



Making a difference...together

SALT SPRING ISLAND TRANSPORTATION COMMISSION
Notice of Special Meeting on **Thursday, June 26, 2014 at 8:30 AM**
145 Vesuvius Bay Road, Salt Spring Island, BC

Donald McLennan
Ross Simpson
Wayne McIntyre

Andrew Haigh
Nigel Denyer

Robin Williams
Sheryl Taylor-Munro

Dennis Fortin
Kevin Bell

AGENDA

- 1. Approval of Agenda**

- 2. Motion to Close Meeting in accordance with the Community Charter Part 4, Division 3, Section 90 (1)**
 - a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality;

- 3. Proposed Transit Service Expansion Options (approximately at 10:00 am)**

- 4. Next meeting July 22, 2014**

- 5. Adjournment**

Salt Spring Island Transit

2014 Service Review: Preliminary Service Options



DRAFT - June 20, 2014

Capital Regional District



1.0 Introduction

This report outlines preliminary expansion options for the Salt Spring Island Transit System for the consideration and feedback of the Salt Spring Island Transportation Commission (SSITC) and the Capital Regional District (CRD). Options are based on first phase of public feedback from the Salt Spring Island Service Review currently underway.

2.0 Background

As part of its 2014/15 budget, BC Transit has confirmed allocation of 660 expansion hours for the Salt Spring Island Transit System. This expansion amount was originally based on a longer term option to provide additional winter schedule morning service. That option was presented in the January 2013 Service Options Analysis Report and was subsequently approved by the SSITC and CRD for inclusion in BC Transit's 2014/15 expansion plan. That report also noted that there were several other priority areas to be considered for future expansion and that these would be evaluated as part of a Service Review of the system to be undertaken in 2014/15.

The Salt Spring Island Service Review is now underway, with the first phase of public consultation completed. Public engagement took place from April 2 to May 1, 2014 and included open house materials at the Saturday Market, an on board survey of passengers, an online survey, project website, and a stakeholder workshop.

The attached Phase One Public Engagement Summary provides a detailed list of feedback separately heard from the open house, on board survey, online survey and stakeholder workshop. When all of these sources are pulled together and the feedback is amalgamated, the most commonly heard community priorities are shown in the following table. Note that the priorities are listed in order of prevalence, with the most frequently heard comments at the top of each category.

2014 Salt Spring Island Service Review: Amalgamated Key Themes from Phase I Public Engagement

Improvements to Existing Services	Service Requested to New Areas
<p>Improvements to Span of Service</p> <ul style="list-style-type: none"> • Later evening service—particularly in the summer—to meet the last Fulford ferry as well as the last Vesuvius ferry. • Earlier and later services on Sundays and Holidays • Earlier service on Saturdays <p>Frequency Improvements</p> <ul style="list-style-type: none"> • Expanded summer frequency, particularly hourly service on Saturdays between Fulford Harbour and Ganges. • More morning service to Vesuvius ferry • Increased frequency to Walker's Hook¹ • Improved directness for route 6 Salt Spring Island Connector (which essentially means splitting service into its respective route 3 Vesuvius and 5 Fernwood components). 	<p>Most Common Requests:</p> <ul style="list-style-type: none"> • Ruckle Park (Summer only) • Beddis and Cusheon Lake Roads • Beaver Point / Stewart Road / South end of island • Upper Ganges / Robinson / Cedar Lane / Mansell Roads • Sunset Road to Southey Point • Isabella Point

¹ Note that based on preliminary feedback from transit staff and passengers, another Walker's Hook trip was able to be added to the schedule starting on April 28, 2014 at no additional cost through time saved from new bus stop pullouts on Lower Ganges Road near Country Grocer.

3.0 Discussion: Service Options

The following sections present preliminary transit service options to address the most common service requests heard from the public during phase one public engagement for the Service Review. Options are divided into three sections:

- **3.1 Suggested Short Term Options** presents service improvements suggested for consideration over the next 0-5 years. These options reflect priorities for the system, either in terms of responding to significant passenger feedback and/or in terms of making the most gains in system ridership, ease of use and effectiveness.
- **3.2 Suggested Medium Term Options** presents service improvements suggested for consideration over the next 5-15 years. Many of these Medium Term Options build on those presented in 3.1.
- **3.3 Approaches to Accessibility** makes a preliminary assessment of travel needs for people with a disability on the island and describes several service concepts for discussion and further refinement with the SSITC and CRD.

The intention is to confirm the nature of the options—as well as their initial positioning in the Short or Medium Term—through discussion with local transit partners and then through community outreach as part of the second phase of Service Review public engagement.

Costs for options are based on 2014/15 Annual Operating Agreement budget figures. Actual costs may vary depending on confirmed budget figures and finalization of operating details at the time of implementation. Options that look at “Summer” service are based on operating from end of June to end of September in alignment with the current summer schedule season of the Fulford Harbour-Swartz Bay Ferry. A table summarizing total hours impact and vehicle requirements for each option is also presented in Section 3.4.

In February / March 2015 the system’s existing 20 passenger vehicles are slated to be replaced by larger 26 seat “International” buses. Expansion cost estimates that would require additional vehicles use the lease fee rates for this style of bus.

3.1 Suggested Short Term Options: 0 – 5 Years

Service Option 1: Additional Winter Schedule Morning Service

NOTE: This option was originally presented as “Longer Term Concept / Service Option 6” in the January 2013 Service Options Analysis report and was used as a basis for the 660 hour expansion request. It addresses the following concerns heard through recent public engagement:

- Additional morning service to the Vesuvius ferry
- More direct service on the route 6 SS Connector (by splitting into its respective routes).
- Additional Walker’s Hook service

Description: This option would add four hours of service per weekday during winter months primarily to continue to build year round ridership of residents travelling to on-island destinations. While the exact nature of service would need to be confirmed through detailed scheduling, the addition of this service would likely provide for:

- Better consistency and continuity between the summer and winter weekday schedules
- A year round mid-morning (10:00am-ish) 3 Vesuvius trip plus potentially an additional morning trip to meet the 8:00am Vesuvius Ferry arrival.
- The introduction of a year-round morning 4 Long Harbour trip to increase the span of service for Eagle Ridge / Long Harbour residents
- The opportunity to separate the 5 Fernwood leg of the 6 Salt Spring Connector morning trips from the 3 Vesuvius section, thereby shortening travel times for 5 Fernwood residents travelling to Ganges in the morning. (5 Fernwood residents travelling to Fulford Harbour would potentially need to transfer at Ganges but the overall trip would be 10 minutes shorter).
- An additional Walker’s Hook trip.

Key Benefits: Listed above. This package of hours is likely the next logical progression to winter scheduled service, particularly in terms of building use of the system by on-island commuters, school students bound for the Cowichan Valley accessing the Vesuvius Bay ferry and commuters travelling to Ganges from Crofton.

Disadvantages: This option provides a lot of benefit to the whole island, addresses a number of concerns heard from the public, but was not the most frequently heard request from the recent public engagement.

Initial High Level Estimate – Additional Annual Impacts

Option 1: Additional Winter Schedule Morning Service

Service Hours:	660	Passenger Revenue:	\$10,900
Annual Ridership:	6,400	Total Cost*:	\$40,100
Vehicles Required:	0	Net Local Share of Costs:	\$8,100
		Provincial Share of Costs*:	\$21,100

* Costs shown do not include Provincial contribution to Lease fees.

