



# C·V·R·D

## TRANSIT COMMITTEE

WEDNESDAY, FEBRUARY 10, 2010 - 3:30 P.M.  
CVRD BOARD ROOM, 175 INGRAM STREET

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### AGENDA

	<b>Pages</b>
1. <b><u>APPROVAL OF AGENDA:</u></b>	1 - 2
2. <b><u>ADOPTION OF MINUTES:</u></b>	
M1 Minutes of the of the Transit Committee meeting held December 9, 2009	3 - 5
3. <b><u>BUSINESS ARISING FROM THE MINUTES:</u></b>	
4. <b>CORRESPONDENCE:</b> No correspondence	
5. <b>REPORTS:</b>	
R1 Jim Wakeham, Manager, Facilities, Fleet and Transit Re: 2010 Free Transit Days	6
R2 Peter Murray, BC Transit Sr. Transportation Planner Re: Commuter Service Draft Review – Power Point Presentation	7-15
R3 Bill Young, Transit Manager, Cowichan Valley Regional Transit System Re: Conventional and Commuter Service –	16
R4 Georg Stratemeyer, Executive Director, Volunteer Cowichan Re: HandyDART Service and 2009 Ridership data	17-22
7. <b><u>CLOSED SESSION:</u></b>	
Motion that the meeting be closed to the public in accordance with the <i>Community Charter</i> , Part 4, Division 3, Section 90, Subsections as noted in accordance with each agenda item.	
SM1 Adoption of Minutes of Closed Session Portion of Meeting of Transit Committee held December 9, 2009	23 – 24
SSR1 Negotiations - {Sub (1) (k)}	25-28

8. **ADJOURNMENT:**

The next Transit meeting is scheduled for 3:30 p.m., Wednesday, April 14, 2010  
in the CVRD Boardroom, 175 Ingram Street, Duncan, BC.

**DISTRIBUTION:**

*Transit Committee*

Director Seymour, Chair

Director Morrison, Vice-Chair

Director Cossey

Director Duncan

Director Giles

Director Harrison

Director Haywood

Director Iannidinardo

Director Kent

Director Kuhn

Director McGonigle

**As Well As:**

Warren Jones, Administrator

Jim Wakeham, Manager, Facility Management, Fleet and Transit

Mark Kueber, General Manager, Corporate Services

Brian Dennison, General Manager, Engineering and Environment

Myrna Moore, Regional Transit Manager, BC Transit

Bill Young, Operations Manager, FirstCanada ULC

Georg Stratemeyer, Volunteer Cowichan

Carol Blatchford, Cowichan Lake Commuter Services

Minutes of the Regular meeting of the Transit Committee **M1** the Board Room, 175 Ingram Street, Duncan, BC on Wednesday, December 9, 2009, at 3:05 p.m.

**PRESENT:** Chairperson G. Seymour  
Directors K. Cossey, L. Duncan, B. Harrison, G. Giles <at 3:09 pm>, L. Iannidinardo <at 3:13 pm>, P. Kent, K. Kuhn, T. McGonigle and I. Morrison

**ALSO**

**PRESENT:** Tom Anderson, Acting Administrator  
Joe Barry, Corporate Secretary  
Mark Kueber, General Manager, Corporate Services  
Brian Dennison, General Manager, Engineering and Environmental Services  
Jim Wakeham, Manager, Facility Management, Fleet and Transit  
Jacob Ellis, Corporate Planner  
Myrna Moore, BC Transit  
Bill Young, FirstCanada ULC  
Bob Allen, FirstCanada ULC  
Georg Stratemeyer, Volunteer Cowichan  
Carol Blatchford, Cowichan Lake Community Services  
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 July 8, 2009 be adopted.**

**MOTION CARRIED**

**2010 BUDGET**

**4SR1**

Staff Report from the Corporate Secretary dated November 29, 2009, re: 2010 budget—items for consideration, was considered.

**3:09 pm**

Director Giles arrived to the meeting.

**3:13 pm**

Director Iannidinardo arrived to the meeting.

***Function 106—Transit (Commuter)***

**It was moved and seconded that additional funding in the amount**

of \$27,000., for Function 106 – Transit Commuter, be included in the 2010 budget.

**MOTION CARRIED**

*Function 107—Conventional Transit*

It was moved and seconded that additional funding in the amount of \$73,400., for Function 107 – Conventional Transit, be included in the 2010 budget.

**MOTION CARRIED**

**4SR2** Staff Report from the Corporate Secretary dated November 28, 2009, re: bus shelter update, was considered.

**4:10 pm** Director Morrison left the Board Room at 4:10 pm.

It was moved and seconded that it be recommended to the Board that the change in scope to the revised Public Transit Agreement and Public Transit Infrastructure Program Funding Agreement be approved; and that the Board Chair and Corporate Secretary be authorized to sign the revised Agreement.

**MOTION CARRIED**

**REPORTS**

**5R1** Report from Bill Young, Operations Manager, First Canada dated November 18, 2009 was received as information.

**4:14 pm** Director Morrison returned to the Board Room at 4:14 pm.

Director Giles asked that she be provided with ridership statistics for the Cowichan Valley Commuter service.

