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ELECTORAL AREA SERVICES COMMITTEE
Notice of Meeting on **Wednesday, April 16, 2014 at 1:30 pm**
Room 107, 1st Floor, 625 Fisgard St., Victoria, BC

M. Hicks (Chair)

W. McIntyre (Vice Chair)

D. Howe

11. New Business

- a) Salt Spring Island Transit System Service Review Terms of Reference



**REPORT TO ELECTORAL AREA SERVICES COMMITTEE
MEETING OF WEDNESDAY, APRIL 16, 2014**

SUBJECT SALT SPRING ISLAND TRANSIT SYSTEM SERVICE REVIEW TERMS OF REFERENCE

ISSUE

Electoral Area Services Committee approval of the Salt Spring Island (SSI) Transit System Service Review Terms of Reference (ToR) is required in order to facilitate the SSI Service Review.

BACKGROUND

A public bus service was established on SSI in January 2008. The system has been a success story for all of the partners, with ridership growth far in advance of original estimates. BC Transit seeks to undertake comprehensive service reviews of systems on at least a five year basis. The last full review of the SSI System was completed in 2009.

The objective of this Service Review is to undertake a detailed analysis of the SSI Transit System to identify opportunities to improve its efficiency and effectiveness.

The ToR, see Attachment 1, outlines the objectives, scope, deliverables and approach for the completion of a Service Review for the SSI Transit System.

The Salt Spring Island Transportation Commission (SSITC) endorsed the ToR at the SSITC meeting of December 9, 2013.

ALTERNATIVES

That the Electoral Area Services Committee:

1. Approve the Terms of Reference for the Salt Spring Island Transit System Service Review.
2. Does not approve the Terms of Reference for the Salt Spring Island Transit System Service Review and directs staff to discuss amendments as identified by the Electoral Area Services Committee with the SSITC.

IMPLICATIONS

Social Implications

Any improvements in SSI transit will offer benefit to residents and visitors. Transit improvements are particularly important in areas with high percentage of senior citizens such as SSI.

Environmental Implications

Decreasing the level of greenhouse gas emissions is an identified priority on SSI and across the region. Decreasing the prevalence of single occupancy vehicle usage through the transfer of single occupant vehicle travel to transit offers a means in which to work towards achieving this priority.

Planning Implications

The transit service review aligns with actions identified in the Regional Transportation Plan and has the support of the SSITC. The transit service review process is part of BC Transit's system wide standard five year planning cycle.

Financial Implications

The financial cost of the service review is covered in the administrative component of the transit contract with BC Transit. There is no additional financial outlay required.

SUMMARY

SSI has a highly regarded transit system that has continuously seen ridership growth well in advance of projections. As part of its standard five year planning cycle BC Transit undertakes service reviews of each of its properties to identify efficiencies and respond to changing local environments and demographics. The ToR for the SSI Service Review provided to the EASC for endorsement outlines the objectives, scope, deliverables and approach for the completion of a Service Review for the SSI Transit System. The SSITC approved the ToR at the SSITC meeting of December 9, 2013.

RECOMMENDATION

That the Electoral Area Services Committee:

1. Approve the Terms of Reference for the Salt Spring Island Transit System Service Review.



John Hicks
Senior Transportation Planner
Regional and Strategic Planning



Travis Whiting
Acting General Manager
Planning and Protective Services
Concurrence

Attachment: 1



SALT SPRING ISLAND TRANSIT SYSTEM SERVICE REVIEW

TERMS OF REFERENCE

This Terms of Reference outlines the objectives, scope, deliverables and approach for the completion of a Service Review for the Salt Spring Island Transit System. It is presented for the approval of the Capital Regional District (CRD), with endorsement by the Salt Spring Island Transportation Commission (SSITC).

1.0 Introduction

The objective of this Service Review is to undertake a detailed analysis of the Salt Spring Island Transit System to identify opportunities to improve its efficiency and effectiveness. BC Transit seeks to undertake comprehensive service reviews of systems on at least a five year basis. The last full review of the Salt Spring System was completed in 2009.