Service Option 2: Later evening service

Description: This option would add service to meet the last ferries at Fulford and Vesuvius. It would include:

- An extension to **Sunday and Holiday service** to add a **7:05pm 2 Fulford Harbour** trip and an **8:05pm 6 Salt Spring Connector** trip to bring Sunday service into alignment with the span of service on Saturday.
- An extension to the 8:05pm 6 Salt Spring Connector trip throughout the year to **Walker's Hook** to provide additional service past that area and to schedule this trip so it passes Central Hall (where movies are shown) closer to 9:00pm.
- The potential for an additional evening trip at 9:00pm on the **1 Ganges Local** (which operates directly past the pool/rec centre).
- An additional trip on the **2 Fulford Harbour at 9:20pm** and the **6 Salt Spring Connector at 10:10pm** to serve the last ferries at Fulford and Vesuvius, as well as people travelling for other reasons from Ganges home.

The service options presented look at three scenarios:

Option 3a provides extended evening service Fridays, Saturdays, Sundays and summer statutory holidays during summer only.

Option 3b provides extended evening service daily during the summer only.

Option 3c provides extended evening service on Fridays, Saturdays, Sundays and most statutory holidays (except Christmas and New Year's Day) year round.

Key Benefits: Addresses one of the most commonly heard requests from the Phase One Public Engagement. Better enables residents and visitors to not only access later ferries, but also to take part in local social and recreation activities taking place in Ganges, Portlock Park, Central Hall, Fulford Hall, etc.

Disadvantages: Generally in transit systems throughout BC, transit service added during evenings carries far fewer passengers for every hour of service than that which operates during the day. However, it does provide other community benefits (improved access to activities for all citizens, increased usefulness for the system, etc.). Also—just as with Salt Spring's other transit services—the system has an edge over others in terms of building ridership during the evening period due to the high number of summer visitors, ferry connections and overall community culture.

Initial High Level Estimate – Additional Annual Impacts

Option 2a: Extended Evening Service, Friday to Sunday, Summer Only

Service Hours:	200	Passenger Revenue:	\$2,500
Annual Ridership:	1,500	Total Cost*:	\$12,200
Vehicles Required:	0	Net Local Share of Costs:	\$3,300
		Provincial Share of Costs*:	\$6,400

* Costs shown do not include Provincial contribution to Lease fees.

Initial High Level Estimate – Additional Annual Impacts

Option 2b: Extended Evening Service, Monday to Sunday, Summer Only

Service Hours:	300	Passenger Revenue:	\$3,600
Annual Ridership:	2,100	Total Cost*:	\$18,200
Vehicles Required:	0	Net Local Share of Costs:	\$5,000
		Provincial Share of Costs*:	\$9,600

* Costs shown do not include Provincial contribution to Lease fees.

Initial High Level Estimate – Additional Annual Impacts

Option 2c: Extended Evening Service, Friday to Sunday, Year-Round

Service Hours:	540	Passenger Revenue:	\$6,400
Annual Ridership:	3,800	Total Cost*:	\$32,800
Vehicles Required:	0	Net Local Share of Costs:	\$9,100
		Provincial Share of Costs*:	\$17,300

* Costs shown do not include Provincial contribution to Lease fees.

Service Option 3: Expanded Summer Saturday Frequency

Description: This option would add a vehicle plus service hours to summer Saturdays in order to provide increased frequency between Fulford Harbour and Ganges.

- On Saturdays, service on the 2 Fulford Harbour route would be “disconnected” from the rest of the system’s routes in order to consistently operate every 30 minutes between 10:00am and 5:00pm.
- This option also retains the ability to offer overload trips for the most popular ferry arrival and departure times for passengers travelling to/from the Saturday Market.
- Saturday service on all other routes would be approximately every two hours, as it is now, but minor adjustments to trip scheduling would be required.

Key Benefits: Addresses one of the most commonly heard requests from the Phase One Public Engagement. The provision of a consistent and frequent link between Fulford and Ganges would generate very high ridership, would continue to provide better resilience in the system if the ferry is running late, and would make it easier for residents trying to board the bus along the route (ie at Fulford Ganges Road at Cusheon Lake Road) to ensure there was enough space for them.

Disadvantages: Requires an additional vehicle, so while the overall impact on summer ridership would be excellent, once vehicle costs are allocated across the year, the cost per passenger is high. The relatively high cost could be potentially alleviated if Salt Spring could find another transit system to “share” its vehicle with during the winter but generally community bus vehicles in other systems are used at a consistent rate throughout the year and numbers aren’t reduced in the summer.

The addition of another vehicle, however, makes the next two options (Option 4: Summer Service to Ruckle Park and Option 5: Introductory Summer Service to Beddis and Cusheon Lake Roads) possible.

NOTE: The service hours for this option are in the process of being confirmed by BC Transit’s Scheduling Department. It is expected that the confirmed service hours amount would be less than what is shown here.

Initial High Level Estimate – Additional Annual Impacts

Option 3: Increased Summer Saturday Frequency on 2 Fulford Harbour

Service Hours:	120	Passenger Revenue:	\$3,200
Annual Ridership:	1,900	Total Cost*:	\$34,600
Vehicles Required:	1	Net Local Share of Costs:	\$26,600
		Provincial Share of Costs*:	\$4,800

* Costs shown do not include Provincial contribution to Lease fees.

Service Option 4: Summer Service to Ruckle Park

Description: This option would introduce a loop route “Ruckle Park Shuttle” extending to Ruckle Park from Fulford Harbour on two round trips per day Monday through Sunday during the summer.

- Routing would be via Fulford Ganges Road and Beaver Point Road.
- Trips would operate at approximately 11:30am/noon and 4:00pm/5:00pm in order to meet the main check out/check in times at the park of 11:00am/1:00pm as well as to enable Ruckle Park campers to travel to Ganges and/or Fulford for the afternoon and provide access for Salt Spring residents to the park.
- At Fulford, connections would be possible between the Ruckle Park route and the 2 Fulford Harbour to enable access to Ganges and other areas of Salt Spring.

Alternate Routing Option: Note that an alternate route would be possible that would offer service to the park routing from Fulford Harbour via Fulford Ganges and Beaver Point Roads to the park and then continuing on via Beaver Point, Stewart, Cusheon Lake and Beddis Roads to Ganges on one trip and the reverse on another trip. The advantage of this routing is that it provides coverage to Beddis, Cusheon Lake and Stewart Roads. The disadvantage is that it is somewhat harder to explain and offers less flexibility in terms of enabling Ruckle Park users to easily access both Fulford and Ganges. It is also a little more difficult to transition the Beddis/Cusheon Lake portion of service to year round operation from this routing as the area develops. However, community input on routing is welcomed and desired and the cost estimate shown looks at either case.

Key Benefits: Provides introductory service to a key summer destination on Salt Spring, plus provides an option for campers who may have accessed the park by means other than car (motorhome, bicycle, etc.) to connect to Fulford and Ganges to see more of the community and get provisions.

Disadvantages: The routing assumes that the bus would be able to turn around using the loop road inside the park. Accessing the loop road and placing a stop within the park would require coordination with and approval by BC Parks. Depending on SSITC/CRD feedback on this option, it would also be helpful to conduct an intercept survey of campers to see if the suggested late morning / afternoon trip times are indeed the most desired.

Initial High Level Estimate – Additional Annual Impacts

Option 4: Summer Service to Ruckle Park

Service Hours:	220	Passenger Revenue:	\$3,600
Annual Ridership:	2,100	Total Cost*:	\$13,400
Vehicles Required:**	0	Net Local Share of Costs:	\$2,800
		Provincial Share of Costs*:	\$7,000

* Costs shown do not include Provincial contribution to Lease fees.