**5R2** Report from Georg Stratemeyer, Executive Director, Volunteer Cowichan was received as information.

**CORRESPONDENCE**

**6C1** Letter from Gina Talbot, regarding transfers between routes, was received as information.

**RESOLVE INTO  
CLOSED SESSION  
4:20 pm**

It was moved and seconded that the meeting be closed to the public in accordance with the *Community Charter*, Part 4, Division 3, Section 90, Subsection (1) (j) Section 21, *FOI POP Act*.

**MOTION CARRIED**

**RISE FROM  
CLOSED SESSION  
4:43 pm**

**It was moved and seconded that the Committee rise with report on Items 7CSC1 and 7CSC2 and return to the Regular portion of the meeting.**

**MOTION CARRIED**

**7CSC1**

*2009/2010 Cowichan Valley Conventional Annual Operating Agreement Amendment #1*

**It was moved and seconded that it be recommended to the Board that the Board Chair and Corporate Secretary be authorized to sign Amendment #1 to the Cowichan Valley Regional Transit *Annual Operating Agreement* for the period April 1, 2009 to March 31, 2010.**

**MOTIONCARRIED**

**7CSC2**

*2009/2010 Youbou Annual Operating Agreement Amendment #1*

**It was moved and seconded that it be recommended to the Board that the Chair and Corporate Secretary be authorized to sign Amendment #1 to the Cowichan Valley Regional Transit *Youbou Annual Operating Agreement* for the period April 1, 2009 to March 31, 2010.**

**MOTIONCARRIED**

**ADJOURNMENT  
4:44 pm**

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

**MOTION CARRIED**

The meeting adjourned at 4:44 pm.

\_\_\_\_\_  
Chairperson

\_\_\_\_\_  
Recording Secretary

Dated: \_\_\_\_\_



C.V.R.D.

R1

STAFF REPORT

TRANSIT COMMITTEE MEETING  
OF FEBRUARY 10, 2010

DATE: January 28, 2010

FROM: Jim Wakeham, Manager, Facility, Fleet and Transit

SUBJECT: 2010 Free Transit Days

**Recommendation:**

**That it be recommended to the Board:**

1. That cash fares on the conventional Cowichan Valley Regional Transit System be reduced to zero (no charge) on Wednesday June 2, 2010 in support of Clean Air Day and on Friday December 17, 2010 to celebrate the holiday season.
2. That cash fares on the conventional and HandyDART transit systems be reduced to zero (no charge) for veterans on Remembrance Day November 11, 2010.

**Purpose:** To approve the 2010 Free Transit Days program.

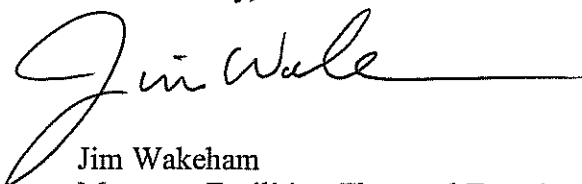
**Financial Implications:** As there is a high level of Transit pass users from various programs, the amount of cash fares affected by this program is minimal.

**Background:**

The Cowichan Valley Regional Transit System began offering free transit to all riders on two days each year since 2006. This was to assist in the promotion of Clean Air Day in June and to encourage local shopping during the holiday season on a Friday in December. The free transit days also included the Youbou and Honeymoon Bay connectors in 2009. In addition, the Transit System offered free rides to veterans on Remembrance Day in 2007, 2008 and 2009. (2008 was expanded to a week), but it was agreed in 2009 that it was easier to identify veterans on November 11 than the rest of the week. The goal of the free day is to assist in veterans attending ceremonies on Remembrance Day itself.

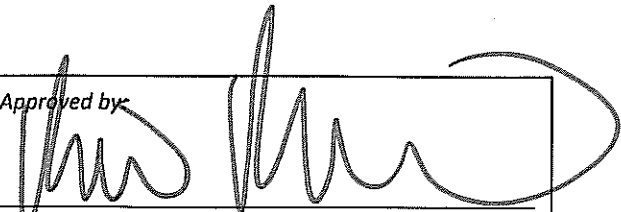
Ridership increases significantly on these free transit days and various promotions have resulted in growth to ridership following the event. It is recommended that this program continue in 2010 to promote the transit system.

Submitted by,



Jim Wakeham  
Manager, Facilities, Fleet and Transit

Approved by:



Brian Dennison, General Manager,  
Engineering and Environmental Services

JW:jlb

**DRAFT**  
**Cowichan Valley Commuter Transit Annual Service Review**  
**February 2010**

**Background**

The Cowichan Valley Commuter Service was implemented in October 2008. The service is cost-shared between the Province, the CVRD, and the Victoria Regional Transit Commission. The service consists of two routes – Duncan and Shawnigan Lake. Initially, there were three inbound trips in the morning and three outbound trips in the afternoon on each route.

BC Transit completed a 6-month review of the service in June 2009, which resulted in adjustments to the schedule and routing that were implemented in September 2009.