This Review will build on work previously undertaken in early 2013, which looked at immediate issues and opportunities within the system and proposed a number of service options, most of which were implemented in June and September 2013. That study also outlined a number of service opportunities for exploration as part of a larger review. While the proposed Service Review will aim to be comprehensive, these specific opportunities to be evaluated include:

- Service options and feasibility for providing service specifically to meet the needs of people with a disability (such as HandyDART or other demand-responsive service).
- Expanded service to the Long Harbour and Cusheon Lake Road areas
- Introductory services to new areas, particularly the Beddis Road and Cedar Lane areas
- Summer service to Ruckle Park
- Enhanced evening service
- Improving frequency of the 1 Fulford/Ganges to better meet the needs of residents living along the route.
- A synopsis of the current fleet and facilities for the system and an outlook on future options / requirements.
- An evaluation of existing bus stop and passenger amenities on the island and a summary of priorities for improvement (additional shelters, accessibility improvements, etc.) and future capacity needs at main hubs, particularly in Ganges.
- Identification of which opportunities would advance the goals of the Regional Transportation Plan pertaining to Salt Spring Island.

A number of other developments make the review timely. Salt Spring Island 's demographics including overall population size, average age, and other socioeconomic indicators have continued to change, impacting the needs of transit customers and potential transit customers. Additionally, policy directions contained in the new CRD Salt Spring Island Pedestrian and Cycling Master Plan, and the CRD Regional Transportation Plan (currently in Draft format) may introduce new considerations for future transit service. Finally, ridership growth of the system since its inception in 2008 has been substantial and it is useful to evaluate all services to target where further growth or changes are needed.

2.0 Objectives

To conduct a Service Review process and complete a resulting report document which:

- Builds awareness of and support for the Salt Spring Island Transit System through the Review's public participation and communication strategy;
- Analyzes and reports on the performance of the existing Salt Spring Island Transit System, including how Salt Spring Island Transit compares to its peers, its current strengths and opportunities for improvement;
- Examines future transit requirements based on community plans, demographic trends, proposed land development and road network changes, demand at the Ganges Exchange and the Fulford, Long Harbour and Vesuvius ferry terminals and citizen priorities expressed through consultation;
- Outlines and recommends service options for consideration by the Salt Spring Island Transportation Commission and the Capital Regional District over the short- and longer-term periods to improve transit system performance and/or cost effectiveness; and to build ridership
- Makes recommendations on supporting strategies and outlines the path towards implementation.

The above analysis will be conducted while remaining cognizant of the objectives contained in:

- The Islands Trust Policy Statement
- The Salt Spring Island Official Community Plan
- CRD TravelChoices
- Draft CRD Regional Transportation Plan (presently in final draft form)
- The CRD Salt Spring Island Pedestrian and Cycling Master Plan
- The CRD Pedestrian and Cycling Master Plan
- Any other relevant local plans

3.0 Scope

The Salt Spring Island Transit Service Review will examine the following:

Topic	Description
Context & Analysis	<ul style="list-style-type: none"> • Background to the existing transit service, including: <ul style="list-style-type: none"> ○ Implementation history ○ Historical ridership data • Current and future community needs, including: <ul style="list-style-type: none"> ○ Demographic statistics ○ Regional and local planning and transit policy and guidance ○ Current and future development, transportation network and growth patterns • Current service and market analysis, including: <ul style="list-style-type: none"> ○ Ridership and productivity (rides per hour) by service type (conventional/handyDART) ○ Ridership and productivity (rides per hour) by time and day ○ Trip origins and destinations ○ Passenger types (e.g. senior, adult, student, or college student; ambulatory, or mobility aids required) ○ Service reliability and operating issues including assessment of existing and future transit infrastructure needs at the four main hubs on the Island: Ganges, Fulford, Long Harbour, and Vesuvius Bay ○ A review of shelter infrastructure and its suitability at key locations <p>This data will be supplemented by information from:</p> <ul style="list-style-type: none"> ○ Data from system ridership sheets ○ Onboard ride checks