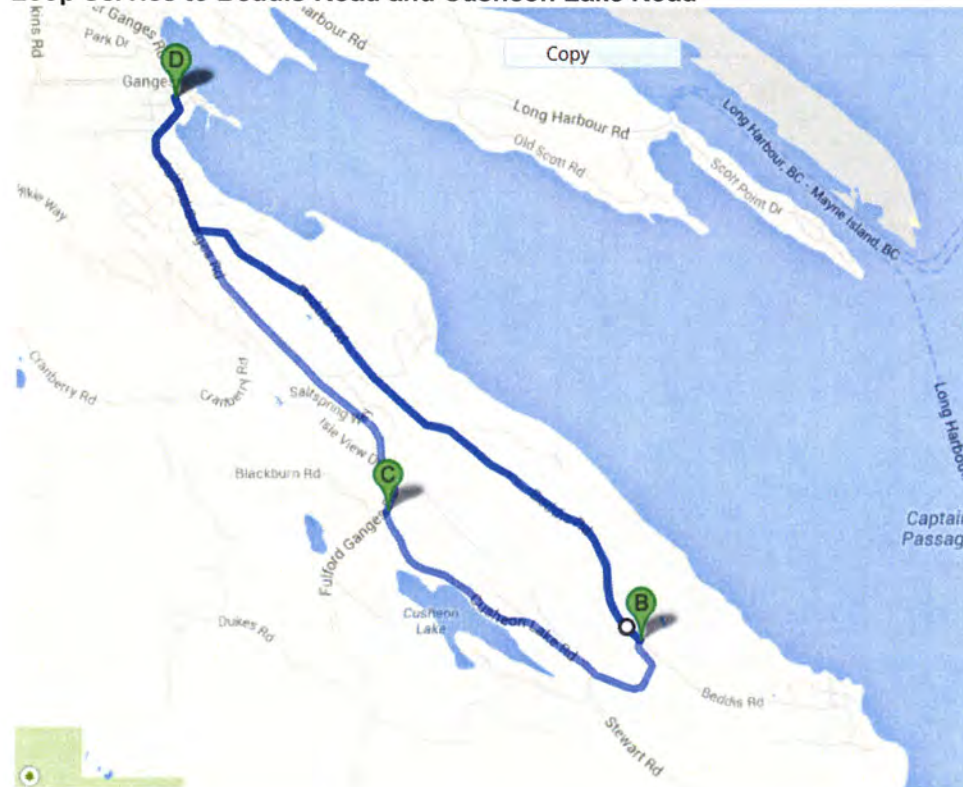
** Note that this option requires the vehicle added in option 3.

Service Option 5: Introductory Summer Service to Beddis and Cusheon Lake Roads

Description: This option introduces a loop route that would connect Beddis and Cusheon Lake Roads to Ganges. A workshop participant suggested that this would be the “Ganges Hill Loop.”

- Service would be three trips per day Monday to Sunday during the summer period to start, with the ability to extend to further days of operation as ridership grows (see Option 8 in the Medium Term).
- From Ganges, routing would be via Lower Ganges, Fulford Ganges, Beddis, Cusheon Lake, Fulford Ganges roads and then back to Ganges.
- For Beddis/Cusheon Lake Road customers connecting to the ferry, it would be possible to schedule connecting transfers on Fulford Ganges Road using the turnaround on Blackburn Road.

Loop Service to Beddis Road and Cusheon Lake Road



Key Benefits: Provides increased coverage to Salt Spring and serves a number of destinations and visitor accommodations. It also provides additional service along the Fulford Ganges Road meaning that residents from this segment have more options for service if the 2 Fulford Harbour bus is over capacity with passengers from the ferry.

Disadvantages: Beddis and Cusheon Lake would receive service in this option but it would not serve Stewart Road.

Initial High Level Estimate – Additional Annual Impacts**Option 5: Introductory Summer Service to Beddis and Cusheon Lake Roads**

Service Hours:	150	Passenger Revenue:	\$1,400
Annual Ridership:	800	Total Cost*:	\$9,100
Vehicles Required:**	0	Net Local Share of Costs:	\$2,900
		Provincial Share of Costs*:	\$4,800

* Costs shown do not include Provincial contribution to Lease fees.

** Note that this option requires the vehicle added in option 3.

Service Option 6: Earlier Saturday Service

Description: This option would add 2.5 hours per Saturday year round to bring Saturday service on all routes other than the 2 Fulford Harbour in alignment with what is provided during weekdays.

- This change would add a 6:20am 6 Salt Spring Connector trip on Saturdays (identical to what is provided on Weekdays) to enable Vesuvius and Fernwood residents to connect to the first ferry.
- The additional service would also mean that Saturday service to destinations like Vesuvius Bay and Fernwood would consistently have service every two hours during the morning Monday to Saturday (ie at approximately 6:00am, 8:00am, 10:00am and noon).

Key Benefits: Continues to improve consistency in the schedule between service days, making the system easier to understand and use.

Disadvantages: As with the evening service option, early weekend service tends to carry a lower number of passengers per hour than service at other times. However, like evening service it also improves the overall consistency and utility of the service.

Initial High Level Estimate – Additional Annual Impacts**Option 6: Earlier Saturday Service**

Service Hours:	130	Passenger Revenue:	\$1,200
Annual Ridership:	700	Total Cost*:	\$7,900
Vehicles Required:	0	Net Local Share of Costs:	\$2,500
		Provincial Share of Costs*:	\$4,200

* Costs shown do not include Provincial contribution to Lease fees.

