



## Victoria Regional Transit System Overview

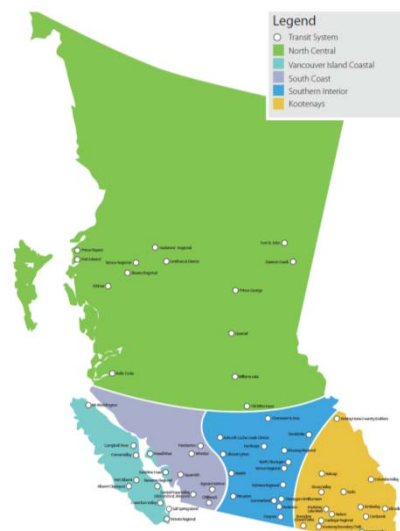
City of Victoria  
Governance & Priorities Committee: June 4<sup>th</sup>, 2015

## Who is BC Transit?

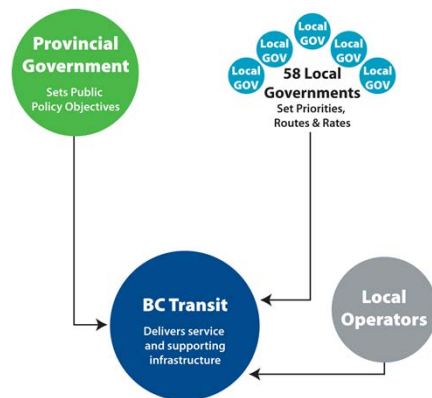
- Provincial authority responsible for the planning, funding and operation of all transit throughout the Province outside of Metro Vancouver
- 51+ million passenger trips
- 1,013 buses in a range of sizes
- \$321 million operating & capital budget
- 1.5 million British Columbians served
- 130 Communities, 81 transit systems

### Partnerships:

- 58 local government partners
- 18 private management companies, 5 public organizations, 14 non-profits



## System Operates Through Partnership: BC Transit's Model



### Local Government

- Plans community, establishes transit priorities and routes
- Sets service levels and approves budgets
- Set fares
- Provide local tax subsidy

### BC Transit

- Turns municipal priorities into transit operating and capital plans
- Works with Province to access funding
- Arranges for and manages operations
- Operates Victoria conventional service
- Manages capital program

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## Background: Victoria Regional Transit Commission



- Established under the *BC Transit Act*
  - » Local government representation for transit services in the Capital Regional District
- Seven elected local government officials appointed
- Chair designated by Minister responsible for BC Transit
- BC Transit Act: appointment process, composition, term
- Staff, resources and contracted services provided by BC Transit
- The role of the Commission is to approve routes, service levels, budget, fares and taxation rates
- Across B.C.: variety of governance models in place

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## Engaging our Customers



### Outreach:

- Transit future bus, open houses, workshops, surveys to refine/plan service
- On-going public telephone survey of use and attitudes
- Annual survey of local governments and Operating companies

### Commission:

- Letters/email to Commission and BC Transit
- Delegations to Commission meetings, public hearings regarding tariff increases

### Customer Information:

- Transit information complaint and commendation line (250.382.6161)
- Website, Trip Planner, Facebook, Twitter



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## Coordinating with Communities

### Influencing land use and development in collaboration:

- Local plan participation
  - CRD Regional Sustainability Strategy
  - CRD Regional Transportation Plan
  - Local OCPs, Transportation Plans
- Pedestrian, Cycling and Corridor Plans
- Area Transit Plans
- Coordination with area local governments
  - Development process - [developmentreferrals@bctransit.com](mailto:developmentreferrals@bctransit.com)
  - Work with local government staff (plans, development, infrastructure)
  - Presentations to councils/committees
  - Ongoing dialogue with local stakeholder groups and the public



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## Transit Stops



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## BC Transit Bus Shelter Program

- Transit customers have conveyed their desire for additional transit shelters at transit stops to improve the transit experience.
- BC Transit has partnered with the Transit Commission to provide the Transit Shelter Capital Upgrade Program.
- The program was launched in 2010 and over 150 new BC Transit designed and branded transit shelters have been installed.
- BC Transit staff will be contacting city staff to discuss and identify a potential priority list of additional high ridership transit stops that would be suitable for the installation of a transit shelter over the next 3 years.