Topic	Description
	<ul style="list-style-type: none"> ○ Onboard driver and passenger surveys ○ Web surveys ○ Conversations with staff members of the CRD, Islands Trust, Ganges Faerie Minishuttle, and other community Stakeholders ● Vehicle fleet and infrastructure review ● Comparative analysis of Salt Spring Island Transit with other similar-sized transit systems in order to identify best practices
Option Analysis	<ul style="list-style-type: none"> ● Service change options for consideration in the short and longer-term futures ● Additional resource requirements (if any) and applicable cost increase (or savings) ● Other considerations and supporting strategies, including fare reviews, infrastructure changes and marketing ● A prioritized list of future bus shelter improvements or new locations, including suggested shelter size based on demand, will also be provided.
Consultation	<p><u>Phase 1 Public Engagement: February / March 2014</u></p> <ul style="list-style-type: none"> ● Project website linked to BC Transit, Capital Regional District, Islands Trust and Salt Spring Island Transit Commission (SSITC) ● Key stakeholder workshops and round-tables and public open houses ● Comments and recommendations received from the SSITC, CRD staff, the Islands Trust, Ganges Faerie Minishuttle staff and drivers, and other community stakeholders ● Onboard and website passenger survey responses on travel habits, transportation needs, and preferred options for service changes ● Supporting news releases and advertising on local media and on local transit vehicles ● Identification of preliminary Quick Wins for implementation in June or September 2014 (to be identified and presented to the SSITC / CRD for their consideration in late March 2014) <p><u>Phase 2 Public Engagement: September 2014</u></p> <ul style="list-style-type: none"> ● Public open houses ● Local resident surveys on preferred options for service changes
Final Report	<ul style="list-style-type: none"> ● Final recommendations ● Implementation process and next steps

3.0 Deliverables

The key deliverables of the Service Review will be:

A. Draft Salt Spring Island Service Review

- Community Profile, Transit Service Background, Present Market Analysis, Service Reliability, Vehicle Review
- Phase 1 Public Engagement results and proposed Quick Win service options for immediate consideration
- An assessment of existing and future transit infrastructure needs at the four main hubs on the Island: Ganges, Fulford, Long Harbour, and Vesuvius Bay
- Recommendations for Service Change Options
- Each option will include projected revenue, total costs (or savings), and municipal share of these
- A prioritized list of future bus shelter improvements or new locations, including suggested shelter size based on demand.

B. Amended Service Change Options, based on feedback from Islands Trust, SSITC, CRD and Ganges Faerie Minishuttle to be used for Phase 2 public engagement events; and,

- C. Final Salt Spring Island Transit Service Review, including outline of implementation process and next steps.

4.0 Approach

The service review will be conducted via a collaborative approach between the Capital Regional District, the SSITC, BC Transit and the operating company (Ganges Faerie Minishuttle) and other key community stakeholders, led by BC Transit. The key contacts are as follows:

Service Review Partners:

Capital Regional District:	Karla Campbell, Manager Salt Spring Island Electoral Area John Hicks, Senior Transportation Planner
SSITC:	Donald McLennan, Acting Chair, SSITC
BC Transit:	Myrna Moore, – Senior Regional Transit Manager Adriana McMullen – Transportation Planner Tania Wegwitz – Manager of Operational Planning
Ganges Faerie Minishuttle:	Ineke de Jong, Manager

Ongoing communication with the CRD and SSITC will be valuable at key junctures of the process in order to receive their input and endorsement on the approach, proposed service options and the final service review, prior to implementing recommendations.

BC Transit will conduct key stakeholder and public consultation in collaboration with our partners that incorporates several strategies from the spectrum of engagement, including:

- **Collaborating** – BC Transit, the CRD, SSITC, and Ganges Faerie Minishuttle are considered partners in the service review process, including collaboration on analyzing issues, developing options, identifying preferred solutions and making recommendations. Recommendations are presented to the CRD for approval;
- **Consulting** – public feedback is obtained through consultation to analyze issues and build alternatives and thereby make contributions to the decision making process;
- **Listening and learning** – BC Transit, partners, key stakeholders and public listen to and learn about each other's views, plans, concerns and expectations; and,
- **Informing** – providing information that will assist key stakeholders and public in understanding issues, problems, alternatives, and/or solutions.