3.2 Suggested Medium Term Options: 5 - 15 Years

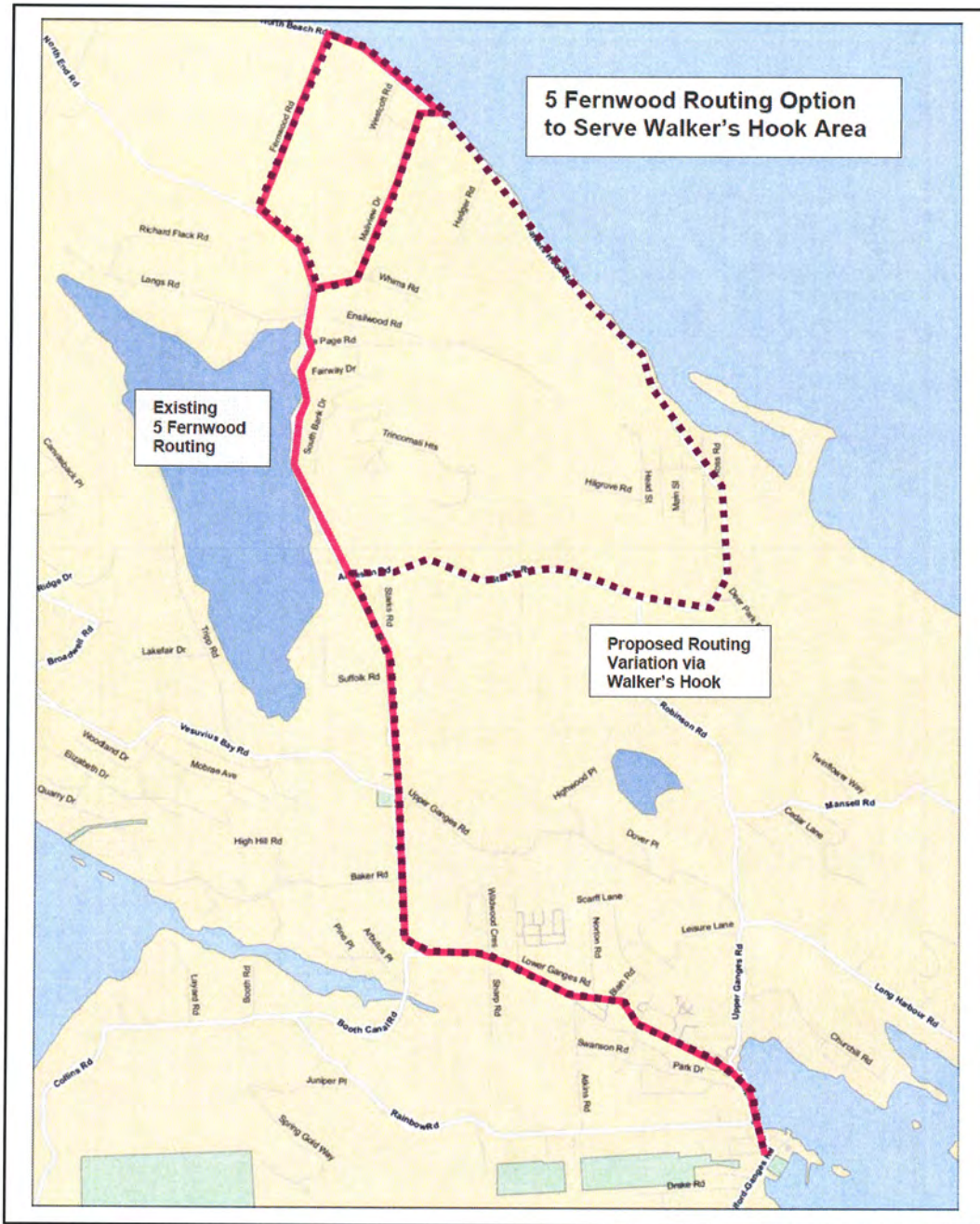
Service Option 7: Separation of Fernwood and Walker's Hook Routes, Additional Peak

Description: This option would separate out the existing Walker's Hook service currently provided as part of the **5 Fernwood** into its own separate route. It would also add three additional trips per day to the Fernwood area and two additional trips on the **3 Vesuvius** to create hourly service during peak morning and afternoon times Monday to Saturday.

- When originally implemented in 2013, it was envisioned that the introductory Walker's Hook service (then added as an extension to the 5 Fernwood route) would eventually evolve to its own separate route.
- The two separate routes would both do the Fernwood/Maliview loop, as shown in the map on the next page. One route would operate via North Road the other via Walker's Hook, enabling double the amount of service on the more populous Fernwood loop and Lower Ganges Road (where both routes would overlap) and a lower amount of two-way service on either North Road or Stark / Walker's Hook roads.

Alternate Routing Option: Note that one possible alternate route would be to route from Lower Ganges Road via Blain, Leisure Lane, Upper Ganges and Robinson Road to connect to Stark and the rest of the Walker's Hook loop rather than Lower Ganges Road / North End Road / Stark as is now the case.

- The benefit of this alternate routing is that it would introduce new service to the Robinson Road/Mansell Road areas while still maintaining connection to the Hospital/Country Grocer Area for people travelling from Ganges or the Fernwood Maliview loop.
- The challenge is that it would decrease connection to Portlock Park and Central Hall for these same groups.



Key Benefits: Provides improved morning and afternoon frequency to Lower Ganges Road, the Vesuvius area and the Fernwood/Maliview loop, which are some of the more populous areas on the island. Improves the ease of use and directness of travel for Walker's Hook residents and makes the 5 Fernwood routing easier to understand and more consistent.

Disadvantages: Requires an additional vehicle. However, this vehicle also enables the other medium term options to happen.

Initial High Level Estimate – Additional Annual Impacts

Option 7: Separation of Fernwood and Walker's Hook Routes, Additional Peak

Service Hours:	1,830	Passenger Revenue:	\$31,900
Annual Ridership:	18,800	Total Cost*:	\$138,300
Vehicles Required:	1	Net Local Share of Costs:	\$47,000
		Provincial Share of Costs*:	\$59,400

* Costs shown do not include Provincial contribution to Lease fees.

Service Option 8: Year Round Service to Beddis and Cusheon Lake Roads

Description: This option builds on the summer service to Beddis and Cusheon Lake Roads introduced in Option 5 and extends it to a daily three trips per day year round.

Key Benefits: Provides consistency throughout the year to this area.

Disadvantages: None.

Initial High Level Estimate – Additional Annual Impacts

Option 8: Year Round Service to Beddis and Cusheon Lake Roads

Service Hours:	410	Passenger Revenue:	\$3,600
Annual Ridership:	2,100	Total Cost*:	\$24,900
Vehicles Required:**	0	Net Local Share of Costs:	\$8,200
		Provincial Share of Costs*:	\$13,100

* Costs shown do not include Provincial contribution to Lease fees.

** Note that this option requires the vehicle from Option 7 and builds on service provided in Option 5.

Service Option 9: Earlier Sunday & Holiday Service

Description: This option adds the identical service added to Saturdays in Option 4 and extends it to Sundays and Statutory Holidays. However, since ridership on Sundays tends to be the lowest during the week, two options are presented here:

- **Option 9a** adds a 6:20am 6 Salt Spring Connector trip and more consistent morning service to other routes during **summer Sundays and Holidays only**.
- **Option 9b** adds a 6:20am 6 Salt Spring Connector trip and more consistent morning service to other routes on **Sundays and Holidays year-round** (except for Christmas Day and New Year's Day when service does not operate).

Key Benefits: As with Option 6 Earlier Saturday Service, this change to Sundays continues to improve consistency in the schedule between service days, making the system easier to understand and use.

Disadvantages: Early Sunday service is likely to carry the lowest passengers per hour in the system. However, like evening service it also improves the overall consistency and utility of the service.

Initial High Level Estimate – Additional Annual Impacts**Option 9a: Earlier Sunday & Holiday Service - Summer Only**

Service Hours:	80	Passenger Revenue:	\$700
Annual Ridership:	400	Total Cost*:	\$4,900
Vehicles Required:	0	Net Local Share of Costs:	\$1,600
		Provincial Share of Costs*:	\$2,600

* Costs shown do not include Provincial contribution to Lease fees.

Initial High Level Estimate – Additional Annual Impacts**Option 9b: Earlier Sunday & Holiday Service - Year Round**

Service Hours:	290	Passenger Revenue:	\$2,400
Annual Ridership:	1,400	Total Cost*:	\$17,600
Vehicles Required:	0	Net Local Share of Costs:	\$5,900
		Provincial Share of Costs*:	\$9,300

* Costs shown do not include Provincial contribution to Lease fees.