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## Victoria Regional Transit

### Overall System Scope:

- Second largest system in BC
- 100,000 passenger trips per day
  - 6.5% share of all trips in the region
  - Fixed route & Custom (handyDART)
- Carries more people per hour at lower cost per hour than Canadian peers

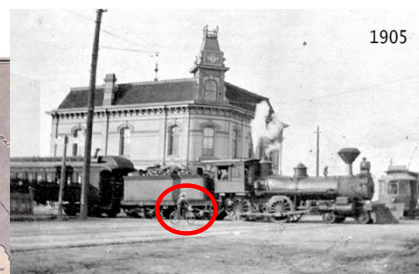
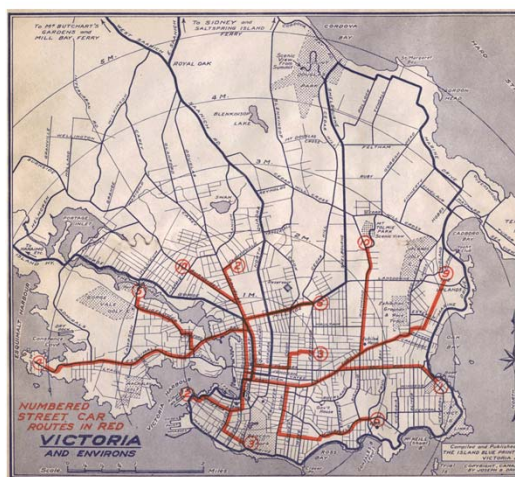
### By the Numbers:

- Fixed route system - 281 buses
- HandyDART service - 54 buses
- 930,000 service hours annually
  - 550 Transit Operators
  - 100 Mechanics and service people
  - 33 Dispatch, customer service and other
  - + others shared with BC Transit's provincial operations
- 56 routes with 2,300 bus stops



Day	Conventional	Custom
Mon-Thur	5:00am – 12:00am	7:00am – 10:00pm
Friday	5:00am – 2:00am	7:00am – 12:00am
Saturday	5:30am – 2:00am	7:00am – 12:00am
Sunday	6:00am – 12:00am	8:00am – 10:00pm

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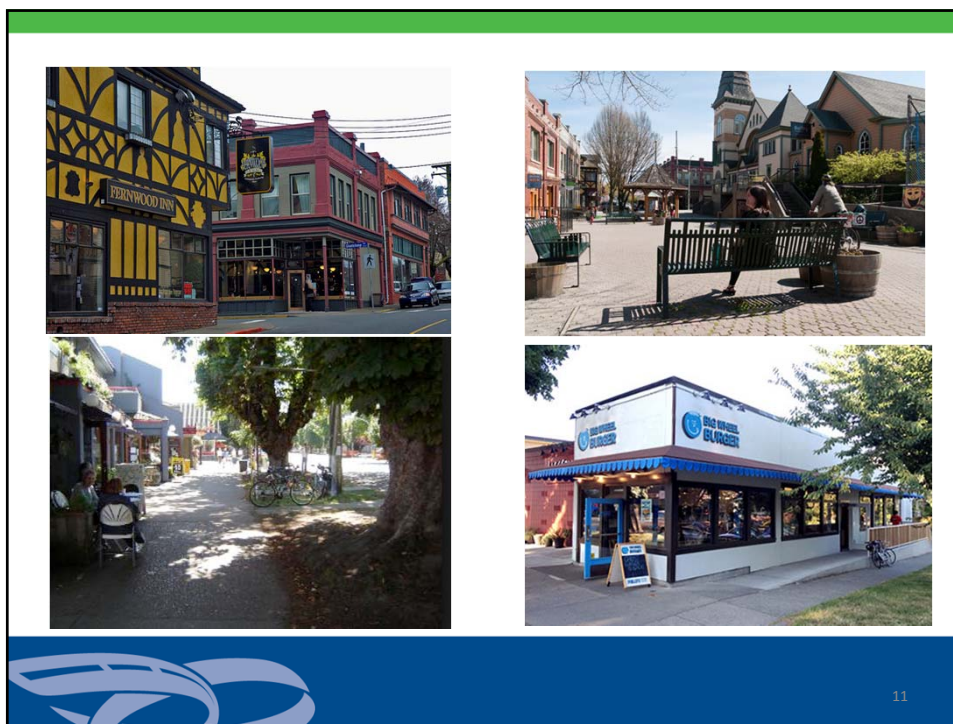
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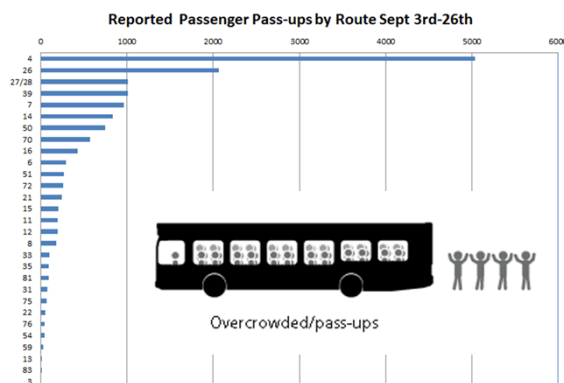




