



C·V·R·D

TRANSIT COMMITTEE

WEDNESDAY, JULY 8, 2009

**3:30 p.m. / Board Room
175 Ingram Street**

AGENDA

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Re: BC Transit Custom / Paratransit Monthly Statistical Summary

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Re: handyDART Operational Report

7. ADJOURNMENT:

The next Transit Committee meeting is scheduled for Wednesday, September 9, 2009 at 3:30 p.m. in the Board Room at the CVRD, 175 Ingram Street, Duncan, BC.

DISTRIBUTION:

Transit Committee

Director G. Seymour, Chair
Director G. Giles, Vice-Chair
Director K. Cossey
Director L. Duncan
Director B. Harrison

Director L. Iannidinardo
Director P. Kent
Director K. Kuhn
Director T. McGonigle
Director I. Morrison

Cowichan Valley Regional District

Warren Jones, Administrator
Joe Barry, Corporate Secretary
Mark Kueber, General Manager, Corporate Services
Brian Dennison, General Manager, Engineering and Environment
Jim Wakeham, Manager, Facility Management, Fleet and Transit

Transit Representatives

Myrna Moore, Regional Transit Manager, BC Transit
Bill Young, FirstCanada ULC
Georg Stratemeyer, Volunteer Cowichan

Minutes of the Regular meeting of the Transit Committee held in the Board Room, 175 Ingram Street, Duncan, BC on Wednesday, May 13, 2009, at 3:03 p.m.

PRESENT: Chairperson G. Seymour
Directors K. Cossey, L. Duncan, B. Harrison, G. Giles,
L. Iannidinaro <3:32 p.m.>, P. Kent, K. Kuhn, and
I. Morrison

ABSENT: Director T. McGonigle

ALSO

PRESENT: Warren Jones, Administrator
Joe Barry, Corporate Secretary
Mark Kueber, General Manager, Corporate Services
Brian Dennison, General Manager, Engineering and
Environment
Jim Wakeham, Manager, Facility Management, Fleet
and Transit
Myrna Moore, BC Transit
Roxanne Lypka, BC Transit
Peter Murray, BC Transit
Bill Young, FirstCanada ULC
Bob Allen, FirstCanada ULC
Georg Stratemeyer, Volunteer Cowichan
Dominique Beesley, Recording Secretary

**APPROVAL OF
AGENDA**

It was moved and seconded that the agenda be approved.

MOTION CARRIED

**ADOPTION OF
MINUTES
2M1**

It was moved and seconded that the minutes of the Regular meeting of Transit Committee held March 11, 2009 be adopted.

MOTION CARRIED

**BUSINESS ARISING
FROM THE MINUTES**

Director Duncan asked if BC Transit has approved funding for the implementation of Route No. 5 – Eagle Heights Cowichan Commons and the Cowichan Station community bus.

Myrna Moore, BC Transit, advised that BC Transit's budget review is not yet completed for this year's service expansion requests.

CONVENTIONAL SERVICE

Correspondence

4C1

Letter from Johann Van Schaik, Municipal Systems Program, BC Transit dated April 2, 2009, re: Cowichan Valley Conventional and Commuter 2009/10 Annual Operating Agreements, was considered.

It was moved and seconded that it be recommended to the Board that the Chair and Corporate Secretary be authorized to sign the 2009/10 Annual Operating Agreement; Amendment #3 to the Cowichan Valley Master Operating Agreement; and Amendment #1 to the Cowichan Valley Transit Service Agreement.

MOTION CARRIED

4C2 Letter from Johann VanSchaik, Municipal Systems Program, BC Transit dated April 6, 2009, re: Youbou 2009/10 Annual Operating Agreement, was considered.

It was moved and seconded that it be recommended to the Board that the Chair and Corporate Secretary be authorized to sign the 2009/10 Youbou Annual Operating Agreement.

MOTION CARRIED

4C3 Letter from Mike Davis, Vice-President and CIO, Business Development, BC Transit dated May 4, 2009, re: BC Transit's Corporate Strategic Plan, was received as information.

Reports

4R1 Staff Report from the Corporate Secretary dated May 6, 2009, re: Class Rides Free Program, was received as considered.

It was moved and seconded that it be recommended to the Board that a Class Rides Free Program be implemented on the Cowichan Valley Regional Transit System to allow students to experience the local transit system free of charge for the purpose of travelling to and from field trips.

MOTION CARRIED

COWICHAN VALLEY COMMUTER SERVICE

5R1 Media Release from BC Transit, dated April 21, 2009, re: Cowichan Valley Commuter on Track With Riders, was received as information.

5R2 Report from BC Transit, re: Cowichan Valley Commuter Service Review Preliminary Findings, was received as information.

BC Transit was requested to consider the following:

- Retain Cowichan Valley Commuter service in Cobble Hill Village via Route No. 99
- Construct a park and ride at Koksilah Road and the Trans Canada Highway
- Create a transfer opportunity for Cowichan Lake residents

3:32 p.m. Director Iannidinardo arrived at the meeting.

HANDYDART SERVICE

Correspondence:

6C1 Letter from Johann VanSchaik, Regional Transit Manager, South Coast, BC Transit dated March 18, 2009, re: Cowichan Valley Paratransit 2009/10 Annual Operating Agreement, was considered.

It was moved and seconded that it be recommended to the Board that the Chair and Corporate Secretary be authorized to sign the 2009/10 Cowichan Valley Paratransit Annual Operating Agreement.

MOTION CARRIED

ADJOURNMENT It was moved and seconded that the meeting be adjourned.

3:55 p.m.

MOTION CARRIED

The meeting adjourned at 3:55 p.m.

Chairperson

Recording Secretary

Dated: _____

Joe Barry

From: Citton, Kim [KCitton@cwj-jcm.org]
Sent: Thursday, June 25, 2009 5:33 PM
To: Joe Barry
Subject: Bus Pass Request from Canada World Youth

Hello

My name is Kim (Kxx) Citton. (The 'Kxx' is a nickname that I usually go by. Sounds like 'kicks'.) I am the Canada World Youth Project Supervisor for the Cowichan Valley/Mozambique exchange. Kate Miller let me know that I need to send my request to the CVRD Transit Committee regarding the bus passes for CWY.

I am submitting a request to the Transit Committee for 20 bus passes for September, October and November 2009. These bus passes are for our 18 youth volunteers coming from across Canada and Mozambique, plus myself and my Mozambiquan counterpart. Having bus passes will help us towards our goal of environmental sustainability and also alleviate the pressure on host families to provide transportation for youth volunteers to their work placements.

I greatly appreciate the Transit Committee's consideration of my request. Please do not hesitate to contact me if you have any questions.

The Cowichan Valley has a very good reputation in Canada World Youth circles as being a very welcoming and engaging community. I look forward to continuing to build on this successful partnership.

Many thanks,

Kim (Kxx) Citton
Project Supervisor- Superviseur de projet Canada World Youth- Jeunesse Canada Monde
1-250-816-3377
kcitton@cwj-jcm.org

www.canadaworldyouth.org/ www.jeunessecanadamonde.org

West Regional Office
Bureau régional du Centre du Canada
404-317 Adelaide St. West
Toronto, ON M5V 1P9

Tel: 416-596-9702
Fax: 416-596-9642
Website: <http://www.canadaworldyouth.org>

Jeunesse
Canada
Monde



Canada
World
Youth

April 23, 2009

The City of Duncan
P.O. Box 820
Duncan, B.C. V9L 3Y2

**RE: Canada World Youth seeking Mayor and Council endorsement for
Duncan, BC/Mozambique Exchange Program**

Dear Mayor Kent and City Councillors,

I would like to request the support of the Mayor and Town Council in bringing the Canada World Youth exchange program to the community of Duncan once again this year.

Canada World Youth is a national, non-profit organization which has offered youth exchange programs for over 35 years. The opportunities are offered to young people from across Canada and countries in Asia, Africa, Latin America, and Eastern Europe. Each program is focused on specific objectives related to community and international development and offers rich cross-cultural learning experiences for both the program participants and host community members.

While in the communities, Canada World Youth participants live with local residents. Together, they discover each other's values, beliefs, lifestyles, languages, and experiences. Participants learn how the community works and they become more aware of community development issues, while community members often rediscover their own communities through the eyes of the participants.

Canada World Youth participants also integrate into their new communities by volunteering with local organizations. These volunteer work placements allow the participants to gain valuable work experience while making a concrete **contribution to the community by providing over 4,000 hours of volunteer service.**

Youth exchange programs are made up of a team of participants who are hosted first in a community in Canada (Duncan in this case) for 3 months, and then by a community in Mozambique for 3 months. Each team will be composed of nine Canadian participants, between the ages of 18 and 23, paired with an equal number of participants from the exchange country. Two Project Supervisors (one Canadian and one from Mozambique) will live in the host communities and are responsible for organizing and supervising the program with support from staff in Vancouver and Toronto.

The Canadian phase would take place **between September 8, 2009 and December 1, 2009.** In June of this year, the Canadian Project Supervisor will begin project preparation in Duncan to

identify host families and community work projects for the team. Volunteer placements will focus on gender and health issues.

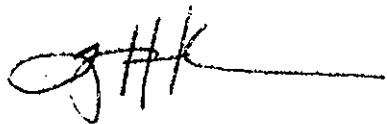
In order to assist the Project Supervisor in generating further support within the community, we kindly request the following from the City of Duncan:

- A letter of endorsement from the Mayor and Council of Duncan, BC
- Local transit passes for the duration of the program
- Group meeting space for the team to gather for Educational Activity Days (22 people/once per week)
- Project Supervisor office space
- Suggestions of key community contacts

Each year, more than 100 Canadian and exchange country communities around the world host Canada World Youth programs. This exceptional support and collaboration is vital to the success of our programs because the stay in the community is an integral part of the Canada World Youth experience and plays a crucial role in the participants' learning. We hope that Duncan will again welcome the opportunity to host this year's BC/Mozambique program.

We truly appreciate your support of Canada World Youth and we look forward to being a part of your community in 2009! If you need more information, please do not hesitate to contact me at (604) 828 5112. I look forward to hearing from you at your earliest convenience.

Sincerely,



Tammy Hoblak
Program Manager

Email: thoblak@cwj-jcm.org

Tel: (604) 828 5112

Fax: (416) 596-9642



CITY OF DUNCAN

May 21, 2009

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

Attention: Joe Barry, Corporate Secretary

**Re: Canada World Youth
Mozambique Exchange Program – Bus Passes**

Enclosed is a copy of a letter dated April 23, 2009 from the Canada World Youth organization requesting support of City Council in bringing the Canada World Youth Mozambique youth exchange program to Duncan later this year.

In this letter, they request free bus passes for three (3) months for nine (9) participants. City Council agreed at the May 19, 2009 regular Council meeting to request these bus passes from the CVRD.

Please advise if it is possible for the City to receive these bus passes on behalf of the Mozambique Youth Exchange participants. Thank you.

Sincerely

A handwritten signature in cursive script, appearing to read "Lynn Ketch".

Lynn Ketch
Director of Corporate Services

Municipality of
NORTH COWICHAN



7030 Trans Canada Highway, Box 278
Duncan, BC V9L 3X4

Tel 250 746 3100 Fax 250 746 3133
www.northcowichan.bc.ca

June 19, 2009

File No: 0360-20 YWC

J.E. Barry, Corporate Secretary
CVRD Transit Committee
175 Ingram Street
DUNCAN, BC V9L 1N8

Dear Joe

Re: **Class Rides Free Program**

This is to advise that the North Cowichan Municipal Council passed the following resolution at its June 17, 2009 Regular Council meeting:

"that Council direct staff to write a letter to the CVRD Transit Committee, requesting that the 'Class Rides Free Program' be extended to include youth registered in recreation activities or programs within the Cowichan Valley."

Please advise me once you have discussed this with your Transit Committee. If you have any questions please contact Ernie Mansueti, Parks and Recreation Director at 250-746-3110.

Sincerely

A handwritten signature in black ink, appearing to read "MORuttan".

Mark O. Ruttan
Director of Administration and
Deputy Chief Administrative Officer

MOR/sc

pc: Ernie Mansueti, Parks and Recreation Director

Original:	<i>file</i>	COPIES TO:
Board:		
Committee(s):	<i>Transit July 8/09</i>	
Directed by:	<i>RJ</i>	Date: <i>23/June/09</i>
File #		

COPY

MUNICIPALITY of *North*
COWICHAN

Report

Date	June 9, 2009	File	0360-20/YWC
To	Mayor & Council		
From	Ernie Mansueti, Parks & Recreation Director	Endorsed by	
Subject	Rides Free Program		

Purpose

That the Cowichan Valley Regional District (CVRD) Transit Committee consider extending the Class Rides Free Program to include youth that are registered in recreation activities or programs within the Cowichan Valley. The potential for programming youth activities in the outer reaches of the CVRD will enhance rider ship, but more importantly create positive experiences for youth in recreation programs.

Background

The CVRD at their regular Board Meeting that was held May 13, 2009, approved a Class Ride Free Program. This will allow students to experience the local transit system free of charge for the purpose of traveling to and from school field trips.

Analysis

Within North Cowichan, we have created a working committee that includes representation from the RCMP, Island Savings Centre (ISC), Youth Outreach, SD#79, Community Policing and the Municipality of North Cowichan. The purpose of this committee is to work together to decrease youth incidents (graffiti, vandalism, alcohol and/or drug issues) in our communities and create accessible positive youth programming. At this moment, we are concentrating on the areas of Mount Prevost, Maple Bay, Chemainus and Crofton. We are opening schools for use, creating youth programs, youth out-reach workers are traveling with the RCMP in cruisers and using bike patrol to talk with youth at risk. The ISC and the Municipality have already commenced coordinating programs within the schools and a community meeting has been held in Crofton

Enabling youth to access the late Friday and/or Saturday buses at no cost would allow them to travel to core areas to swim, bowl, watch a movie, attend a Capitals game, etc. I am sure this would also be a positive initiative for CVRD areas served by transit.

Recommendation

That Council direct staff to write a letter to the CVRD Transit Committee, requesting that the Class Ride Free program be extended to include youth registered in recreation activities or programs within the Cowichan Valley.