Service Option 10: Leisure Lane On Demand Extension

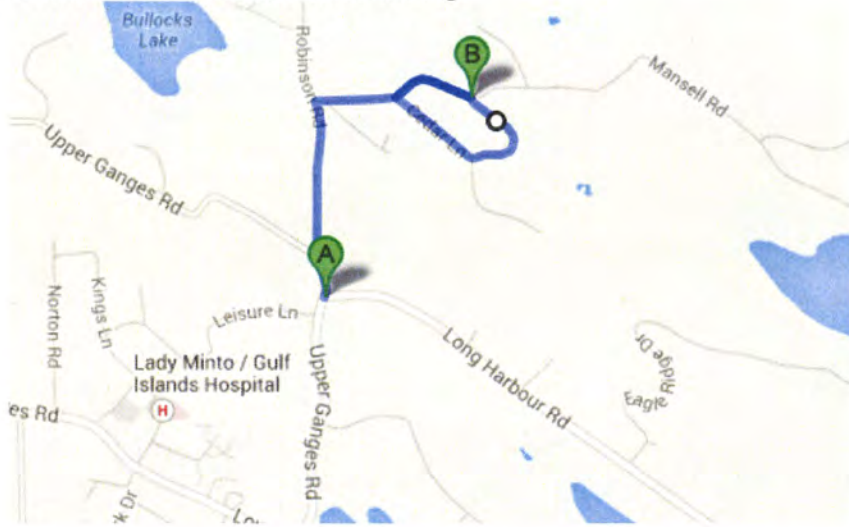
Description: If service to Robinson Road is not added as part of the Walker's Hook reconfiguration (see Option 7 Alternate Routing note), another way of providing service to this area would be through an on demand extension of the 4 Long Harbour.

- Extra time would be built into three 4 Long Harbour trips per day to enable the bus to extend by request from Long Harbour Road (when coming back into town) via Upper Ganges Road, Robinson, Mansell, Cedar Lane, Mansell, Robinson, Upper Ganges. (See map below for area of extension).
- Passengers would request on-demand pick up by calling the dispatcher. Passengers would request drop off by asking their driver.

Key Benefits: This method ensures that the bus only travels to Robinson Road/Cedar Lane if there is actually a passenger to pick up or drop off, meaning that other passengers aren't needlessly inconvenienced.

Disadvantages: In order for the on demand extension to not impact the rest of the system, time needs to be built into the schedule in either case. If service is routinely not used by this relatively lower density area, it means that time and costs are added to the system to relatively little gain.

Cedar Lane On Demand Routing



Initial High Level Estimate – Additional Annual Impacts			
Option 10: Cedar Lane On Demand Extension			
Service Hours:	280	Passenger Revenue:	\$1,200
Annual Ridership:	700	Total Cost*:	\$17,000
Vehicles Required:	0	Net Local Share of Costs:	\$6,900
		Provincial Share of Costs*:	\$8,900

* Costs shown do not include Provincial contribution to Lease fees.

3.3 Approaches to Accessibility

One of the objectives of the Service Review (as stated in the approved Terms of Reference for the project) is to evaluate “service options and feasibility for providing service specifically to meet the needs of people with a disability.”

From speaking with passengers and stakeholders during the first phase of public engagement as well as reviewing community demographics and land use, the following themes emerge:

- When speaking about the need for accessible service on Salt Spring, many people confuse and combine what are actually three separate passenger markets:
 1. **People with a disability** (many of whom may be seniors) who cannot access the existing system. In a larger urban setting, it would be these people who would meet the eligibility criteria for handyDART.
 2. **Seniors in general**, many of whom may live on a bus route and be capable of accessing the existing Salt Spring System but who haven't yet tried the bus out. Many of these people are aware that their driving abilities may decline as they age and so want accessibility to transit at some point but they are not yet transit riders now.
 3. **Residents living in more rural areas** (many of whom are non-disabled seniors) who just want service of some kind to come near them. Unless they have a disability, none of these people would usually qualify for handyDART service.

It is harder to create service options unless there is clarity around which need or needs we are trying to serve. For instance, market #2 above requires a behavior change campaign to get them on the bus while market #3 means that local decision makers need to make a call on how much they are willing to dilute the effectiveness and efficiency of the transit system to serve people living in less dense areas of the island.

- Many of the people who are older seniors/people with a disability already live in the core of Ganges or along the Lower Ganges Road corridor: this is a positive for the system.
- Other than accessing general social and shopping needs, one of the key transportation need for people with a disability on the island is accessing the bathing program at Greenwoods Eldercare and the day program (operating from 10:00am to 2:30pm) at Braehaven Assisted Living. Greenwoods does have a van that it uses to pick up residents but it can only access those within a 15 minute window. In other areas of the province, transit systems have partnerships with health authorities (Northern Health, Interior Health) to help fund service accessing healthcare and programs.
- The door-to-door nature of service for people with disabilities in more rural areas means that a smaller vehicle is needed since a larger vehicle (in particular the newer buses on the way for Salt Spring) cannot make it up steep or narrow driveways. In the case of Salt Spring, it means that implementing a handyDART-style service of some kind would likely mean acquiring two additional smaller vehicles: one in-service and one spare since the passenger loads carried in the summer on the system and the fact that each bus drives many routes means that a smaller bus could not act as a spare for the fixed-route portion of service.

Based on the above points, BC Transit would like to discuss the following concepts with the CRD and SSITC to get a better sense of the direction they would like further explored by the service review:

- **Level of balance desired** between service to the more built up and more rural areas of the island: what should the priority be? What are the “tipping points” for expanding the area of service further?
- **Service Concepts:** There are a number of possible ways to provide service to people with a disability and/or people living in more rural areas:
 - **Flex-Routing:** For instance, the existing 1 Ganges Local could have time added to it and be separated out from the rest of the system so that it could be operated by a smaller bus and would have the ability to deviate off-route to provide door-to-door service to people with a disability living within 1.5 km of the main Ganges / Lower Ganges Road corridor. The advantage to this solution is that it reinforces the positives that come for locating closer to amenities. By providing this access, it may also enable the Greenwoods van to then provide service to more rural areas of the island instead of both services duplicating each other.
 - **Taxi Supplement:** A taxi supplement budget could be established for the island which would enable trips for people with disabilities to be grouped together and dispatched to taxi. Taxi supplement is usually the most efficient way to provide service to people with a disability. Passengers would need to be registered with the system and be eligible for service by having a disability sufficiently severe that it prevents them from using regular transit. Passengers would pay the transit system fare when they used the taxi and the remainder of the metered amount would be funded by the transit system. The advantage of this method is that it is relatively cost-effective and provides good control to ensure that the service is available to those who need it most. The disadvantage is that there is currently no wheelchair accessible taxi available on Salt Spring.
 - **Rural Transit Trip Windows:** One efficient way of providing service to people living in more rural areas (regardless of disability) is to offer “trip windows” on specific days of the week. For instance, between 9:00am and 11:00am and between 1:00pm and 3:00pm on Tuesdays and Thursdays, the bus could be available for on demand service on the north end of the island and on Wednesdays and Fridays it could be available for service at the same times on the south end. People who wished to book a trip (either people living with a disability living in one of the areas served by routes or anyone living in the more rural areas such as Isabella Point or Sunset Road would then be able to call up and book travel on these trips into Ganges. The bus would then only need to go to those areas/residences booked on those trips. Transfers to the ferry could be available at the Ganges Exchange. The advantage of this is that it works to ensure that trips are grouped together. The disadvantage is that it is still going to carry a much lower number of passengers for every hour of service than the fixed route service.
- **Partnerships:** What might be the potentially community partners to help fund improved service for people with a disability if that is a priority for the island’s residents?

3.4 Service Option Summary

The following table summarizes the estimated impacts for all service options presented in the above sections.. All figures are annual and are based on estimates that would require review based on actual date of implementation and confirmed service and operational details. For comparative purposes, the anticipated ridership per hour of service and cost per ride of service is also shown.