This annual service review will examine current ridership and performance on the Cowichan Valley Commuter service, including the impacts of the service changes made in September. The review provides additional recommendations on bus stops and park and ride facilities. The review also includes recommendations for fare changes.

**Service Description**

Both routes operate Monday to Friday (with the exception of statutory holidays). Service is during peak periods and in the peak direction only.

**Route 66 Duncan to Victoria**

The 66 Duncan route operates from Village Green Mall in Duncan to Downtown Victoria. The route travels south along Highway 1 with stops at Koksilah Road, Hutchinson Road, and Frayne Road. In Greater Victoria the route makes stops in Langford, View Royal, Saanich, and downtown Victoria ending at the BC Legislative Building.

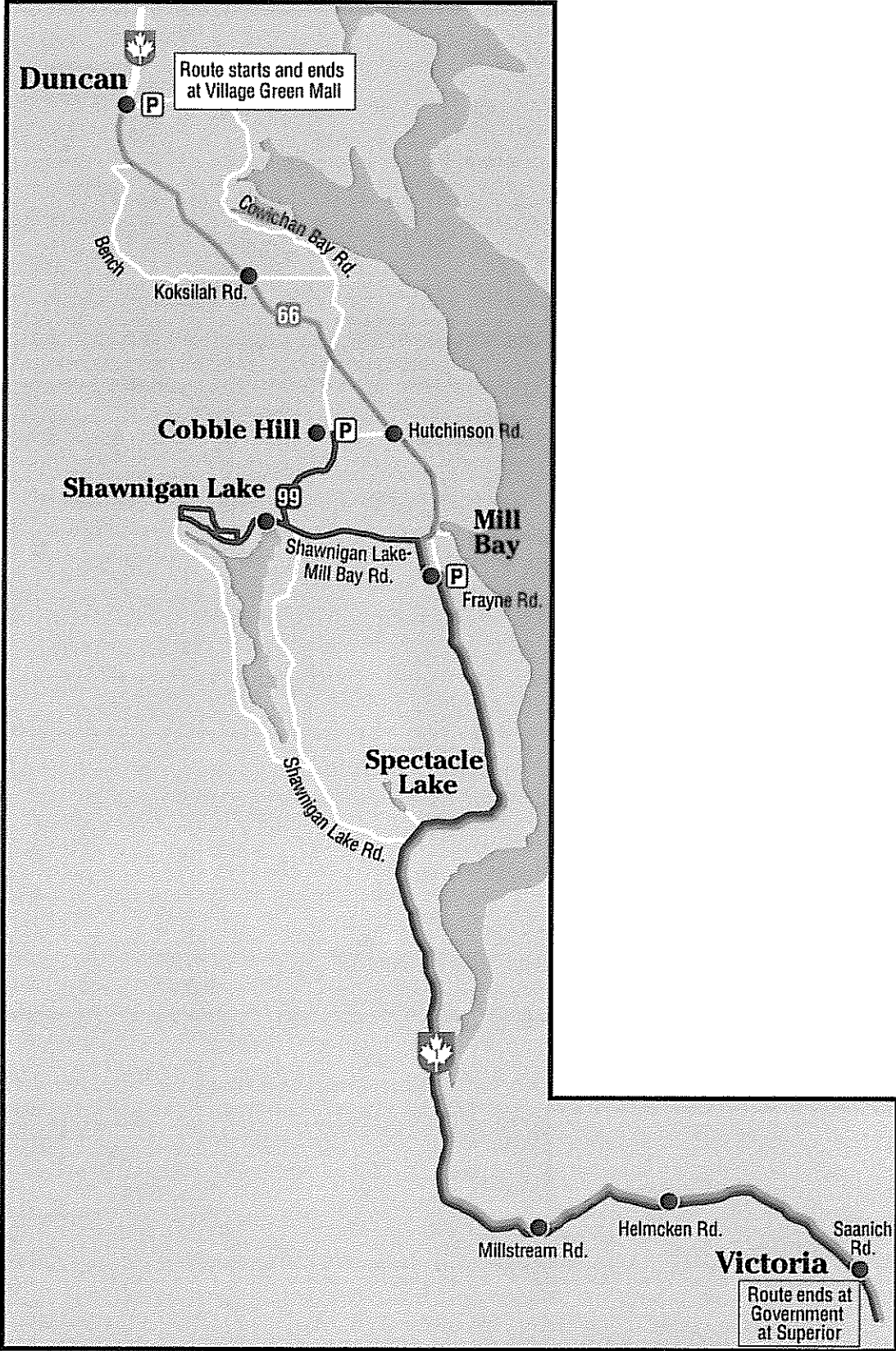
Four trips leave Duncan at 5:51, 6:21, 6:36 and 6:51. Four trips return from Victoria in the afternoon at 4:00, 4:15, 4:45, and 5:15. Total trip time from Duncan to downtown Victoria is 84 minutes.

**Route 99 Shawnigan Lake to Victoria**

The 99 Shawnigan Lake route operates from Cobble Hill Station, to the north side of Shawnigan Lake, then east to Mill Bay. From Mill Bay, it follows the same routing as the 66-Duncan route.