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## Service Challenges

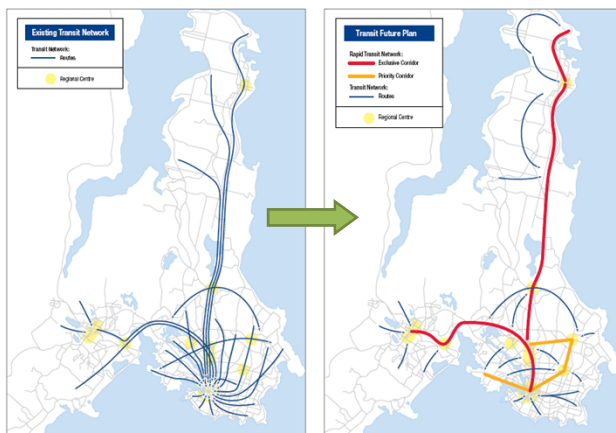
- Passengers pass ups on post-secondary oriented routes
- Traffic congestion
- Development in the Westshore
- Need for infrastructure to support future ridership demand and service levels
- Service levels on crosstown routes



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## Planning for the Future

- Victoria Regional Transit Future Plan (May 2011)
- Service Standards and Performance Guidelines (Sep 2013)
- 2013/14 Victoria Regional Service Review (Feb 2014)



Transit Mode Share 6.5%

Transit Mode Share 12%

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## Implementing the Transit Future Plan

A number of projects are in development, including:

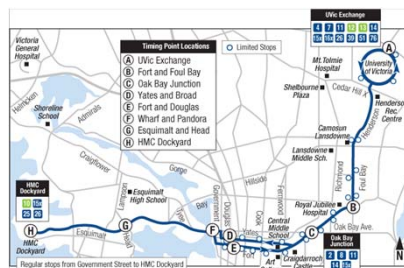
- Rapid Transit Project
- Transit Priority Project
- Campus Transit Plan
- Uptown Exchange
- Additional Operations & Maintenance Facility
- Performance & Service Review



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## Recent Service Changes

- Introduced increased services to UVic and Camosun College campuses.
- Additional late evening service on Friday and Saturday
- Restructured and optimized a number of routes in Esquimalt and Victoria in keeping with long term plans.
- New service to Bear Mountain and Westhills
- New commuter service to Latoria Rd., Happy Valley and West Sidney
- Revised Westshore and Saanich Peninsula community bus schedules
- Reduced services in the Spring and Summer to provide additional service in the Fall and Winter during times of higher demand



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## Future Regional Service & Infrastructure Priorities

- Bus lanes on Highway 1 and Island Hwy
- Additional Park & Ride capacity in the Westshore
- Establishment of a bus terminal at Uptown
- New transit operating & maintenance centre
- Service increases to develop Frequent and Rapid Transit network
- Late night service to the Peninsula
- Improved connections from the Westshore to Esquimalt/Dockyard and Camosun Interurban
- Additional community bus service in the Westshore and Peninsula

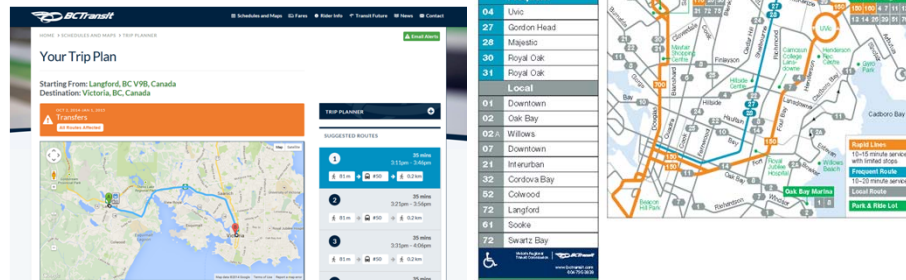


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## Branding & Improved Ease of Use