Service Option Summary: Estimated Additional Annual Impacts

Service Option	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour	Cost per Ride
Suggested Short Term Options (0-5 Years)										
Option 1: Additional Winter Schedule Morning Service	0	20,800	660	6,400	\$10,900	\$40,100	\$8,100	\$21,100	9.7	\$6.25
Option 2a: Extended Evening Service, Friday to Sunday, Summer Only	0	6,300	200	1,500	\$2,500	\$12,200	\$3,300	\$6,400	7.3	\$8.09
Option 2b: Extended Evening Service, Monday to Sunday, Summer Only	0	9,500	300	2,100	\$3,600	\$18,200	\$5,000	\$9,600	6.9	\$8.66
Option 2c: Extended Evening Service, Friday to Sunday, Year-Round	0	17,000	540	3,800	\$6,400	\$32,800	\$9,100	\$17,300	7.1	\$8.62
Option 3: Increased Summer Saturday Frequency on 2 Fulford Harbour	1	3,800	120	1,900	\$3,200	\$34,600	\$26,600	\$4,800	15.8	\$4.75
Option 4: Summer Service to Ruckle Park	0	7,000	220	2,100	\$3,600	\$13,400	\$2,800	\$7,000	9.5	\$6.35
Option 5: Introductory Summer Service to Beddis and Cusheon Lake Roads	0	4,800	150	800	\$1,400	\$9,100	\$2,900	\$4,800	5.2	\$11.37
Option 6: Earlier Saturday Service	0	4,100	130	700	\$1,200	\$7,900	\$2,500	\$4,200	5.1	\$11.26
Suggested Medium Term Options (5-15 Years)										
Option 7: Separation of Fernwood and Walker's Hook Routes, Additional Peak	1	57,600	1,830	18,800	\$31,900	\$138,300	\$47,000	\$59,400	10.3	\$6.00
Option 8: Year Round Service to Beddis and Cusheon Lake Roads	0	12,900	410	2,100	\$3,600	\$24,900	\$8,200	\$13,100	5.1	\$11.84
Option 9a: Earlier Sunday & Holiday Service - Summer Only	0	2,600	80	400	\$700	\$4,900	\$1,600	\$2,600	4.9	\$12.13
Option 9b: Earlier Sunday & Holiday Service - Year Round	0	9,200	290	1,400	\$2,400	\$17,600	\$5,900	\$9,300	4.7	\$12.56
Option 10: Cedar Lane On Demand Extension	0	8,900	280	700	\$1,200	\$17,000	\$6,900	\$8,900	2.5	\$24.26

Notes:

* Based on 2014/15 AOA Budget. Final costs may change based on final budgets and confirmation of final operational details.

** The vehicle requirements shown here appear feasible but would need to be confirmed by BC Transit's Fleet Standards department closer to the implementation date. *Annual local share of lease fee costs for a medium-duty vehicle used in these estimates is \$25,500. Options 4 and 5 use the vehicle in Option 3. Option 8 builds on the service added in Option 5 and uses the vehicle added in Option 7.*

These options will be further discussed and refined at an upcoming Salt Spring Island Transportation Commission meeting on June 26, 2014. Of particular importance at that meeting is confirming which options should be pursued for the 660 hours of available expansion funding.

4.0 Proposed Next Steps

Once the items in this report have been discussed with the CRD/SSITC, the following next steps are proposed to take place:

- Posting the Phase One Public Engagement results on the Salt Spring Island Transit Future website so that stakeholders could see the initial summary of their feedback.
- Developing the selected expansion option(s) for implementation, potentially as part of the fall schedule change. (Exact schedule change date and nature still to be confirmed at the end of June pending BC Ferries decision around the Long Harbour ferry schedule).
- Refining the service options presented here for inclusion in the larger Service Review report.
- Developing fare strategy, infrastructure, fleet, marketing and service standards recommendations for discussion at a subsequent SSITC transit workshop (ideally to take place in August or September).
- Based on CRD/SSITC input, refining those fare/infrastructure/service standards elements to be presented to the public along with service options and priorities as part of the second phase of public engagement (to be held in fall 2014).

5.0 Recommendations

It is recommended that the Capital Regional District (with the support of the Salt Spring Island Transportation Commission):

- **Receive this report as information;**
- **Discuss the service options presented and provide feedback and direction.**

Public Engagement Phase One

Salt Spring Island Transit Service Review

June 2014



ACKNOWLEDGEMENTS

BC Transit, the Capital Regional District and the Salt Spring Island Transportation Commission would like to acknowledge the contributions of the many individuals and organizations who supported the Phase 1 Public Engagement exercise. Thank you to staff at the Capital Regional District, the members of the Commission and staff of the Ganges Faerie Minishuttle Ltd. (the operator of the transit system) for sharing their knowledge and connections and distributing information about the engagement events. Finally, thank you to all who joined us at the Salt Spring Island Transit Service Review open house or stakeholder workshop and took the time to complete the online and onboard surveys.

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INTRODUCTION

Community engagement is being conducted at key milestones of the Salt Spring Island Transit Service Review to ensure the final review reflects the needs and priorities of the community. Designed to be inclusive, reaching riders and non-riders alike, the process is led by BC Transit with strong support from the Capital Regional District (CRD), the Salt Spring Island Transportation Commission (SSITC) and local community members.

This update provides a summary of Phase 1 of the Engagement: the Listening Phase.

PURPOSE

The two-phased engagement strategy is designed to achieve the following goals:

- Identify and solicit targeted feedback from all major institutions, organizations and other key community groups
- Employ a variety of methods and means to stimulate participants and ensure a wide range of citizens are reached
- Ensure the final result reflects the public's needs and desires by incorporating feedback into the review

The approach incorporates several strategies from the spectrum of engagement, including:

Inform	Provide information that will keep key stakeholders and public up to date and assist them in understanding issues, problems, alternatives, and/or solutions;
Listen and learn	BC Transit, partners, key stakeholders and public listen to and learn about each other's views, plans, concerns and expectations;
Consult	An opportunity for stakeholders and the community to provide feedback on the degree to which the current transit system meets the needs of the community and what role they see transit playing in their community moving forward;
Report Back	Report back to stakeholders and the community the project vision, goals and proposed service and infrastructure improvement options that were developed using background data and their input. This identifies how public feedback was used to analyze issues and build alternatives and thereby make contributions to the decision making process;
Collaborate	BC Transit, the SSITC, CRD and the Ganges Faerie MInishuttle Ltd. (the system's operator) are considered partners in the Transit Service Review development process, including collaboration on analyzing issues, developing options, identifying preferred solutions and making recommendations. The final Transit Service Review is presented to the SSITC and then the CRD for consideration and approval.

SCOPE

The objective of Phase 1 of the public engagement was to provide information about the existing transit system and Transit Service Review process and ask the public for their feedback on how the existing transit system is performing, to what degree it meets or does not meet their needs and what they would like to see for the future of transit over the next 5 years.

METHOD

The Phase 1 participation included a project website, a Commission presentation, a stakeholder workshop, online survey, on-board transit passenger survey, and an open house.

Salt Spring Island Project Website

A dedicated web page has been established for the Salt Spring Island Transit Service Review on the Transit Future section of the BC Transit website. This provides information on the Service Review process, as well as updates on upcoming events, reports, presentations and online surveys to solicit feedback during the engagement phases. The website can be found here:

http://www.bctransit.com/transitfuture/ssi_latestupdates.cfm

Commission Presentation

The Terms of Reference for the Salt Spring Island Transit Service Review was presented to the Capital Regional District (CRD) for approval, with endorsement by the Salt Spring Island Transportation Commission (SSITC).