Attachments

**Cowichan Valley Transit System
Proposed Schedules**

3 Quamichan To Cowichan Commons										3 Quamichan to Duncan																				
Mon through Thurs					Mon through Thurs					Mon through Thurs					Mon through Thurs															
F	A	DB	Z	CC	CC	Z	C	G	N	I	K	F	F	A	DB	Z	CC	CC	Z	C	G	N	I	K	F					
Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Canada & Beverley	Lv. Sherman & Lane	Lv. Cowichan Commons	Lv. Cowichan Commons	Lv. Sherman & Lane	Lv. Cowichan Commons	Lv. Canada & James	Lv. Beverley & Howard	Lv. Lakes & Jaynes	Lv. Lakes & Tzouhalem	Lv. Wharcliffe & Campbell	Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Canada & Beverley	Lv. Sherman & Lane	Lv. Cowichan Commons	Lv. Cowichan Commons	Lv. Sherman & Lane	Lv. Cowichan Commons	Lv. Canada & James	Lv. Beverley & Howard	Lv. Lakes & Jaynes	Lv. Lakes & Tzouhalem	Lv. Wharcliffe & Campbell					
8:00	8:03	8:08	8:13	8:18	8:20	8:25	8:29	8:34	8:37	8:41	8:46	8:52	8:00	8:03	8:08	8:13	8:18	8:20	8:25	8:29	8:34	8:37	8:41	8:46	8:52					
10:30	10:33	10:38	10:43	10:48	10:30	10:33	10:38	10:43	10:48	10:55	11:00	11:04	11:09	11:12	11:16	11:21	11:27	10:30	10:33	10:38	10:43	10:48	10:55	11:00	11:04	11:09	11:12	11:16	11:21	11:27
11:30	11:33	11:38	11:43	11:48	11:30	11:33	11:38	11:43	11:48	1:20	1:25	1:29	1:34	1:37	1:41	1:46	1:52	11:30	11:33	11:38	11:43	11:48	1:20	1:25	1:29	1:34	1:37	1:41	1:46	1:52
2:40	2:43	2:48	2:53	2:58	2:40	2:43	2:48	2:53	2:58	3:00	3:05	3:09	3:14	3:17	3:21	3:26	3:32	2:40	2:43	2:48	2:53	2:58	3:00	3:05	3:09	3:14	3:17	3:21	3:26	3:32
3:40	3:43	3:48	3:53	3:58	3:40	3:43	3:48	3:53	3:58	3:25	3:30	3:34	3:39	3:42	3:46	3:51	3:57	3:40	3:43	3:48	3:53	3:58	3:25	3:30	3:34	3:39	3:42	3:46	3:51	3:57
										4:25	4:30	4:34	4:39	4:42	4:46	4:51	4:57						4:25	4:30	4:34	4:39	4:42	4:46	4:51	4:57
										4:50	4:55	4:59	5:04	5:07	5:11	5:16	5:22						4:50	4:55	4:59	5:04	5:07	5:11	5:16	5:22
										5:55	6:00	6:04	6:09	6:12	6:16	6:21	6:27						5:55	6:00	6:04	6:09	6:12	6:16	6:21	6:27
										6:55	7:00	7:04	7:09	7:12	7:16	7:21	7:27						6:55	7:00	7:04	7:09	7:12	7:16	7:21	7:27

4 Maple Bay							4 Maple Bay						
Mon through Thurs							Mon through Thurs						
F	A	AA	AB	AC	AD	AE	AE	AD	AC	AB	AA	F	
Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Valleyview Rd at Trouthalem	Lv. Stonehouse Way	Lv. Kingsview at Chippewa	Lv. Woodgrove Way	Lv. Considine & Maple Bay Rd.	Lv. Considine & Maple Bay Rd.	Lv. Woodgrove Way	Lv. Kingsview at Chippewa	Lv. Stonehouse Way	Lv. Valleyview Rd at Trouthalem	Ar. Village Green Mall	
7:42	7:45	-	-	-	-	8:00	8:00	8:06	8:10	8:18	8:22	8:30	
9:30	9:33	9:41	9:45	9:51	9:55	10:04	10:04	-	-	-	-	10:18	
12:30	12:33	-	-	-	-	12:48	12:48	12:54	12:58	1:06	1:10	1:18	
2:30	2:33	2:41	2:45	2:51	2:55	3:04	3:04	-	-	-	-	3:23	
AlexEI4 3:05	3:08	-	-	-	-	3:23	3:23	3:29	3:33	3:41	3:45	3:53	
6:40	6:43	6:51	6:55	7:01	7:05	7:14	7:14	-	-	-	-	7:28	
<i>AlexEI4 On school days this bus is routed via Alexander Elementary</i>													
Friday							Friday						
7:42	7:45	-	-	-	-	8:00	8:00	8:06	8:10	8:18	8:22	8:30	
9:30	9:33	9:41	9:45	9:51	9:55	10:04	10:04	-	-	-	-	10:18	
12:30	12:33	-	-	-	-	12:48	12:48	12:54	12:58	1:06	1:10	1:18	
2:30	2:33	2:41	2:45	2:51	2:55	3:04	3:04	-	-	-	-	3:23	
AlexEI4 3:05	3:08	-	-	-	-	3:23	3:23	3:29	3:33	3:41	3:45	3:53	
6:40	6:43	6:51	6:55	7:01	7:05	7:14	7:14	-	-	-	-	7:28	
8:10	8:13	8:21	8:25	8:31	8:35	8:44	8:44	-	-	-	-	8:58	
<i>AlexEI4 On school days this bus is routed via Alexander Elementary</i>													
Saturday							Saturday						
10:55	10:58	-	-	-	-	11:13	11:13	11:19	11:23	11:31	11:35	11:43	
12:55	12:58	1:06	1:10	1:16	1:20	1:29	1:30	-	-	-	-	1:44	
2:55	2:58	3:06	3:10	3:16	3:20	3:29	3:30	-	-	-	-	3:44	
5:00	5:03	5:11	5:15	5:21	5:25	5:34	5:34	-	-	-	-	5:48	
Sunday							Sunday						
10:00	10:03	-	-	-	-	10:18	10:18	10:24	10:28	10:36	10:40	10:48	
1:00	1:03	1:11	1:15	1:21	1:25	1:34	1:34	-	-	-	-	1:48	

6 Crofton-Chemainus							6 Crofton-Chemainus						
Mon through Thurs							Mon through Thurs						
F	A	N	CF	CH	CS	F	CS	CH	CF	N	CP	F	
Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Lakes & Jaynes	Lv. Herd Osborne Bay	Lv. Crofton Ferry	Lv. Chemainus Ferry	Ar. Chemainus High School	Lv. Chemainus High School	Lv. Chemainus Ferry	Lv. Crofton Ferry	Lv. Herd Osborne Bay	Lv. Lakes & Jaynes	Lv. Cowichan Centre	Lv. Village Green Mall
6:15	6:18	-	-	-	-	6:54	6:54	7:00	7:14	7:22	7:31	7:35	7:39
9:25	9:28	9:35	9:42	9:52	10:06	10:08	10:08	10:14	10:28	10:36	10:45	10:49	10:53
1:10	1:13	1:20	1:27	1:37	1:51	1:53	1:53	1:59	2:13	2:21	2:30	2:34	2:38
3:00	3:03	3:10	3:17	3:27	3:41	3:43	3:48	3:54	4:08	4:16	4:25	4:29	4:33
5:00	5:03	5:10	5:17	5:27	5:41	5:43	5:43	5:49	6:03	6:11	6:20	6:24	6:28
Friday							Friday						
6:15	6:18	-	-	-	-	6:54	6:54	7:00	7:14	7:22	7:31	7:35	7:39
9:25	9:28	9:35	9:42	9:52	10:06	10:08	10:08	10:14	10:28	10:36	10:45	10:49	10:53
1:10	1:13	1:20	1:27	1:37	1:51	1:53	1:53	1:59	2:13	2:21	2:30	2:34	2:38
3:00	3:03	3:10	3:17	3:27	3:41	3:43	3:48	3:54	4:08	4:16	4:25	4:29	4:33
5:00	5:03	5:10	5:17	5:27	5:41	5:43	5:43	5:49	6:03	6:11	6:20	6:24	6:28
10:00	10:03	10:10	10:17	10:27	10:41	10:43	10:43	10:49	11:03	11:11	11:20	11:24	11:28
Saturday							Saturday						
** 8:30	8:33	8:40	8:47	8:55	9:09	9:11	** 9:13	9:19	9:33	9:41	9:50	9:54	9:58
** 12:55	12:58	1:05	1:12	1:20	1:34	1:36	** 1:38	1:44	1:58	2:06	2:15	2:19	2:23
** 3:55	3:58	4:05	4:12	4:20	4:34	4:36	** 4:38	4:44	4:58	5:06	5:15	5:19	5:23
Sunday							Sunday						
** 12:55	12:58	1:05	1:12	1:20	1:34	1:36	** 1:38	1:44	1:58	2:06	2:15	2:19	2:23
** 2:55	2:58	3:05	3:12	3:20	3:34	3:36	** 3:38	3:44	3:58	4:06	4:15	4:19	4:23
** Makes connections with departing ferries.							** Makes connections with arriving ferries.						

7 Cowichan Lake											7 Cowichan Lake										
Mon through Thurs											Mon through Thurs										
F	A	Y	W	EV	E	MG	CK	M	HH		HH	M	CK	HS	MG	E	W	Y	F		
	Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Wilson at Gibbins	Lv. Government at Gibbins	Lv. Evergreen Trailer Park	Lv. Sherman at Lake Cowichan Rd.	Lv. Mezies at Gibbins	Lv. Cowichan Lake Rd. at Kapoor (Paldi)	Lv. Lake Cowichan Town Centre	Lv. Somenos & Sahtlam	Lv. Somenos & Sahtlam	Lv. Lake Cowichan Town Centre	Lv. Cowichan Lake Rd. at Kapoor (Paldi)	Lv. Hwy at Skutz Falls Rd.	Lv. Mezies at Gibbins	Lv. Sherman at Lake Cowichan Rd.	Lv. Government at Gibbins	Lv. Wilson at Gibbins	Ar. Village Green Mall		
EXP	6:07	6:10	-	-	6:12	6:16	-	6:36	6:55	-	Gib	-	6:55	7:14	-	7:22	7:29	-	-	7:34	
Gib	9:00	9:03	9:08	9:11	-	9:17	9:25	9:44	-	-	EXP	7:05	7:10	-	7:18	-	-	7:30	7:34	7:39	
EXP	10:00	10:03	-	-	10:05	10:09	-	10:29	10:48	-	Gib	-	9:44	10:03	-	10:11	10:18	-	-	10:23	
Gib	11:30	11:33	11:38	11:41	-	11:47	11:55	12:14	-	-	Gib	-	10:48	11:07	-	11:15	11:22	-	-	11:27	
Gib	1:30	1:33	1:38	1:41	-	1:47	1:55	2:14	-	-	EXP	-	12:14	12:33	-	-	-	12:53	12:57	1:02	
EXP	3:30	3:33	-	-	3:35	3:39	-	3:59	4:04	-	Gib	-	2:14	2:33	-	2:41	2:48	-	-	2:53	
Gib	3:30	3:33	3:38	3:41	-	3:47	3:55	4:14	-	-	EXP	4:04	4:09	-	4:17	-	-	4:29	4:33	4:38	
EXP	5:00	5:03	-	-	5:05	5:09	-	5:29	5:48	-	Gib	-	4:14	4:33	-	4:41	4:48	-	-	4:53	
Gib	6:30	6:33	6:38	6:41	-	6:47	6:55	7:14	-	-	EXP	-	5:48	6:07	-	-	-	6:27	6:31	6:36	
											EXP	-	7:14	7:33	-	-	-	7:53	7:57	8:02	
Friday											Friday										
EXP	6:07	6:10	-	-	6:12	6:16	-	6:36	6:55	-	Gib	-	6:55	7:14	-	7:22	7:29	-	-	7:34	
Gib	9:00	9:03	9:08	9:11	-	9:17	9:25	9:44	-	-	EXP	7:05	7:10	-	7:18	-	-	7:30	7:34	7:39	
EXP	10:00	10:03	-	-	10:05	10:09	-	10:29	10:48	-	Gib	-	9:44	10:03	-	10:11	10:18	-	-	10:23	
Gib	11:30	11:33	11:38	11:41	-	11:47	11:55	12:14	-	-	Gib	-	10:48	11:07	-	11:15	11:22	-	-	11:27	
Gib	1:30	1:33	1:38	1:41	-	1:47	1:55	2:14	-	-	EXP	-	12:14	12:33	-	-	-	12:53	12:57	1:02	
EXP	3:30	3:33	-	-	3:35	3:39	-	3:59	4:04	-	Gib	-	2:14	2:33	-	2:41	2:48	-	-	2:53	
Gib	3:30	3:33	3:38	3:41	-	3:47	3:55	4:14	-	-	EXP	4:04	4:09	-	4:17	-	-	4:29	4:33	4:38	
EXP	5:00	5:03	-	-	5:05	5:09	-	5:29	5:48	-	Gib	-	4:14	4:33	-	4:41	4:48	-	-	4:53	
Gib	6:30	6:33	6:38	6:41	-	6:47	6:55	7:14	-	-	EXP	-	5:48	6:07	-	-	-	6:27	6:31	6:36	
Gib	7:30	7:33	7:38	7:41	-	7:47	7:55	8:14	-	-	EXP	-	7:14	7:33	-	-	-	7:53	7:57	8:02	
Gib	10:00	10:03	10:08	10:11	-	10:17	10:25	10:44	-	-	Gib	-	8:14	8:33	-	8:41	8:48	-	-	8:53	
											Gib	-	10:44	11:03	-	11:11	11:18	-	-	11:23	
Saturday											Saturday										
Gib	10:00	10:03	10:08	10:11	-	10:17	10:25	10:44	-	-	Gib	-	10:44	11:03	-	11:11	11:18	-	-	11:23	
Gib	11:30	11:33	11:38	11:41	-	11:47	11:55	12:14	-	-	Gib	-	12:14	12:33	-	12:41	12:48	-	-	12:53	
Gib	2:30	2:33	2:38	2:41	-	2:47	2:55	3:14	-	-	Gib	-	3:14	3:33	-	3:41	3:48	-	-	3:53	
Gib	4:00	4:03	4:08	4:11	-	4:17	4:25	4:44	-	-	Gib	-	4:44	5:03	-	5:11	5:18	-	-	5:23	
Gib	5:30	5:33	5:38	5:41	-	5:47	5:55	6:14	-	-	Gib	-	6:14	6:33	-	6:41	6:48	-	-	6:53	
Sunday											Sunday										
Gib	10:00	10:03	10:08	10:11	-	10:17	10:25	10:44	-	-	Gib	-	10:44	11:03	-	11:11	11:18	-	-	11:23	
Gib	2:20	2:23	2:28	2:31	-	2:37	2:45	3:04	-	-	Gib	-	3:14	3:33	-	3:41	3:48	-	-	3:53	
Gib	4:00	4:03	4:08	4:11	-	4:17	4:25	4:44	-	-	Gib	-	4:44	5:03	-	5:11	5:18	-	-	5:23	

