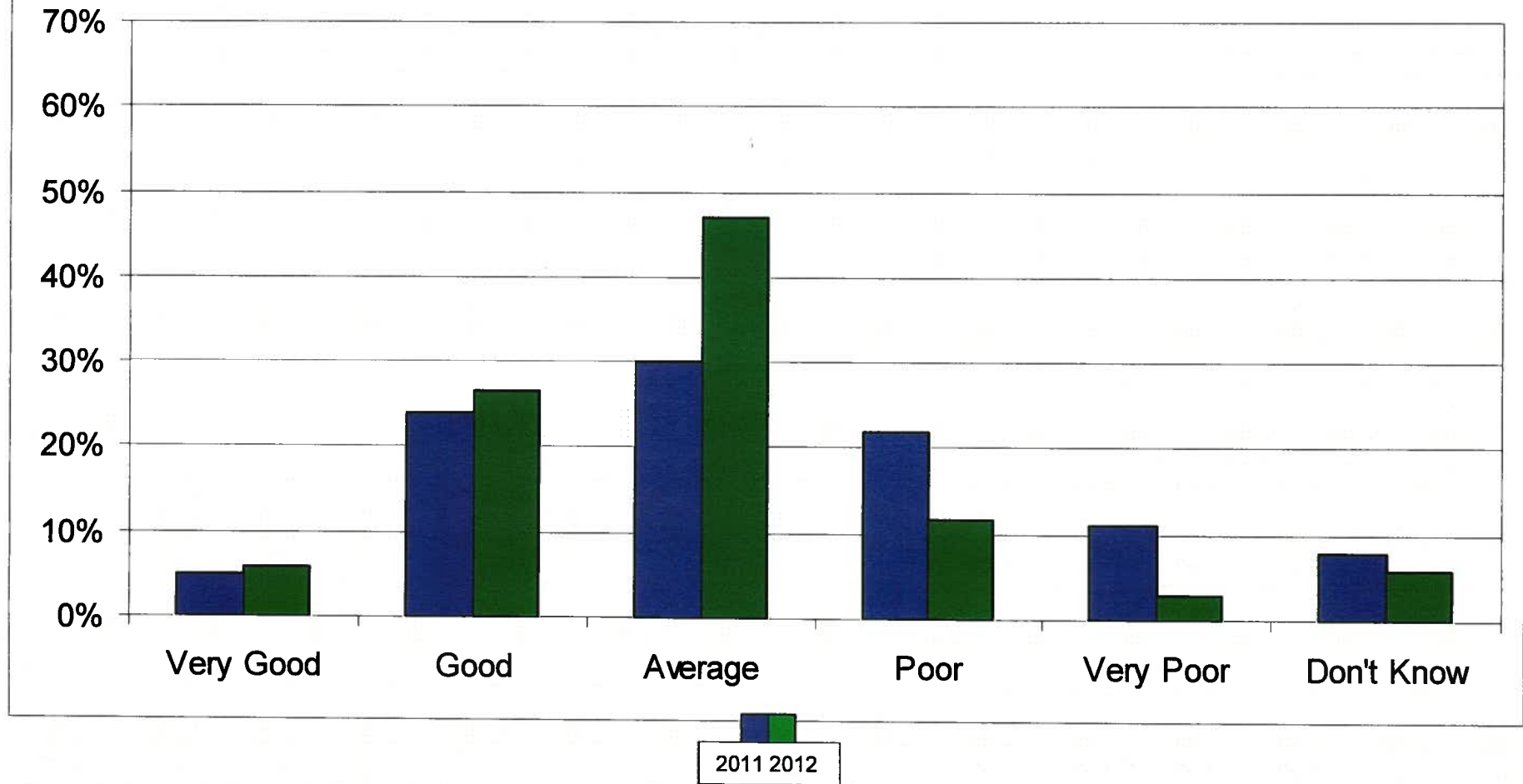


Notable changes from last year

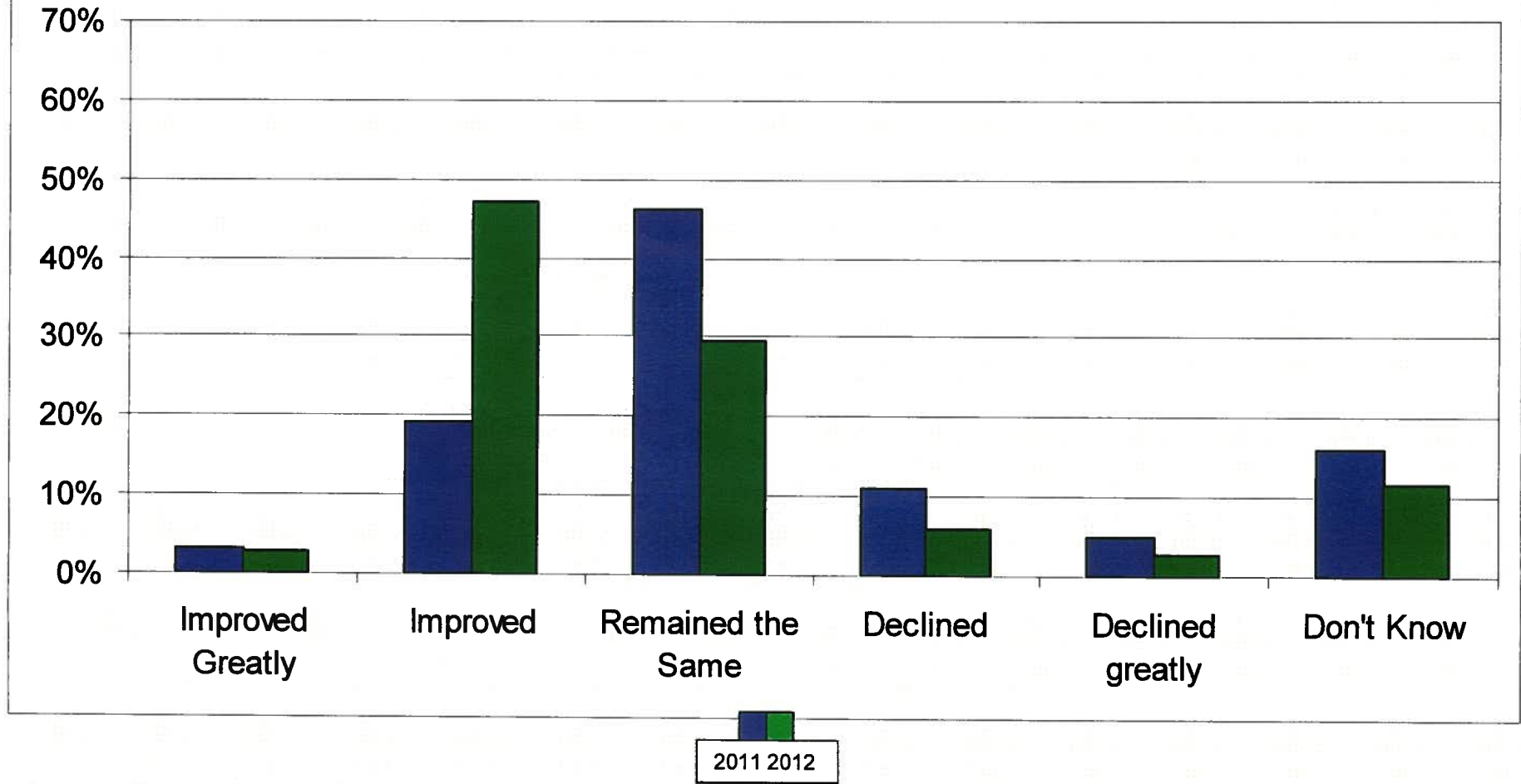
- Improvements over last year were greatest in the following areas:
 - » Efforts by your Regional Transit Manager to support you
 - » Budget development
- The general trend is toward receiving an acceptable level of service



