



C·V·R·D

TRANSIT COMMITTEE

WEDNESDAY, OCTOBER 13, 2010

3:30 P.M.

CVRD BOARD ROOM, 175 INGRAM STREET

AGENDA

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1. <u>APPROVAL OF AGENDA:</u>	i - ii
2. <u>ADOPTION OF MINUTES:</u>	
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9. **ADJOURNMENT:**

10. **NEXT MEETING:**

DISTRIBUTION:

Transit Committee

Director Seymour, Chair

Director Morrison, Vice-Chair

Director Cossey

Director Duncan

Director Giles

Director Harrison

Director Haywood

Director L. Iannidinaro

Director P. Kent

Director K. Kuhn

Director T. McGonigle

CVRD

Warren Jones, CAO

Jim Wakeham, Manager, Facility Management, Fleet and Transit

Mark Kueber, General Manager, Corporate Services

Brian Dennison, General Manager, Engineering and Environment

Transit Representatives

Myrna Moore, Regional Transit Manager, BC Transit

Bob Allen, FirstCanada ULC

Georg Stratemeyer, Volunteer Cowichan

Carol Blatchford, Cowichan Lake Commuter Service

Minutes of the regular meeting of the Transit Services Committee held in the CVRD Boardroom, 175 Ingram Street, Duncan, on August 11, 2010 at 3:30 p.m.

PRESENT: Director Seymour, Chair
Director Morrison, Vice-Chair
Directors Duncan, Giles. Harrison, Haywood,
Iannidinardo, Kuhn, McGonigle

ABSENT: Myrna Moore, BC Transit
B. Dennison, General Manager, E & E

ALSO

PRESENT: Jim Wakeham, Manager, Facilities, Transit & Fleet
Bob Allen, Regional Manager, First Canada
Colin Oakes, Transit Operations Manager, First Canada
Wanda Le Roux, Manager, BC Transit Planning
Roxanne Lypka, Planner, BC Transit
Georg Stratemeyer, Volunteer Cowichan
Tom Anderson, General Manager, Planning & Dev
Dyan Freer, Recording Secretary

APPROVAL OF AGENDA

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

MOTION CARRIED

ADOPTION OF MINUTES

It was moved and seconded that the minutes of the June 9, 2010 regular Transit Services Committee meeting be adopted.

MOTION CARRIED

BUSINESS ARISING OUT OF MINUTES

No business arising

CORRESPONDENCE

C1

Correspondence was considered from the City of Duncan regarding the Duncan/Mozambique Exchange Program request for complimentary monthly bus passes. For the past two years 20 passes were given to aid the youth to travel to do volunteer work in our community.

It was moved and seconded that it be recommended to the Board that 20 complimentary monthly passes be provided for the months of August to November, 2010, for the youth team members participating in the Duncan/Mozambique Canada World Youth Exchange Program

MOTION CARRIED

It was moved and seconded that it be recommended to the Board that the issuance of complimentary transit passes for educational, cultural and social requests for 2010 and 2011 be delegated to the Manager of Facilities, Fleet and Transit; and further that the Transit Committee will continue to receive correspondence regarding these requests for informational purposes.

MOTION CARRIED

C2

Correspondence was considered from the Special Woodstock Society requesting special bussing service for the 2010 Special Woodstock event. The service has been agreed upon and supported for many years, with no charge to the Society. The direct cost for 2010 is only \$280, as a driver has agreed to volunteer their time.

It was moved and seconded that it be recommended to the Board to waive the \$280 cost to provide special bussing service for the 2010 Special Woodstock event in the Cowichan Valley.

MOTION CARRIED

REPORTS

R1

Jim Wakeham, Manager, Facilities, Fleet & Transit provided a verbal update on a few items:

- 1) Introduction of representatives from BC Transit, Wanda Le Roux and Roxanne Lypka, who will be handling the CVRD Conceptual Transit Plan project (item R5), as well the introduction of Colin Oakes, the new Transit Operations Manager of First Canada.
- 2) A thank you was extended to Rachelle Spencer (employee of First Canada) for volunteering to drive a BC Transit bus in the Shawnigan Lake and Duncan summer parades, providing excellent PR for the Transit service.
- 3) Requested clarification regarding the July 14th Board resolution No. 10-377 "the Transit Committee investigate how Transit can provide affordable bus service to seniors who lose their license due to age". Discussion ensued regarding implications of the direction.

It was moved and seconded that staff prepare a report on the feasibility of providing affordable transit service to seniors who lose their licence due to age.

MOTION CARRIED

R2

Mr. Wakeham provided an update on the BC Transit report regarding expansion of hours for Custom Transit (handyDart) service. An increase of 1,600 annual hours (approximately 35%) to the existing service level is to commence September 7, 2010. The increase in hours is directed to the 7am to 9am and 1pm to 3pm peak times plus an extension of the day service from 5pm to 6pm. This expansion will include another custom vehicle to be added to the current fleet of two. The partial year cost is included in the 2010 operating reserve budget. A press release will be

released shortly.

BC Transit also reports that the current custom Transit service requires further expansion of approximately 2,262 annual hours to provide additional hours to meet the need of the peak day times, extend weekday operational hours to 8 pm, as well as provide new service for Saturday and Sundays. The associated cost will be provided with the 2011 budget.

R3

Mr. Wakeham provided the Committee with a Report re: Commuter service and public communication. The report and a letter dated August 5, 2010 addressed to Honourable Shirley Bond from B.J. Madison Mayfield, a Transit customer, were distributed. The report included a summary of the quantity and type of complaints the CVRD has recently received regarding the recent changes made to the Commuter service. Discussion ensued about the report and letter.

Wanda Le Roux, of BC Transit discussed the changes to the CVRD Park and Ride locations as a directive from Ministry of Transportation and Infrastructure (MOTI) to establish more cost effective routing. MOTI has decided to change the Hutchinson Road from a Park and Ride site to a Park and Pool as of September 7, 2010.

Director Giles requested a report from BC Transit showing the amount of customers serviced at each stop for both commuter routes. Director Giles does not support the change to a Park and Pool site at Hutchinson Road, and she will be writing a letter addressing this to MOTI.

Director Duncan requested if a bus shelter at Boys Road could be incorporated with the planning of a Tourism kiosk that Parks is working on. Staff and BC Transit will review.

Director Iannidinardo would like more discussion on the future of Koksilah at HWY #1 bus stop and possible further stops to aid in reducing the carbon footprint in the CVRD.

R4

Mr. Wakeham provided an overview of the BC Transit report regarding the Lake Cowichan Transit Service survey review. Conclusion is that the results do not provide a clear and obvious direction to the survey for the region as a whole. Also in light that several additional related transit service issues have recently arose, BC Transit is working on a plan that will take into account these issues and the current budget, and will probably require several route adjustments with a target implementation date of January 2011.

R5

Wanda Le Roux and Roxanne Lypka of BC Transit provided a verbal report regarding the CVRD Conceptual transit plan/ revision of service. The Conceptual Plan will produce a visionary long-term transit service strategy for the service in the valley, which will support the transit component of the CVRD's corporate strategic plan. A working group

will include the CVRD, BC Transit, transit operating companies and a stakeholders group. A framework of the plan and the makeup of the stakeholder group will be developed and provided at the next meeting. The timeline for the project is September/October 2010 to March 2011. The committee welcomed this proposal.

R6

Mr. Wakeham provided a hand out on the Bus Shelter Design Update. The report outlined the type of design that each local government supported. The submissions show that there is not unilateral support for the BC Transit recommended design for all areas and that the members support three different types of structures.