14 Cobble Hill - Mill Bay				14 Cobble Hill - V View			
Mon through Thurs				Mon through Thurs			
VV	P	S	T	T	S	P	VV
Lv. Valley View Mall	Lv. Cobble Hill	Lv. G.E. Bonner Jr. Sec.	Ar. Mill Bay Shopping Centre	Lv. Mill Bay Shopping Centre	Lv. G.E. Bonner Jr. Sec.	Lv. Cobble Hill	Ar. Valley View Mall
7:25	7:30	7:35	7:40	7:40	7:45	7:50	7:55
3:55	4:00	4:05	4:10	6:15	6:20	6:25	6:30
4:39	4:44	4:49	4:54				
Friday				Friday			
7:25	7:30	7:35	7:40	7:40	7:45	7:50	7:55
3:55	4:00	4:05	4:10	6:15	6:20	6:25	6:30
4:39	4:44	4:49	4:54				

South Cowichan Connector

10 S. Cowichan		To Valley View		10 S. Cowichan	
Mon through Thurs				Mon through Thur	
F	A	KO	CB	VV	
Lv. Village Green Mall	Lv. Duncan Train Station	Lv. Koksilah & Hwy 1	Lv. Cowichan Bay	Ar. Valley View Mall	
6:20	6:23	6:37	-	6:41	
7:35	7:38	-	7:54	8:00	
8:05	8:08	8:22	-	8:26	
9:05	9:08	-	9:24	9:30	
11:05	11:08	11:22	-	11:26	
1:05	1:08	-	1:24	1:30	
2:05	2:08	2:22	-	2:26	
3:05	3:08	-	3:24	3:30	
4:05	4:08	4:22	-	4:26	
5:05	5:08	-	5:24	5:30	
6:05	6:08	6:22	-	6:26	
Friday					
6:20	6:23	6:37	-	6:41	
7:35	7:38	-	7:54	8:00	
8:05	8:08	8:22	-	8:26	
9:05	9:08	-	9:24	9:30	
11:05	11:08	11:22	-	11:26	
1:05	1:08	-	1:24	1:30	
2:05	2:08	2:22	-	2:26	
3:05	3:08	-	3:24	3:30	
4:05	4:08	4:22	-	4:26	
5:05	5:08	-	5:24	5:30	
6:05	6:08	6:22	-	6:26	
8:05	8:08	-	8:24	8:30	
9:05	9:08	-	9:24	9:30	
10:05	10:08	-	10:24	10:30	
Saturday					
10:05	10:08	10:22	-	10:26	
12:05	12:08	-	12:24	12:30	
2:05	2:08	2:22	-	2:26	
4:05	4:08	-	4:24	4:30	
Sunday					
10:05	10:08	10:22	-	10:26	
12:05	12:08	-	12:24	12:30	
2:05	2:08	2:22	-	2:26	
4:05	4:08	-	4:24	4:30	

10 S. Cowichan		To Valley View		10 S. Cowichan	
Mon through Thur				Mon through Thur	
VV	KO	CB			
Lv. Valley View Mall	Lv. Koksilah & Hwy 1	Lv. Cowichan Bay			
7:30	-	7:37			
8:00	8:04	-			
8:30	-	8:37			
9:05	9:09	-			
9:30	-	9:37			
10:30	10:34	-			
12:30	-	12:37			
2:30	2:34	-			
3:30	-	3:37			
4:30	4:34	-			
5:30	-	5:37			
6:30	6:34	-			
7:30	-	7:37			
Friday					
7:30	-	7:37			
8:00	8:04	-			
8:30	-	8:37			
9:05	9:09	-			
9:30	-	9:37			
10:30	10:34	-			
12:30	-	12:37			
2:30	2:34	-			
3:30	-	3:37			
4:30	4:34	-			
5:30	-	5:37			
6:30	6:34	-			
7:30	-	7:37			
9:40	-	9:47			
11:30	-	11:37			
Saturday					
9:30	-	9:37			
11:30	11:34	-			
1:30	-	1:37			
3:30	3:34	-			
5:30	-	5:37			
Sunday					
11:30	11:34	-			
1:30	-	1:37			
3:30	3:34	-			
5:30	-	5:37			

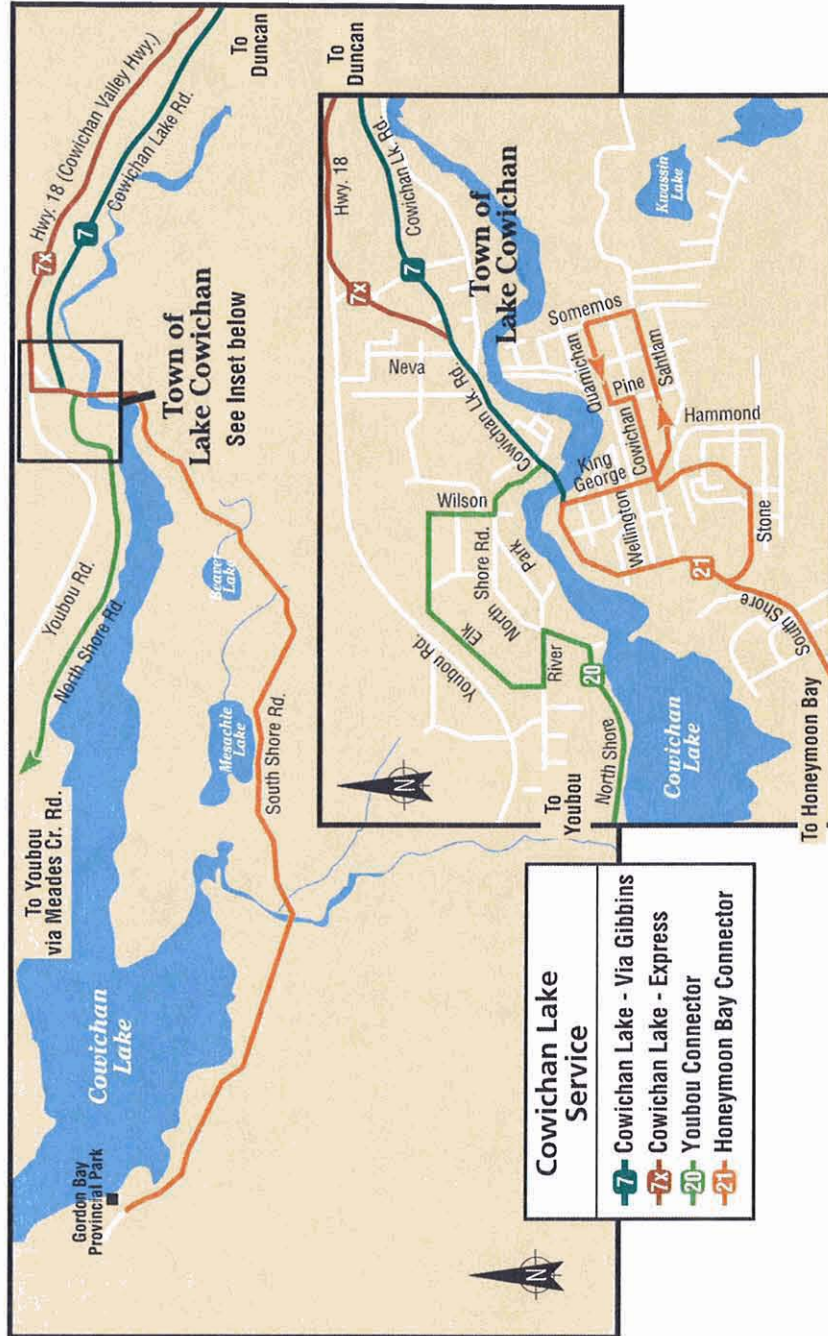
12 Shawnigan Lake		To Mill Bay		12 Shawnigan Lake -	
Mon through Thurs				Valley View	
VV	P	Q	U	FK	T
Lv. Valley View Mall	Lv. Cobble Hill	Lv. Ravenhill at Ceylon	Lv. Shawnigan Lake Village	Lv. Frances Kelsey Sec. School	Ar. Mill Bay Shopping Centre
-	-	6:30	6:40	6:47	6:51
8:00	8:05	8:15	8:25	8:32	8:36
8:30	8:35	8:45	8:55	9:02	9:06
2:30	2:35	2:45	2:55	3:02	3:06
4:30	4:35	4:45	4:55	5:02	5:06
5:30	5:35	5:45	5:55	6:02	6:06
6:30	6:35	6:45	6:55	7:02	7:06
8:30	8:35	8:45	8:55	9:02	9:06
Friday					
-	-	6:30	6:40	6:47	6:51
8:00	8:05	8:15	8:25	8:32	8:36
8:30	8:35	8:45	8:55	9:02	9:06
2:30	2:35	2:45	2:55	3:02	3:06
4:30	4:35	4:45	4:55	5:02	5:06
5:30	5:35	5:45	5:55	6:02	6:06
6:30	6:35	6:45	6:55	7:02	7:06
8:30	8:35	8:45	8:55	9:02	9:06
Saturday					
8:30	8:35	8:45	8:55	9:02	9:06
12:30	12:35	12:45	12:55	1:02	1:06
4:30	4:35	4:45	4:55	5:02	5:06
Sunday					
10:30	10:35	10:45	10:55	11:02	11:06
2:30	2:35	2:45	2:55	3:02	3:06

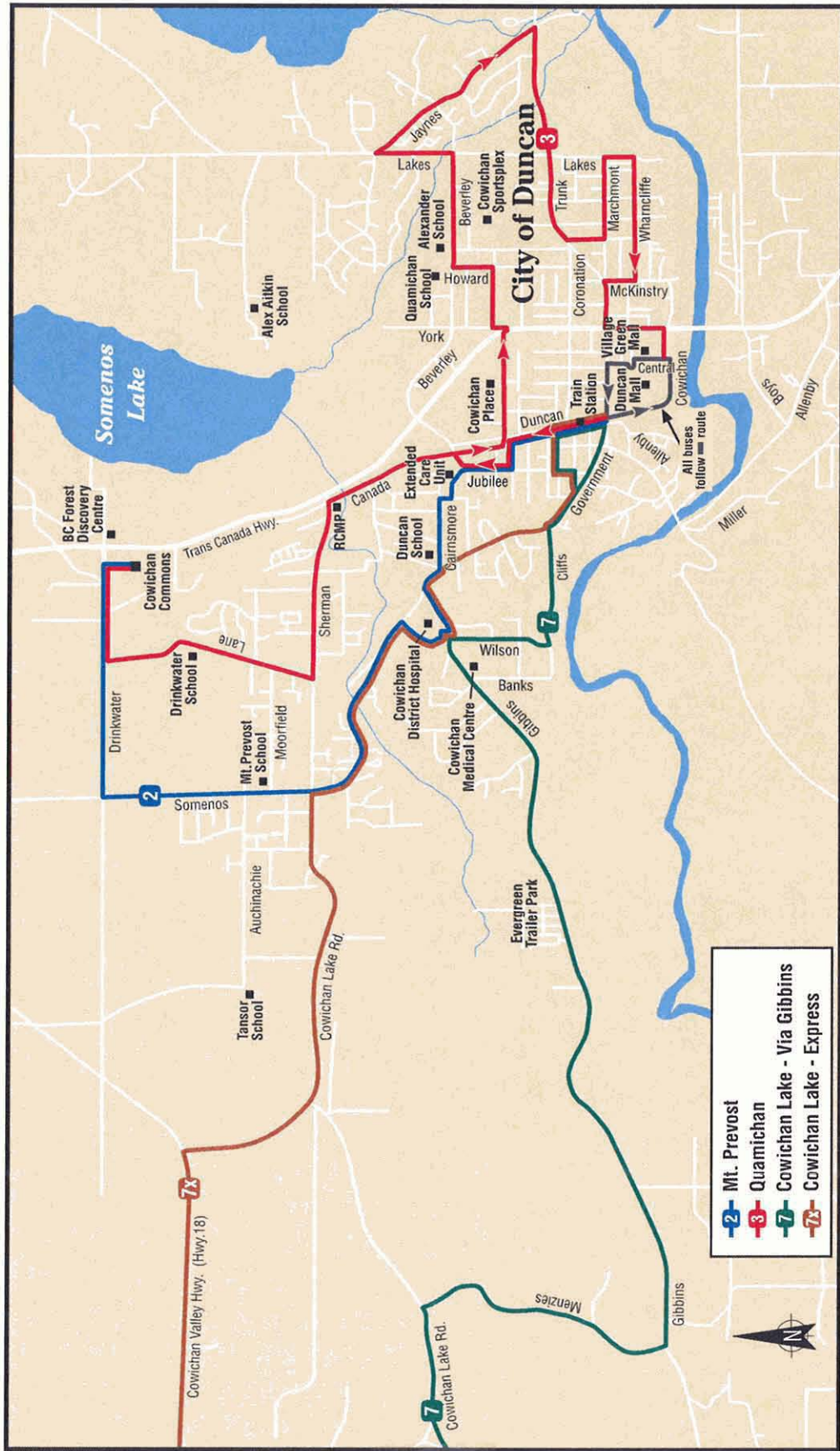
12 Shawnigan Lake -		To Valley View		12 Shawnigan Lake -	
Mon through Thurs				Valley View	
T	FK	U	Q	P	VV
Lv. Mill Bay Shopping Centre	Lv. Frances Kelsey Sec. School	Lv. Shawnigan Lake Village	Lv. Ravenhill at Ceylon	Lv. Cobble Hill	Ar. Valley View Mall
6:54	6:58	7:05	7:15	7:25	7:30
7:54	7:58	8:05	8:15	8:25	8:30
9:54	9:58	10:05	-	10:15	10:20
11:54	11:58	12:05	12:15	12:25	12:30
1:54	1:58	2:05	2:15	2:25	2:30
3:54	3:58	4:05	4:15	4:25	4:30
4:54	4:58	5:05	5:15	5:25	5:30
5:54	5:58	6:05	6:15	6:25	6:30
6:54	6:58	7:05	-	7:15	7:20
Friday					
6:54	6:58	7:05	7:15	7:25	7:30
7:54	7:58	8:05	8:15	8:25	8:30
9:54	9:58	10:05	-	10:15	10:20
11:54	11:58	12:05	12:15	12:25	12:30
1:54	1:58	2:05	2:15	2:25	2:30
3:54	3:58	4:05	4:15	4:25	4:30
4:54	4:58	5:05	5:15	5:25	5:30
5:54	5:58	6:05	6:15	6:25	6:30
6:54	6:58	7:05	-	7:15	7:20
10:54	10:58	11:05	11:15	11:25	11:30
Saturday					
10:54	10:58	11:05	11:15	11:25	11:30
2:54	2:58	3:05	3:15	3:25	3:30
Sunday					
12:54	12:58	1:05	1:15	1:25	1:30
4:54	4:58	5:05	5:15	5:25	5:30