Two trips leave Cobble Hill in the morning at 6:06, and 6:51, and two trip return from Victoria in the afternoon at 4:10, and 4:30. Total trip time from Cobble Hill to downtown Victoria is 90 minutes.

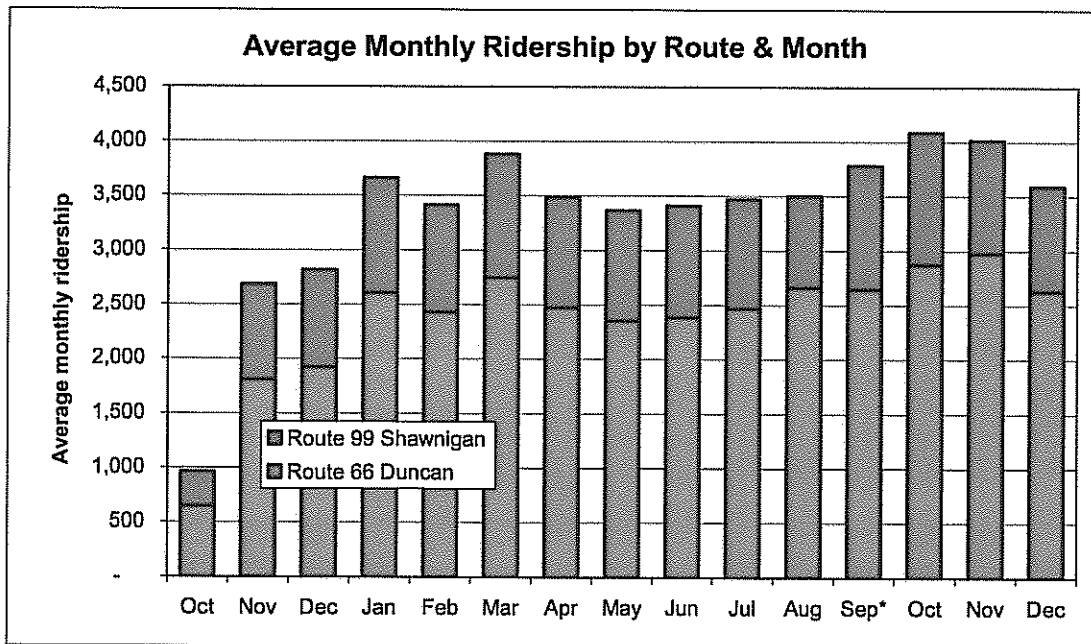
# Cowichan Valley Commuter Service Route Map





## Ridership Trends

- From the beginning of the service (October 20, 2008) until the end of December 2009, the Cowichan Valley commuter has carried 50,000 passengers. Annual ridership for January to December 2009 was 43,600.
- The chart below shows the monthly ridership for both routes. There was strong ridership growth during the first four months of operation as the service became established. From January to August 2009, monthly ridership averaged 3,500, with some fluctuations. There was an increase in monthly ridership following the implementation of service changes in September 2009, with an average of nearly 4,000 rides per month during the September to November period. Ridership was down in December 2009, but this may be due to increased vacation during this month.
- Prior to the service changes in September 2009, the 66-Duncan route accounted for 71% of ridership. Following the service changes, this route now accounts for 73%.



\*September 2009 ridership is estimated based on revenue.

The table below compares total average daily ridership by route for January to August 2009 (prior to the service changes) with September to December 2009.

- Prior to changes in the service, total ridership averaged 169 passengers per day. This is 65% of the target ridership of 260 rides per day.
- Following the service changes, total ridership has averaged 186 passengers per day, or 72% of the target. Average daily ridership was 10% higher in the months following the service changes.
- With only 4 months of ridership data, it is too early to see the full impact of the service changes. 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

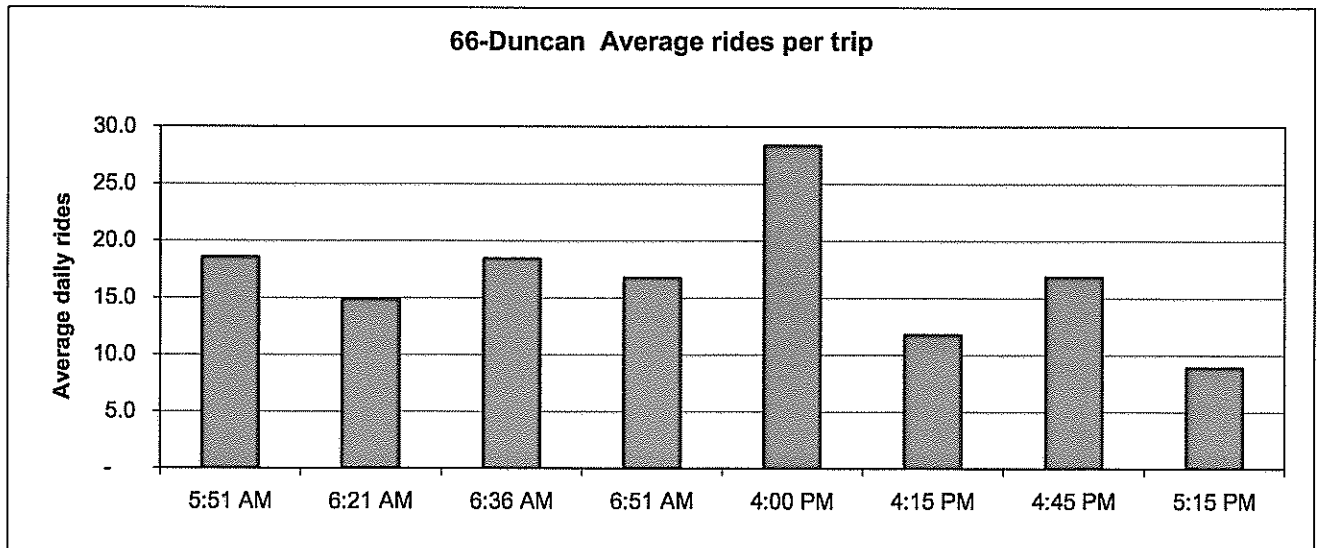
promotion, discussed later in this review, can also help in developing a market for this service.