The next step is to seek feedback from the municipalities and electoral areas as to the suggested locations. The locations will be reviewed by BC Transit and then MOTI. It was expected that the project would support one type of structure recommended by BC Transit, and since there is large support for the wooden structure in most of the electoral areas, a design and tender process will be required. Mr. Wakeham advised that he is concerned about the project deadline of March 31, 2011 and will contact UBCM to seek a possible extension.

NEW BUSINESS

None

ADJOURNMENT

It was moved and seconded that the meeting be adjourned.

MOTION CARRIED

The meeting adjourned at 5:17 pm

Chair

Recording Secretary

Dated: _____

Jim Wakeham

From: Moore, Myrna [Myrna_Moore@BCTransit.Com]
Sent: Tuesday, August 24, 2010 12:39 PM
To: 'karen.best@rcmp-grc.gc.ca'
Cc: Jim Wakeham; Joanne Bath
Subject: RE: Passage for Police

C1

Hello Cpl Karen Best:

Your email regarding the "Passage for Police" on the Victoria Regional Transit System as noted in the Victoria Regional Transit System Tariff has been referred to me for a response by the Cowichan Valley Regional District. Your information is correct regarding the Victoria Transit System Tariff which states:

Passage for Police

Police Officers in uniform or upon presentation of their police identification badge, may board without fare on all services of the Victoria Regional Transit System.

Decisions about fares, routes and service levels within the Victoria Regional Transit System are made by the Victoria Regional Transit Commission, based on information and planning provided by BC Transit.

Separate Annual Operating Agreements (and associated Tariffs) are in place for each of the Regional Transit Systems that are outside of Victoria and Vancouver. In the case of the Cowichan Valley Regional Transit System and the Cowichan Valley Commuter service, the Annual Operating Agreement with the Cowichan Valley Regional District (CVRD) has a separate tariff that currently does not have this similar provision for police officers. Since the revenue from transit fares is received by the municipality, it is the municipality's responsibility to fix and amend the fares and the fare structure in whole or in part from time to time. Based on your email query, this could be an item for discussion for the Cowichan Valley Transit Committee for future consideration. I have also copied my email response to both Jim Wakeham and Joanne Bath of the CVRD for their information.

Thanks for your interest in the Cowichan Valley Transit System.

Myrna Moore

Regional Transit Manager,

Vancouver Island Coastal

Municipal Systems

Phone: (250) 995-5612

Myrna_Moore@bctransit.com



0 5

From: Joanne Bath [mailto:jbath@cvrd.bc.ca]
Sent: Monday, August 23, 2010 9:31 AM
To: Moore, Myrna
Cc: Jim Wakeham
Subject: FW: Passage for Police

Good morning Myrna,

Could you please respond to this?

Joanne

From: Karen BEST [mailto:karen.best@rcmp-grc.gc.ca]
Sent: Friday, August 20, 2010 3:09 PM
To: Joanne Bath
Subject: Passage for Police

Hello,

I came upon a copy of the "Victoria Regional Transit System Transit Tariff" publication, effective April 1, 2010. On page 7 of this document it states: "Police Officers in uniform or upon presentation of their police identification badge, may board without fare on all services of the Victoria Regional Transit System."

Do the Cowichan Valley Regional Transit System and the Cowichan Valley Commuter Service have a similar provision?

Yours truly,

Karen Best, Cpl.

Cpl. Karen Best
Royal Canadian Mounted Police
"E" Division Commercial Crime Section - Victoria
2881 Nanaimo Street
Victoria, BC V8T 4Z8
Telephone: 250-380-6102
Facsimile: 250-380-6127
cellular: 250-213-3195



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STAFF REPORT

R1

TRANSIT COMMITTEE MEETING
OF WEDNESDAY, OCTOBER 13, 2010

DATE: October 6, 2010 FILE NO: Transit
FROM: Jim Wakeham, Manager, Facility, Fleet and Transit
SUBJECT: Proposed Expansion of Conventional Transit Service Hours – March 2011

Recommendation:

That the CVRD Board approve expansion of 2,000 additional hours for the CVRD conventional transit service commencing March 2011, to be funded through the normal agreement with BC Transit with a total net annual cost to the CVRD of approximately \$130,000. The 2011 cost would be \$110,000.

Purpose: To apprise the Committee of BC Transit's offer to expand conventional transit service hours.

Financial Implications: As discussed below.

Interdepartmental/Agency Implications: not applicable.

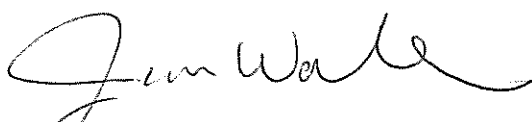
Background: The CVRD conventional transit service has not received expansion hours (partially funded by BC Transit/Province) in three years and we did not expect to hear of any future expansion until at least the fall of 2011. The CVRD did receive 1,600 annual expansion hours for the HandyDART service which were put in place on Sept 7, 2010.

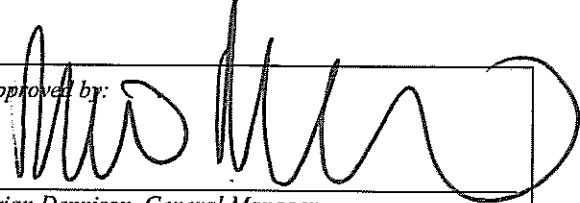
BC Transit has recently offered 2,000 expansion hours for conventional service to various other BC communities who have chosen to not accept. The availability of these 2,000 hours has recently been offered to the CVRD to assist in fixing/improving a number of key service areas. These hours would be focused on dealing with the Honeymoon Bay/Youbou connector dilemma, entry level service in area E, providing a solution to the highway flag stop safety issue as well as a few other minor shortfalls.

Approval is required by the end of October 2010, so that the planning can be done by BC Transit in time to implement the changes for March 1, 2011. If the Board approves the expansion offer, the costs will be included in the 2011 core budget.

The approximate net annual cost to the CVRD of this expansion offer is \$130,000, and the cost for 2011 is \$110,000 due to commencing in March.

Submitted by,


Jim Wakeham, Manager
Facility, Fleet and Transit

Approved by: 
Brian Dennison, General Manager,
Engineering and Environmental Services



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R2

STAFF REPORT

**TRANSIT COMMITTEE MEETING
OF SEPTEMBER, 2010**

DATE: August 26, 2010

FILE NO:

FROM: Mark Kueber, General Manager
Corporate Services Department

BYLAW NO:

SUBJECT: 2011 Transit Budget Discussion

Recommendation:

That direction be provided from the Committee on the 2011 Transit Budget.

Purpose:

To discuss the 2011 Budget and to provide the Committee an opportunity to give staff direction at the beginning of the Budget process on the Transit budgets.

Background:

During the 2010 Budget preparation it was generally agreed that the Directors would like an opportunity in early September to discuss and provide earlier direction into the 2011 Budget process. The staff will be starting the Budget process soon and are now seeking that direction. To facilitate discussion a number of points are stated below and the Committees comments are appreciated.

1. Committees will be requested to provide direction.
2. Core expenditures used as foundation in determining 2011 Budget.
3. Supplemental new items are reviewed and recommended by Corporate Leadership Team to Board.
4. 1st Budget booklet distributed after surplus and new assessments are known in 2011.
5. Early Budget adoption vs 15 months of Capital.
6. New staff positions being proposed.

In an attempt to clarify timing it has been recommended to the Board that the attached timeline be approved. The Committees comments on the timeline are appreciated.