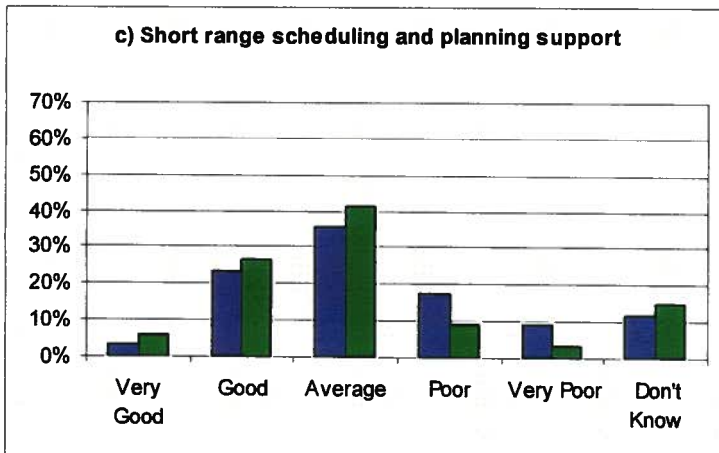
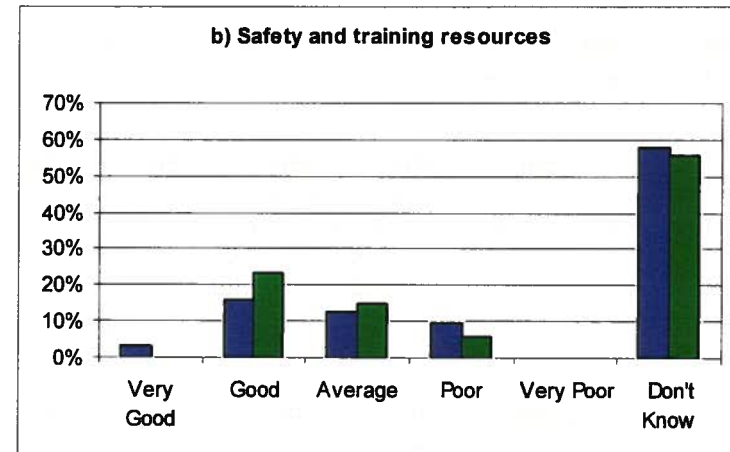
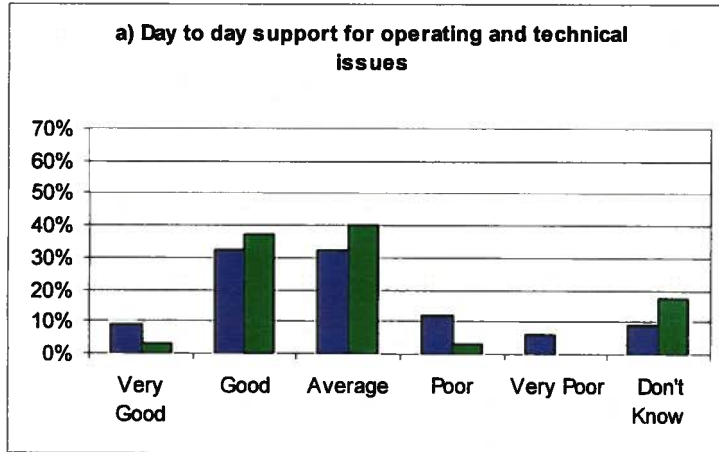
Overall how would you rate the service you have received from BC Transit staff over the past year?



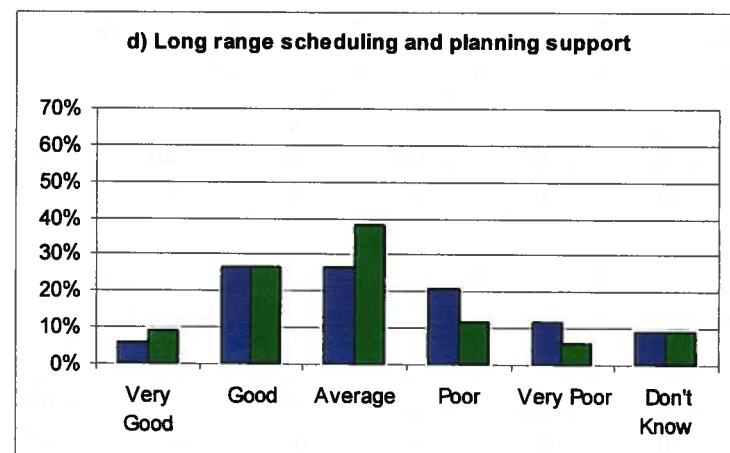