### Change in Average Daily Ridership by Route

Average daily rides	Jan. – Aug. 2009	Sep. – Dec. 2009	Change
Route 66 Duncan	121	135	+12%
Route 99 Shawnigan	48	51	+6%
CVC Total	169	186	+10%
Percent of Target	65%	72%	

- The service changes have resulted in more balanced passenger loads between the two routes.
- Average daily ridership on the 66-Duncan route increased 12% from 121 to 135 following the September service changes. Since the number of daily trips increased from 6 to 8, the average number of passengers per trip actually decreased slightly, from 20.2 to 16.9. In part, this is because there are fewer overloaded trips on this route than was the case prior to the service changes.
- Average daily ridership on the 99-Shawnigan Lake increased 6% from 48 to 51 following the service changes. Although this is a smaller increase than on the 66-Duncan route, these passengers were carried on a smaller number of trips (which decreased from 6 to 4), meaning that the average number of passengers per trip increased from 8.0 to 12.8.

The charts below show the average daily ridership by trip for the two routes.

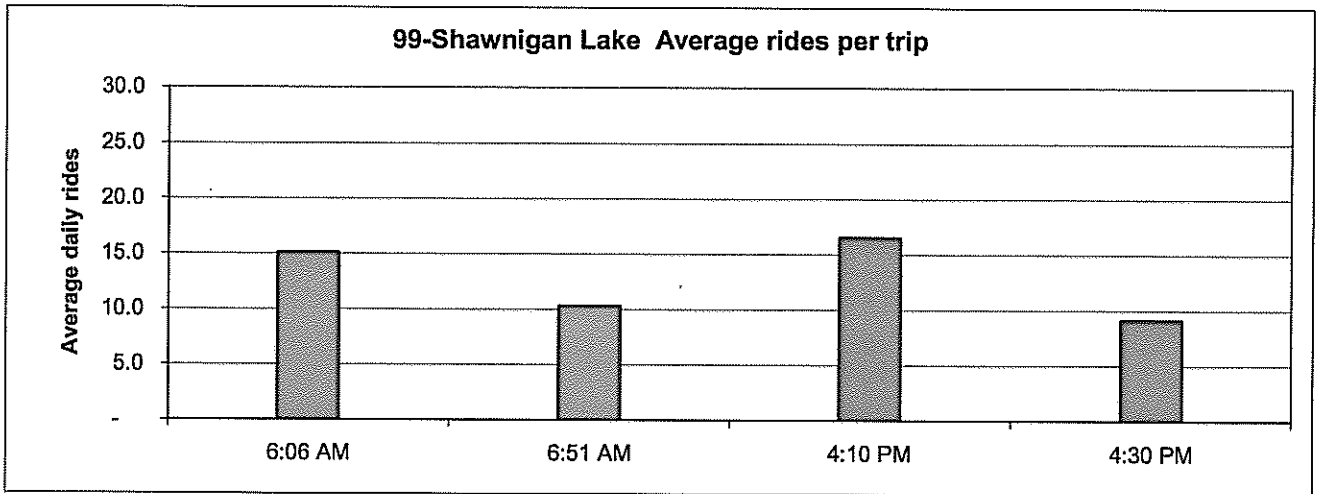


#### 66-Duncan route:

- Ridership is quite evenly distributed among the 4 morning trips, averaging 15-20 passengers per trip. This is an improvement over the situation prior to the service changes, the last morning trip was carrying more than double the passenger load of the

first morning trip. The addition of a later morning trip has spread out this demand. The first morning trip at 5:51, which now leaves later than the first trip prior to the service changes (5:33), is now carrying about 50% more passengers.

- Among the 4 afternoon trips, the first trip at 4:00 pm has much higher loads than any of the other trips, with an average of 28.3 passengers. However, there have been no capacity issues on this trip, according to the operator. This trip was added in September to take some of the pressure off the heavily used 4:15 trip, but it seems that most riders have switched to the 4:00 pm trip, leaving the 4:15 trip with light loads (11.7 passengers).