Submitted by:

Mark Kueber, C.G.A.
General Manager, Corporate Services Department

MK:tk



R3

STAFF REPORT

TRANSIT COMMITTEE MEETING OF OCTOBER 13, 2010

DATE: October 4, 2010
FROM: Jim Wakeham, Manager of Facilities, Fleet and Transit
SUBJECT: 2011 Transit Budget

Recommendation: For information only.

Purpose:

To provide the Transit Committee with information that will impact the 2011 Transit function budgets 106 (Commuter) and 107 (regular which includes HandyDART).

Background:

The 2011 Transit budgets will be impacted by the additional services that were approved in 2010, but the costs were only charged for a partial year. Also, there is a revision in allocating of staff (ie. management wages) for functions 106 (Commuter), and 107 (regular). Now that the Commuter service has been functioning for 2 full years, and the CVRD has a much better understanding of the issues involved in providing the overall Transit service, costs can be more accurately assessed. Also, BC Transit's 2011 yearly contract for service budget costs, will not be available until October 21st but they are expected to increase in the range of 3-6%.

The main items that will affect the Transit budgets are:

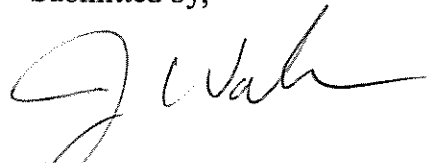
- 1) HandyDART - 1,600 annual hours of service expansion, approved for September 7, 2010, will increase the 2011 (107) budget by approximately \$60,000.
- 2) Regular service expansion of 2,000 annual hours (only 1,800 for 2011 with a start date of approximately March 1, 2011) will impact the 2011 budget by \$110,000, (annual cost of \$132,000), if the service expansion is approved by the CVRD Board in October 2010.
- 3) With the CVRD Manager of Facilities, Fleet and Transit spending greater than 50% of his time on transit functions, his allocated costs have been revised to reflect a more accurate costing of his service for 2011. This will increase the 106 budget by \$29,000, as no staff wages were charged against this function previously, and the 107 budget will increase by \$42,000 as only 5% of management's time was previously charged.
- 4) The estimated increase in BC Transit contract for service costs is 4% which translates in a net cost increase of \$52,000 for 107 and \$10,000 for 106. (Exact budget figures known after October 21).

- 5) Management is seeking the addition of a full time technical support person to assist the Transit manager with all the transit service responsibilities. The approximate cost for the additional person in 2011 is \$56,500 (annual cost is \$80,000) with a projected start date of May 1, 2011. The approximate cost would be charged at \$20,000 to 106 and \$36,500 to 107.

- 6) It is expected that the CVRD will again be offered additional service expansion hours (estimated at 2,500 annually) to improve service in many areas, from BC Transit/Province for Sept 2011. The estimated net cost to the CVRD for 2011 is \$55,000 (annual cost is \$165,000). If the Committee wishes to be in a position to accept further Transit service expansion funding from BC Transit/Province, then consideration should be given to budget this item in the contingency account.

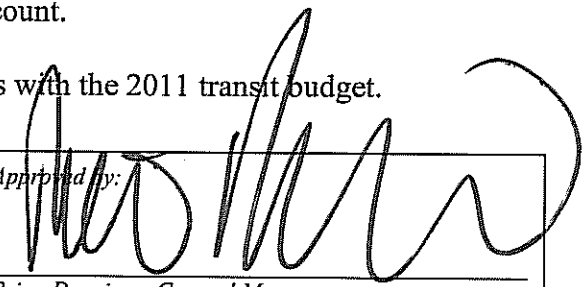
Items 5 and 6 will be presented as new supplemental items with the 2011 transit budget.

Submitted by,



Jim Wakeham
Manager of Facilities, Fleet and Transit

Approved by:



Brian Dennison, General Manager,
Engineering and Environmental Services

JW:jlb

Bath:\Z:\Transit\StaffReports\2011 Transit budget considerations-Oct13-10.doc



C·V·R·D

R4

STAFF REPORT

**TRANSIT COMMITTEE MEETING
OF OCTOBER 13, 2010**

DATE: October 6, 2010
FROM: Jacob Ellis, Manager Corporate Planning
SUBJECT: Cowichan Valley Transit Future Plan

Recommendation:

That it be recommended that the Board:

1. Approve the Terms of Reference for the Cowichan Valley Transit Future Plan including its project structure, public participation plan, and timeline, and;
2. Direct that staff work with BC Transit to support the development of the Transit Future Plan.

Purpose:

To inform the Committee of the upcoming work on the twenty-five year Transit Future Plan for the Cowichan Valley Region, and obtain approval of the project terms of reference.

Background:

BC Transit, in collaboration with its local government partners, is conducting a twenty-five year Transit Future Plan for the Cowichan Valley Region

Financial Implications:

There are no direct costs to the CVRD to undertake this planning process. All direct costs will be covered by BC Transit.

Submitted by,

A handwritten signature in black ink, appearing to read 'Jacob Ellis', with a stylized flourish at the end.

Jacob Ellis, Manager
Corporate Planning

Cowichan Valley Transit Future Plan

Executive Summary

BC Transit, in collaboration with its local government partners, is conducting a twenty-five year Transit Future Plan for the Cowichan Valley region ("Transit Future Plan").

The Transit Future Plan will include analyzing existing services and developing the logical progression of service and facilities improvements to achieve the long term vision. The resulting priority implementation plan will inform BC Transit and local government transit investment in the region.

The Transit Future Plan will also use a communications strategy and significant public participation to inform the project, enhance transit's image and ridership, and build community support for transit improvements.

At this time, the Cowichan Valley Regional District needs a long term plan to better coordinate regional services and plan for new transit infrastructure in the future.

Summary of Key Project Objectives

- Determine opportunities to improve regional transit service coordination and integration;
- Describe the transit service, fleet and facility changes required to transition existing transit systems to the proposed vision, including identifying "quick win" improvements, estimating cost and ridership impacts, and providing recommendations on priorities and phasing;
- Build community understanding of the value of transit and support for increased transit investment.
- Assess route efficiency and effectiveness and propose new configurations to improve system performance.

Transit Future Plan Study Area

The Cowichan Valley Transit Future Plan study area includes all of the local government jurisdictions and transit systems in the Cowichan Valley Regional District.

Project Timeline

Date	Activity
October 2010	Review and confirm project Terms of Reference
October 2010	Present final Transit Future Plan Terms of Reference to the CVRD Transit Committee for approval
November to early December 2010	Public participation phase I and advisory group workshop
Nov 2010 – Feb 2011	Review existing transit services
March 2011	Public participation phase II and advisory group workshop
April – May 2011	Develop prioritized implementation plan and create report draft
June 2011	Finalize draft report
July 2011	Present Transit Future Plan to local governments