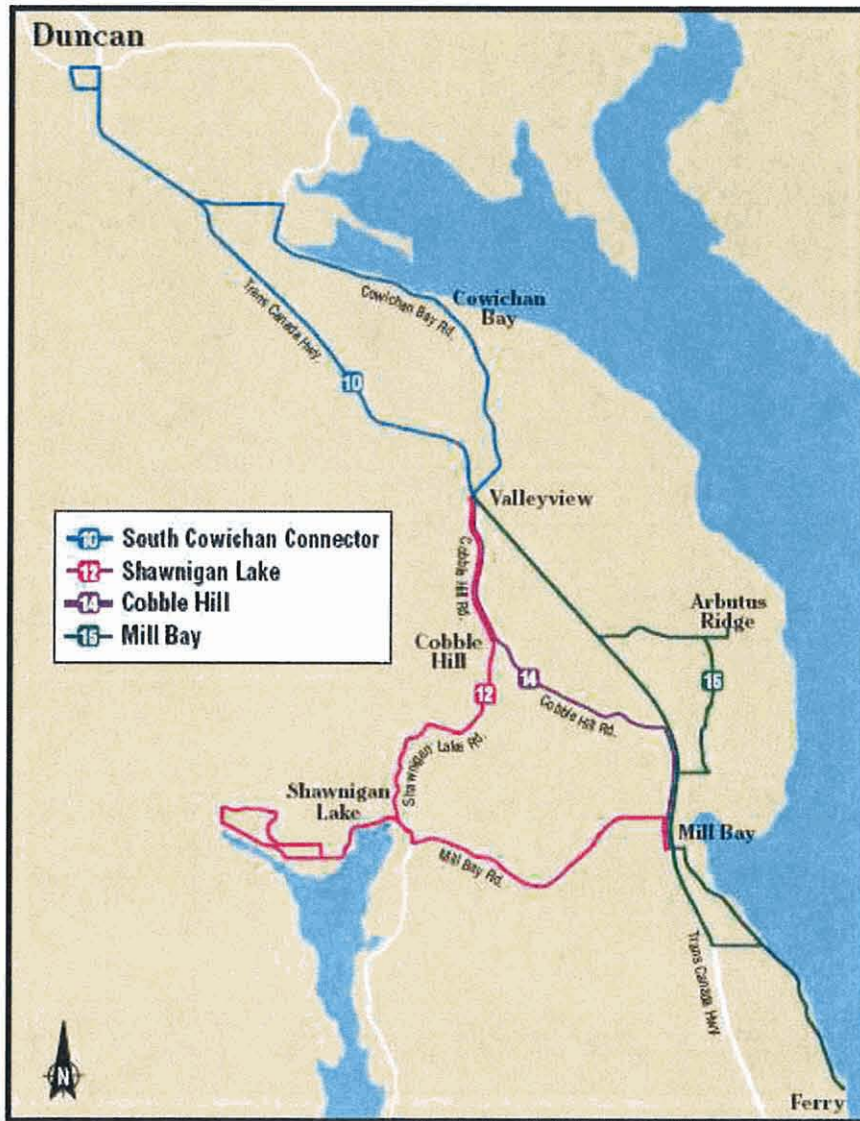
15 Mill Bay		To Mill Bay		15 Mill Bay To Valley View		
Mon through Thurs				Mon through Thurs		
VV	V	AR	T	TF	NH	T
Lv. Valley View Mall	Lv. Telegraph at Hutchinson	Lv. Arbutus Ridge	Lv. Mill Bay Shopping Centre	Ar. Mill Bay Ferry	Lv. Mill Bay: Noowick at Huckleberry	Ar. Mill Bay Shopping Centre
6:41	-	-	6:51	-	6:55	7:00
7:30	-	-	7:40	7:47	7:49	7:54
9:30	-	-	9:40	9:47	9:49	9:54
11:30	11:37	11:43	-	-	-	11:53
1:30	-	-	1:40	1:47	1:49	1:54
3:30	3:37	3:43	-	-	-	3:53
5:30	-	-	5:40	5:47	5:49	5:54
6:30	6:37	-	-	-	-	6:42
Friday						
6:41	-	-	6:51	-	6:55	7:00
7:30	-	-	7:40	7:47	7:49	7:54
9:30	-	-	9:40	9:47	9:49	9:54
11:30	11:37	11:43	-	-	-	11:53
1:30	-	-	1:40	-	1:44	1:49
3:30	3:37	3:43	-	-	-	3:53
5:30	-	-	5:40	5:47	5:49	5:54
6:30	6:37	-	-	-	-	6:42
10:30	-	-	10:40	10:47	10:49	10:54
Saturday						
10:30	10:37	10:43	-	-	-	10:53
2:30	-	-	2:40	2:47	2:49	2:54
Sunday						
12:30	12:37	12:43	-	-	-	12:53
4:30	-	-	4:40	4:47	4:49	4:54

20 Youbou Connector		Mon through Thurs		
M	BE	AY	BE	M
Lv. Lake Cowichan Town Centre	Lv. Beaver & Elk	Lv. Youbou: Alder & Youbou Rd.	Lv. Beaver & Elk	Ar. Lake Cowichan Town Centre
7:00	7:02	7:20	7:38	7:40
11:05	11:07	11:25	11:43	11:45
12:20	12:22	12:40	12:58	1:00
4:20	4:22	4:40	4:58	5:00
5:25	5:27	5:45	6:03	6:05
8:05	8:07	8:25	8:43	8:45
Friday				
7:00	7:02	7:20	7:38	7:40
11:05	11:07	11:25	11:43	11:45
12:20	12:22	12:40	12:58	1:00
4:20	4:22	4:40	4:58	5:00
5:25	5:27	5:45	6:03	6:05
8:05	8:07	8:25	8:43	8:45
9:15	9:17	9:35	9:53	9:55
Saturday				
10:50	10:52	11:10	11:28	11:30
4:00	4:02	4:20	4:38	4:40
6:20	6:22	6:40	6:58	7:00
Sunday				
10:50	10:52	11:10	11:28	11:30
4:00	4:02	4:20	4:38	4:40

21 Honeymoon Bay		Mon through Thurs	
M	GB	M	
Lv. Lake Cowichan Town Centre	Ar. Gordon Bay Provincial Park	Lv. Lake Cowichan Town Centre	
7:45	8:06	8:25	
10:20	10:41	11:00	
1:05	1:26	1:45	
3:35	3:56	4:15	
7:20	7:41	8:00	
Friday			
7:45	8:06	8:25	
10:20	10:41	11:00	
1:05	1:26	1:45	
3:35	3:56	4:15	
7:20	7:41	8:00	
8:20	8:41	9:00	
9:55	10:16	10:35	
Saturday			
11:30	11:51	12:10	
3:20	3:41	4:00	
5:30	5:51	6:10	
Sunday			
11:30	11:51	12:10	
3:20	3:41	4:00	









Cowichan Valley Regional Transit

3 – 5280 Polkey Rd.
Duncan, B.C. V9L 6W3

June 16, 2009

Transit Report

Buses

We currently have in our fleet:

- 10 Low floor accessible buses (Dennis Darts)
- 8 Nova buses for Malahat Commuter Service (accessible)
- 1 Polar (mini bus)

Ridership

Cowichan Valley Conventional

Total ridership per month is as follows :

March	2009	-	19083
April	2009	-	26898
May	2009	-	23585

Commuter Service

Total ridership per month is as follows :

March	2009	-	3614
April	2009	-	3178
May	2009	-	2983

ALL DRIVERS HAVE RECEIVED HAZARDOUS AVOIDANCE AND CUSTOMER SERVICE TRAINING.

WE ARE PLANNING A FOLLOW UP SAFETY DAY FOR ALL DRIVERS.

Yours truly

Bill Young
Manager
Cowichan Valley Regional Transit.

Original: <i>File</i>	Copies to:
Sent:	
Committee(s): <i>Transit - July 8th</i>	
Directed by:	Date:
File # <i>8570-01</i>	



4R3

STAFF REPORT

TRANSIT COMMITTEE MEETING OF JULY 8, 2009

DATE: June 1, 2009 **FILE NO:** ISC

FROM: John Elzinga, Manager, Island Savings Centre Division

SUBJECT: Olympic Torch Relay Celebrations Request

Recommendation:

That it be recommended to the Board that Cash Fares on the Cowichan Valley Regional Transit System be reduced to zero (no charge) on Saturday, October 31, 2009 to celebrate the Olympic Torch Relay celebrations happening region-wide.

Purpose:

The Olympic Torch will be arriving in Canada, Victoria BC, on Friday, October 30, 2009. The Torch will travel on Day 2 up the Island from Victoria to Nanaimo.

The Torch will be run through the communities of Mill Bay, Cowichan Bay, Duncan/North Cowichan, Lake Cowichan, Crofton, Chemainus, and Ladysmith, as well as other communities outside of the CVRD.

Financial Implications:

This request results in the loss of Transit revenues. The expected revenue loss would be in the range of \$300 to \$350 for the day.

Interdepartmental/Agency Implications:

This request would provide an opportunity for promotion of the Transit system by the CVRD's Corporate Services Department.

Background:

Planning for the Olympic Torch Relay celebrations is currently underway throughout the Region. For more information on the Olympic Torch Relay, please see www.winter2010.com.

Submitted by,

John Elzinga
Manager
Island Savings Centre Division

General Manager's Approval:

Signature

June 30, 2009

Joe Barry
Administrative Services Manager
Cowichan Valley Regional District
175 Ingram Street
Duncan, BC V9L 1N8

Dear Joe,

Please find attached the Cowichan Valley Commuter Transit Service Review. This provides some additional detail to the information I presented to the CVRD Transit Committee on May 13.

The Cowichan Valley Commuter service has been in operation since October 2008. BC Transit planning staff have reviewed the service, and have made a series of recommendations to adjust routes and schedules to more closely match the demand and the needs of commuters. This report also includes a Facilities Review, which examined bus stops, park and ride lots, and other transit facilities.

Please let me know if you have any questions about this report.

Yours truly,



Peter Murray
Senior Transportation Planner
BC Transit

Cowichan Valley Commuter Transit Service Review

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Ridership and Fare Revenue.....	5
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Recommendations.....	11
CVC Facilities Review.....	17

Cowichan Valley Commuter Transit Service Review

May 2009

Background

In 2006, in response to safety concerns on the Malahat corridor and to promote alternatives to single occupant vehicle travel on this corridor, the Cowichan Valley Regional District and the Victoria Regional Transit Commission endorsed undertaking a feasibility study to examine transit service connecting the Cowichan Valley and Victoria. BC Transit was interested in the feasibility of operating a regional transit link between the Cowichan Valley Regional District (CVRD) and the Capital Regional District (CRD). This study was initiated to assess the potential demand for inter-regional transit services in the short-term (2006 to 2008), as well as the relevant and cost-effective transit service options. Halcrow Consulting was retained to conduct this study in conjunction with the Malahat Corridor Study that they were undertaking for the Ministry of Transportation.

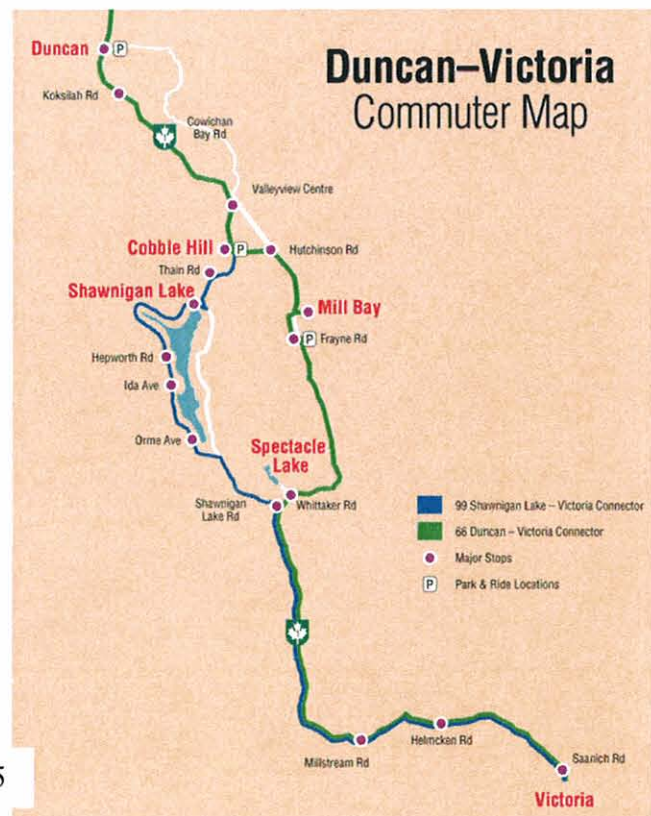
The Malahat Feasibility Study was completed in November 2006, and included both market analysis and service options. The study also suggested a fare structure, ridership targets, and operating costs per year.