**99-Shawnigan Lake:**

- On average, passenger loads remain lighter on the 99-Shawnigan Lake route than on the 66-Duncan route. Although, as noted above, the discrepancy is less than it was prior to the service changes.
- The first morning trip now carries more passengers than the second trip. It appears that with the elimination of one of the morning trips on this route, ridership that was previously carried on the first two morning trips (5:50 & 6:20) has now been consolidated on the 6:06 trip. Ridership on the 6:51 trip is unchanged.
- The first afternoon trip continues to carry the largest number of passengers, as was the case prior to the service changes. Passenger loads on the second afternoon trip are just over half the level of the first afternoon trip, but they are higher than either of the later afternoon trips prior to the service changes.

**Service & Schedule Recommendations**

Currently, the morning southbound trips on the 66-Duncan route have been stopping for several minutes at Hutchinson Road since the time in the schedule is significantly more than is required for the bus to travel from Village Green Mall to Hutchinson. It is recommended that these morning departure times be adjusted to leave Village Green Mall 9 minutes later than in the current schedule. This would eliminate the unnecessary delay at Hutchinson Road and reduce

the overall travel time for passengers. Total trip length would be 75 minutes. The revised schedule is shown below:

Lv. Village Green Mall	6:00	6:30	6:45	7:00
Lv. Hutchinson at Hwy. 1	6:10	6:40	6:55	7:10
All other timing points remain unchanged.				
Arr. Government at Superior	7:15	7:45	8:00	8:15

There is a similar situation for all northbound trips in the afternoon leaving Victoria on both routes, with buses waiting up to 10 minutes at Helmcken and other locations. However, this situation is more difficult to address since traffic congestion and travel times varies considerably. If the schedule times were reduced to accommodate the faster travel times on some days, trips would likely run 10 or more minutes late on other days. There is some seasonality in the levels of congestion, so one possibility would be to adjust the schedule 2-3 times each year to reflect these changes.

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.

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.

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.

## Fares & Fare Revenue

The Cowichan Valley Commuter service currently has a two zone fare structure, as shown in the table to the right. Zone 1 is south of Koksilah Road (including Cobble Hill, Shawnigan Lake, and Mill Bay) and Zone 2 is north of Koksilah Road (including Duncan and Cowichan Station).

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

The South Island pass can be used on both the Cowichan Valley Commuter and the Victoria Regional Transit System. Currently, 70% of passengers board in Zone 1 while the remaining 30% board in Zone 2.

Total fare revenue amounted to approximately \$235,000 during the first full 12 months of service. Monthly revenue averaged \$19,100 from November 2008 to August 2009. Following the service changes introduced in September 2009, monthly revenue has averaged \$24,300 for September to November 2009. Monthly passes accounted for most (60%) of this revenue. Cash fares (26%) and tickets (14%) made up the remainder. This results in a cost recovery ratio of about 30% (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.

## Fare Recommendations

As described above, the Cowichan Valley Commuter service currently uses a zone system for fares. However, unless there is a very clear physical separation or barrier, zone boundaries can be difficult to define and they often appear arbitrary to transit users. A significant number of Cowichan Valley Commuter passengers drive to their stops and use park and ride facilities. As a result, the zone boundaries tend to encourage people who live in the Zone 2 area to drive to a park and ride facility in the Zone 1 area.

It is proposed to replace the current multi-zone fare structure with a single zone. This would address the issues described above, and it would also simplify the fare structure for passengers and operators. The new single zone fares would likely be priced between the current Zone 1 and Zone 2 fares. The impact on ridership is forecast to be minimal, since demand for this service is relatively inelastic with respect to price due to limited alternatives, and because any decrease in ridership from Zone 1 would likely be offset by increased ridership from Zone 2.

## 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.

### Context

There was an immediate need for temporary transit facilities to operate the service when it was implemented in October 2008. There was an assumption that a longer term plan for transit facilities would be developed at later date. The existing transit facilities are comprised of bus stops, formal and informal park-and-ride lots, a storage location in Victoria and an operating facility in Duncan.

### Current Transit Facilities

The table below identifies the Cowichan Valley Commuter park and ride locations currently in service.

Location	Status	Current Parking Capacity
Duncan Mall	Informal	-
Hutchinson Road at Hwy 1	Formal	15
Shawnigan Lake Village	Informal	15
Shawnigan – Mill Bay Road	Informal	5
Frayne Road at Hwy 1	Formal	25
Total Capacity		60

The Ministry of Transportation has made available approximately \$250,000 to immediately implement short term improvements to the park and ride lots for the Cowichan Valley Commuter service. The priorities include expanding the vehicle capacity and transit stops at the Frayne Road and Valleyview park and ride locations. The improvements should be completed in early spring.

#### Frayne Road

- Potential to expand the capacity of the existing location on the west side of the highway to 70 park and ride spaces.
- Add highway bus stops northbound and southbound.
- Long term there may be potential to expand the park and ride lot to the east side of the intersection, with potential for 130 additional parking spaces. This would require a property purchase and development of a business case.

#### Cobble Hill (Valleyview)

- Potential to reconfigure the rest area with 50 park and ride spaces.
- Add highway bus stops northbound and southbound.
- Long term there is potential to add another 60 spaces if the vacant land to the north was leased or purchased.