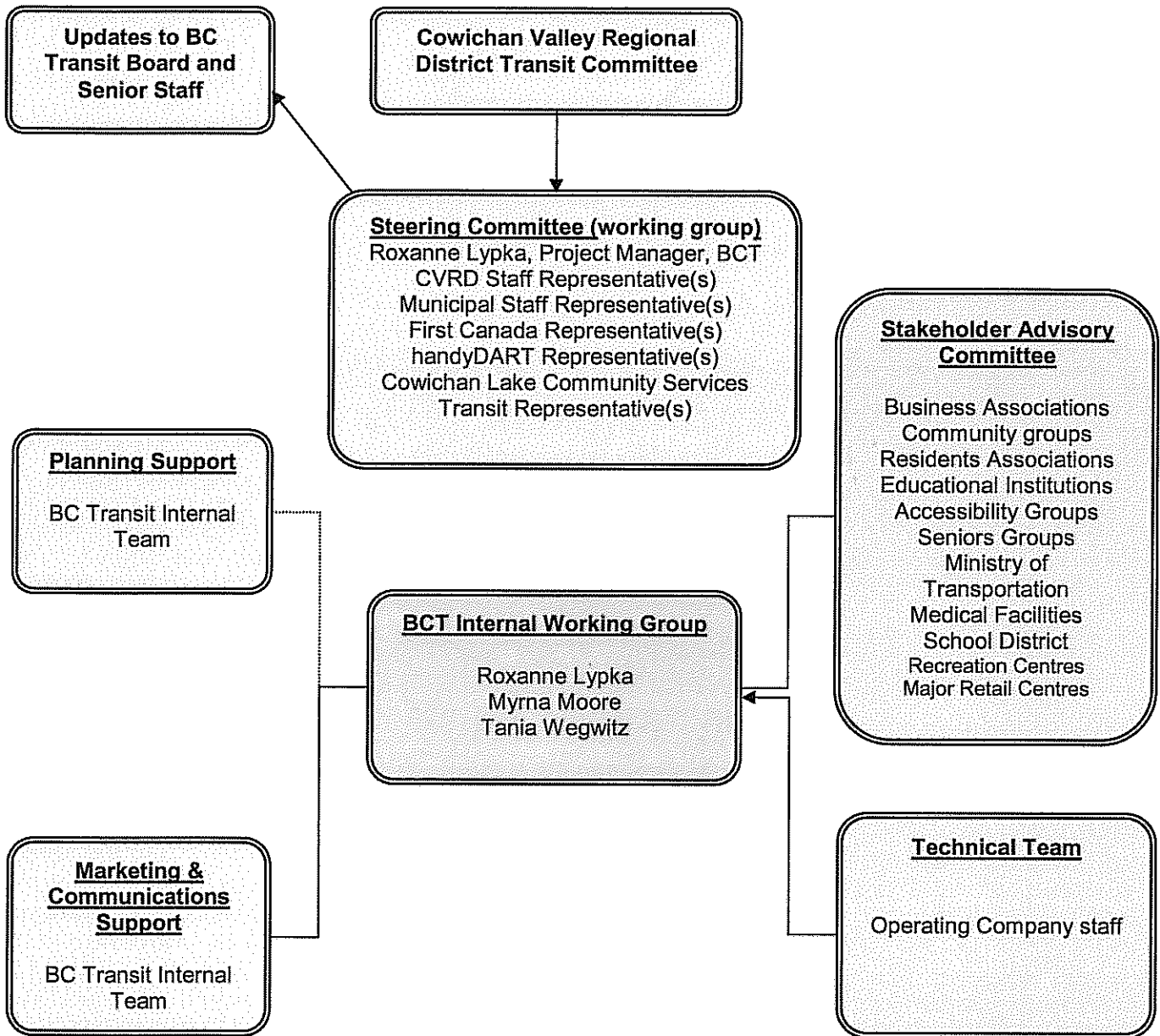
Recommendations

It is recommended that the CVRD Transit Committee:

- Approve the attached terms of reference including its project structure, public participation plan, and timeline, and;
- Direct that local government staff to work with BC Transit to support the development of the Transit Future Plan.

Project Structure

The following chart summarizes project structure.

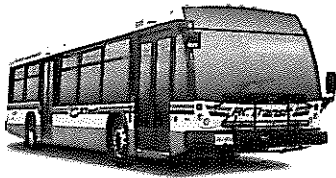


Cowichan Valley Transit Future Plan Terms of Reference

Terms of Reference Summary

Prepared by BC Transit's Corporate and Strategic Planning Development, the purpose of this document is to:

- Provide an overview of the proposed transit future plan project purpose and objectives;
- Outline project phases, scope, structure, roles and responsibilities, and timeline;
- Describe the participation and consultation processes that will be used to engage and gather input from internal and external stakeholders;
- Describe the communication plan.



1.0 Introduction

BC Transit, in collaboration with its local government partners, is conducting a twenty-five year Transit Future Plan for the Cowichan Valley region ("Transit Future Plan").

The Transit Future Plan will include analyzing existing services and developing the logical progression of service and facilities improvements to achieve the long term vision. The resulting priority implementation plan will inform BC Transit and local government transit investment in the region.

The Transit Future Plan will also use a communications strategy and significant public participation elements to inform the project, enhance transit's image and ridership, and build community support for transit improvements.

Summary of Key Project Objectives

- Determine opportunities to improve regional transit service coordination and integration;
- Describe the transit service, fleet and facility changes required to transition existing transit systems to the proposed vision, including identifying "quick win" improvements, estimating cost and ridership impacts, and providing recommendations on priorities and phasing;
- Build community understanding of the value of transit and support for increased transit investment.
- Access route efficiency and effectiveness and propose new configurations to improve system performance.

2.0 Scope of Work

Transit Future Plan Study Area

The Cowichan Valley Transit Future Plan study area includes the following local government jurisdictions and transit systems:

Local Governments

- City of Duncan
- Cowichan Valley Regional District
- District of North Cowichan
- Town of Ladysmith
- Town of Lake Cowichan

Transit Systems

- Cowichan Valley Conventional
- Cowichan Valley Commuter
- Cowichan handyDART

Project Phases

1. Confirm project structure and public involvement strategy

- a. Review and confirm the project plan and management structure (as presented in this Terms of Reference).
- b. Review and confirm the project communications and public involvement plan (as presented in this Terms of Reference). The communications plan will detail how the Transit Future Plan project will engage local government elected officials and staff, transit staff, other key stakeholders and the public at large.

2. Review existing transit services

- a. Review and document historical transit data for all services
- b. Conduct a comprehensive review of existing service performance, ridership, efficiency and the identification of current unmet needs
- c. Conduct public participation Phase 1 to assist with identifying current transit system strengths, weaknesses, opportunities and challenges.

3. Develop a prioritized implementation plan and draft report

- a. Develop a prioritized list of service packages to be implemented in order to incrementally reach the long range vision, including identification of “quick win” improvements to be considered for implementation.
- b. Develop a prioritized list of facilities required to support the service including but not limited to transit maintenance and operations centers, transit stations and exchanges, park and ride facilities, priority measures and passenger information technologies.
- c. Conduct public participation Phase 2 to help develop and confirm the proposed priority implementation plan.
- d. Identify the fleet requirements necessary to meet service demands.
- e. Develop a comprehensive investment strategy that projects operating costs through the 25-year horizon based on proposed service levels and outline risks related to operating costs.
- f. Project capital costs through the 25-year horizon based on the fleet and facilities plan.

4. Create final report

- a. The final report will describe the planning process, results and recommendations in addition to an Executive Summary tailored to a non-technical audience, able to stand alone, that clearly details all of the work undertaken.
- b. The Final Report will be presented to the public and all working groups for review prior to final approval.

3.0 Roles and Responsibilities

The overall goal of the planning process is to foster an atmosphere of inclusivity and cooperation. This extends from our local government partners to the public. The following outlines the roles and responsibilities of groups and individuals and how each has a role in contributing to the plan's success.

Steering Committee consists of a staff member from each local government and transit operator.

Members are expected to provide open, honest and constructive feedback. This committee guides the project and seeks approvals, provides updates and deliverables to the CVRD and the BC Transit Board and Senior Staff for information and approval.