Community stakeholders will include but not be limited to representatives from the following organization, as well as individuals listed.

- Salt Spring Island Chamber of Commerce
- Service Organizations:
 - Lions Club of Salt Spring Island
 - Rotary Club of Salt Spring Island
 - Royal Canadian Legion Island
- Seniors organizations:
 - GI Seniors Residence Association
 - Greenwoods Eldercare
 - Lady Minto Hospital
 - Seniors Wellness Coordinator
 - Meadowbrook
- Transition Salt Spring
- Salt Spring Climate Action group
- Earth Festival Society
- Gulf Islands Secondary School (GISS)
 - Administration
 - Student Union President
- Tourist Information Centre
- Driftwood
- Island Pathways
- RCMP Salt Spring
- Salt Spring Fire Rescue
- Salt Spring Island Exchange
- Ministry of Transportation
- BC Ferries
- Islands Trust
- Sports Organizations
- Individuals

- School District 64 School Board
- Gary Holman, MLA
- Economic Development Commission
- ICBC: Director, Road Safety
- Community Health Committee
- Arthur Black
- Peter Vincent
- Kevin Bell
- Peter Lamb

5.0 Timeline

Date	Deliverable	Owner/Lead
October 2013	Terms of Reference Developed	BC Transit CRD, SSITC
<i>October 22, 2013</i>	<i>First Draft Terms of Reference presented to the SSITC for consideration</i>	
February – March 2014	Data Collection <ul style="list-style-type: none"> • Background <ul style="list-style-type: none"> ○ Implementation history ○ Historic ridership data • Policy Review <ul style="list-style-type: none"> ○ Policy Directions at regional and local scale, as well as transit ○ Anticipated land use and change • Data: passenger counts, stop usage, running times Preparation for public engagement <ul style="list-style-type: none"> • Develop driver and passenger surveys • Develop website and open house materials 	
February - March 2014	Public Engagement Phase 1 <ul style="list-style-type: none"> • Driver and passenger surveys • Open house • Community Stakeholder Workshop • Web (passenger and local resident) survey “live” Additional Data <ul style="list-style-type: none"> • Additional Consultation with Islands Trust staff and on development, road network changes • Current Ridership Counts • Onboard collection of ride check 	
<i>March 2014</i>	<i>Update/Roundtable Workshop to discuss preliminary results with SSITC, CRD, and Ganges Faerie Minishuttle staff to discuss preliminary consultation results and identify “Quick Win” service options for consideration of implementation in June or September 2014.</i>	
May 2014	<ul style="list-style-type: none"> • Analysis of Engagement and Stakeholder Data • Option Development and creation of draft report outline 	
June 2014	Draft Report to Islands Trust, CRD, SSITC (working group)	
July 2014	<i>Workshop to discuss Draft report, proposed options and plan for phase 2 public engagement</i>	
August 2014	Phase 2 Public Engagement materials developed with assistance from technical group and approved by working group	
September 2014	<ul style="list-style-type: none"> • Phase 2 Public Engagement on proposed service options and report <ul style="list-style-type: none"> ○ Public open houses ○ Online survey 	

	<ul style="list-style-type: none"> Community Stakeholder meeting on proposed service options and report
November 2014	<ul style="list-style-type: none"> Analysis of Phase 2 Public Engagement and Stakeholder Consultation; incorporation of changes into the final draft report
<i>February 2015</i>	<i>Presentation of Final Draft Service Review Document</i>

6.0 Approvals

The undersigned agree to the Terms of Reference as outlined above:

On behalf of the Capital Regional District

Name

Position

Signature

Date

On behalf of BC Transit

Name - Myrna Moore

Position – Senior Regional Transit Manager

Signature

Date