



Victoria Regional Transit System Overview

Capital Regional District

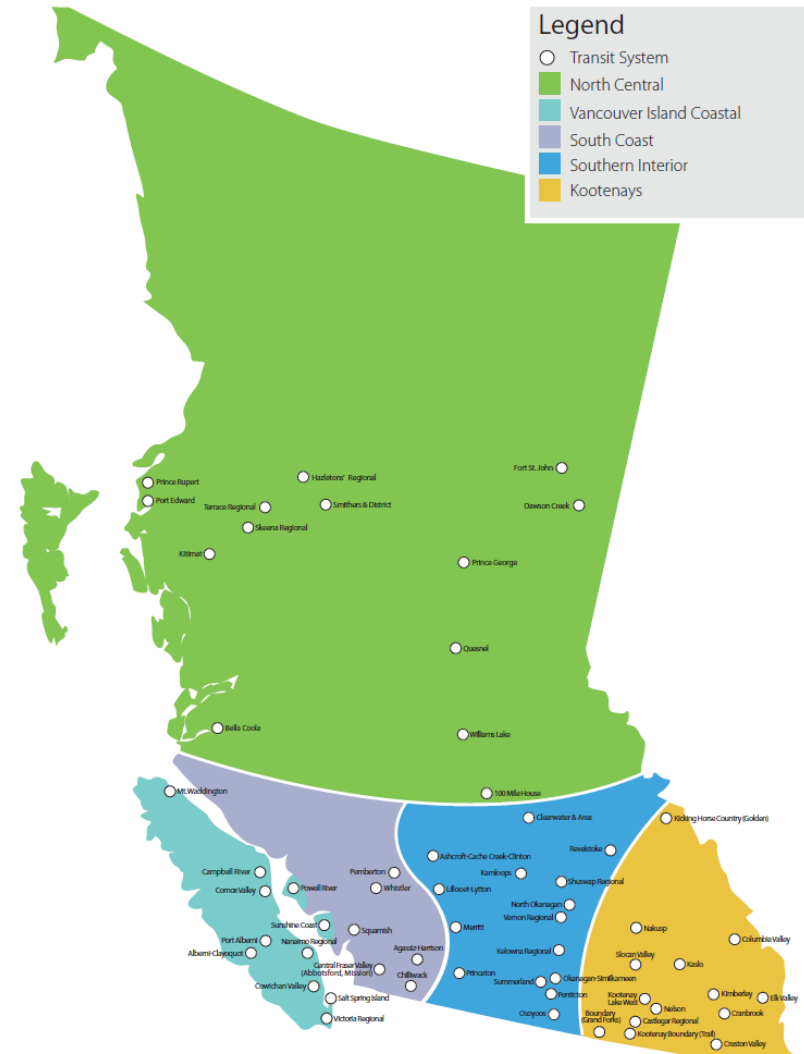
Planning, Transportation and Protective Services Committee: April 22, 2015

Who is BC Transit?

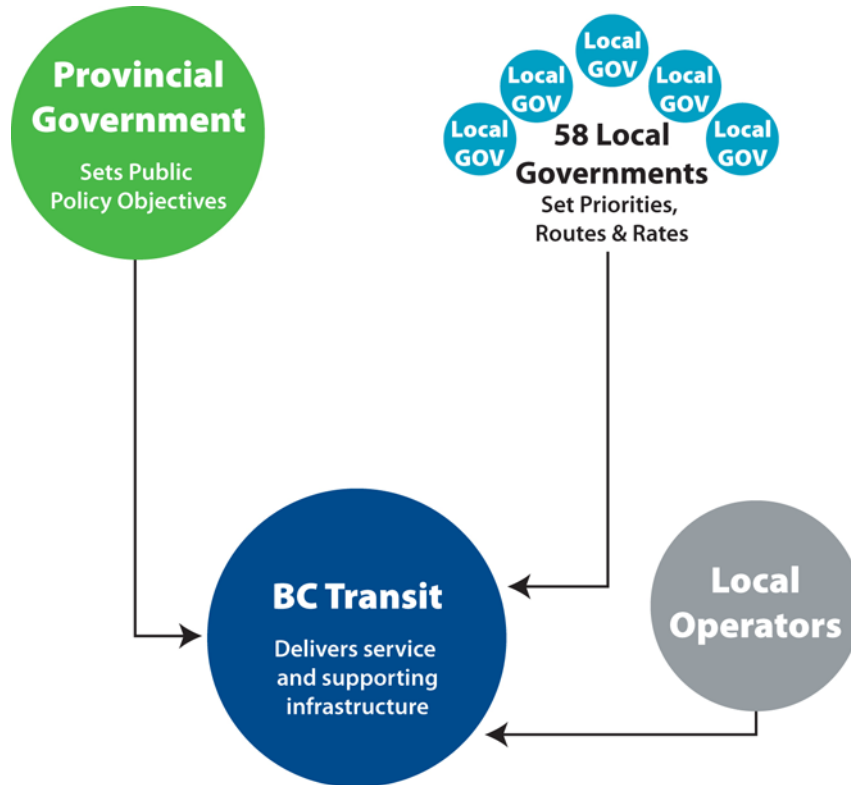
- Provincial authority responsible for the planning, funding and operation of all transit throughout the Province outside of Metro Vancouver
- 51+ million passenger trips
- 1,013 buses in a range of sizes
- \$321 million operating & capital budget
- 1.5 million British Columbians served
- 130 Communities,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