Members are expected to help coordinate between the BC Transit project team and their respective elected officials. It is the primary responsibility of representatives to provide project updates to their respective local governments and transmit any feedback received to BC Transit. Information regarding traffic, current and projected transportation demand, current and future land use, demographics and other pertinent data conducted by the municipality or region should be shared with BC Transit to ensure the robustness and accuracy of the plan.

Recognizing that it is in the best interest of each local partner to maximize public input, it is expected that local partners assist in the public consult process by:

- Communicating project development with fellow staff members and elected officials, and consulting with various internal departments as needed. All internal feedback should be communicated to BC Transit.
- Advising BC Transit staff of members to be included in the Stakeholders Advisory Group.
- Advising BC Transit staff of appropriate locations to hold public meetings.
- Assisting BC Transit with staff and supplies as needed to help set-up and facilitate the Open Sessions.
- Advertising open sessions through various media which may include the local partner's website, local and neighborhood newsletters and newspapers, local radio and TV channels, etc.

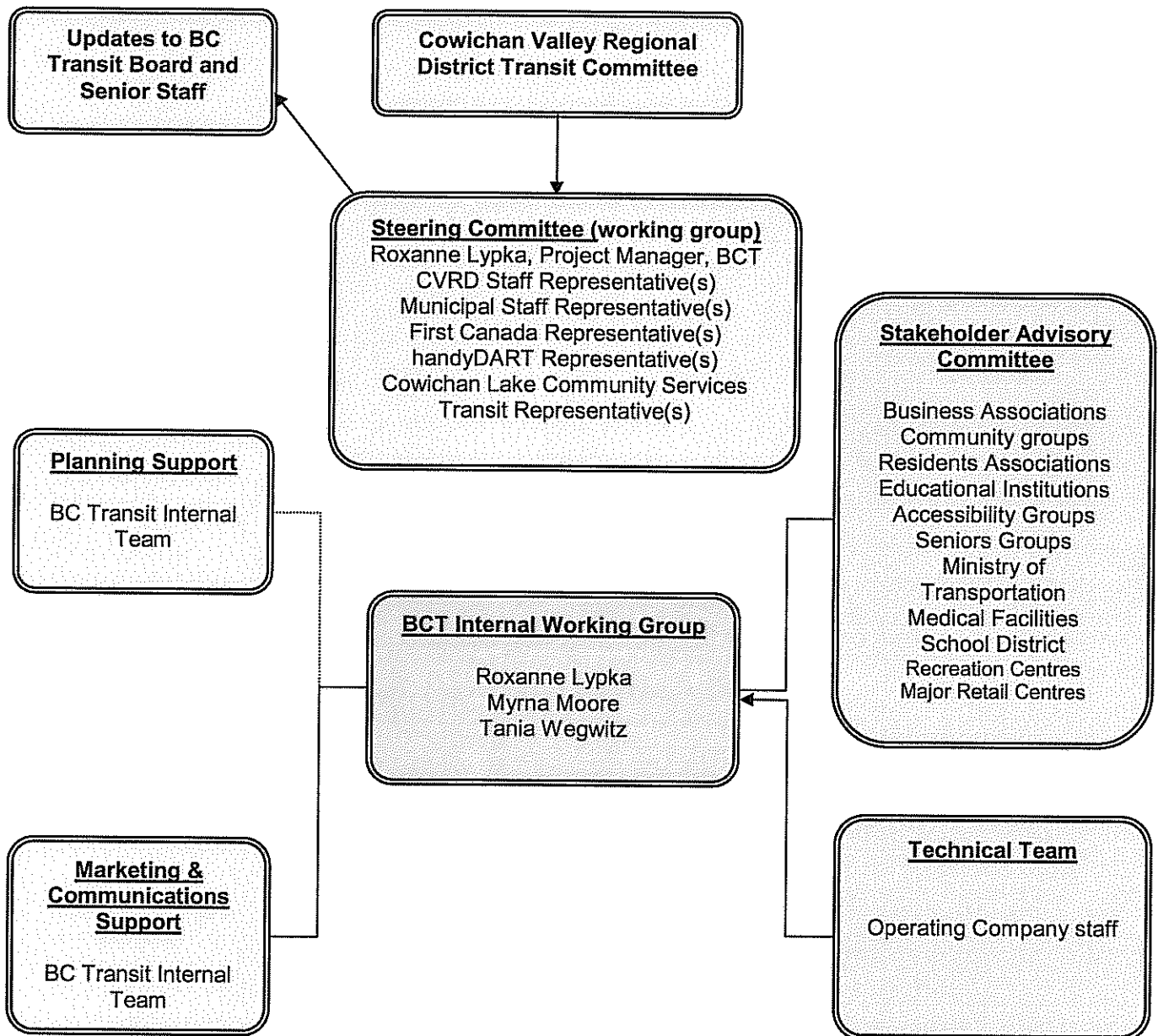
Stakeholder Advisory Group (SAG) consists of institutions, community and business groups, and residential associations identified that have a vested interest in transit in the region. Members are expected to provide open, honest and constructive feedback, and should act as the liaison between their organization and BC Transit. Consistent representation is desired from each group.

Operations Team consists primarily of the Operating Company's staff including drivers, supervisors, management and other specialty departments as necessary. The Committee will lend their expertise and insight throughout the entire process.

BC Transit Internal Working Group consists primarily of planning and development staff with support from fleet, facilities, marketing, communications, and finance departments. The working group will conduct all research; develop the working papers and the final report. Some staff will interact with the public and the groups outlined above. This group is led by the Project Manager, Roxanne Lypka.

4.0 Project Structure

The following chart summarizes project structure:



Benefits of a Participatory Plan Process

- Collects more comprehensive input and therefore creates a more appropriate solution
- Better chance of successful implementation as people responsible for implementation are involved in development
- Opportunity to enhance a culture of innovation, initiative and learning
- Opportunity to repair and/or build relationships with customers and stakeholders. Done well, a participatory process is one of the most productive transit system marketing opportunities
- Tends to be seen as the appropriate choice for a public sector organization.

Risks of a Participatory Plan Process

- Tends to require a longer time frame
- Has a higher cost and requires more staff resources
- Risk of negative results if breadth of participation not rigorously and diligently applied across organizations and stakeholder groups
- Risk of eroding transit system image and stakeholder and customer trust if participation opportunities not consistently meaningful and sincere.

5.0 Public Involvement & Communication Strategy

A key part of achieving the Transit Future Plan objectives depends on effectively engaging the community in the plan's development and consistently communicating project progress. This strategy describes the objectives, tools and methods that will be used to foster public involvement and communication.

Public Involvement Objectives

The objectives of local government, stakeholder and public involvement with the Cowichan Valley Transit Future Plan are:

1. To communicate effectively to local government elected officials and staff, transit staff, stakeholders, and the public the purpose and objectives of the Transit Future Plan in order to enable their participation;
2. To listen to the views of transit partners, external stakeholders, current and potential customers to collect information that will help develop the plan;
3. To ensure that concerns and issues regarding transit are aired and addressed through the Transit Future Plan process;
4. To ensure that the Transit Future Plan process and outcomes have widespread support within BC Transit and our partner communities;
5. To positively enhance the transit system's image and community partnerships; and,
6. To act as an opportunity to build knowledge, skills, and capacity of participants.