How would you compare this year's service to the service you received last year?



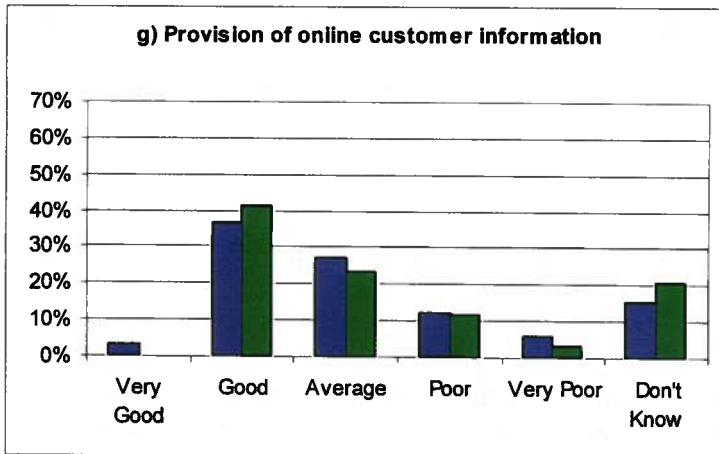
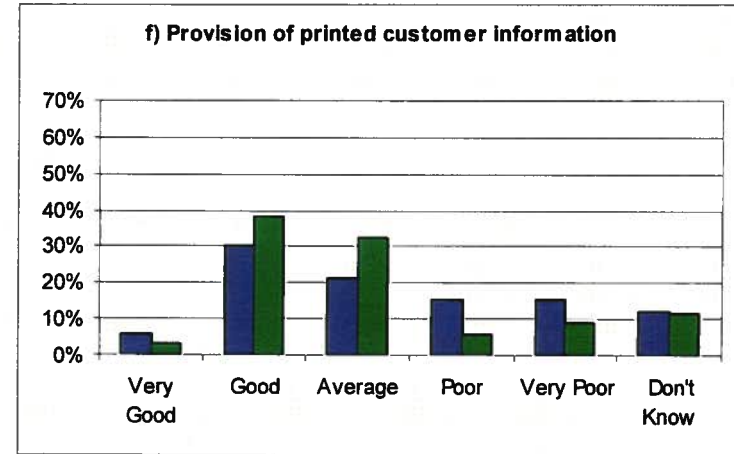
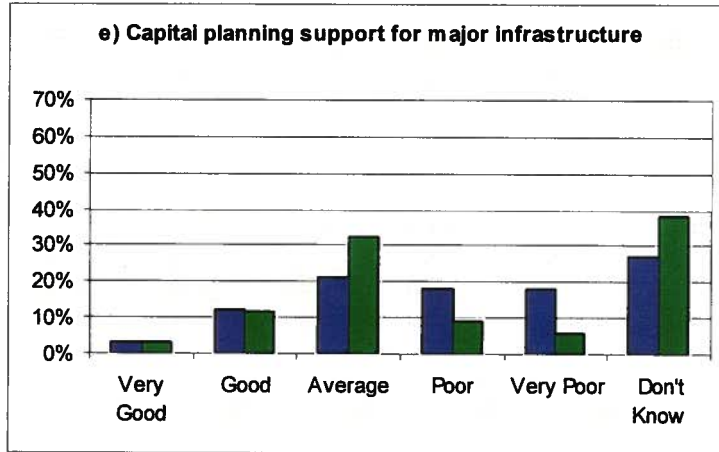
How would you rate the service you received from BC Transit for the following functions:



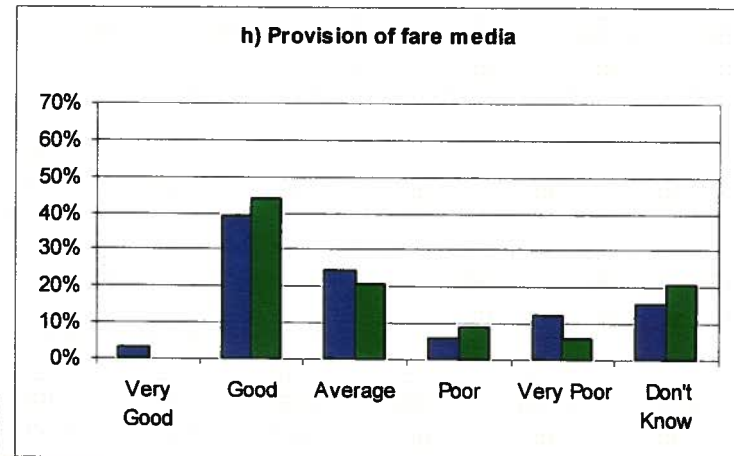
2011 2012



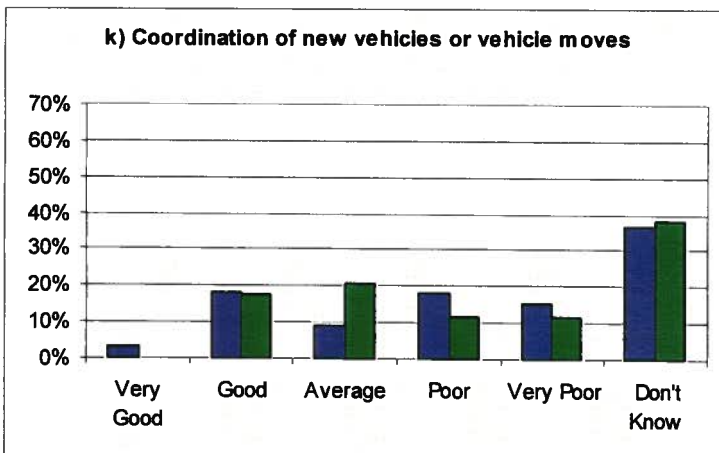
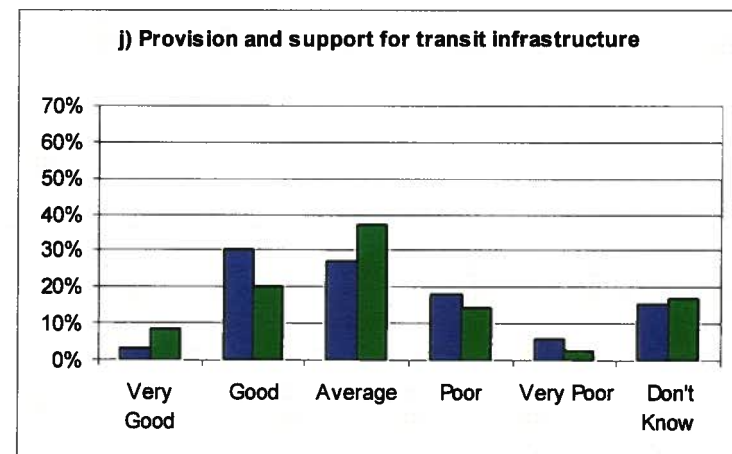
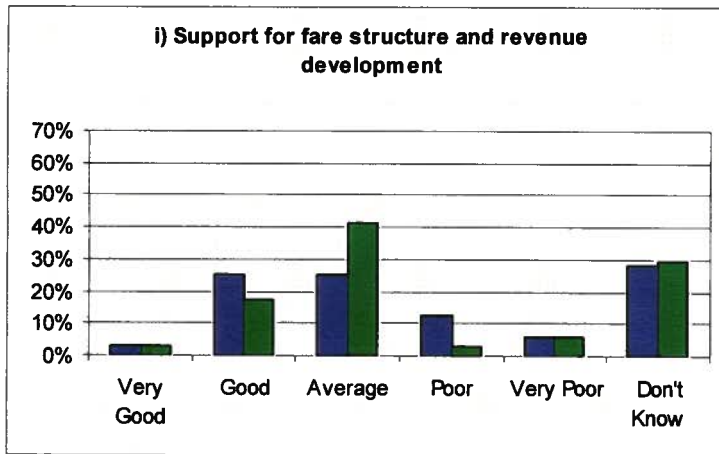
How would you rate the service you received from BC Transit for the following functions:



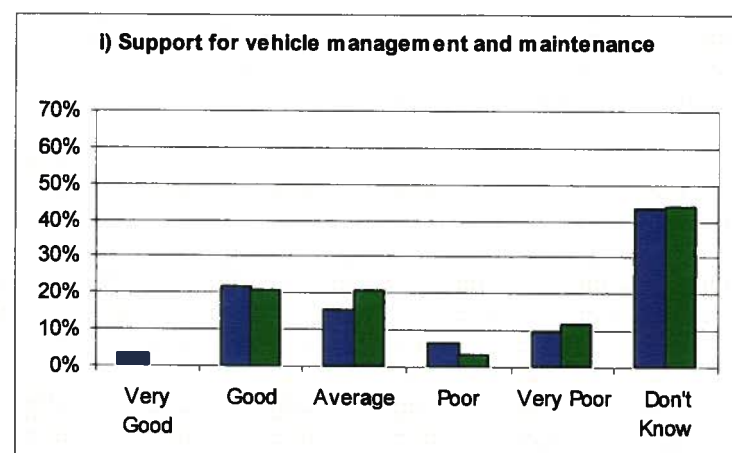
2011 2012



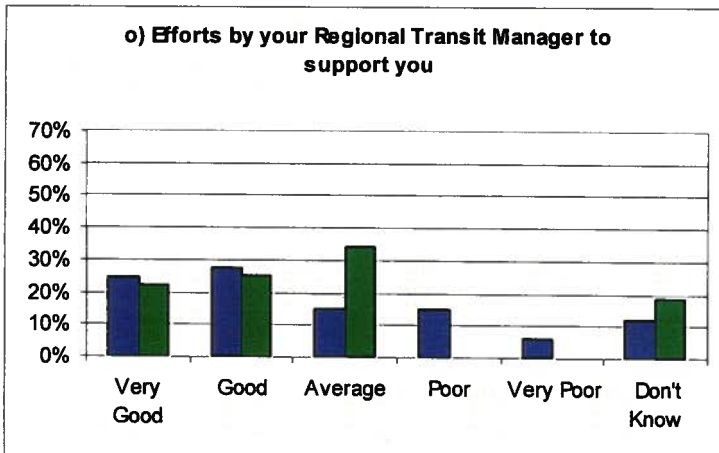
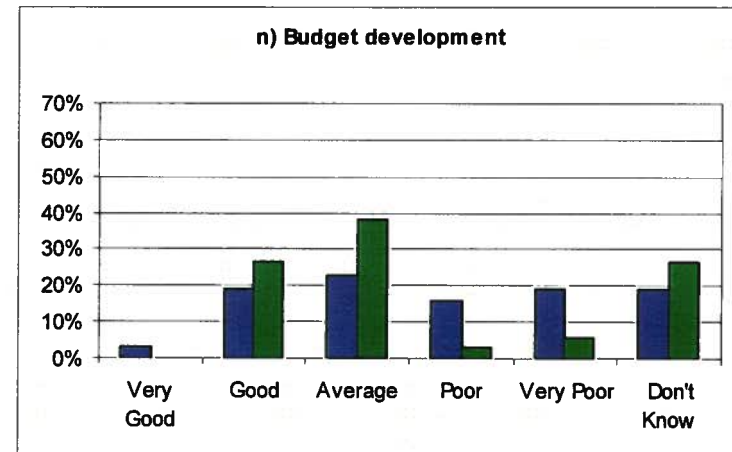
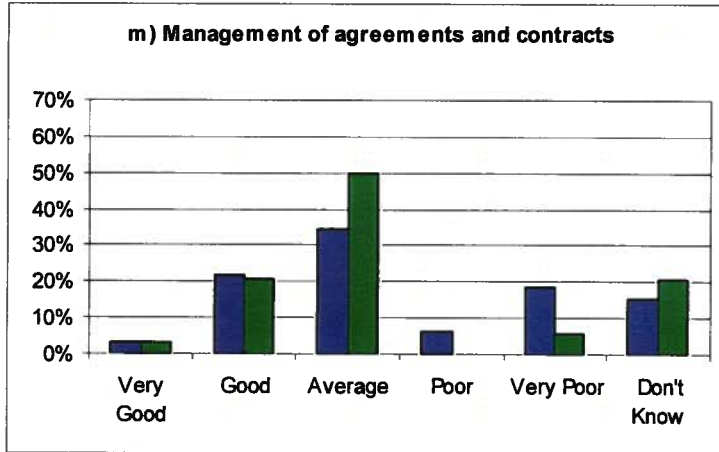
How would you rate the service you received from BC Transit for the following functions:



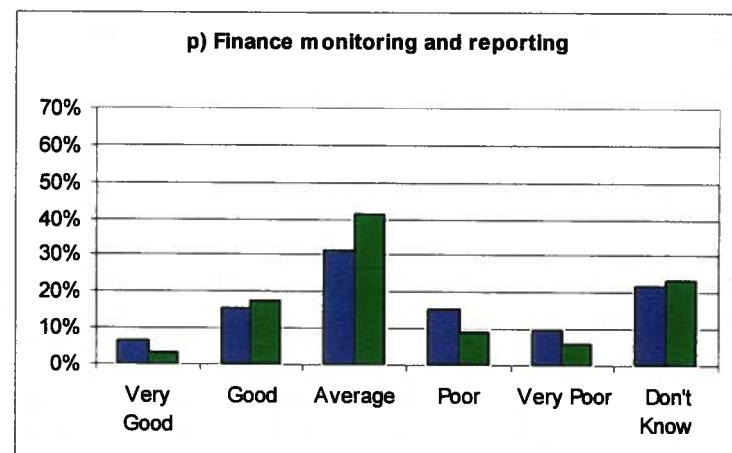
2011 2012



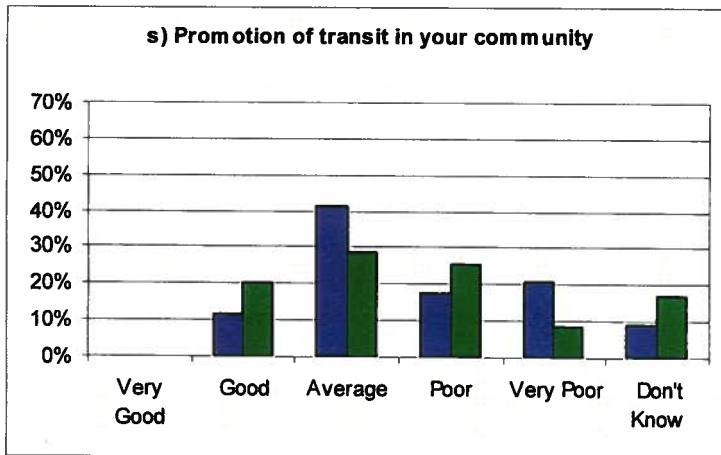
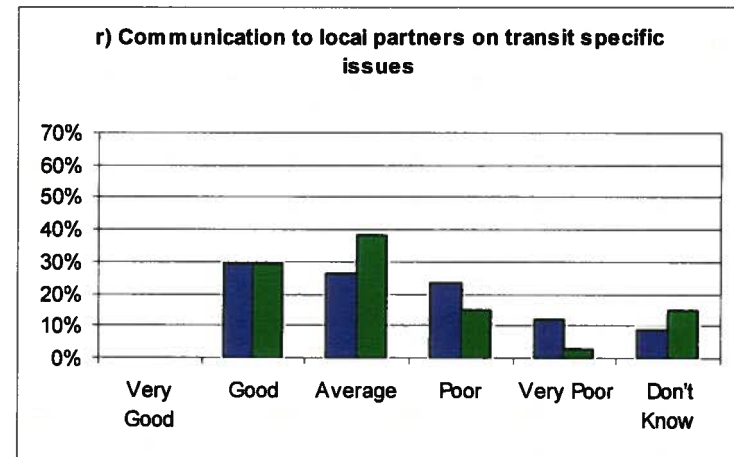
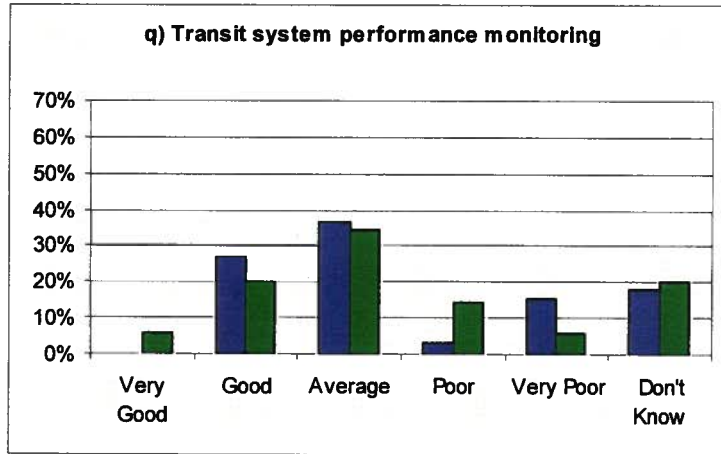
How would you rate the service you received from BC Transit for the following functions:



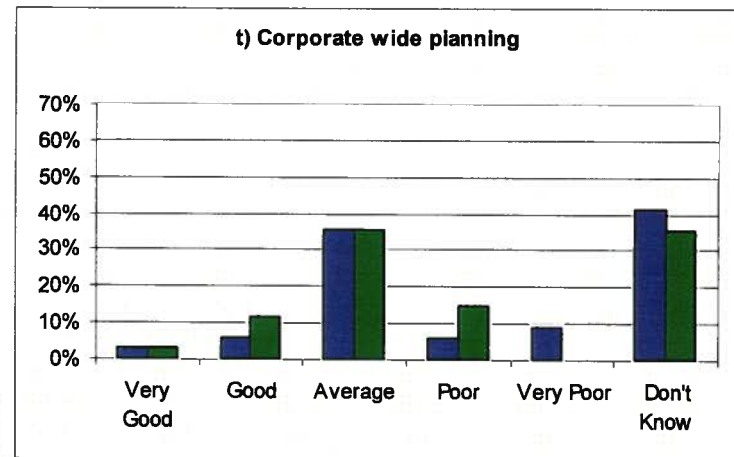
2011 2012



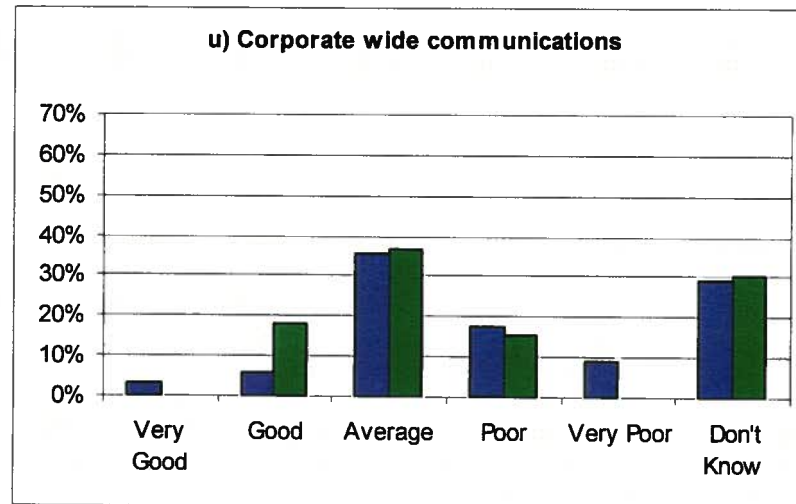
How would you rate the service you received from BC Transit for the following functions:



2011 2012



How would you rate the service you received from BC Transit for the following functions:



2011 2012

What specific changes would you recommend to improve the level of service?

- The contact and services provided by the regional transit manager is good but I think the RTM lacks the support to provide overall services for our community. Communication and promotion of the services could be greatly improved. The financial portion from BCT does not match muni budget years and need to be adjusted (but is improving with 3 year forecasts) - more long term projection for the budget process are required as we need to look out 5 years in our plans and with our budget schedule get about 8 months - more details as to debt servicing cost- breakdown of what these are...recently we have received increased attention related to planning as part of a TMP process. BCT completed the Transit Futures Plan in the community that now provides us an updated long term plan - good working relationship with RTM and LT Planner on this program. Still room for improvement on communications (support to the RTM) and community promotions. New programs added bus shelter programs, but would be nice to see provincial share for shelters extended to the communities as well
- We don't have BC Transit in Chase.
- Our new regional contact person assigned has been very communicative and responsive to our concerns. Continuation of this responsiveness would be welcome.
- The area representative changed again, he has a large area of responsibility and we are at the end of the line. Communications and response can be slow although they have improved over the past. Council needs more communication directly from BC Transit instead of only from municipal staff. A presentation to Council on goals, objectives and future cost predictions would be important to bolster support for an expensive and underutilized service. Ridership has increased but it has been almost completely because of local efforts to promote and advertize the system.
- Awaiting a bigger more versatile bus. But still need more regular service to Smithers and to and from Gitsegluueckla. Need coordination with what first nations provide locally so BC Transit can do more service to Smithers. This would allow more frequent trips locally too and reduce need for hitchhiking and cars going to and from Terrance and Smithers



What specific changes would you recommend to improve the level of service?

