



Making a difference...together

**SALT SPRING ISLAND TRANSPORTATION COMMISSION**  
Notice of Special Meeting on **Thursday, November 27, 2014 at 10:00am**  
Public Library 129 McPhillips Avenue, Salt Spring Island, BC

Wayne McIntyre  
Ross Simpson

Andrew Haigh  
Nigel Denyer

Robin Williams  
Sheryl Taylor-Munro

Gregg Dow  
Kevin Bell

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**AGENDA**

- 1. Approval of Agenda**
  
- 2. Presentations/Delegations**
  - 2.1** Salt Spring Island Service Review Phase 2 Public Consultation-BC Transit  
Myrna Moore, Senior Regional Transit Manager and Tania Wegwitz, Manager  
Planning BC Transit
  
- 3. Next meeting December 16, 2014**
  
- 4. Adjournment**

# Public Engagement Phase Two

## Salt Spring Island Transit Service Review

November 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 2 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 houses and stakeholder workshop, and to those who took the time to complete the online and on-board surveys.

## INTRODUCTION

Community engagement has been 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 has been 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 2 of the Engagement: the Reporting Back 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:

<b>Inform</b>	Provide information that will keep key stakeholders and public up to date and assist them in understanding issues, problems, alternatives, and/or solutions;
<b>Listen and learn</b>	BC Transit, partners, key stakeholders and public listen to and learn about each other's views, plans, concerns and expectations;
<b>Consult</b>	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;
<b>Report Back</b>	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;
<b>Collaborate</b>	BC Transit, the SSITC, CRD and the Ganges Faerie Minishuttle Ltd. (the system's Operating Company) 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 will be presented to the SSITC and the CRD Board for consideration and approval.

## SCOPE

The objective of Phase 2 was to provide information about the Transit Service Review process, to confirm that we'd accurately captured feedback regarding Salt Spring Island residents' priorities for transit service and infrastructure expansion, and to solicit feedback on these priorities.

## METHODS

Phase 2 included a project website, ongoing collaboration with the Salt Spring Island Transit Commission, a stakeholder workshop, a survey, and open houses.

### ***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](http://www.bctransit.com/transitfuture/ssi_latestupdates.cfm)

### ***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, and is found in Appendix A.



Stakeholder Workshop dicussion

Of the 39 organizations invited, 13 representatives attended the afternoon stakeholder workshop at ArtSpring on October 17, 2014. Objectives of the workshop included exploring:

- Proposed service and infrastructure expansion priorities
- Options and needs for accessible transit service on the island
- Minimum service levels, the service area and when new service should be introduced to an area
- Ridership and performance guidelines that help us measure service effectiveness, monitor how well the transit system is progressing in achieving its goals, and make decisions on which service improvements should be prioritized (See Appendix D for more information).

The conversation at the stakeholder workshop focused mainly on the proposed service and infrastructure expansion options, and the needs and potential solutions for an accessible transit service. A great discussion around the importance of transit to Salt Spring Island residents in the short- and medium-terms also emerged.

## ***Survey***

An online survey was open to the public, including local residents, workers and visitors to Salt Spring Island. This survey was hosted on the SSI Transit website from September 19, 2014 – October 6, 2014. An identical paper survey was also available to the public on-board buses and at open house events. A copy of this survey is included in Appendix B.

## ***Open House Engagement***

BC Transit hosted two open houses, where staff was stationed to share information, collect feedback, and answer questions on proposed transit service and infrastructure expansion options. This also provided an opportunity to share information about the September 28, 2014 transit service expansion, which included adding later evening trips to Routes 2 and 6 to meet evening ferries. BC Transit and Ganges Faerie Minishuttle staff hosted open houses at:

- 2:00 pm – 5:00 pm at the bus stop outside the Ganges Visitor Info Centre
- 8:30 am – 4:00 pm at the Saturday Market

## ***Advertising & Media***

A variety of methods was 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 website and the BC Transit Facebook page also provided information on engagement opportunities and a link was provided on the CRD website.

## OUTCOMES

### **Response Rate**

Many Salt Spring Island residents and visitors participated in Phase 2 Public Engagement activities, as shown in the table to the right.

Quick Facts	
Open House Attendees	100+
Survey Responses	20
Number of Open Houses	2
Stakeholder Workshop Attendees	13

(numbers are approximate)

### **Priorities for Salt Spring Island**

In the first phase of Engagement, residents provided information about existing transit performance, as well as hopes and desires for the future of transit on Salt Spring Island. BC Transit used this feedback and an analysis of the existing transit system to develop options for service and infrastructure improvements.

Phase 2 Engagement involved soliciting feedback on these proposed improvements; specifically, participants online, at the open houses, and at the stakeholder workshop were asked to rank options within their top 3 priorities. A collation of this feedback is presented below. It's worth noting that these priorities have been determined based on stakeholder and public feedback, as well as an analysis of the existing transit system and Salt Spring Island as a community. All of the options elicited positive feedback, with some rising to the top in terms of order of importance to the community.