Public Involvement Approach

The Transit Future Plan will employ a two-phased approach to involve the public:

- **Phase I** is referred to as the "**Listening**" stage. The first objective of this phase is to discover how the current system performs and to what degree it meets or does not meet needs in the region. Opportunities to listen will be held across the geographic region in high traffic areas, permitting both drop-in opportunities and more structured feedback sessions. Recognizing that these are the first series of public sessions, raising awareness of the plan will also be a priority.
- **Phase II** is titled "**Echoing Back.**" This phase concentrates on informing people about what we heard from them, demonstrating how we have interpreted and applied their feedback, and asking for any further clarification. A key part of this phase will be asking for input regarding transit network details and the proposed priority plans, as well as any feedback on any "quick win" service or facility changes proposed for immediate implementation.

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Subsequent public involvement phases may also be held within the Transit Future Plan process to further develop plan aspects or respond to emerging community concerns.

Key Constituents / Stakeholders

The Transit Future Plan process will involve the following groups:

- Existing transit customers
- General public / future transit customers
- Vancouver Island University students and staff
- Other key identified stakeholder groups
- Local Government elected officials, (including the CVRD Transit Committee)
- Local Government staff
- Operating Company staff
- BC Transit Board
- BC Transit Leadership Team
- BC Transit employees
- Provincial Government (Transportation, Community Development, Environment, etc).
- Other partners / funders (Federal Government, etc).

Communication Tools

The aim is to use a range of tools that will maximize opportunities for public/ stakeholders input within time and resource limitations. Involvement techniques will include both “structured” input, organized around key technical issues (e.g., focus groups, feedback forms, response to service options), and more open meetings to allow for free flowing opinions and suggestions on existing or proposed services. Listed below are some of the types of tools to be used:

Online

The BCT Transit Future website (<http://www.bctransit.com/transitfuture/>) will be used to house project information with links to the site from the BC Transit websites for the Cowichan Valley transit systems. The Transit Future site will contain documents as they become available, advertisements for public input opportunities, community input results, and general project updates. The website will also feature opportunities for input in various forms including but not limited to the Game Plan public input tool, surveys, open box comment forms and email contacts. These tools will be used throughout the process as detailed in the Action Plan. BCT will ask each Municipality and the Cowichan Valley Regional District to provide links to the project's website on their home page.

Print

Posters located on buses, at major exchanges, in Municipal Halls, and other Community destinations will help notify the public of the project, the project's website and public input opportunities. Newspapers and local newsletters will also help reach a wider audience. Various types of print media will also be vital to the process of open houses and workshops.

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Media Outreach

Press releases, media backgrounders and media advisories will be used to alert local newspapers and radio stations to public involvement and outreach opportunities. **Please note that media queries related to the project should be directed to Joanna Linsangan, Manager of Public Relations, BC Transit at 250-995-5720 (Cell: 250-507-8145) or Joanna_linsangan@bctransit.com.**

Audible

In order to reach a diverse audience, efforts will be made to utilize local news and radio stations to help advertise public input opportunities.

Formal

Project updates including information and summaries of received public input will be presented to each municipality and the Regional District for final comment near the end of each major phase. Each update will specify the method to provide official comment and the timeframe in which the comment is to be received.

Communication and Public Involvement Action Plan

Phase I LISTENING		
Objectives	<ul style="list-style-type: none"> • Raise awareness of the Transit Future Plan • Gather a wide array of opinions on the current system performance. What works well, and what needs improving • Listen to the community 	
Advertising	<ul style="list-style-type: none"> • On-bus signs • Posters for placement around community and at all exchanges • Public session information on each local governments' website • Public session information on University websites • Radio/newspaper ads 	
Passive Communication	<ul style="list-style-type: none"> • Online Survey 	
Active Consultation	<ul style="list-style-type: none"> • Stakeholders Advisory Group (SAG) <ul style="list-style-type: none"> ◦ TBD • Open Sessions: <ul style="list-style-type: none"> ◦ TBD 	Dates and Locations TBD
Materials	<ul style="list-style-type: none"> • TBD 	
Follow Up	<ul style="list-style-type: none"> • Online summary of participation 	
Phase II ECHOING BACK		
Objectives	<ul style="list-style-type: none"> • Present & receive feedback on implementation plan • Present & receive feedback on draft plan components • Listen to the community 	
Advertising	<ul style="list-style-type: none"> • On-bus signs • Posters for placement around community and at all exchanges. • Public session information on each local governments' website • Public session information on University websites • Radio/newspaper ads 	
Passive Communication	<ul style="list-style-type: none"> • Online viewing of draft plan documents 	
Active Consultation	<ul style="list-style-type: none"> • Stakeholders Advisory Group (SAG): <ul style="list-style-type: none"> • TBD • Open Sessions: <ul style="list-style-type: none"> • TBD 	Dates and Locations TBD
Materials	<ul style="list-style-type: none"> • TBD 	
Formal Communication	<ul style="list-style-type: none"> • Information packet with contents outlined to go to each local governments' designated staff member, elected official. 	
Follow Up	<ul style="list-style-type: none"> • Online results of public participation 	

6.0 Project Timeline

Date	Activity
October 2010	Review and confirm project Terms of Reference
October 2010	Present final Transit Future Plan Terms of Reference to the CVRD Transit Committee for approval
November to early December 2010	Public participation phase I and advisory group workshop
Nov 2010 – Feb 2011	Review existing transit services
March 2011	Public participation phase II and advisory group workshop
April – May 2011	Develop prioritized implementation plan and create report draft
June 2011	Finalize draft report
July 2011	Present Transit Future Plan to local governments

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R5

STAFF REPORT

TRANSIT COMMITTEE MEETING OF OCTOBER 13, 2010

DATE: October 1, 2010
FROM: Jim Wakeham, Manager of Facilities, Fleet and Transit
SUBJECT: Transit Service for seniors who lose their license due to age

Recommendation:

That it be recommended to the CVRD Board that a separate affordable transit fare/pass for seniors who lose their driver's license due to age not be considered.

Purpose:

To explain the reasons why a separate fare/pass is not recommended.

Background:

On July 14, 2010, the CVRD board requested the Transit Committee to investigate how transit can provide affordable bus service to seniors who lose their license due to age. On August 11, 2010, the Transit Committee clarified the intent of the Board's direction and after discussion requested staff to review the options.

BC Transit was contacted to seek their input to this new product request and to inquire if they are aware of special fare options in any other region that are available to seniors who have lost their license due to age. They are not aware of any region that offers fare reductions for this criterion, and they do not recommend that a separate fare/pass be created for the following reasons:

- We currently provide discounts to seniors simply based on age, from 13% on cash fares to 25% on monthly passes.
- Perceived unfairness by others who have lost their license for other reasons (ie medical).
- Perceived unfairness for adult and seniors that may have chosen to not pursue a license, and who are currently paying the appropriate fares.
- From an operations standpoint, transit service is most efficient when the fares (ie products) are easy to understand for the customers, drivers, and admin/ticket sellers. The more products created for special criteria, especially for a small segment of the users, the more cumbersome the system.

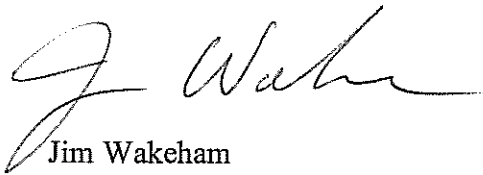
One of the current challenges faced by drivers and ticket sellers is the eligibility issue of special fares.

.../2

While staff recognize the trend of the aging population and how important transit will be on their lives, it appears the criteria of seniors losing their license due to age, is really one example of why seniors need transit, not necessarily a reason to create a different fare. We expect that in the future there will be will an increase in the number of people who are expected to fall in this category and who are restrained or inconvenienced by other important transit issues such as scheduling or limited routes, and not necessarily for financial ability to pay the fares. Thus more emphasis should be placed on acquiring additional service hours and providing better transit routes, than reducing fares.