In May 2008, the Province announced funding for the proposed transit service, and the service was implemented in October 2008. The service consists of two routes – Duncan and Shawnigan Lake - with three inbound trips in the morning and three outbound trips in the afternoon on each route. The service is cost-shared between the Province, the CVRD, and the Victoria Regional Transit Commission.

Service Description

Route 66 Duncan to Victoria

The 66 Duncan route operates Monday through Friday (with the exception of statutory holidays) from Donnay and McKenzie Drive in Maple Bay (North Cowichan) to Downtown Victoria. The route travels through North Cowichan to the City of Duncan, south along Highway 1 to Valleyview Centre. At Valleyview Centre, the route leaves the highway on Cobble Hill Road, travels south to the Cobble Hill park and ride, and returns to Highway 1 via Hutchinson Road. The route then makes stops in Mill Bay and Whittaker Road. In Greater Victoria the route makes stops in Langford, View Royal, Sannich, and downtown Victoria ending at the BC Legislature Building. The service is operated by First Bus Canada, and funded by BC Transit and the Cowichan Valley Regional District.



In the morning, three trips leave North Cowichan at 5:33, 6:03, and 6:33. Three trips return from Victoria in the afternoon at 4:15, 4:45, and 5:15.

The 66 connects with all formal and informal park and ride facilities, and is a more direct route than the 99 Shawnigan Lake. Total trip time from North Cowichan to Downtown Victoria is approximately 105 minutes.

Route 99 Shawnigan Lake to Victoria

The 99 Shawnigan Lake route operates Monday through Friday (except on statutory holidays) to carry passengers to Greater Victoria during peak morning and afternoon hours. This routes begins at Cobble Hill Station, which also services a park and ride facility. From this location, the route travels along the north part of Shawnigan Lake and along the west side of the lake. It meets Highway 1 at Shawnigan Lake Road and travels the same route as the 66 Duncan into Victoria and utilizes the same stops.

Three trips leave in the morning at 5:50, 6:20, and 6:50, and three in the afternoon at 4:15, 4:45, and 5:15.

The 99 connects with 3 park and ride facilities, and is less direct route than the 66 Duncan. Total trip time from Cobble Hill to Downtown Victoria is approximately 85 minutes.

Fares

The table to the right shows the fare structure. Zone 1 is south of Valleyview Centre and Zone 2 is Valleyview and north. The South Island pass can be used on the Victoria Regional Transit System.

	1 Zone	2 Zone
Cash	\$6	\$8
Tickets (10)	\$54	\$72
CVC monthly pass	\$150	\$200
South Island monthly pass	\$185	\$235

Cowichan Valley Commuter Review Process

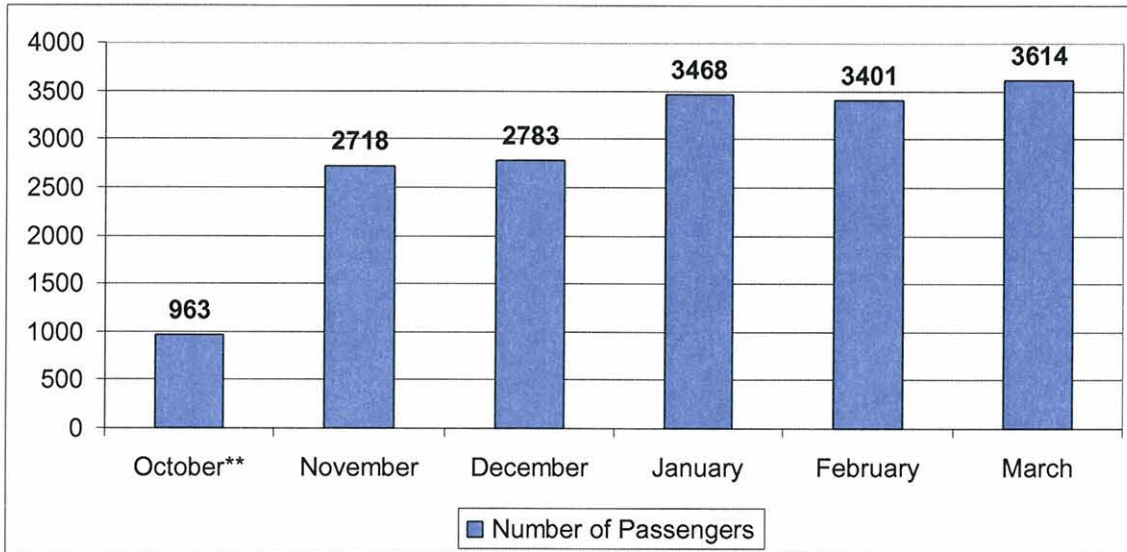
This review was initiated by the planning division at BC Transit in January 2009 to examine how well the service is performing and identify opportunities to improve the service.

BC Transit collected ridership and stop activity statistics from the operating company, First Bus Canada, and pass registration and other fare information from the Cowichan Valley Regional District (CVRD). The BC Ministry of Transportation also provided input on park and ride and bus stop facilities, and on improvements which may need to be considered in the future. In addition, feedback from passengers was collected through an on-board passenger survey, and feedback from both users and non-users was collected through an on-line survey posted on the BC Transit website.

The collected information was analyzed and a number of recommendations were developed regarding routes, schedules, passenger facilities, and other aspects of the service.

Ridership & Fare Revenue

From the beginning of the service (October 20, 2008) until the end of March 2009, the Cowichan Valley commuter has carried 16,947 passengers. The chart below shows the trend in monthly ridership, which has been gradually increasing since the service began.



**Service began October 20, 2008. October statistics do not represent an entire month of ridership.

The table below shows the average daily ridership by month, broken down for the two routes. In the past three months, total daily ridership has averaged 165-170 passengers. This represents 60-65% of the target ridership of 260 rides per day. It can often take one to two years for ridership to build and mature on a new transit service, particularly for a commuter service such as this, where people typically have well-established commuting habits by car or vanpool. Public information and promotion, discussed below, can also help in developing a market for this service.

Average daily rides	October	November	December	January	February	March
Route 66 Duncan	65	95	91	117	120	115
Route 99 Shawnigan	32	48	42	49	50	49
CVC Total	96	143	133	165	170	164
Percent of Target	36%	55%	51%	63%	65%	63%

Daily ridership on the 66-Duncan route is averaging 115-120 passengers per day, while ridership on the 99-Shawnigan Lake route is averaging around 50 passengers per day. As a result, the 66-Duncan route accounts for about 70% of total ridership, while the 99-Shawnigan Lake route carries about 30%.

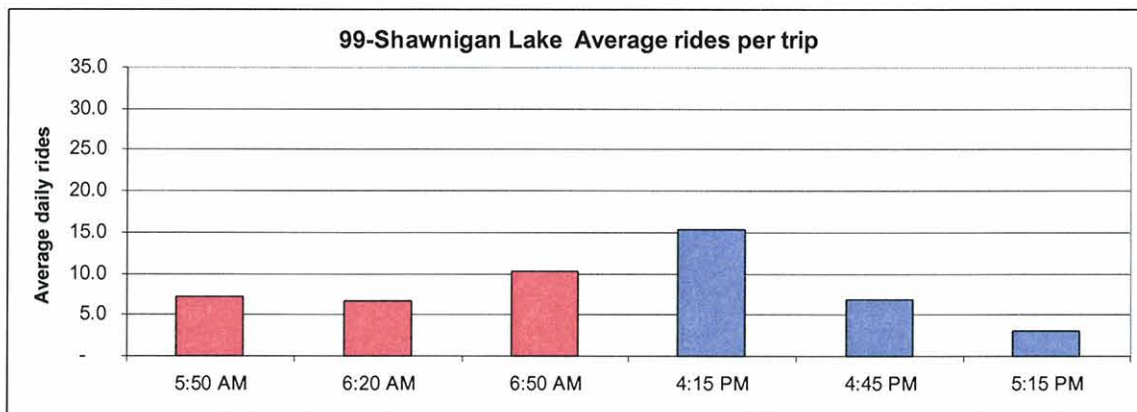
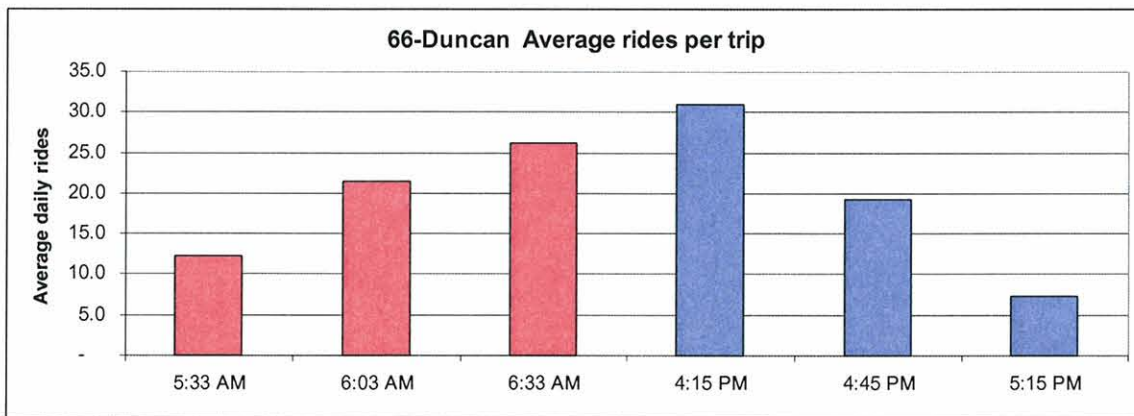
The tables below show the total monthly ridership on each trip for the two routes. The charts show the average daily ridership by trip for the two routes.

66-Duncan Monthly Ridership by Trip

Month	5:33AM	6:03AM	6:33AM	4:15PM	4:45PM	5:15PM
October	57	110	152	175	97	57
November	231	329	386	474	289	90
December	228	203	486	505	251	133
January	249	421	570	697	366	144
February	255	463	498	619	401	172
March	264	459	586	632	446	147
TOTALS	1284	2088	2678	3102	1850	743

99-Shawnigan Lake Monthly Ridership by Trip

Month	5:50AM	6:20AM	6:50AM	4:15PM	4:45PM	5:15PM
October	38	57	72	84	33	31
November	100	176	200	217	161	65
December	120	127	189	222	134	82
January	150	131	202	311	168	59
February	150	134	214	298	141	56
March	153	150	228	355	110	78
TOTALS	711	775	1105	1487	753	371



For both routes, the last morning trip and the first afternoon trip have the highest ridership, while the first morning trip and the last afternoon trip have the lowest ridership. This appears to indicate that there is a very sharp demand peak for travel on service that is close to the later trips in the morning and the earlier trips in the afternoon. Providing more of the service during this peak demand period will be examined.

Fare Revenue:

Total fare revenue amounted to approximately \$102,000 during the first six months of service. Monthly passes accounted for most (57%) of this revenue. Tickets (26%) and cash fares (27%) made up the remainder. Total fare revenue is projected at \$272,000 for 2009/10, resulting in a cost recovery ratio of 33% (not including vehicle debt service costs, which are being paid 100% by the Province). This cost recovery ratio is close to the average for BC Transit systems outside of Victoria.

Bus Stop Activity

Based on daily counts by operators, the majority of 66-Duncan passengers board at Village Green Mall/Duncan Mall (40%), Cobble Hill (22%), and Mill Bay (29%). It is notable to mention there are park and ride facilities at each of these stops. Leaving Victoria, most passengers board and alight in downtown Victoria at either Douglas and Fort Streets or Pandora and Douglas. Boarding numbers decline further away from the downtown core.

For the 99-Shawnigan Lake route, the most utilized boarding stops inbound to Victoria are located at Shawnigan Lake Road at Renfrew (25%), Shawnigan Lake Estates at Ravenhill and Terrace (30%), and Shawnigan Lake West at Tranent (25%). Leaving Victoria, most passengers board downtown and Douglas and Fort Streets. Boarding numbers decline dramatically further away from the downtown core.

Stop activity was also recorded as part of the on board passenger survey conducted March 10, 2009. The survey asked at which stops passengers boarded and alighted that day. The results for the two routes are summarized below:

66-Duncan Boarding Locations	
Donnay Dr at McKenzie	1
Donnay Dr at Woodgrove	0
Donnay Dr at Kingsview	0
Maple Bay Rd at Stonehouse	0
Maple Bay Rd at Frances	0
Trunk Road at Campbell	12
Central Rd (Village Green Mall)	23
Hwy 1 at Boys	2
Koksilah Rd at Hwy1 (u-turn turnaround)	1
Cobble Hill Rd at Hwy 1	1
Cobble Hill Rd at Fisher (Cobble Hill Station)	5
Hutchinson Rd at Hwy 1 (u-turn turnaround)	10
Mill Bay Shopping Centre	7

Frayne Rd at Hwy1	8
Whittaker Rd at Hwy 1 (Spectacle Lake turnoff)	3
Total Responses	73

99-Shawnigan Lake Boarding Locations	
Cobble Hill Rd at Fisher (Cobble Hill Station)	1
Shawnigan Lake Rd at Thain (Northgate)	1
Shawnigan Lake Rd at Renfrew (Masons Beach)	9
Renfrew Rd at Linden	1
Gregory Rd at McKean	3
Gregory Rd at Ravenhill	1
Ravenhill Rd at Terrace	2
Shawnigan Lake Rd at Tranent	1
Shawnigan Lake Rd at Hepworth	0
Shawnigan Lake Rd at Ida Ave	0
Shawnigan Lake Rd at Orme	1
Shawnigan Lake Rd at Sooke Lake Rd	0
Shawnigan Lake Rd at Hwy 1	2
Total Responses	22

The boarding activity for the 66-Duncan route reflects the daily operator counts by area. The most utilized stops are located in Duncan, Cobble Hill and Mill Bay. There is extremely low ridership on the Maple Bay portion of the route. There are 1 or 2 passengers that use the commuter in this area; therefore, servicing this area is very inefficient. The stops have not yet been installed on this portion.