Stakeholder Workshop

In addition to the larger public outreach, focused feedback was sought from key stakeholders. A list of key stakeholders to be part of the workshop was developed with input from the CRD and the SSITC. Thirty-nine organizations (*Appendix A*) were invited to participate in a half-day stakeholder workshop to provide feedback on issues with the transit service and opportunities for future improvement to help develop a vision for the Transit Service Review.

On-Board Bus Engagement

Transit riders were encouraged to complete an on-board passenger survey on April 4 and April 5, 2014, including questions related to travel habits and feedback on the existing transit system.

Saturday Market Open House Engagement

BC Transit conducted engagement at an open house booth at the Saturday Market on April 5 from 8:30 am-4:00 pm. This open house was promoted as part of celebrations of Salt Spring Island Transit's 100,000th passenger the day before.

Online Survey

Local residents, workers and visitors to Salt Spring Island were encouraged to complete a survey, available online from April 2 to April 13, 2014.

Advertising & Media

A variety of methods were used to advertise the opportunities to provide input. Print media included a press release, advertisements in local papers and posters on buses.

The stakeholder groups were emailed information on the engagement opportunities and a link to the website. The Salt Spring Island Transit Future website and the BC Transit Facebook page also provided information on engagement opportunities and a link was provided on the CRD website.



100,000th passenger ridership milestone celebration held in conjunction with the Transit Service Review Public Engagement

RESULTS

Response Rate

Table 1 provides a summary of the response rates to the various events from the Phase 1 Engagement.

Table 1: Phase 1 Public Engagement Response Summary

Quick Facts	
Open House Attendees	82
Online Survey Responses	40
On-board Bus Survey Responses	136
Stakeholder Advisory Group Workshop Attendees	23
Number of Open Houses	1

On-Board Bus Survey

Respondents and Ridership

There were a total of 136 responses to the on-board bus survey. Respondents were primarily adults with a mix of other varied ages (*Figure 1*). Of respondents, 96% expressed they were satisfied or very satisfied with the current transit service. Most respondents (74%) were regular transit riders with only 26% riding 1-2 times per month or less. The main purpose for those taking transit was for shopping/errands, work and social/recreational activities (*Figure 2*). For trips on which surveys were completed, 47% of respondents were making a ferry connection and 44% were transferring to another transit route.

Survey results indicated that transit is the only transportation option for 19% of respondents, with the private vehicle and walking being the main alternatives in addition to cycling and hitchhiking.

Transit Priorities

More evening service, summer service, late weekday service and improved connection to BC Ferries were identified as the most important transit improvements. Earlier weekday service, more Sunday/holiday service and more frequent morning service were identified as least important.

The following routes were identified as a top priority for transit improvements:

- Route 2 for more summer service, fall/winter service, improved connection to BC Ferries, more Saturday service, more frequent midday service, later weekday service, earlier weekday service

Figure 1: Respondent Age Classification

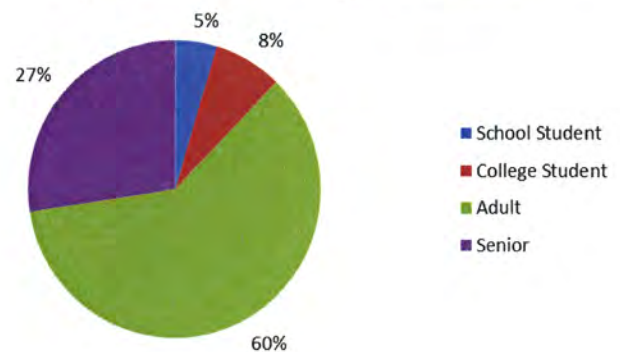
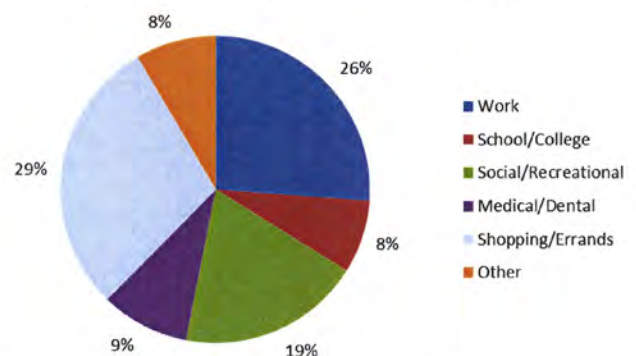


Figure 2: Main Purpose for Transit Trips



- Route 6 for more direct routes
- Route 1, 2, 3 for more Sunday/holiday service
- Route 1, 3 for more frequent morning service
- Route 1, 2, 5, 6 for more evening service

Suggestions for the Future Transit System

Respondents identified many suggestions for improving the Salt Spring Island transit system and the role transit may play in their community in the next 5 years. The key suggestions from many respondents are outlined in *Table 2*.

Table 2: Onboard Bus Survey Suggestions for the Future Transit System

Key Theme	Suggestions
Increased Frequency Increased Reliability	In the Summer More buses to avoid pass-ups of locals mid-route as bus fills up at Fulford Harbour Transit/Ferry integration
Increased Hours	Meet first and last ferry at Fulford and Vesuvius ferry terminals More late night and early morning service More Saturday service Hourly trips to Fulford Harbour
Bus Stop Amenities/Vehicles	Accommodate luggage on buses More shelters at bus stops More bike racks on vehicles and at bus stops
New/Improved Service Areas	Ruckle Park Beaver Point Road Bedis Road More routes on local roads
Fares	Provide student and senior discounts Offer monthly bus passes before the end of the month Honor UVic UPASS (semester-based student bus pass)

Stakeholder Advisory Group Workshop

23 representatives attended the afternoon stakeholder workshop at the Harbour House Hotel on May 1, 2014. Objectives for the workshop included:

- Stakeholders gain an understanding of the transit system and Transit Service Review process, including opportunities for input
- Feedback is gathered from stakeholders on the needs of their customers, clients, members and staff
- Issues with the existing transit service are identified
- Opportunities for future transit improvements are identified
- Additional stakeholders are identified as required

Attendees provided significant input to the discussion and took information regarding the public engagement back to their members. Feedback from the session is summarized in *Table 3* on the following page.

Table 3: Stakeholder Workshop Feedback

Transit Needs by Age Group	Future Transit Improvements
<p>Youth/Students</p> <ul style="list-style-type: none"> • Students going to school off the island- Vesuvius Bay ferry serves 65+ students in the morning and afternoon • Sports teams-travelling to Fulford Harbour and Victoria. Possible charter system? • Service to Skate Park/Rec Centre/Pool • Integrate public transit with school bus system <p>Seniors/People with a Disability</p> <ul style="list-style-type: none"> • Transit critical for independence • Accessible taxi • Potential for HandyDART • Tickets should be less for seniors <p>Commuters/Shopping/Families</p> <ul style="list-style-type: none"> • Early service to catch first ferry to Swartz Bay/Crofton • Bus tickets should be available at ferry terminal • Family travel program as transit travel very expensive for parents with children 	<ul style="list-style-type: none"> • Improve bus stop at visitor center- shelter, more benches • Enable bikes on buses after dark • Bike parking at major bus stops • More bus shelters-Fulford Harbour, Meadowbrook • Accessibility for pedestrians is important • Increase frequency • More summer service • Implement flexible schedules to accommodate locals • Meet every single ferry, particularly late ones • Improved service on Sunday and holidays • Larger bus, particularly in the summer at the Saturday market • Express bus from Ganges to Fulford Harbour • Increase capacity for bikes
Transit/Ferry Integration	Current Transit System Strengths
<ul style="list-style-type: none"> • Park and Ride to access service to Fulford Harbour • Buses leave quickly at ferry terminals • Bus access at Fulford Harbour is a problem 	<ul style="list-style-type: none"> • Reliable • Satisfies individual needs of riders • Drivers are fantastic • Sensitive to the needs of the community • Flag stops work well
Future Service Improvements	Community Awareness & Attracting Riders
<ul style="list-style-type: none"> • Fulford Harbour – More frequency, longer span of service • Ruckle Park – Introduce summer service • Ganges - later and earlier service • More service on weekends and holidays • Beaver Point (major senior destination) • Stewart Road • Stark Road/Walkers Hook/Maliview • Beddis Road/Cusheon Lake Road 	<ul style="list-style-type: none"> • Better availability of bus schedules • More advertising needed • More transit event days to promote the system • Website needs to be revised to reflect the nature of Salt Spring Island • Restrict parking in Ganges-encourages transit use