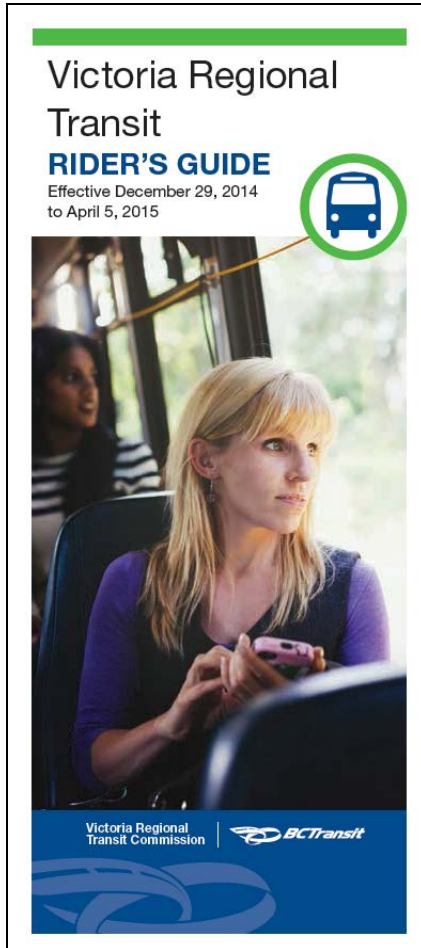
Local Government

- 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

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 by government
- Chair is designated by the Minister responsible for BC Transit
- Appointment process, composition and term described in the Act
- 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

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

Victoria Regional Transit System Service Area



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

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



Coordinating with Communities

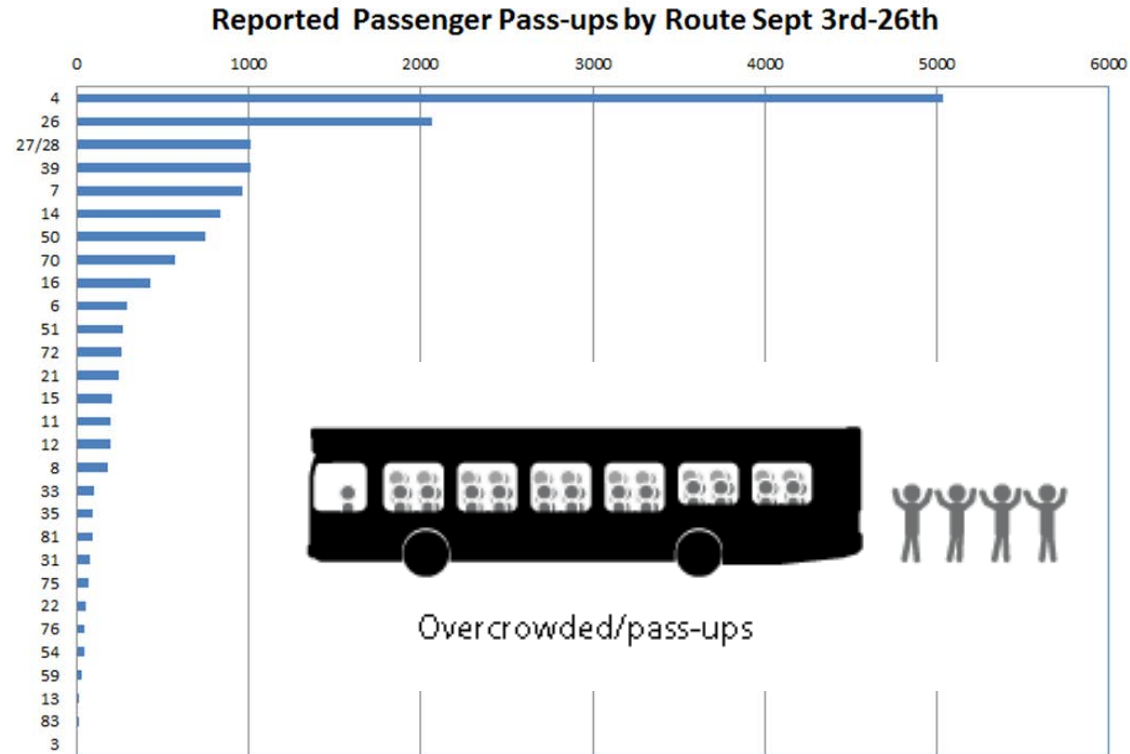
Influencing land use and development in collaboration:

- 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
 - Work with local government staff (plans, development, infrastructure)
 - Presentations to councils/committees
 - Ongoing dialogue with local stakeholder groups and the public



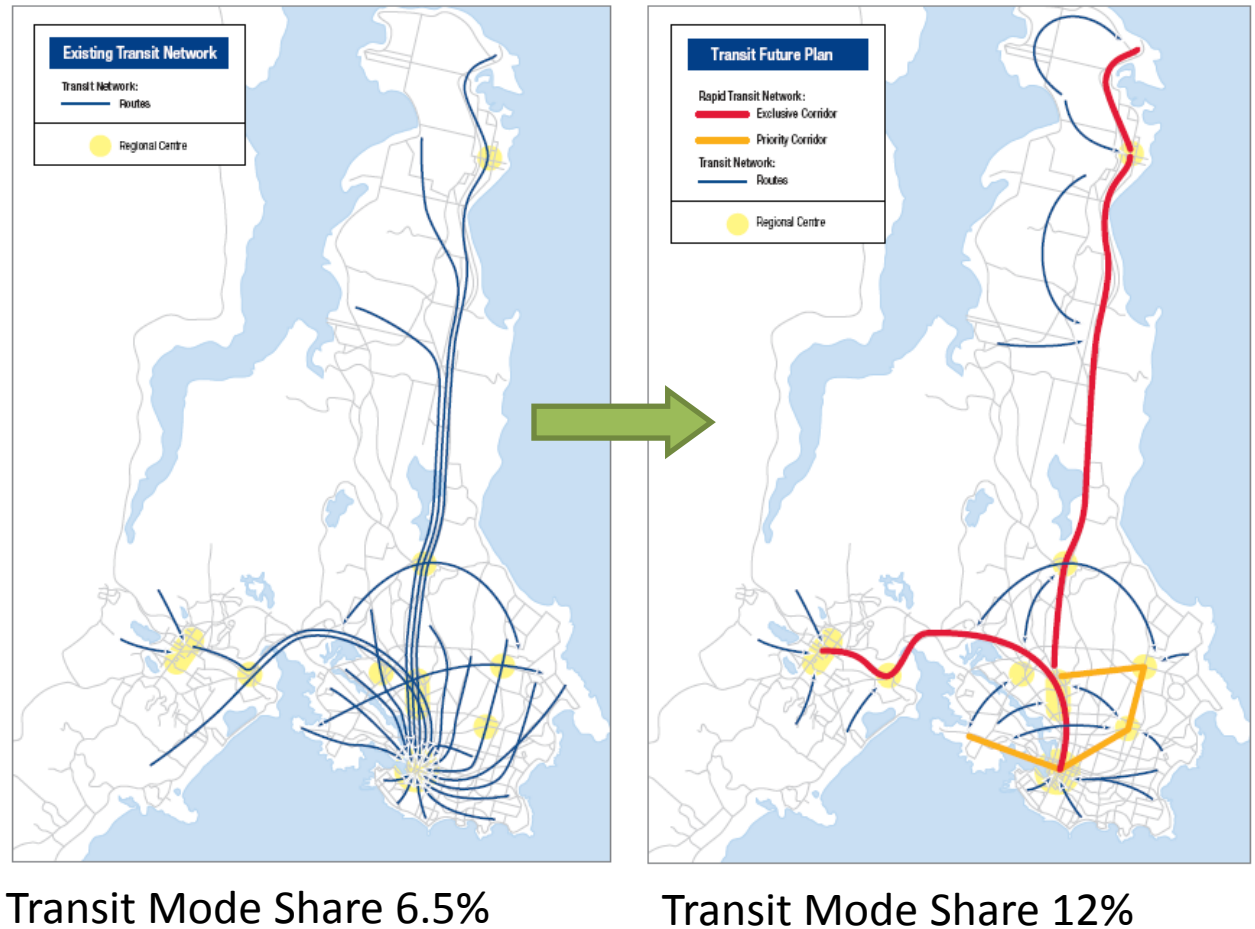
Service Challenges

- 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



Planning for the Future

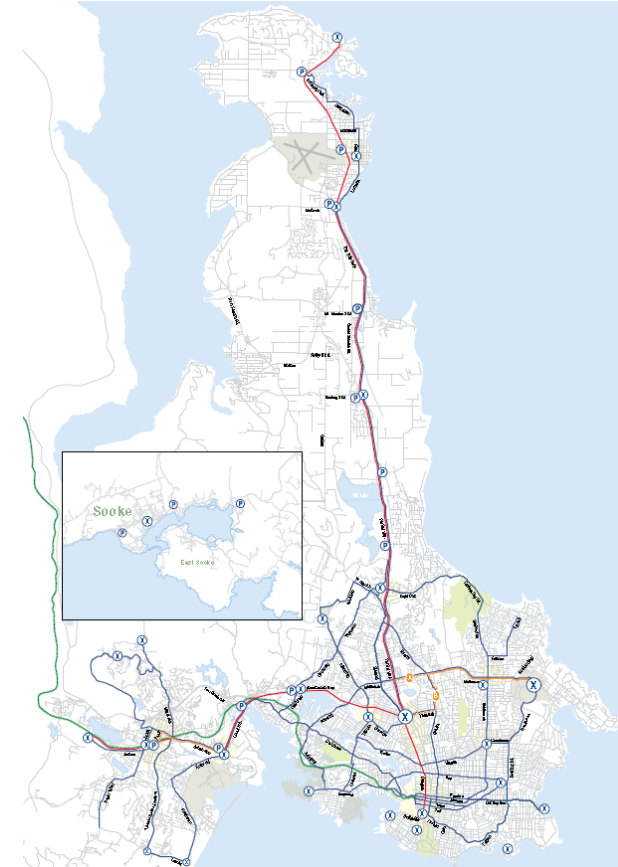
- Victoria Regional Transit Future Plan (May 2011)
- Service Standards and Performance Guidelines (Sep 2013)
- 2013/14 Victoria Regional Service Review (Feb 2014)



Implementing the Transit Future Plan

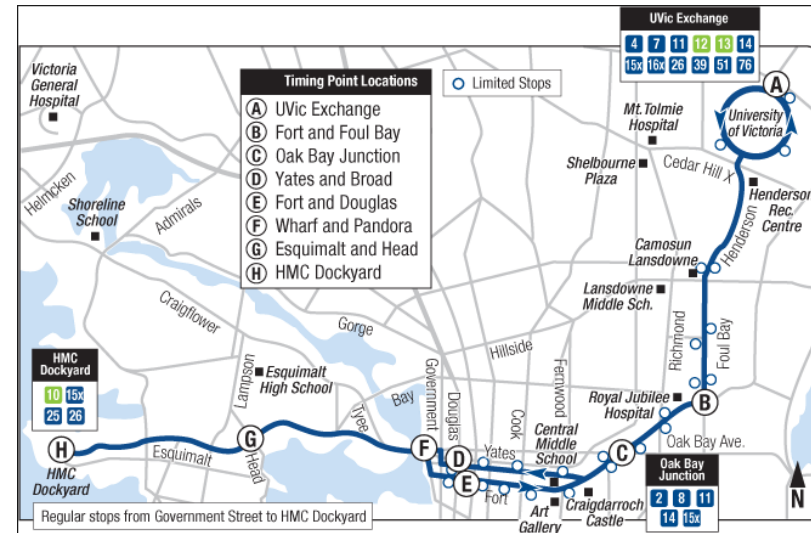
A number of projects are in development, including:

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



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



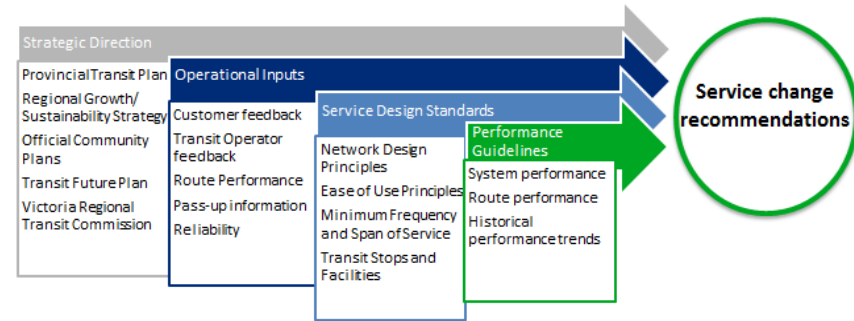
Future Service & Infrastructure Priorities

- Bus lanes on Highway 1 and Island Hwy
- Additional Park & Ride capacity in the Westshore
- Establishment of a bus terminal at Uptown
- 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



Annual Planning Process

- The annual service plan is the first year of the Three Year Service & Financial Strategy approved by the Commission and Province
- The annual service plan is approved the Commission annual budget. The Commission approval takes place annually in late winter
- Service changes occur usually four times per year
- Major service introductions are *usually* implemented in fall
- On-going liaison with local govt. staff to identify service issues and opportunities



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



Transit Commission Direction

Staff will report back to the Commission with options and further discussion on May 12th 2015 to provide transit service concepts based 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





Thank you

Contact:

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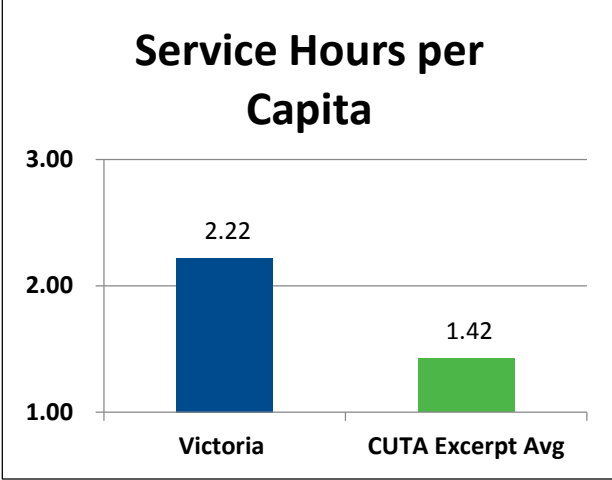
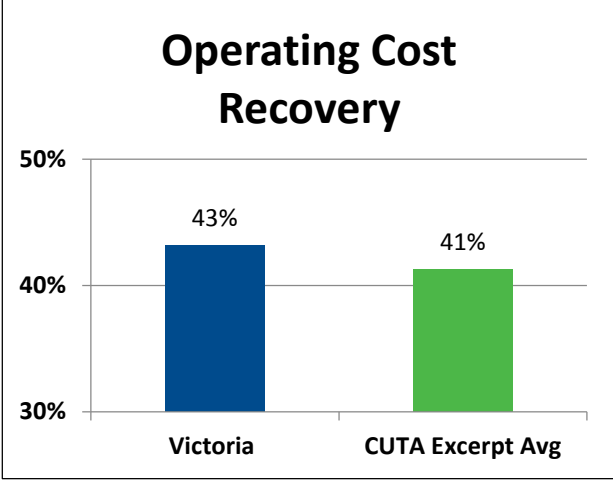
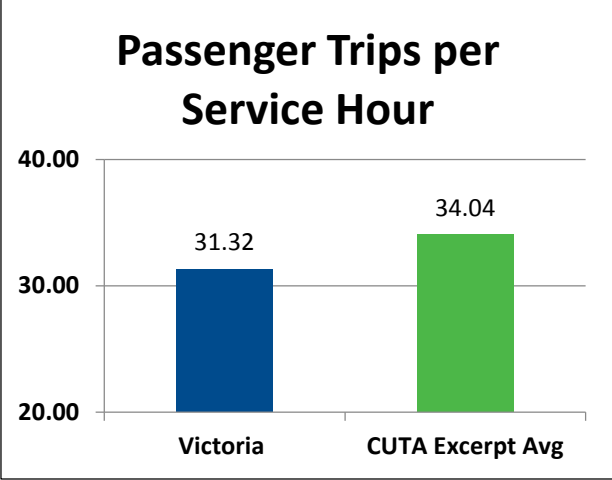
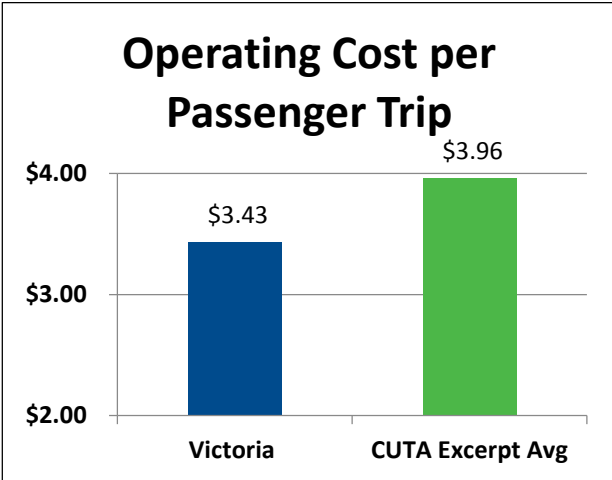