Alternatively, if the Transit Committee wishes to further assist the affordability of the transit cost for all seniors, the discount applicable to the senior fares could be considered.

Submitted by,

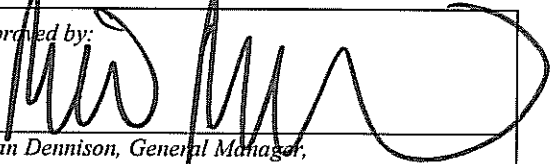


Jim Wakeham
Manager of Facilities, Fleet and Transit

JW:jlb

Bath\Z:\Transit\StaffReports\Seniors losing license due to age-Oct13-10.doc

Approved by:



Brian Dennison, General Manager,
Engineering and Environmental Services

Park & Ride P

Park & Ride lots offer direct routing along Hwy. 1 between Duncan and Victoria.

- Frayne Road Park & Ride: 70 parking spaces
- Valleyview Centre Park & Ride: 50 parking spaces

Park & Pool P&P

Park & Pool lot off Hwy. 1 offers space for carpoolers

- Hutchinson Road east of Hwy. 1

Contact Cowichan Valley Transit

Customer Information: 250-746-9899

Lost and Found: 250-746-9899

Web: www.bctransit.com

Cowichan Valley Commuter Fares

Cash	\$7.00
Tickets (10)	\$63.00
Monthly Pass	\$165.00 Zone A \$200.00 Zone B

Zone A: Valid on Cowichan Valley Commuter and Cowichan Valley Transit


Zone B: Valid on the Cowichan Valley Commuter, Cowichan Valley Transit, and the Victoria Regional Transit systems

For Ticket and Passes outlets, visit www.bctransit.com

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

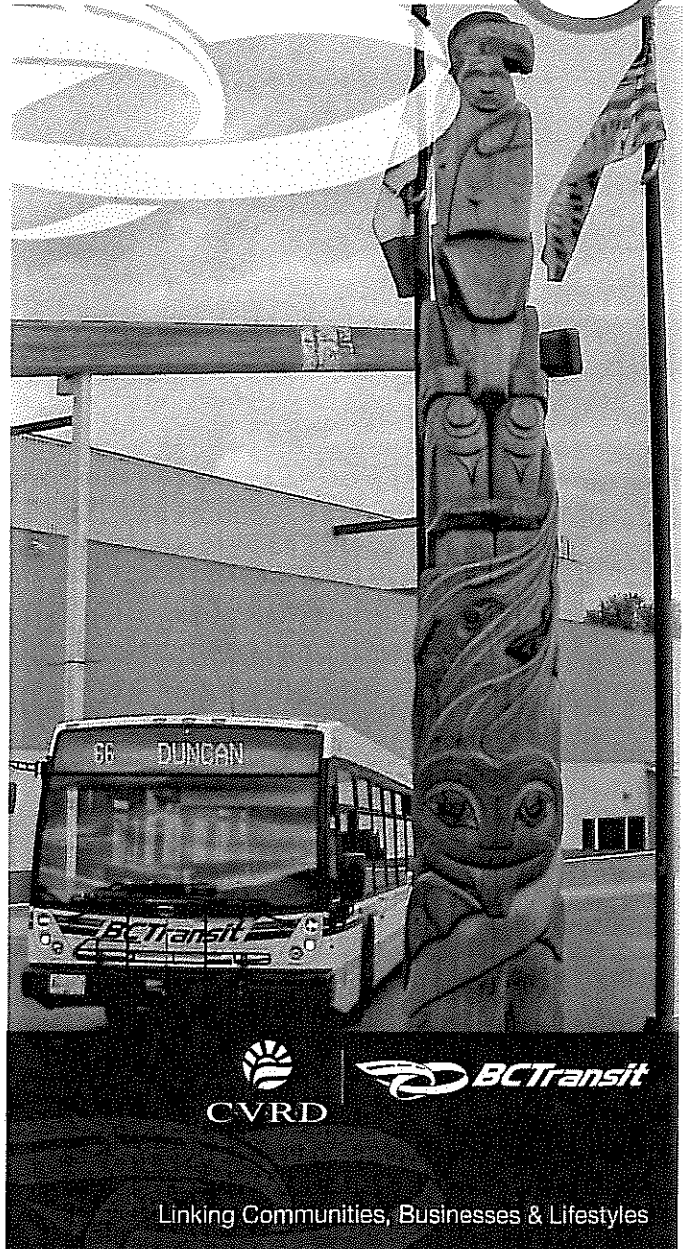
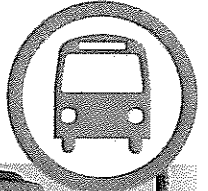
Transit Info 250-746-9899
www.bctransit.com

 This bulletin is printed on environmentally responsible paper and is recyclable. 0257-5K

Rider's Bulletin

Cowichan Valley Commuter

Effective September 27, 2010
 Revised from September 7, 2010



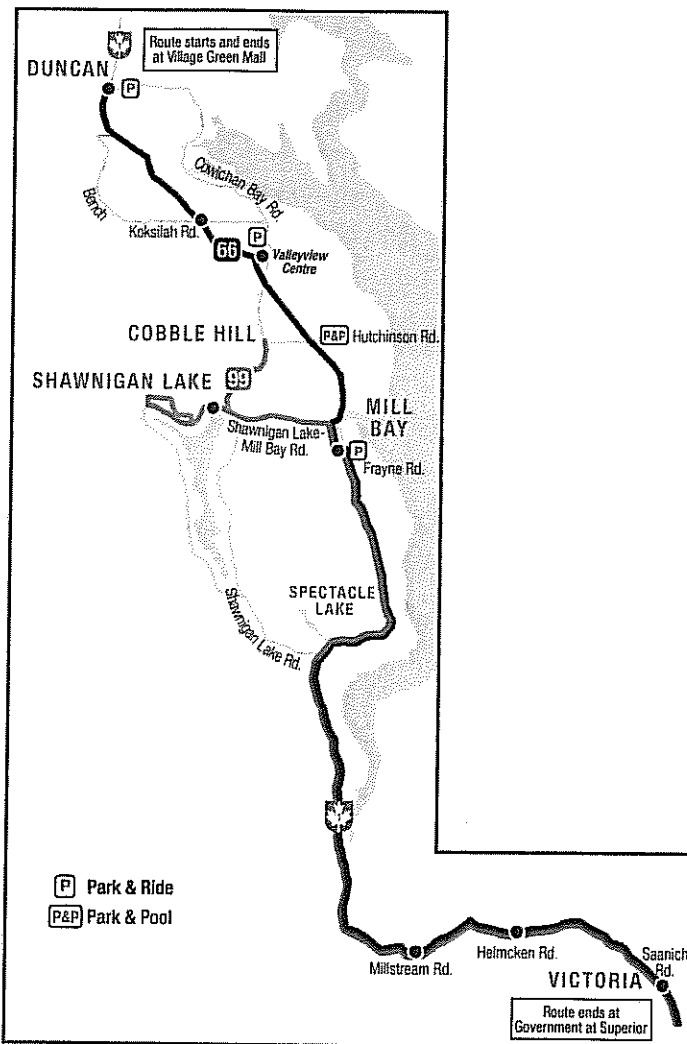
Linking Communities, Businesses & Lifestyles

Welcome Aboard

This Rider's Bulletin is effective from September 27, 2010 through March 2011. These schedules were modified to address the heavy traffic volume during road construction in the Greater Victoria area.