- More intuitive map design
- Markets Transit Future layers
- Improved wayfinding, service legibility



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## Future City of Victoria Service & Infrastructure Priorities

- Continue to participate in City planning projects, integration of land use and other modes
- Continued development of Douglas Street as a Rapid Transit Corridor
  - » Consider options for southbound bus lanes between Tolmie & Hillside
  - » Development of Rapidbus Stations
- Shared Downtown Transportation Terminal/Precinct
- James Bay, Jubilee & Burnside - Tillicum Local Area Transit Plans
  - » Identify local service improvement priorities
  - » Improve local connections to village centres and improve service efficiency
- Service increases and improvements to customer information to further develop the Frequent and Rapid Transit network



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## Overview: Three Year Budgeting Process

### Three Year Service & Financial Strategy:

- Updated and approved on an annual basis
- Developed in consultation with local government partners
- Provincial Transit Service Plan identifies provincial funding available for transit and is confirmed each year on Budget Day (Feb.)
- Under the BC Transit funding model both provincial and local funding move in “lock step” according to legislated cost sharing
- Funding levels determine service levels



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## Three Year Budgeting - Transit Commission Direction

Staff will report back to the Commission with options and further discussion on June 16th 2015 to discuss options for developing a transit service plan that could be operated with the available funding.

1. Review operational and administrative efficiency opportunities to protect customer service (e.g. fuel management strategy, operating structures)
2. Examination of higher cost services to look for efficiencies and identify opportunities to rationalize lower performing services



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Thank you

**Contact:**

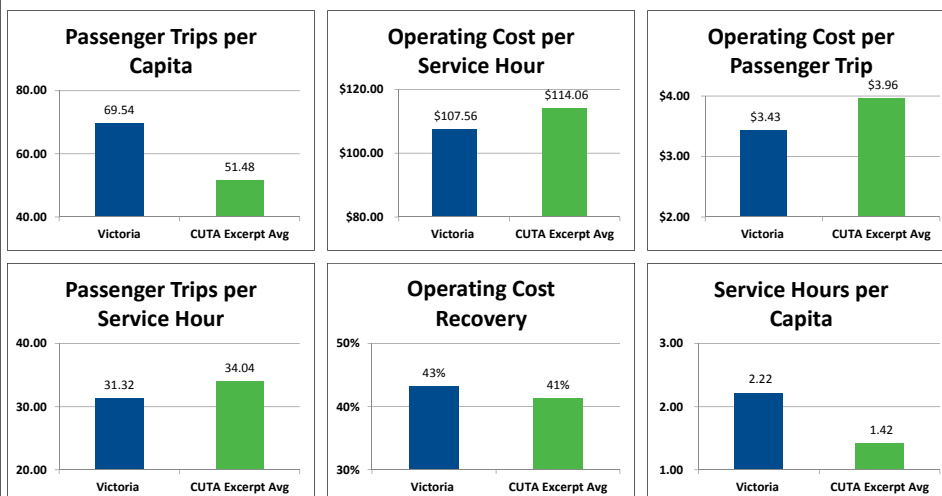
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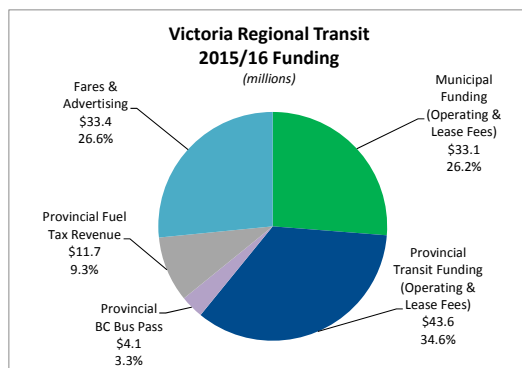


### Victoria Conventional System Performance Against CUTA Benchmarks\*



\* CUTA=Canadian Urban Transit Association; Figures based on 2013 CUTA Factbook

### Revenue / Funding for 2015/16 Service



#### Funding Model

Cost Sharing Ratios by type of service		
	Province	Local Government
Conventional	31.7%	68.3%
HandyDART	63.0%	37.0%

- Commission establishes service levels and fares
- Commission establishes the local property tax