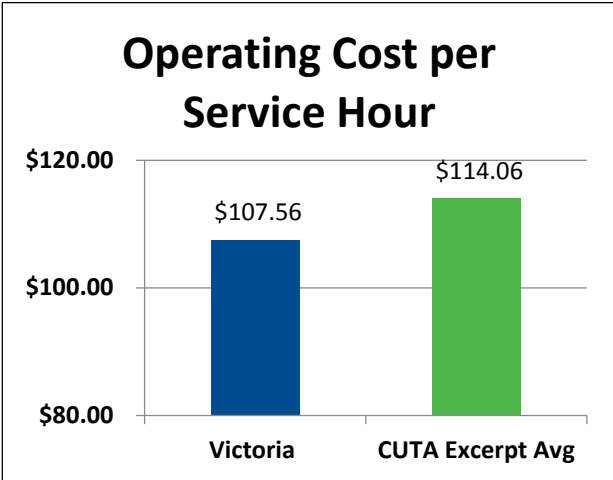
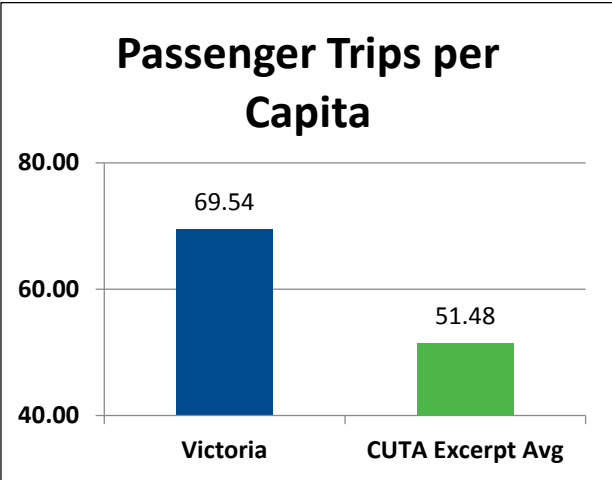
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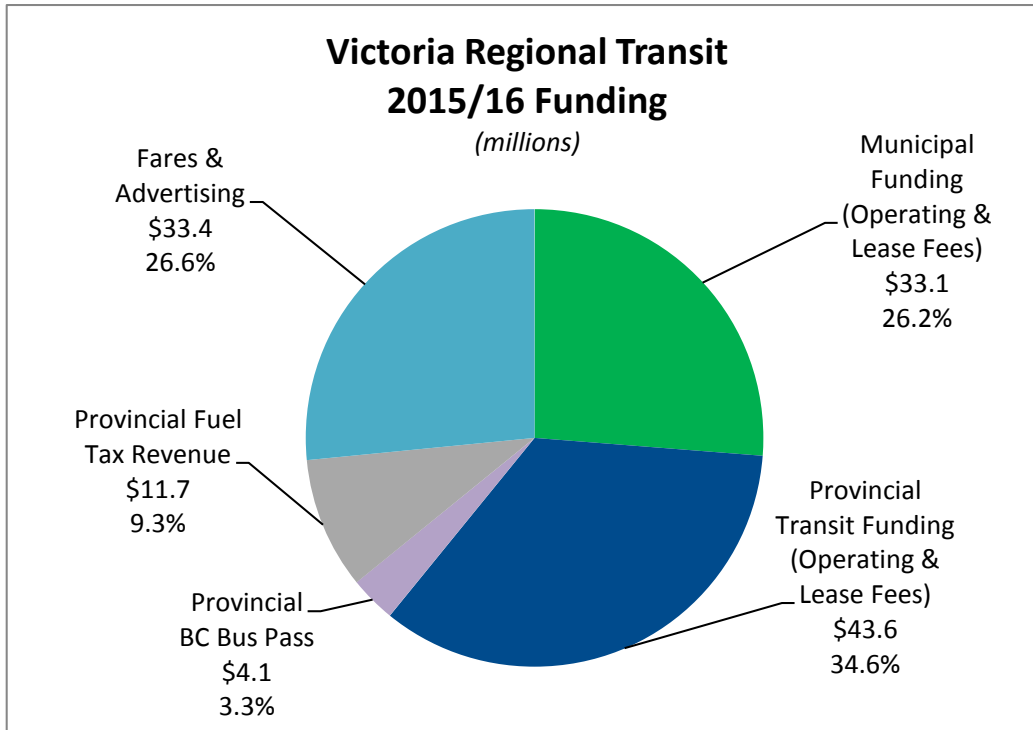
Victoria Conventional System Performance Against CUTA Benchmarks*