Online Survey

Respondents and Ridership

There were a total of 40 responses to the online survey. These respondents were primarily aged 65+ with a mix of other ages (Figure 3). More than half the respondents (60%) were transit riders with the rest taking transit less than once a month or never. The main purpose of transit trips was shopping/errands, social/recreation and work (Figure 4). The survey indicated that transit is the main transportation option for approximately 18% of respondents, with the private vehicle providing the main transportation option for 64% of respondents.

Perception of the Current Transit System

Buses that are in good working order, schedule info at bus stops, buses that are on time and courtesy of drivers were identified as the most important aspects of transit service. Service after midnight and bus stops with shelters were identified as least important.

There is generally good agreement that buses arrive and depart on time, drivers are courteous, the transit system is safe and reliable and buses are comfortable and clean. Respondents outlined that they are dissatisfied or very dissatisfied with midday frequency, evening frequency, and bus shelter maintenance. Important future transit improvements included improved summer service and more frequent morning and evening service.

Figure 3: Respondent Age Classification

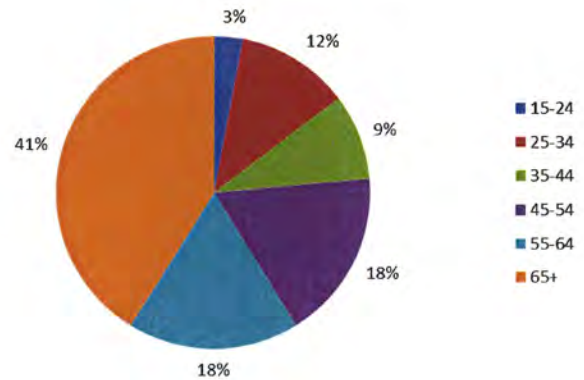
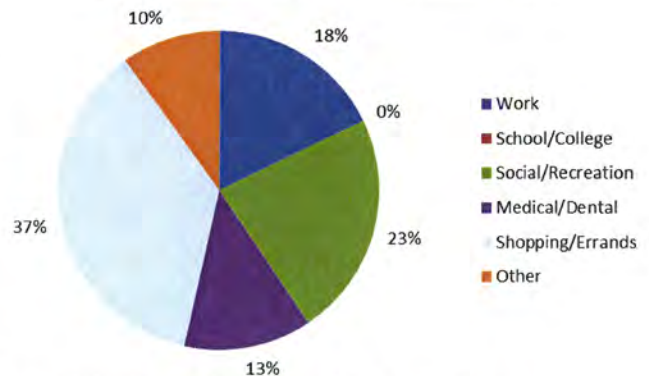


Figure 4: Main Purpose for Transit Trips



Suggestions for the Future Transit System

Respondents identified many suggestions for improving the transit system and the role transit may play in their community in the next 5 years. Key suggestions are outlined in *Table 4*.

Table 4: Online Survey Suggestions for the Future Transit System

Key Theme	Suggestions
Increased Frequency	More service to Vesuvius and Fulford ferry terminals
Increased Reliability	On all routes
Increased Hours	Integrate transit schedule with ferry schedule to meet every ferry Meet the last Fulford ferry at 9:35 pm Earlier service on Saturday Earlier and later service on Sunday Extend hours in Summer
Bus Stop Amenities/Vehicles	Larger buses particularly on Saturdays Green buses
New/Improved Service Areas	Ruckle Park Better service to the south end of the Island Cusheon Lake Road Stewart Road Mansell Road Robinson Road Upper Ganges Road

Open House

There were a total of 44 comments from the open house at the Salt Spring Island Market on April 5, 2014. Respondents gave their input regarding improvements to the transit system in the next 5 years. Feedback is shown in *Table 5*.

Table 5: Open House Suggestions for the Transit System

Key Theme	Suggestions
Infrastructure	<ul style="list-style-type: none"> More bus shelters Bike racks at bus stops Larger buses, more capacity More bike racks on buses
New Route	<ul style="list-style-type: none"> Ruckle Park Beaver Point Road to Cusheon Lake Road More routes to south end of Island Sunset Road to Southey Point Beaver Point Road via Stewart Road
Schedules	<ul style="list-style-type: none"> More frequent service Alter transit schedule to ferry schedule Improve connection from Fulford to Vesuvius
General	<ul style="list-style-type: none"> Great customer service Possibility of free transit Start a Park & Ride

NEXT STEPS

BC Transit is using these engagement responses to develop future service, infrastructure and fare/marketing improvement options for the future Salt Spring Island Transit System. In addition, a detailed analysis of ridership information and an assessment of current and future vehicle and infrastructure needs will be undertaken over the next month to support option development.

Improvement options will be presented to the SSITC and CRD for feedback prior to undertaking a second phase of consultation in early fall 2014. Once completed, the second phase of consultation will be used to refine options and recommendations and will be incorporated into a final service review report to be presented to the SSITC for endorsement and the CRD for approval. The priorities outlined in the final report will help guide local and provincial budget development and future transit investment.

APPENDIX A: STAKEHOLDER ORGANIZATIONS

Table 6 identifies stakeholder organizations and individuals that were invited to be part of the Transit Service Review's Phase 1 Engagement.

Table 6: Stakeholder Advisory Group List

Government Representatives and Transit Partners	
Capital Regional District (CRD) Staff & Director	Islands Trust
Salt Spring Island Transportation Commission	Ministry of Transportation & Infrastructure
Ganges Faerie Minishuttle	MLA, Saanich North and the Islands
Ferries, Transportation and Emergency Services	
BC Ferries	RCMP Salt Spring
ICBC Road Safety	BC Ambulance Service
Main Road	Fire Rescue
Community Groups & Destinations	
Rotary Club of Salt Spring Island	Salt Spring Island Ferry Committee
Island Pathways	Lions Club of Salt Spring Island
Greenwoods Eldercare	Royal Canadian Legion Island
GI Seniors Residence Association	Lady Minto Hospital
Salt Spring Senior Services Society	Meadowbrook
Transition Salt Spring	Salt Spring Climate Action Group
Tourist Information Center	Salt Spring Island Conservancy
Salt Spring Island Foundation	Earth Festival Society
Partners Creating Pathways	Ruckle Park Staff
SSI Library	
Business	
Salt Spring Island Chamber of Commerce	Economic Development Commission
Schools & Education	
School District 64 School Board	Salt Spring Island Middle School
Salt Spring Island Elementary School	Gulf Islands Secondary School