The boarding activity for the 99-Shawnigan Lake route indicates that most of the ridership is coming from the north side of Shawnigan Lake. The Shawnigan Lake and Renfrew stop at Mason's Beach is the most utilized stop, in part because there are opportunities to park and ride. The stop activity for this route indicates very poor ridership on the west side of the lake.

More detailed stop activity statistics are included in Appendix 1.

On-Board and On-Line Survey Results

On March 10, an on-board survey was offered to passengers on every trip. This survey collected information on origins and destinations, travel to and from bus stops, frequency of use, and other transportation options. The survey also asked passengers how the service could be improved, and specifically asked if there were better trip times. There were 94 on-board surveys completed. In addition to the on-board survey, an on-line survey was posted on the BC Transit website from March 18-31, providing an opportunity for non-riders and those not able to fill out the on-board survey, to voice their perspectives on the commuter service. There were 101 on-line surveys completed by both riders and non-riders.

Travel Patterns

The survey results on questions related to travel patterns are summarized below:

- *Origins and destinations* – The largest number of respondents were from Duncan (28%) and Cobble Hill (16%). Nearly half (47%) of respondents were going to downtown Victoria, with a further 28% going to other parts of the core area of Greater Victoria.
- *Travel to and from bus stops* – Most respondents drove themselves (43%) or were driven (18%) to the bus stop. The remaining 39% walked to the bus stop. Once they arrived in Victoria, 86% of respondents walked from the bus stop to their final destination. Only 10% transferred to another Victoria Regional Transit System bus.
- *Park and ride usage* – 77% of respondents would be willing to drive to a park and ride lot if the bus stop was not within walking distance of their home, but most would only be willing if the park and ride lot was a 10-minute drive.
- *Frequency of use* – Most passengers are regular transit users, with nearly 90% of respondents using the commuter service every weekday. Similarly, nearly 90% of respondents plan to use the service year round.
- *Other transportation options* – Most respondents (62%) stated that they would drive if the transit service wasn't available. A further 12% would travel as a passenger in a vehicle and 6% would travel in a vanpool.

Requested Changes to the Service

Both the on-board and the on-line surveys included questions about how the service could be improved to better meet passenger needs. The results revealed several issues of importance to the commuters.

1. *Changes to trip times and frequency.* The most requested change to the service was for additional trips, or for different trip times. Many respondents requested an additional or earlier afternoon departure from Victoria, with 4:00 PM being the most commonly requested time. Several respondents also suggested that this would help to reduce crowding on the existing 4:15 PM departure. Generally, passengers and non-riders would like more trip choices at different times.
2. *Shorter travel time with fewer stops.* Many respondents would like to see faster travel times, and some suggested removing stops from the route to make the commute time faster. Respondents also supported a more direct service that does not leave Highway 1 and stops at park and ride locations only. Suggestions were also made to move the route 99 alignment to the east side of Shawnigan Lake, as a faster alternative and to increase ridership.
3. *Fares are too high.* Many riders and non-riders complained that the fares are too expensive. Several survey respondents referred to the price of local Victoria service that connects Sooke with downtown Victoria for \$2.25. Respondents emphasized there was not a significant difference in the time it takes to travel from Sooke to Victoria and Duncan to Victoria. Some non-riders mentioned the price was one of the reasons they do not take the commuter service. Therefore, the price of the commuter service per ride should more closely reflect the price of local Victoria service. While some survey

4. respondents said these fares were too high, they did not often suggest a fare they would be willing to pay, other than stating that the fare should be more closely based on the trip times and distances in the Victoria region between Sooke and downtown Victoria
5. *Stop Identification and on-site information and amenities.* Respondents expressed their concern that the bus stops are not clearly marked and lack route or schedule information. The online survey generated many responses to adding amenities to park and rides such as lighting, shelters, benches, telephones, and transit information.
6. *Improved connections between the commuter service and the Victoria Regional Transit System and the Cowichan Valley Transit System.* Customers would like to have better integration with local transit services, particularly in Victoria, but also in the Cowichan Valley.
7. *Other Destinations in Greater Victoria.* There has been significant interest by CFB Esquimalt employees in the commuter service. A petition was circulated, encouraging employees to write to BC Transit expressing their interest in having the commuter service stop at the base. Employees suggested arrival times, origin/destinations, and emphasized that many of their colleagues would use the commuter. If service was provided, it would result in longer trip times and deviate from the direct route along Douglas Street.
8. *Improved Marketing.* Prior to service implementation in October 2008, BC Transit promoted the Cowichan Valley Commuter service by conducting open houses, issuing press releases, and advertising in newspapers and on radio. Over the past several months, there has been very little advertising of the commuter service from BC Transit. Part of the reason for this is to avoid oversubscribing the service. However, potential passengers are confused as to how to access information about the service and are unaware of the location of the stops, park and rides, and schedule. Passengers would also like to be able to access updates on service delays or cancellations, as this bus may be their only travel option. Some survey respondents felt that people have simply forgotten about the commuter service.

There has been ongoing press in newspapers regarding the difficulty potential passengers are having finding information on the service. One of the ways BC Transit will help to raise the profile of the commuter is to combine the CVC riders guide with the local CVRD transit service riders guide.

Operating Company Contingency Plans

The Cowichan Valley commuter service operating company, First Bus Canada, has several plans in place in case of emergency or delays. Some of these plans have already been utilized within the first few months of service.

When a commuter bus is out of service in either Duncan or Victoria, there are mechanics available to repair the vehicle, sometimes before it needs to go into service. Well in advance of

departure, operators are expected to check their coach, to ensure it is safe. In the case that the bus that must make the first of three is not in service, an attempt will be made to repair it, and it can leave on the last trip. Therefore, there is at least 1.5 hours to repair the vehicle. In the case a bus cannot be repaired, another bus from Duncan will be sent to Victoria. This is approximately a 60 minute drive.

In regards to Malahat highway closures, passengers are given the option to be returned home on the bus, via the Mill Bay ferry from the Saanich peninsula. They may also choose to stay in Greater Victoria, and return to Cowichan Valley the next day. The bus may be met with another vehicle at Mill Bay, such as a handyDART bus, to return people to their homes or vehicles located in a park and ride.

If a driver is not able to operate a trip, a driver from the local Cowichan Valley transit service will be called upon. If there is no driver available, Bill Young could drive from the Cowichan Valley, or Bob Allen or a trainer from the handyDART transit facility in Saanich could also operate the highway coaches.

These plans have been successful for the service in the past several months. Commuter passengers are very tolerant of delays, as poor road and driving conditions are common on the Malahat.

Recommendations

Ridership statistics, bus stop activity and park and ride utilization, and feedback from the on-board and on-line surveys were all considered in developing recommendations for improving the Cowichan Valley Commuter service. It is recommended that the routing and schedule changes outlined below be implemented as Phase 1 of the implementation. In the short term, these changes can be accommodated with only minor changes to the existing transit infrastructure. In Phase 2, to be implemented later, a business case will be developed for upgrading and adding park and ride lots and other transit facilities to meet the medium and long range needs of the transit service.

Proposed Routing Changes

66-Duncan

It is proposed that service through Maple Bay be eliminated. The first stop with significant activity is at Trunk Road and Campbell in Duncan, so it is proposed that the route begin at this location, then stop at on Central Road beside Village Green Mall/Duncan Mall in Duncan which is the most heavily used stop.

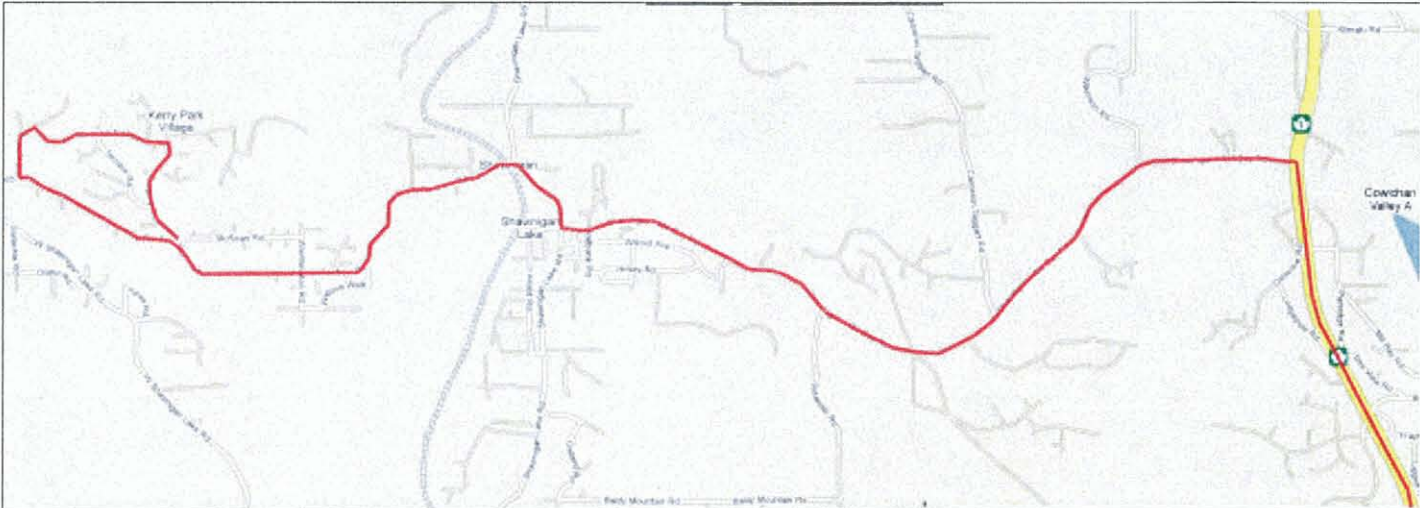
The route would then follow Highway 1 from Duncan to Victoria. Cobble Hill Station and Mill Bay Shopping Centre will no longer be serviced by this route to ensure the fastest and most direct route possible. Both of these stops have relatively low usage, and passengers can easily be served using stops at Hutchinson Road and Frayne Road respectively. The trip time for this new routing is approximately 90 minutes.

More park and ride facilities and capacity is required to accommodate the anticipated higher ridership this route may experience by adding a bus and providing a more direct route with some stops eliminated.

66-Duncan proposed routing changes



99-Shawnigan Lake proposed routing changes



Route 99-Shawnigan Lake:

It is proposed that the portion of the route on the west side of Shawnigan Lake be eliminated. Service would start in Cobble Hill and follow the same loop through Shawnigan Lake Beach Estates as it does now, allowing the bus to turn around to travel east to Highway 1. Stop activity shows ridership on this route highest north of the lake. The proposed route will travel east along Renfrew Road, Shawnigan Lake/Mill Bay Road past Shawnigan Lake Village, and meet Highway 1 at Mill Bay. Since the Mill Bay stop should be removed, this new routing will service Frayne Road park and ride. The route will then travel south along Highway 1, following the 66 alignment. The running time for this route is approximately 80 minutes.

A route along the east side of the lake was not considered because the road is not as well maintained as Shawnigan Lake/Mill Bay Road and finding safe and appropriate bus stop locations is difficult.

The purpose for the new realignment is to have a more direct service that still provides opportunity for Shawnigan Lake customers to use the bus. Passengers who currently find they must stand on the 66-Duncan route may be able to use the 99-Shawnigan Lake route to Frayne Road park and ride and be able to sit for the duration of the trip.

Longer term proposal

In the long term, it is proposed to realign the commuter service to travel directly along Highway 1, with no detours. The local transit system would provide a feeder service to connect to this express route. The 99-Shawnigan Lake route would be removed, and all buses would follow the same routing along Highway 1, providing more trip choices. The following two changes will support this recommendation:

More park and ride facilities and capacity must be established, as more passengers from the former route 99 and route 66 will be driving to these facilities. The route would focus on serving park and ride locations, rather than roadside stops without parking.

To reduce vehicle usage and to serve passengers on the north side of Shawnigan Lake, Maple Bay, and Cobble Hill that no longer have commuter service, increased service on the local Cowichan Valley Transit System would connect with the commuter service for those not using park and rides. Currently, there are no trips early enough in the morning to make connections, and afternoon trips are not conveniently met with local service.

Proposed Schedule Changes

It is proposed that one daily round trip be reallocated from the 99-Shawnigan Lake route to the 66-Duncan route, due to the higher demand on the latter route which accounts for 70% of total ridership. This should also help to alleviate crowding on some trips on the 66-Duncan route. Departure times will also be staggered to provide more trip time choices for passengers. The proposed new schedule is outlined below. There may be some minor changes to this schedule once travel times have been finalized prior to implementation.

	Route 66				Route 99	
Depart first stop	5:45AM	6:15AM	6:30AM	6:45AM	6:10AM	6:55AM
Arrive downtown Victoria	7:15AM	7:45AM	8:00AM	8:15AM	7:30AM	8:15AM
Depart downtown Victoria	4:00PM	4:15PM	4:45PM	5:15PM	4:10PM	4:30PM
Arrive last stop	5:30PM	5:45PM	6:15PM	6:45PM	5:30PM	5:50PM

66-Duncan Schedule Recommendations

Based on feedback from the surveys and ridership numbers per trip, additional service is recommended for the route 66. The latest morning trip is the busiest, carrying 44% of passengers for all the morning trips for this route. The surveys also indicated that passengers would like earlier service. To accommodate the demand for service on this route, an additional trip with an 8:00AM arrival in Victoria is proposed, with all other 66 morning arrival times remaining the same.

Together with the elimination of the Maple Bay, Cobble Hill, and Mill Bay stops, the running time for the route 66 is approximately 15 minutes less than the current schedule of 105 minutes.

Earlier afternoon trips were also requested by passengers. On the route 66, it is recommended that a 4:00PM trip is added, and all other trips leave at the current times.

99-Shawnigan Lake Schedule Recommendations

Two round trips per day are proposed for the 99-Shawnigan Lake route. In the morning, the last trip arriving in Victoria at 8:15AM is the most popular, and therefore will remain at this time. The other bus will be scheduled to arrive in Victoria at 6:55AM to accommodate those passengers who prefer an earlier time.