- Occasional direct communication
- 1. Quicker response to municipal requests for information
2. Create a MOU between BC Transit and municipalities covering issues like:- definition of partners in transit delivery. We need to be treated as equal partners (ie: equal say), which is not always the case. An example is when fare box improvements were made, it added costs to the system, but we had no say whether it should be done or not- provision of 3-year budgets in calendar year format, revenue separate from expenses- agreement that initiatives or changes that impact the budget will be discussed with the partners at least one year prior to implementation and will not proceed without the partner's approval- customer service- advertising- new bus standards, ie: only new buses will be introduced to the system, not used buses from other programs. If used buses are used then a cost savings report will be provided to the municipality for approval.- annual service level & efficiency reporting- transit master plans completed every five years
3. Set up special meeting between transit personnel and partners specifically to discuss budget changes year over year (Sept/Oct)
- I think the overall service from BC Transit will improve in the next year as a result of the Enterprise Investment Initiative (EII) program. As a member of the working group we were able to identify business processes that worked and processes that needed to be improved on. The next step will be initiate these changes within the enterprise. I look forward to seeing some of those changes in the next year.
- Improved and timely communication; partnership model; Improved budget information; Cost containment



What specific changes would you recommend to improve the level of service?

- No transit services locally
- Fully implement the enterprise Initiative workshop recommendations. That is where improvement will be gained at all levels.
- Return phone calls and improve proactive communications materials.
- Communication of short term and long term range planning
- Our RTM is trying to provide a high level of service however appears that more support is required. RTM is doing good job. As tier 2 system we appreciate the expertise of BC Transit but need consistent level of support. Need to have improved communications and more detailed explanation of contracted services like advertising and taxi service. Reporting out on agreements and 2011 actuals for stats were lacking. An example was stats on advertising usage data. We have concerns regarding timely and accurate data on the transit system as well as advice and information on transit best practices. Service expansion discussion led by former transit planning did not appear to be at the highest level. Recognize that the service has challenges and need to have strong partnership to stretch the tax dollar to provide the best level of service. Extremely happy with local service contractor, excellent resource to BC Transit and regional district.
- Increased promotion of transit services in the community (ie: media, posters, signs, etc) is required. Small, rural transit services have challenges that differ substantially from large, urban centres. Scheduling is difficult with a limited number of buses that travel long distances throughout the day. Community awareness of the transit service, schedule, and service interruptions is of utmost concern when the next bus may not be along for several hours or even the next day. Performance monitoring reports need to separate the public transit service from the Health Connections service. This will enable us to determine how each service is performing and assist with future work planning.



What specific changes would you recommend to improve the level of service?

- Review all cost allocations to ensure one set of taxpayers is not subsidizing another. Recognize that one size does not fit all and that some systems can operate more independently and therefore have a reduced BC Transit administration fee. In addition, review/audit maintenance procedures and decisions to ensure existing and future costs are necessary; review how capital projects are cost shared and whether it is necessary for BC Transit to own the asset in order for them to contribute to the project.
- BC Transit has a lot of initiatives on the burner which is going to make it more difficult to provide adequate communications to partners on developments. I would expect this to be only in the short term until some initiatives are operationalized (my term) and then I am hoping that resources will be freed up to make decision making more inclusive. The RTMs are effective within the confines of their level of authority over the allocation of BC Transit staff resources. I believe your corporate structure would be well served through a matrix management model where the RTM would be responsible for assigning duties to other staff. The Planning, Scheduling, Marketing and other departments would then focus on consistent and effective outputs rather than assigning resources.
- Things are improving. Cost control is better and communication is improving. Dennis Dart Buses are still a problem. An accelerated replacement program, with a significant Provincial contribution, should be looked at.
- The staff and resources committed to Marketing and Communications continues to be too low. The quality and timeliness of materials is poor, the website is improving too slowly, and there is not enough coordination with the municipal partner. Fare products are faulty and are not delivered in a timely way. The progress on Google transit is too slow. Stop making promises you can't deliver. The progress on three year budgets and financial information is great, keep the momentum going on this type of information. The ridership information is still not shared with the municipality on a regular basis and the GFI fareboxes are not providing the value for the money if we don't get regular reports and we can not utilize the bad list .
- Reassign certain responsibilities to a local authority. Depending on the size of the local transit service area this could include service planning, added customer responsive services, infrastructure planning and marketing.