#### SERVICE OPTIONS FOR IMMEDIATE IMPLEMENTATION

(within the next 12 months):

**September 28, 2014: Expanded Weekend Evening Service** – Service extended until after 10:00pm on Fridays and Saturdays and until after 8:00pm on Sundays on the Route #2 Fulford Harbour and Route #6 SS Connector to better connect ferries and key destinations.

A high level of support was shown for the introduction of expanded weekend and evening service. People expressed excitement about using the expanded service on the same weekend the public open houses were held.

**June 25, 2015: Summer Service to Ruckle Park** – Two trips daily during summer. Exact routing and timing to be confirmed through a detailed implementation service discussion document to be completed in early spring 2015.

The majority of participants supported June 2015 service to Ruckle Park, with many residents requesting year-round service to nearby Stewart Road / Beaver Point. This option is being evaluated separately as part of the larger Service Review.

### SHORT TERM SERVICE OPTIONS (1-5 years):

**PRIORITY #1: Additional Winter Morning Service** – More weekday morning trips on the Route #3 Vesuvius and Route #4 Long Harbour, plus more direct morning service from Fernwood and an additional morning Walker's Hook trip to better meet the needs of commuters and shoppers.

**PRIORITY #2: Increased Summer Saturday Frequency on Route #2 Fulford Harbour**– Service every half hour on the Route #2 Fulford Harbour between 10:00am and 5:00pm.

**PRIORITY #3: Introductory Service to Beddis and Cusheon Lake Roads** – Three trips per day to link Ganges with these new service areas, as well as providing additional options for residents traveling to/from destinations on the Ganges Hill.

**PRIORITY #4: Extended Evening Service Monday-Thursday** – Service extended until past 10:00pm Monday to Thursday to align with Friday-Saturday evening service.

### MEDIUM TERM SERVICE OPTIONS (6-15 years):

**PRIORITY #1: Separation of Fernwood and Walker's Hook, Additional Peak Service** - Existing Walker's Hook service would be separated from Route #5 Fernwood to create a new route also serving Robinson Road, plus additional service would be added to Route #3 Vesuvius and Route #5 Fernwood to create hourly service during morning and afternoon commuter times.

**PRIORITY #2: Earlier Saturday Service** – Earlier trips on the Route #2 Fulford Harbour and Route #6 SS Connector to meet early ferries at Fulford and Vesuvius and make Saturdays consistent with Weekdays.

In addition to the ranking of options within their priorities, some other service-related feedback that emerged as part of the Phase 2 process included:

- That the 2 Fulford route would merit hourly peak period weekday service at the same time that it was added to the Vesuvius and Fernwood areas, given the ridership that occurs along this route and not just at the Fulford ferry terminal.
- That the introduction of hourly service to the 2 Fulford route also potentially presents an opportunity to implement year-round service (three trips per day) to residents in the vicinity of Beaver Point Road/Ruckle Park.



A discussion on how to best serve accessible travel needs and people on Salt Spring with transit was held at the Stakeholder Workshop. BC Transit heard that while serving populations with special travel needs is important, the following ideas / approaches should not be explored until some of the shorter-term priorities have been implemented or explored. Ideas that emerged include:

- **Youth / Young Families**
  - Ensure transit is affordable; potential for free or reduced-cost transit for people under 16 years of age
  - Implement Family Travel program; one adult with a monthly pass can travel with up to two children under age 12 at no additional cost
  - Targeted marketing activities to encourage youth to use the bus
- **People with Disabilities who can't use transit independently**
  - Build on existing programs; create partnerships to maximize efficient use of resources
- **People who are capable of using transit independently, but who may not use the system for a variety of reasons**
  - Implement a travel training program led by an intern or a community member
  - Introduce bus drivers to people at local gathering places or facilities in order to help build relationships
  - Improve availability of real-time information online
- **People who don't currently have access to transit on SSI**
  - Implement the **Flexible Ganges Local Shuttle + Rural Transit Trip Windows** Option as described in the Accessible Transit Backgrounder (Appendix C); convert some or all of the existing Salt Spring Island Transit Route #1 Ganges Local trips into a flexible service operated by a smaller vehicle. Trips would still operate on an identified route (which already serves key residential, medical and shopping destinations), but additional time would be built into the schedule for off-route pick-ups. These off-route trip windows enable a smaller transit bus to be available for booking during certain periods of the day on specific days. For instance, service could be available from 9:00am - 10:30am and 2:00pm - 3:30pm two days/week to the south end of the island and two days/week to the north.

Based on the second phase of public feedback, the original list of future service options was further developed to add options and adjust timing/prioritization based on what we heard. The revised list of options is presented in the following table, with information on associated fleet and service hour expansion, as well as total costs.