In the afternoon, in response to passenger requests for earlier afternoon trips, one of the buses will be scheduled to leave Government and Superior at 4:10PM and the other at 4:30PM. These trips will also help alleviate the demand on the 4:15PM trips, which carry the most passengers, and often have standees for much of the trip.

Longer-term Route and Trip Recommendations

As the commuter service matures and attracts more riders, more trips options may be possible. Mid-morning, noon and afternoon trips may become feasible for those who do not need to be in Victoria all day, as well as adding later trips into the evening for work commuters that would like to ride the bus, but do not leave work on time to take one of the afternoon trips. Service on the weekends may also be considered as well, dependent on interest and budget constraints.

Cost Impacts

The proposed service changes will likely not have a significant impact on the cost of operating, as they recommend the reallocation of buses and slightly better running times. Adding additional vehicles is not recommended at this time, as the service is still maturing.

Park and ride facility improvements may result in significant costs which cannot be determined in this review. This will be part of the Phase 2 implementation as described above. The Ministry of Transportation and BC Transit will work together to develop a business case and capital plan for these facility improvements. As is currently the case, local governments will likely be responsible for the cost of transit stop or park and ride amenities such as shelters, benches, and transit information kiosks.

Proposed bus stop changes

In light of the numerous requests for faster and more direct service, and the low activity at some stops, it is proposed that several stops be eliminated.

66-Duncan

- *Maple Bay*: All stops in Maple Bay would be eliminated as part of the routing changes.
- *Cobble Hill at Fisher*. The new routing alignment does not travel to this location, which will continue to be served by the 99-Shawnigan Lake route.
- *Mill Bay Shopping Centre*. This bus stop is very close to the Frayne Road park and ride. Removing this stop will allow faster trip times.

99-Shawnigan Lake

- *West Shawnigan Lake*: All stops on the west side of Shawnigan Lake would be eliminated as part of the routing changes.
- *Gregory/Ravenhill/Ceylon loop*: These stops will remain. This location will now be the start of the route.
- *Shawnigan Lake at Renfrew Road (Mason's Beach)*. This stop is well utilized by passengers, and park and ride opportunities exist.
- *Shawnigan Lake Village*: A bus stop should be established in Shawnigan Lake Village, as the new route alignment will now serve this location. Other stops may also be established along Shawnigan Lake/Mill Bay Road, but should be kept to a minimum to ensure a faster trip times.

Connections to local transit service

Improved connections to local transit service in both Greater Victoria and in the Cowichan Valley should be investigated. Currently, there are no connections between the commuter service and the local Cowichan Valley service in the morning, and connections are not ideal in the afternoon. Improved morning connections would require that the local Cowichan Valley transit service start earlier.

It is recommended that BC Transit investigate how the Victoria Regional Transit System could better accommodate those CFB Esquimalt employees transferring from Douglas Street onto the 6-Esquimalt or 26-Dockyard routes, and if directly servicing the base is feasible in the future.

Marketing

When the proposed service changes are implemented, it is recommended that this be accompanied by a marketing campaign to highlight the service improvements and to raise the overall profile of the service. Information of upcoming changes may be distributed electronically to existing riders registering for monthly passes as well as on interior bus cards on the buses. The broader public could be reached by providing information through the website, and through advertising in local newspapers and radio and additional partnerships. There is a strong interest in the service in the Cowichan Valley, so it is anticipated that a significant amount of earned local media coverage of the service changes can also be generated.

The customer service telephone line also needs to be improved for ease of use and reliability. Upcoming changes to the BC Transit website should make it easier for customers to get information on the service.

Fare Review

Once the proposed service changes have been implemented, ridership will be monitored. Fares should be reviewed at this point and set to encourage ridership while maintaining a reasonable level of cost recovery on this relatively high cost service.

CVC Facilities Review

For customers, transit stops and park-and-rides are initial points of access to the transit system. Location, design and amenities influence customer satisfaction and ultimately the performance of the transit system as a whole. As the first point of customer contact these transit facilities are a critical element in a transit systems' overall goal of providing timely, safe and convenient transportation. A component of the Cowichan Valley Commuter service review is a review of the existing transit facilities and recommendations for future improvements.

Context

There was an immediate need for temporary transit facilities to operate the service when it was implemented in October 2008. The existing transit facilities are comprised of bus stops, park-and-rides, a storage location in Victoria and an operating facility in Duncan. There was an assumption that a longer term plan for transit facilities would be developed at later date. As noted above, this longer term facility plan will comprise Phase 2 of the implementation strategy arising from this report.

Passenger Facilities

Bus Stops

There is a total of 90 bus stops utilized by Cowichan Valley Commuter Service with 66 in Cowichan Valley Regional District and 24 stops in the Victoria Transit System.

For a commuter oriented service which is traditionally a limited stop service there are a considerable number of stops for both routes. Each stop the bus must make slows the trip down resulting in a less competitive trip time compared with a similar trip by auto. The Shawnigan Lake service has 28 stops per direction and the Duncan service has a total of 25 stops per direction. A number of bus stops have been recommended for elimination based on the route and schedule changes described in the main report.

Most of the 66 bus stops in the Cowichan Valley have minimal customer amenities, consisting of a non wheel chair accessible waiting area on the gravel shoulder of the road. The CVC service utilizes 24 existing Victoria System stops on the Trans Canada Highway and Douglas Street. The majority of the CVC stops in Victoria provide appropriate passenger amenities such as shelters and wheel chair accessibility. CVC bus stops are branded with a unique flag sign to distinguish them from the local transit system bus stops. There is no schedule information at the bus stop level. The five bus stops in North Cowichan, one at the Hutchinson Rd turn-around and the southbound stop at Millstream have not been installed and drop off and pick up on this portion of the route are informal.

Park-and-rides

As part of the service implementation plan BC Transit secured Boulevard Transportation Group Ltd to undertake an assessment of park-and-rides facilities for the CVC service. The objectives were two-fold:

- Develop and identify a short-term park-and-ride plan
- Develop a longer range strategic approach to park-and-rides to guide land development and Official Community Plans

The Ministry of Transportation (MoT) initiated a two step program to implement and improve the park and ride facilities. The first step included establishing the park and ride locations, but not paving them until the demand was determined. This way, the Ministry did not spend money paving a park and ride that had little usage. The second step was to pave the park and ride lots. Three of the park and ride locations were initially paved, skipping the first step: Frayne Road, Valley View rest area, and Hutchinson Road. The cost to MoT to upgrade the park and rides was \$86,724.

There were two park-and-ride sites that were immediately established as part of the implementation of the commuter service at Frayne Rd, and Cobble Hill Village with capacity for 55 parking spaces. The Frayne Road location is paved, has a concrete barrier, lighting, and signage. For the upcoming year, no further improvements will be planned by MoT. At Cobble Hill Village, there is an issue with the facility being located partially on the Island Corridor Foundation (ICF) right of way. The CVRD is satisfied with the location, however the ICF would prefer the park and ride moved approximately 100 metres south. Communication between MoT and ICF was poor at the time of the park and ride establishment and the ICF did not approve of the upgrading done to the site. This option is not supported by the CVRD or MoT. Therefore, MoT does not have plans at this time to improve this park and ride in the future. Based on the recommendations regarding route realignment, neither the route 66 or 99 will service this location in the future.

There are also a number of informal park-and-rides located at Duncan, Hutchinson Rd, Valleyview Mall, Mill Bay Centre and Shawnigan Lake at Sooke Lake Rd. Park-and-ride with capacity for 35 parking spaces. The current utilization can be assumed from the ridership monitored at each location.

A new park and ride south of Duncan at the Cowichan Gaming Centre parking lot was suggested by the Boulevard Transportation Group as a short term park and ride facility. It would be available for users between the hours of 5:30am and 7:30am, after which time it would be made available to patrons of the Gaming Centre. The existing parking facility would have to include signage to convey these parking restrictions. Boulevard has received an informal endorsement from Cowichan Tribes to use their parking facility.

The park and ride at Hutchinson Road is an ideal interim location for a park and ride. It is paved and lit, and a turn around could be widened to accommodate more vehicles. At Valleyview Centre, this location is actually a rest area and has been widened to accommodate more vehicles. This location is not perfect for such a facility, as passengers must cross the highway to access bus stops. This location is not signed as a park and ride, as to not confuse people who may want to use it as a rest area. The informal park and ride at Mill Bay Centre is recommended to be removed from service, as the Frayne Road stop is very close by, therefore eliminating a stop on the route and allowing a faster commute time.

The short-term CVC park-and-ride locations identified and implemented currently have minimal customer amenities. There are no bus shelters, accessible features, or bike storage areas.

Additionally, there is no on-site information identifying the location as a transit facility except for the transit stop signs.

Park and Ride Locations

Location	Status	Current Parking Capacity	Stop Activity	Condition
Duncan Mall	Informal	-	31	asphalt
Cobble Hill Village	Formal	25	7	gravel
Frayne	Formal	20	9	asphalt
Valley View Rest Area	Informal	10	1	asphalt
Hutchinson Rd	Formal	10	9	asphalt
Mill Bay Shopping Centre	Informal	10	5	gravel
Sooke Lake Rd	Informal	10	1	gravel
Whittaker	Informal	5	3	
Total Capacity		90		

A park and ride option currently being investigated by MoT is securing a location at the south end of Shawnigan Lake, on the north side of Shawnigan Lake Road and Highway 1. This location could be used as a park and ride if the current route 99 alignment was changed to follow Highway 1. A turn around could be built here as well. MoT and the property owners have yet to agree on the price of land. Another option for a formal park and ride location is at Highway 1 and Whittaker Road, which can be widened to accommodate more vehicles.

Another potential park and ride location explored by MoT is located at Bench Road and Highway 1. This location is owned by MoT, and there is sufficient right-of way for a park and ride. There is a watercourse here that would need to be avoided. Additionally, there may not be enough people interested in this location to park, and MoT does not want to delay trips due to adding a stop here.

A number of long term park-and-ride options were identified in the Boulevard report these locations require further evaluation by BC Transit staff as part of a long term plan for this service. The following long-term facilities will be considered as part of Phase 2 of the implementation plan, based on the recommendations made by this review and Boulevard’s study:

- Valleyview Centre at Highway 1 (located south of the mall)
- North Shawnigan Lake at Shawnigan Lake Village
- South Shawnigan Lake

As noted in the main report, the Phase 2 implementation plan for upgraded and expanded park and ride lots and other facilities will be developed by the Ministry of Transportation and BC Transit through the development of a business case and capital plan.

Maintenance

Initially Park-and-ride maintenance was overlooked and not incorporated into the Highway maintenance plan. In the winter of 2008 no snow clearance occurred at the formal park-and-ride locations but this has been corrected and the formal locations will be maintained by MoT contractors. Bus stop maintenance is the responsibility of North Cowichan & Duncan in their respective municipalities and BC Transit's responsibility in Victoria. There is no formal agreement on CVC bus stop maintenance in the unincorporated electoral areas in the CVRD.

Operational Facilities

Victoria Storage

Buses are stored at Ogden Point Cruise Ship Terminal after the southbound morning service to Victoria has ended until they are required for the evening return trip north to the Cowichan Valley. The storage area in Victoria is leased from the Western Stevedoring a service provider at a number of ports across Vancouver Island. The bus storage area is an unsecured port parking lot. Concern over seasonal parking lot traffic congestion at the time cruise ships disembark has been raised about this site. Traffic congestion from the random arrival & departures of cruise ships could have an affect on the schedule reliability of the PM trip returning to the Cowichan Valley.

Cowichan Valley Facility

The home base for the Malahat Service is located in an industrial area south of Duncan at Roberts and Polkey Roads. The bus yard at the operating facility has been upgraded from a gravel lot to a fenced paved lot with overhead lighting. The vehicles are maintained locally by the Berk's Intertruck.

Recommendations

Planning staff have made the following recommendations to improve the transit facilities and how these facilities should support the CVC service.

1. Limit the number of stops

- Transit stops in the Cowichan Valley south of Duncan should be limited to a select number of park-and-ride locations to provide a more competitive trip time to travel by auto.

2. Expand Park-and-ride Capacity

- Park-and-ride capacity should be expanded to accommodate the mode shift goals of the Provincial Transit Plan

	2009	2020	2030
Transit mode share	3%	4%	5%
Parking space capacity required	138	232	338

3. *Strategically design and locate park-and-rides*
 - Locate park-and-rides adjacent to the highway within a 10 minute drive of most residents
 - Design & locate park-and-rides to minimize bus travel time and accommodate transfers from local buses

4. *Develop a facility plan to establish, upgrade, maintain park and ride lots and amenities as part of Phase 2 of the implementation plan.*
 - Due to route realignment recommendations which will dictate the need for more park and ride facilities to bring passengers to Highway 1, a yearly plan should be implemented to ensure facilities can accommodate demand for parking spaces, amenities such as shelters are maintained, and that asphalt and/or gravel surfaces are maintained.
 - Survey result indicated that the most important amenities to include at the park and ride locations were shelters and transit information.

5. *Improve customer amenities at transit stops & park rides*
 - Provide park & ride signage and wayfinding
 - Provide schedule information at customer facilities
 - Improve customer amenities by providing, transit shelters, street furniture, lighting, wheel chair accessible facilities and pedestrian walkways
 - Provide bike lockers

MAY 26 2009

Ref: 149517

MAY 22 2009

Gerry Giles, Chair
Cowichan Valley Regional District
175 Ingram St
Duncan BC V9L 1N8

Dear Mr. Giles:

Thank you for your March 25, 2009, letter to the Honourable Rich Coleman, Minister of Housing and Social Development, regarding the eligibility of handyDART for the BC Bus Pass Program. As Deputy Minister, I am pleased to respond.

The subsidized bus pass is available to BC Employment and Assistance (BCEA) recipients with the Persons with Disabilities (PWD) designation, who are able to access public passenger transportation system in a transit service area established under section 25 of the *British Columbia Transit Act*. The BC Bus Pass Program currently has a contract with BC Transit to deliver the annual pass to clients with the PWD designation.

As handyDART is a contractor with BC Transit, it charges services back to transit operators throughout the province. Services provided by handyDART are not included in the annual pass as they are not part of the regular transit system, and incur additional costs.

You may be interested to know that PWD clients qualify for a reduced rate with handyDART. Those clients with the PWD designation should contact their local BC Transit office to set up handyDART access and to register with the local transit authority for a reduced rate.