For complete information use this Rider's Bulletin together with the Rider's Guide dated September 8, 2009.

The Cowichan Valley Commuter service is designed for commuters travelling from the Cowichan Valley to Victoria. The service is available Monday through Friday except for statutory holidays.



66 Duncan Commuter

AM to Victoria

Monday to Friday

Village Green Mall	Valleyview Centre	Frayne Rd at Hwy 1	Hwy 1 at Millstream Interchange	Hwy 1 at Helmcken Interchange	Douglas at Boleskine	Douglas at Finlayson	Government at Superior
5:30	5:43	5:53	6:16	6:32	6:42	6:46	7:00
6:00	6:13	6:23	6:46	7:02	7:12	7:16	7:30
6:15	6:28	6:38	7:01	7:17	7:27	7:31	7:45
6:30	6:43	6:53	7:16	7:32	7:42	7:46	8:00

66 Duncan Commuter

PM to Duncan

Monday to Friday

Government at Superior	Douglas at Finlayson	Douglas at Saanich	Hwy 1 at Helmcken Interchange	Hwy 1 at Millstream Interchange	Frayne Rd at Hwy 1	Valleyview Centre	Village Green Mall
3:45	3:59	4:03	4:13	4:29	4:52	5:02	5:15
4:15	4:29	4:33	4:43	4:59	5:22	5:32	5:45
4:45	4:59	5:03	5:13	5:29	5:52	6:02	6:15
5:15	5:29	5:33	5:43	5:59	6:22	6:32	6:45

99 Shawnigan Lake Commuter

AM to Victoria

Monday to Friday

Cobble Hill Station at Fisher	Shawnigan Beach Estates at Gregory Rd	Shawnigan Lake Village at Shawnigan-Mill Bay Rd	Frayne Rd at Hwy 1	Hwy 1 at Millstream Interchange	Hwy 1 at Helmcken Interchange	Douglas at Boleskine	Douglas at Finlayson	Government at Superior
5:51	6:02	6:09	6:18	6:41	6:47	6:57	7:01	7:15
6:41	6:52	6:59	7:08	7:31	7:47	7:57	8:01	8:15

99 Shawnigan Lake Commuter

PM to Shawnigan Lake

Monday to Friday

Government at Superior	Douglas at Finlayson	Douglas at Saanich	Hwy 1 at Helmcken Interchange	Hwy 1 at Millstream Interchange	Frayne Rd at Hwy 1	Shawnigan Lake Village at Shawnigan-Mill Bay Rd	Shawnigan Beach Estates at Gregory Rd	Cobble Hill Station at Fisher
4:10	4:24	4:28	4:38	4:54	5:17	5:26	5:33	5:44
4:30	4:44	4:48	4:58	5:14	5:37	5:46	5:53	6:04

Locations	Shelter	100mm Slab requirements.
City of Duncan (tempered glass structure)		
Canada Av. @ Charles Hoey Memorial Park (ie. Train Station)	Custom - glass	1.5m x 6m
On Day Rd South of Trunk (in front of Kiwanis Village)	Custom - glass	3m x 6m
Village Green Mall	Metal 1.5mx 6m	1.5m x 8m
Town of Lake Cowichan (BCT metal design)		
South Shore Rd. across from Esso Stn. - inbound to Duncan	Metal 1.2m x 4m	3m x 6m
District of North Cowichan (BCT metal design)		
James St. (North side) Side of ISC Arena at crosswalk	Metal 1.2m x 4m narrow footprint	Existing
3052 Cowichan @ Caen near Hospital back entrance	Metal 1.2m x 4m narrow footprint	3m x 6m
3208 Gibbons near Carmel (by Town homes)	Metal 1.2m x 4m	1m x 6m
Across from 3271 Cow. Lake Road (3252)	Metal 1.2m x 4m narrow footprint	1m x 6m
Somenos & North of Sherman (East Side) <u>Crofton</u> 1 shelter	Metal 1.2m x 4m	3m x 6m
Corner of 1616 Chaplin @ York, by PPWC local 2 <u>Chemainus</u> 2 shelters	Metal 1.2m x 4m	1.5m x 6m
9933 Chemainus Rd @ Station Ridge	Metal 1.2m x 4m	1.5 x 6m
Victoria St. @ Theatre Pullout (North Side)	Metal 1.2m x 4m	Existing
Electoral Areas (re MOTI)		
Area A (Malahat/Mill Bay) - wood structure		
Mill Bay Ferry Terminal (up road by the postal boxes)	1.2m x 4m Wood	3mx 6m
Park N Ride - Frayne and HWY #1 (West side of Lodgepole)	Metal 1.5mx 6m	3m x 8m
Area B (Shawnigan Lake) - wood structure		
Hipwood & Shawn. Rd. (N. side) by CVRD parking sign (W. of SLCC)	1.2m x 4m Wood	3m x 6m
Beach estates sign - 2747 Gregory by mail boxes and Telus box.	1.2m x 4m Wood	3m x 6m
Area C (Cobble Hill) - wood structure		
Cobble Hill Shawn. Road @ Dog Park (Southbound to Shawnigan)	1.2m x 4m Wood	3m x 6m
Valley View Centre - Transit Hub - Metal	Metal 1.5mx 6m	3m x 8m

CVRD 2010 Transit Bus Shelter Project - Location & Structures

6-Oct-10

<u>Locations</u>	<u>Shelter</u>	<u>100mm Slab requirements.</u>
Area D (Cowichan Bay) - wood Cow Bay Rd @ 4 ways trailer park, close to bus pull out.	1.2m x 4m Wood	3m x 6m
Area E (Cow. Station/Sahtlam/Glenora) - metal or wood TBD Boys Rd adjacent to HWY #1 (Partnership with Parks kiosk)	Metal 1.5mx 6m	3m x 8m
Area F (Cow. Lake S./Skutz Falls/HMB) - wood structure Southshore Rd (North side) next to Honeymoon Bay Sign	1.2m x 4m Wood	3m x 6m
Mesachie Lake Ball field & Community Hall/Post office - south side	1.2m x 4m Wood	3m x 6m
Area I (Youbou/Meade Creek) - wood structure Meades Creek Trailer Court (Lake side)	1.2m x 4m Wood	3m x 6m
By Mini Mart store (Lake side) in Youbou	1.2m x 4m Wood	3m x 6m
<u>Shelter summary</u>	13	Metal
	9	Wood
	2	Other
	24	Total
<u>Optional Shelters (dependent on funding)</u>		
District of North Cowichan (BCT metal design)		
Gov't St. at Hospital Emergency entrance	Metal 1.2m x 4m	1.5m x 6m
Tzouhalem Rd. Across from Queen Angels School (North side of rd)	Metal 1.2m x 4m	1.5m x 6m
Area A (Malahat/Mill Bay) - wood structure Shawnigan/Mill Bay road at F. Kelsey School (North side)	1.2m x 4m Wood	3m x 6m
Area D (Cowichan Bay) - wood or BCT metal Cow Bay Rd, in front of Museum (but very tight space) OR	1.2m x 4m Wood	3m x 6m
Cow Bay Rd In Village by telephone pole where tires and bench are.	1.2m x 4m Wood	3m x 6m
Area E (Cow. Station/Sahtlam/Glenora) - wood structure Cow. Lake Rd at Riverbottom Rd (close to mail boxes on east side)	1.2m x 4m Wood	3m x 6m

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