**Salt Spring Island Transit System**  
**Service Option Summary: Preliminary 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
<b>Options for Immediate Implementation (Within the next 12 months):</b>										
Option 1: Expanded Weekend Evening Service	0	12,600	400	2,800	\$4,800	\$24,300	\$6,700	\$12,800	7.1	\$8.66
Option 2: Summer Service to Ruckle Park	0	8,200	260	2,300	\$3,900	\$15,800	\$3,600	\$8,300	8.9	\$6.85
<b>Short Term Service Options (1-5 Years)</b>										
Option 3: Additional Winter Morning Service	0	25,800	820	7,900	\$13,400	\$49,800	\$10,200	\$26,200	9.7	\$6.29
Option 4: 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 5: Introductory Service to Beddis & Cusheon Lake Roads	0	17,700	560	2,900	\$4,900	\$34,000	\$11,200	\$17,900	5.2	\$11.71
Option 6: Extended Evening Service Monday - Thursday	0	13,300	420	2,900	\$4,900	\$25,500	\$7,200	\$13,400	6.9	\$8.78
<b>Medium Term Options (6-15 Years)</b>										
Option 7: Separation of Fernwood & Walker's Hook, Additional Peak Service	1	42,800	1,360	14,000	\$23,800	\$109,800	\$41,600	\$44,400	10.3	\$6.02
Option 8: Additional Fulford peak service, and year-round service to Ruckle Park	0	56,100	1,780	13,900	\$23,600	\$108,000	\$27,500	\$56,900	7.8	\$7.77
Option 9: Earlier Saturday Service	0	4,100	130	700	\$1,200	\$7,900	\$2,500	\$4,200	5.1	\$11.26
Option 10: Flexible Ganges Local Shuttle + Rural Transit Trip Windows	2	66,800	2,120	4,900	\$8,300	\$182,000	\$104,100	\$69,600	2.3	\$26.95
Option 11: Earlier Sunday & Holiday Service	0	9,200	290	1,400	\$2,400	\$17,600	\$5,900	\$9,300	4.7	\$12.56
Consideration of Limited Service to Other Areas	To be determined based on future development and system performance.									
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 5 & 8 use the vehicle in Option 4. Option 6 builds on the service added in Option 1.										
Version: November 2014										

Options for exploration later include:

Sunday and Holiday service on Routes #2 and #6, and service to other areas were identified as long-term priorities for implementation.

Some concern was raised regarding the quality and safety of existing road infrastructure on the Island, noting that new service should not be expanded to areas until roadwork updates are complete. Overall, increasing frequency of existing routes was cited as a priority. While there was a great reception for the introduction of a new, larger bus with more capacity, it was also suggested that BC Transit explore buses that use alternative fuel sources such as electricity, or a hybrid option.

Phase 1 Engagement also yielded suggestions for non-service options, such as fare, information, and marketing improvements. Feedback on these options is summarized on the following pages.

### PASSENGER EXPERIENCE PRIORITIES:

**PRIORITY #1: Expand Schedule Availability at Major Stops** – Work with CRD and the system's operator to implement and manage schedule information at key stops.

**PRIORITY #2: Implement a Fulford Harbour Fare Vendor Location** – Currently, Fulford Harbour is the only major neighbourhood on the island that does not have a ticket and pass vendor of some kind.

**PRIORITY #3: Implement an Online Trip Planner** – Salt Spring Island Transit has been identified as one of the priority transit systems for implementation of an online trip planner. Exact date is in the process of being confirmed but would likely be within the next three years.

Options for exploration later include:

- **Transit Ambassador Program** – Cost-shared through a small increase to the system's existing marketing budget, this program would provide funding towards a summer work term position to work with the SSITC, CRD and BC Transit to promote the transit system at key events and look for opportunities to improve links to visitor information.
- **Implement a Family Travel Program** – Under this program, up to two youth aged 12 and younger would ride free anytime when travelling with their parent or guardian when that adult or senior is using a monthly pass or BC Bus Pass. The adult simply pays the fare using a monthly pass or BC Bus Pass. This program would be similar to that already in place in the Victoria Regional Transit System. It tends to have little impact on revenue but is a positive way to build ridership and good will for the system among regular riders.

- **Off-Island Day Pass Vendor(s)** – Continue to work with BC Ferries and other potential partners to see if it is possible to establish Day Pass sales for visitors prior to their arrival on Salt Spring Island, such as potentially onboard the Skeena Queen ferry or through one of the Swartz Bay vendor locations.
- **Earlier Monthly Pass Distribution** – Adjust the monthly pass distribution process so that passes are available for sale at Island vendor locations earlier in the month.