Sincerely,



Cairine MacDonald
Deputy Minister

Original	file	As for	
Class		Chair	
Coordinate(s)			
Doc. No.		Date	May 27/09
File No.	8550-01		

7/8 TRANSIT
CC GEORGE

-----Original Message-----

From: Michelle Sierra [mailto:msmiles2000@hotmail.com]
Sent: Thursday, June 11, 2009 2:50 PM
To: ggiles12@shaw.ca
Subject:

Gerry Giles
1115 Braithwaite Dr.
Cobble Hill, BC V0R 1L4

Original:	Copies to:
Board:	
Committee(s): JULY 8 TRANSIT	
Directed by: JB	Date: JULY 12
File #	

Dear Mr. Giles:

I am a client of the Cowichan Valley handyDART service or use the service. Not to long ago, handyDART expanded by adding a second bus and picking up people from more areas of the Cowichan Valley. I would like to thank you for recognizing that there is huge demand in our community for bus services for seniors and the disabled.

My concern is that it is increasingly difficult to book a trip on handyDART because there are so many people using it. We (myself and other seniors/disabled) are hearing from more and more of us who could use the service, but find that the bus is not available when they need it for medical appointments or to buy groceries.

There are more and more seniors and disabled living in our community and it will only get more difficult to get a ride with handyDART.

It is so difficult to find affordable transportation that some of us are forced to give up our homes. We cannot live independently anymore. There are buses for people to go to work. Seniors and disabled also deserve access to public transportation; we have worked and paid taxes all our life.

We are asking you to use whatever influence that your office has to get the appropriate authorities responsible to add two more buses to handyDART.

Thank you for your consideration.

Sincerely,
Michelle S. Sierra
#228-280 First St.
Duncan, BC. V9L 4T3

Create a cool, new character for your Windows Live™ Messenger. [Check it out](#)

Petition to the CVRD and BC Transit for Increased handyDART Service

RECEIVED
C.V.R.D.
JUN 26 2009

George Seymour, Chair CVRD Transit Committee
Joe Barry, Corporate Secretary
Cowichan Valley Regional District
175 Ingram Street
Duncan, BC V9L 1N8

Steve New, Chief Operating Officer
BC Transit
520 Gorge Road East
Victoria, BC, V8W 2P3

Dear Sirs,

We are clients of the Cowichan Valley handyDART service or are interested in using the service.

Not to long ago, handyDART expanded by adding a second bus and picking up people from more areas of the Cowichan Valley. We would like to thank you for recognizing that there is huge demand in our community for bus services for seniors.

Our concern is that it is increasingly difficult to book a trip on handyDART because there are so many people using it. We are hearing from more and more seniors who could use the service but find that the bus is not available when they need it for medical appointments or to buy groceries. There are more and more seniors living in our community and it will only get more difficult to get a ride with handyDART.

It is so difficult to find affordable transportation that some of us are forced to give up our homes. We cannot live independently anymore. There are buses for people to go to work. Seniors also deserve access to public transportation; we have worked and paid taxes all our life.

We are asking you to add two more buses to handyDART.

Thank you for your consideration.

Note from Corporate Secretary: A petition containing 245 signatures regarding a request for additional buses for the handyDART service has been received from Michelle Sierra et al.



**CUSTOM / PARATRANSIT
MONTHLY STATISTICAL SUMMARY**

Transit Service Area Cowichan Valley

Month Ending March 2009
MM YY

REVENUE KILOMETRES	8335
REVENUE HOURS	400
AMBULATORY RIDES	991
WHEELCHAIR RIDES	153
ATTENDANTS	18
UNMET TRIPS	34

Definition :
Ambulatory - handyDART eligible riders, not using a wheelchair or scooter
Wheelchair - passengers using wheelchairs or scooters
Attendants - someone whose help is required by a handyDART passenger, rides free
Unmet Trips - requested trips during regular service hours which could not be served due to vehicles being fully booked

Ambulatory																				
Month	Duncan			N Cowichan			Lake Cow		Area A		Area B		Area C		Area D		Area E		Area F	
	2007	2008	2009	2007	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
January	267	288	387	211	309	393			4	21		6	7	16	5	2			23	
February	230	296	340	214	376	423			14	16		9	2	12	3	6	19			
March	265	293		228	321				9						2					
April	249	321		196	357				20		9		8		2					
May	247	305		229	351				14		16		2		12					4
June	213	353		232	316				21		19				7					
July	149	306		178	363				24		23				10					2
August	188	322		227	310				7		7		16		5					
September	219	372		214	405				12		10		23		4					
October	258	384		257	448				21		11		28		4		14			3
November	251	333		229	368				31		17		25		5		23			
December	235	331		206	320				10		12		23		2		16			
Total	2771	3904	727	2621	4244	816	0	0	187	37	124	15	134	28	61	8	72	23	9	0

Wheelchair																				
Month	Duncan			N Cowichan			Lake Cow		Area A		Area B		Area C		Area D		Area E		Area F	
	2007	2008	2009	2007	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009	2008	2009
January	37	35	63	19	21	75				6	1		1	5						4
February	35	43	40	25	42	72				8	1		3	8		1		4		4
March	40	40		51	44								11		4					4
April	40	59		39	55								12							
May	31	48		42	77			7				14		2						2
June	23	24		53	68			8				20								
July	12	31		53	45			4				14								
August	19	38		36	40							9								
September	22	63		30	49				6		1		8		14					14
October	31	58		24	53				1		3		9		2					2
November	21	41		14	76				6				1							
December	22	38		13	66				4				2							
Total	333	518	103	399	636	147	0	0	36	14	6	0	104	13	22	1	0	4	22	8

Unmet-07		Unmet-08		Unmet-09	
Jan	26	Jan	3	Jan	41
Feb	42	Feb	7	Feb	17
Mar	50	Mar	6	Mar	
Apr	33	Apr	18	Apr	
May	25	May	11	May	
Jun	22	Jun	19	Jun	
Jul	24	Jul	19	Jul	
Aug	20	Aug	23	Aug	
Sept	19	Sept	27	Sept	
Oct	36	Oct	55	Oct	
Nov	39	Nov	18	Nov	
Dec	38	Dec	18	Dec	
374		224		58	

handyDART Operational Report

CVRD Transit Committee
Meeting, July 8th, 2009

Prepared by
Georg Stratemeyer
Executive Director
Volunteer Cowichan
1 Kenneth Place, Duncan BC
www.volunteercowichan.bc.ca

Original: File	Copies to:
Board:	
Committee(s) Transit - July 8 th	Date:
Directed by:	
File # 8570-01	

Equipment

We had an equipment audit by BC Transit and as a result have modified some of the record keeping. Unlike conventional buses, we are traveling on gravel roads, lane ways and narrow, overgrown driveways, exposing the buses to a higher risk of wear and tear to the body.

Passenger Counts

During peak hours, 7:30 to 10:30 in the morning and 3:00 – 5:00 in the afternoon we have reached capacity levels and are no longer in a position to accommodate all booking requests. From January to June of this year we are averaging 964 trips per month, approx. 2.7 trips per hour.

Client Outreach

In response to a concern raised by passengers that we are not providing enough recreational trips we worked out a new system with the assistance of Myrna Moore at BC Transit. We will continue to provide a monthly recreational trip and clients share the cost for the trip among themselves. We hosted a tea for our clients on June 9th to explain the change and the meeting was largely positive. About 35 clients attended.

2

Unmet Trips and Trip Use

We turned away 41 requests per from June 1 to June 27, 2009, compared to 19 requests for June, 2008. About 75 % of our trips are repeat trips, clients book the bus for regular appointments, 25% of our single trips, clients need the bus for one occasion only. While we will provide trips for recreational purposes, we follow a priority system to accommodate medical, work and school related trips first.

We are tracking unmet trips with more detailed information for future planning purposes. June data shows that

66% of requests were for medical and work related trips

85% of requests are for single use

61% of requests are from Duncan, 37% are from North Cowichan

The picture that emerges is that handyDART is used by a smaller number of existing clients regularly, rather than a large number of clients occasionally. We think this is

because we strive to be reliable and will not cancel a booked repeat trip to accommodate a single trip request. This would explain the high percentage of single use requests that go unmet.

Capacity is a function of distance and number of clients. In a rural setting distances from client to client and between clients and destinations are larger than in urban settings. Because we are committed to support all areas of the CVRD and there is a high density of senior care facilities in Duncan, we end up with a high number of unmet trips for Duncan clients.

Responses

- a. we are working towards optimizing routes. Because we currently don't have the capacity to track information such as distances and travel time, this is an area that is difficult to improve;
- b. we are trying to find a better balance between how much time we provide service in urban and in rural areas of the Cowichan Valley. While we do want to support clients in urban area we also have to make the service available to rural areas;
- c. we have had a meeting with Steve Segal to identify ways of increasing our efficiency.

Short Term Objectives

3

Optimize Routes

We are working on optimizing routes to achieve a higher efficiency.

Dispatching Software

We have been working with Mobilitat Software to explore if their software solution for dispatching is suitable for us. Features would allow us to optimize routes for fuel consumption and travel time, keep better track for clients and their booking patterns, and ease the workload for the dispatcher. We feel positive about their offer and would appreciate the opportunity to proceed with it, pending approval from the CVRD.

Cowichan Valley handyDART – System Overview

Operating Principles

The operating philosophy is to improve the quality of life of clients by offering assisted transportation.

The primary objective is to provide fair and equal access to handyDART in all participating electoral areas and municipalities.

Client Group

handyDART is a shared transportation service for people with physical or mental disabilities that create mobility issues. Clients require assistance to board the bus, some are in wheelchairs and some require escorts. The largest client group is seniors, followed by people receiving medical treatment that prevents them from operating a vehicle safely, for example people undergoing dialysis or receiving chemotherapy, followed by clients living with a mental disability. Trip purposes can be grouped into medical appointments and rehabilitation services, work and school related trips and trips relating to social/emotional well being of our clients.

Scheduling

Based on our current client demand the following weighted schedule is emerging:

Mondays – Maple Bay

Tuesdays – Crofton/Chemainus/Arbutus Ridge

Wednesdays – South End

Thursday – South End

Fridays – Crofton/Chemainus/ Lake Cowichan

Saturdays – flexible

As we add new clients, trips will be planned around those destinations.

We have started with providing transportation to and from Duncan as a central location. The next step will be to offer service within outlying areas such as Lake Cowichan, Mill Bay and Chemainus. As we are introducing the service we are learning where clients are located, how to most effectively offer our service and how to fill our capacity without creating unrealistic expectations.

Booking a trip:

- a. Client has to contact the office to register as a client
- b. Client has to contact the office at least 24 hours prior to desired pick up time to book a trip
- c. Clients will be picked up during a pick up window of 15 minutes prior to and following the arranged time.

Operating Hours

Service: Mo-Fr, 7 am to 5 pm

Sa, 9 am to 4 pm

Dispatching: Mo-Fr, 8:30am – 4:30pm

Ticket Price:

\$2 per trip (We accept tickets distributed through the Cowichan United Way to Member Agencies)

Contact Information

Telephone: 250-748-1230

Email: pt@volunteercowichan.bc.ca

Equipment

two 2007 Ford Polar Buses (diesel) with a seating capacity of 20 or 16 plus 2 wheelchairs or 8 plus 4 wheelchairs.

**Cowichan Valley Paratransit
2009 Ridership Data**
as of June 27th, 2009

Summary		
Population 65+		13675
	Ridership	% of Pop
Jan		1001
Feb		962
Mar		1144
Apr		952
May		956
Jun		949
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		5964

City of Duncan		
Population 65+		1430
	% of total 65+ pop.	10.5%
	Ridership	
Jan		450
Feb		380
Mar		465
Apr		376
May		409
Jun		410
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		2490

District of North Cowichan		
Population 65+		4920
	% of total 65+ pop.	36.0%
	Ridership	
Jan		468
Feb		495
Mar		558
Apr		468
May		461
Jun		446
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		0
Total		2896

Town of Lake Cowichan		
Population 65+		480
	% of total 65+ pop.	3.5%
	Ridership	
Jan		0
Feb		0
Mar		0
Apr		0
May		0
Jun		0
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		0

Area A Mill Bay/Malahat		
Population 65+		770
	% of total 65+ pop.	5.6%
	Ridership	
Jan		27
Feb		24
Mar		26
Apr		41
May		26
Jun		26
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		170

Area B Shawnigan Lake		
Population 65+		735
	% of total 65+ pop.	5.4%
	Ridership	
Jan		6
Feb		9
Mar		17
Apr		18
May		14
Jun		13
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		77

Area C Cobble Hill		
Population 65+		1265
	% of total 65+ pop.	9.3%
	Ridership	
Jan		21
Feb		20
Mar		34
Apr		20
May		35
Jun		30
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		160

Area D Cowichan Bay		
Population 65+		495
	% of total 65+ pop.	3.6%
	Ridership	
Jan		2
Feb		7
Mar		13
Apr		7
May		5
Jun		13
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		47

Area E Glenora/Sahtlam/Cow Station		
Population 65+		210
	% of total 65+ pop.	1.5%
	Ridership	
Jan		23
Feb		23
Mar		29
Apr		22
May		6
Jun		5
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		108

Area F Cowichan Lake/SkutsFalls		
Population 65+		230
	% of total 65+ pop.	1.7%
	Ridership	
Jan		4
Feb		4
Mar		2
Apr		0
May		0
Jun		0
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		10

Area I Youbou/Meade Creek		
Population 65+		210
	% of total 65+ pop.	1.5%
	Ridership	
Jan		0
Feb		0
Mar		0
Apr		0
May		0
Jun		0
Jul		
Aug		
Sep		
Oct		
Nov		
Dec		
Total		0

Unmet Trips		
	2008	2009
Jan	3	41
Feb	7	17
Mar	6	34
Apr	18	23
May	11	18
Jun	19	41
Jul	19	
Aug	23	
Sept	27	
Oct	55	
Nov	18	
Dec	18	
Total	224	174

Ridership Data is tracked by address of client

Population information taken from 2006 Census, age group 65+ most likely the client group for Paratransit, the information is given as an approximation of need in each area