### Forecast Trips and Transit Mode Share Targets

BC Transit's long term goal is to achieve a 5% share of the total trips from the CVRD and RDN to the CRD. This goal will require additional transit service and park and ride capacity.

	2010	2020	2030
Estimated Trips to CRD from CVRD & RDN	5,500	6,250	6,760
Transit mode share	3%	4%	5%

The table below highlights the required parking capacity required to meet the mode share targets.

	2010	2020	2030
Parking space capacity required	165	250	450

### Recommendations

The following transit facility improvements are recommended:

- In the medium to longer range, locate all park and ride lots adjacent to Highway 1 and within a 10 minute drive of most residents.
- In order to reduce the number of stops required and provide faster service for passengers, existing formal and informal park and ride locations should be consolidated to the locations outlined in the table below. As described in the service review section, improved local bus service would also provide access to these park and ride locations.

Location	Parking Capacity Required
Duncan	125
Cobble Hill (Valleyview)	65
Mill Bay (Frayne Road)	225
South Shawnigan Lake turn off	30

- Improve customer amenities at transit stops and park and ride locations:
  - Provide park and 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.

### Business Case

- Cowichan Valley Commuter transit facility projects need to be identified as part of a long term capital plan and have business cases developed.

Cowichan Valley Regional Transit  
3 – 5280 Polkey Road  
Duncan BC V9L 6W3

February 2, 2010

**Conventional and Commuter Service  
Transit Report**

**Ridership**

BC Transit is currently conducting a formal review of the Cowichan Valley Commuter Service which will be presented by Peter Murray.

In September 2009 service changes were introduced for the Commuter service.

Service for the #99 Shawnigan Lake route was reduced, but the number of rides per month has remained roughly the same.

**Collision Report**

On December 14, 2009 at approximately 5:00 PM a bus traveling on Hwy 18 from Lake Cowichan to Duncan was struck by an oncoming vehicle.

The roads were slippery and it was snowing when the accident occurred.

The bus was struck on the front right corner and spun to the left and backwards.

When the wheels on the driver's side of the bus hit the gravel on the side of the hwy, it was flipped over on it's side. There were eight passengers on board. Luckily no one was seriously injured.

All passengers and the driver were taken to the hospital for observation and released. The driver sustained four cracked ribs and two fractured vertebrae in her back. These were the worst of the injuries.

I was on scene quickly and arranged for security for the bus overnight.

The bus was written off and replaced with a bus from the contingency fleet in Victoria. A complete investigation report on this collision is available from Jim Wakeham

Yours truly,

Bill Young  
Manager,  
Cowichan Valley Regional Transit



**R4**

# handyDART Operational Report

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CVRD Transit Committee  
Meeting, February 10, 2010

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Prepared by  
Georg Stratemeyer  
Executive Director  
**Volunteer Cowichan**  
1 Kenneth Place, Duncan BC  
[www.volunteercowichan.bc.ca](http://www.volunteercowichan.bc.ca)

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## **Equipment**

One of our busses was out of service for an extensive period of time. We relied on equipment from Victoria during the down time. My understanding is that BC Transit is trying to secure a local replacement bus for us.

## **Passenger Counts**

For 2009 we had over 12,000 trips, we are continuing to average 1,000 trips per month or approx. 2.7 trips per hour with the City of Duncan and North Cowichan making up the majority of trips. Rural areas are proportionally under-represented.

From our perspective we have reached capacity unless we can find ways to improve efficiency. We have exceeded the goal of 2.5 trips per hour.

## **Unmet Trips**

We continue to turn away on average 30 trip requests per month. These are now mostly existing clients wanting to book additional trips.

2

We make every effort to negotiate with the client and their service provider pick up times that allow us to accommodate the request. This added service is costly in terms of staff time allocated to the dispatching position and Volunteer Cowichan is paying for the excess from our own operating funds.

## **Client Profile**

About 75 % of our trips are repeat trips, clients booked for regular appointments; 25% are 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.

Reasons for not being able to further increase efficiency are related to the geography of the area we serve and the low population density for most of the region. We are continuously looking for ways to improve capacity within the range of our budget, but would require additional busses to meet community need.

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. 98% of unmet trips are from Duncan and North Cowichan. We strive to accommodate rural clients to work towards a more balanced distribution of rides across the CVRD.

It is important to note that the demand for transportation in the community continues to go largely unmet. Since transportation is required to connect residents with services many residents cannot afford do not participate in preventative programs generating costs for the community down the road.

### **Short Term Objectives**

#### **Policies**

We are reviewing our operating policies to improve the way we deliver our service and to increase the safety of our staff and clients.

#### **Dispatching Software**

We are switching our dispatching software over to a new system that will allow us to track drivers and busses in real time. The intent is to develop data that will allow us, when compared with trip booking information, to optimize scheduling and route planning. This in turn will generate increased efficiency and reduce variable cost per trip.