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



Revenue / Funding for 2015/16 Service



Funding Model

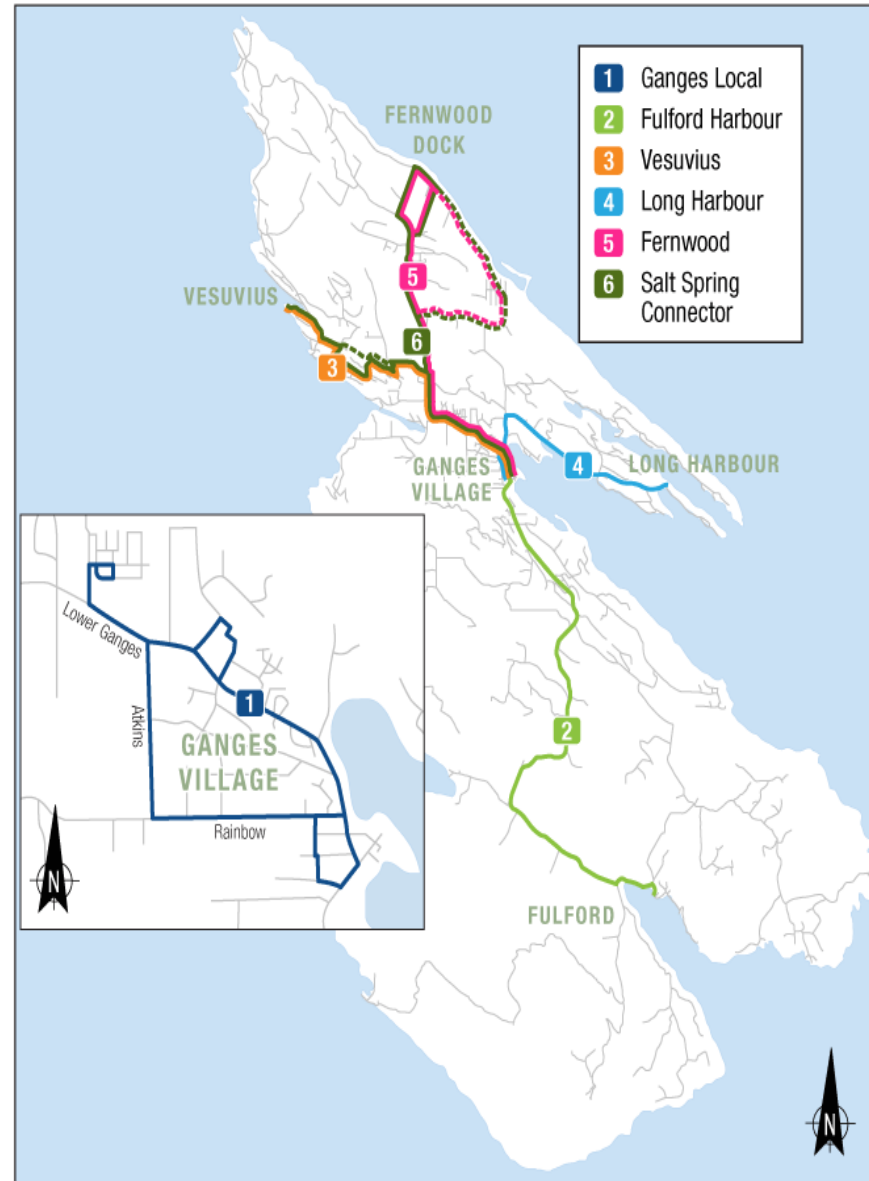
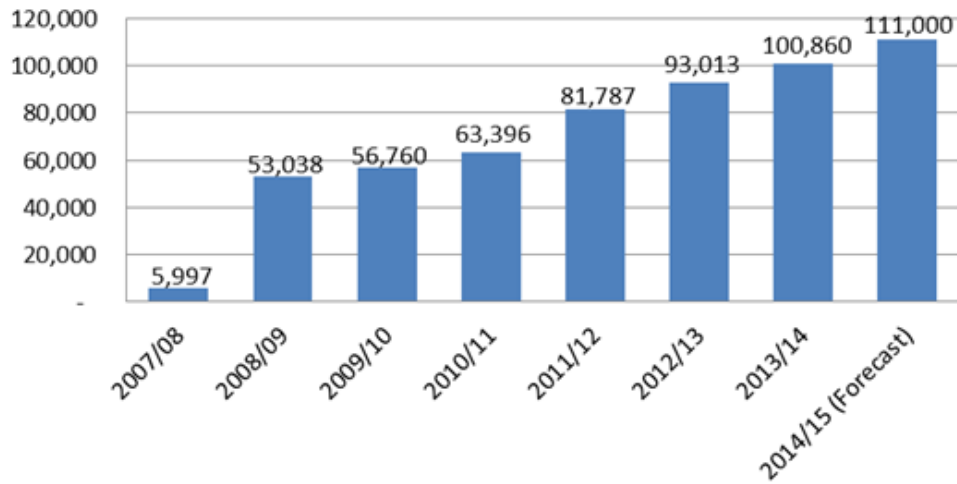
Cost Sharing Ratios by type of service		
	Province	Local Government
Conventional	31.7%	68.3%
HandyDART	63.0%	37.0%

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



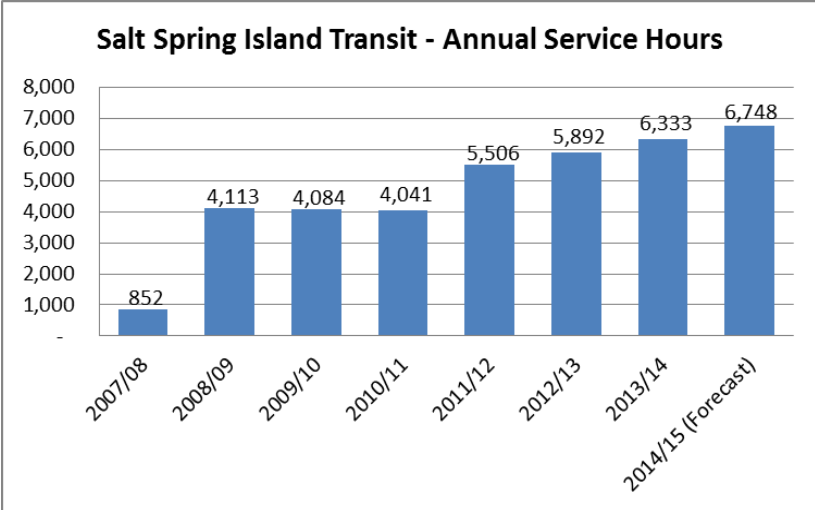
Salt Spring Island Transit Today

Salt Spring Island Transit - Annual Passenger Trips



Salt Spring Island Transit Today

- Since 2008: robust and successful!
- Incremental investment in more service has paid off in higher ridership
- Does well with its resources and routinely outperforms its peers
- While there is room for service hour growth in the system, existing system infrastructure is limited and would need expansion to support growth



Metric	Salt Spring Island	Agassiz-Harrison	Quesnel	Williams Lake	Sunshine Coast	Average of Similar Systems*
Operating Cost per Service Hour	\$74.43	\$70.14	\$82.97	\$100.20	\$110.12	\$111.76
Average Boardings per Service Hour	17.0	8.1	7.5	9.1	24.4	19.3
Cost per Passenger Trip	\$4.67	\$8.69	\$11.01	\$11.07	\$4.51	\$5.66
Cost Recovery	38%	24%	18%	11%	34%	21%