## 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](mailto: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**

<b>Summary</b>	
Population 65+	<b>13675</b>
Ridership % of Pop	
Jan	1001
Feb	962
Mar	1144
Apr	952
May	956
Jun	1051
Jul	1049
Aug	1062
Sep	1032
Oct	1000
Nov	992
Dec	1075
<b>Total</b>	<b>12276</b>

<b>City of Duncan</b>	
Population 65+	<b>1430</b>
% of total 65+ pop.	<b>10.5%</b>
Ridership	
Jan	450
Feb	380
Mar	465
Apr	376
May	409
Jun	456
Jul	422
Aug	405
Sep	395
Oct	413
Nov	451
Dec	524
<b>Total</b>	<b>5146</b>

<b>District of North Cowichan</b>	
Population 65+	<b>4920</b>
% of total 65+ pop.	<b>36.0%</b>
Ridership	
Jan	468
Feb	495
Mar	558
Apr	468
May	461
Jun	492
Jul	539
Aug	535
Sep	556
Oct	524
Nov	482
Dec	462
<b>Total</b>	<b>6040</b>

<b>Town of Lake Cowichan</b>	
Population 65+	<b>480</b>
% of total 65+ pop.	<b>3.5%</b>
Ridership	
Jan	0
Feb	0
Mar	0
Apr	0
May	0
Jun	0
Jul	0
Aug	0
Sep	0
Oct	0
Nov	3
Dec	0
<b>Total</b>	<b>3</b>

<b>Area A Mill Bay/Malahat</b>	
Population 65+	<b>770</b>
% of total 65+ pop.	<b>5.6%</b>
Ridership	
Jan	27
Feb	24
Mar	26
Apr	41
May	26
Jun	26
Jul	38
Aug	31
Sep	29
Oct	17
Nov	18
Dec	35
<b>Total</b>	<b>338</b>

<b>Area B Shawnigan Lake</b>	
Population 65+	<b>735</b>
% of total 65+ pop.	<b>5.4%</b>
Ridership	
Jan	6
Feb	9
Mar	17
Apr	18
May	14
Jun	13
Jul	17
Aug	10
Sep	10
Oct	7
Nov	0
Dec	0
<b>Total</b>	<b>121</b>

<b>Area C Cobble Hill</b>	
Population 65+	<b>1265</b>
% of total 65+ pop.	<b>9.3%</b>
Ridership	
Jan	21
Feb	20
Mar	34
Apr	20
May	35
Jun	45
Jul	21
Aug	23
Sep	29
Oct	23
Nov	25
Dec	37
<b>Total</b>	<b>333</b>

<b>Area D Cowichan Bay</b>	
Population 65+	<b>495</b>
% of total 65+ pop.	<b>3.6%</b>
Ridership	
Jan	2
Feb	7
Mar	13
Apr	7
May	5
Jun	14
Jul	6
Aug	9
Sep	5
Oct	12
Nov	10
Dec	12
<b>Total</b>	<b>102</b>

<b>Area E Glenora/Sahtlam/Cow Station</b>	
Population 65+	<b>210</b>
% of total 65+ pop.	<b>1.5%</b>
Ridership	
Jan	23
Feb	23
Mar	29
Apr	22
May	6
Jun	5
Jul	6
Aug	13
Sep	8
Oct	4
Nov	3
Dec	5
<b>Total</b>	<b>147</b>

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

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

<b>Unmet Trips</b>	
Percent of Total	<b>2.8%</b>
Unmet Trips	
Jan	41
Feb	17
Mar	34
Apr	23
May	18
Jun	40
Jul	32
Aug	34
Sep	23
Oct	30
Nov	36
Dec	20
<b>Total</b>	<b>348</b>

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

**Cowichan Valley Paratransit  
2010 Ridership Data**

Summary	
Population 65+	13675
Ridership % of Pop	
Jan	1060
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>1060</b>

City of Duncan	
Population 65+	1430
% of total 65+ pop.	10.5%
Ridership	
Jan	533
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>533</b>

District of North Cowichan	
Population 65+	4920
% of total 65+ pop.	36.0%
Ridership	
Jan	461
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>461</b>

Town of Lake Cowichan	
Population 65+	480
% of total 65+ pop.	3.5%
Ridership	
Jan	4
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>4</b>

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

Area B Shawnigan Lake	
Population 65+	735
% of total 65+ pop.	5.4%
Ridership	
Jan	0
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>0</b>

Area C Cobble Hill	
Population 65+	1265
% of total 65+ pop.	9.3%
Ridership	
Jan	18
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>18</b>

Area D Cowichan Bay	
Population 65+	495
% of total 65+ pop.	3.6%
Ridership	
Jan	8
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>8</b>

Area E Glenora/Sahtlam/Cow Station	
Population 65+	210
% of total 65+ pop.	1.5%
Ridership	
Jan	9
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>9</b>

Area F Cowichan Lake/Skuts Falls	
Population 65+	230
% of total 65+ pop.	1.7%
Ridership	
Jan	0
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>0</b>

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

Unmet Trips	
Percent of Total	2.3%
Unmet Trips	
Jan	24
Feb	
Mar	
Apr	
May	
Jun	
Jul	
Aug	
Sep	
Oct	
Nov	
Dec	
<b>Total</b>	<b>24</b>

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