### IMMEDIATE INFRASTRUCTURE PRIORITIES (within the next 12 months):

**PRIORITY #1: Fulford Harbour Ferry Terminal**– Improvement of vehicle circulation to enable implementation of larger vehicles, with possible curbing and passenger amenity changes.

**PRIORITY #2: Vesuvius Bay Ferry Terminal** – Line painting in parking lot and improved signage to better establish area for transit vehicles and provide more information for waiting passengers. The addition of an accessible sidewalk pad at this stop should also be considered in future.

**PRIORITY #3: Lower Ganges Road Bus Shelter** – Installation of bus shelter, bench and customer information on Lower Ganges Road (near Country Grocer).

Salt Spring Island residents expressed concern over not being able to transport bikes on buses after dark. It's BC Transit's policy that bike racks on community buses can only be used during daylight hours, because the bikes block the headlights. This policy will continue to be re-evaluated as other models of buses and bike racks become available.

### SHORT-TERM INFRASTRUCTURE PRIORITIES (1-5 years):

**PRIORITY #1: Long Term Fulford Ferry Terminal Planning** – Continue to engage with BC Ferries and Ministry of Transportation and Infrastructure to plan for an improved transit turnaround as part of any future development at or near the Fulford ferry terminal.

**PRIORITY #2: Expanded Ganges Exchange, Phase I** – Explore opportunities to work with land holders and area partners to increase passenger amenities and transit vehicle capacity at the main exchange outside the Ganges Visitor Information Centre. As part of this work, establish long term planning for a further expansion to this Exchange. (See Phase II in the medium term).

- **PRIORITY #3: Additional Shelters:** As funding becomes available, the following locations should be considered for additional shelters:
  - **Lower Ganges Rd. at Vesuvius Bay Road** (i.e. to serve Central Hall and Portlock Park on routes 3, 5 and 6).
  - **Fulford Ganges Rd. at Cusheon Lake Road**
  - **Mobrae neighbourhood** (exact location to be determined)

#### MEDIUM-TERM INFRASTRUCTURE PRIORITIES (6-10 years):

- **Park & Ride** – As development occurs, look for an opportunity to reestablish a Park & Ride location at the old Fulford Inn site or at another suitable location.
- **Expanded Ganges Exchange, Phase II** – As service expands, the exchange will likely need two additional vehicle bays either adjacent to the exchange, across the street or at another location. This option would implement the Phase II recommendations/planning established as part of Phase I.
- **Long Term Fulford Ferry Terminal Implementation** – This would implement any of the improvements to the Fulford Harbour ferry terminal transit turnaround determined during the planning phase in the short term.

A longer-term facilities plan should also be developed to ensure yard and garage space for the growing system.

## NEXT STEPS

BC Transit will use the feedback collected in both phases of Public Engagement to refine the Service Review Options Report and its recommendations for short- and longer-term transit service and infrastructure priorities.

Final recommendations will be incorporated into a final service review report to be presented to the SSITC for endorsement and the CRD for approval in early 2015. The priorities outlined in the final report will help guide local and provincial budget development and future transit investment.

## APPENDIX A: STAKEHOLDER ORGANIZATIONS

The following table details the stakeholder organizations and individuals that were invited to be part of the Transit Service Review's Phase 2 Public Engagement.

<b>Government Representatives and Transit Partners</b>	
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
<b>Ferries, Transportation and Emergency Services</b>	
BC Ferries	RCMP Salt Spring
ICBC Road Safety	BC Ambulance Service
Main Road	Fire Rescue
<b>Community Groups &amp; Destinations</b>	
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	
<b>Business</b>	
Salt Spring Island Chamber of Commerce	Economic Development Commission
<b>Schools &amp; Education</b>	
School District 64 School Board	Salt Spring Island Middle School
Salt Spring Island Elementary School	Gulf Islands Secondary School

# APPENDIX B: SURVEY



# Salt Spring Island Transit Service Review Survey



BC Transit, the Capital Regional District and the Salt Spring Island Transportation Commission are reviewing transit service on Salt Spring Island for possible future changes.

Based on the feedback you provided in Spring 2014, we've put together some proposed service improvements. Please take the survey to share your feedback on the proposed priorities for service, fares, customer information, bus stops, and buses. We'll consider your input, cost, and feasibility in setting short-term, medium-term, and long-term transit priorities on Salt Spring Island.

## We heard you: did we get it right?

### Q1. Which age category do you fall in?

- Under 15
- 15 - 24
- 25 - 34
- 35 - 44
- 45 - 54
- 55 - 64
- 65 +
- Prefer not to answer.

### Q2. Please indicate your residency status on Salt Spring Island.

- Permanent
- Seasonal
- Part Time
- Visitor

## Proposed Service Options

The following sections present the service options developed thus far with the Capital Regional District and Salt Spring Island Transportation Commission. These recommendations are based on the key themes from Phase 1 Public Engagement as well as an analysis of the existing system.

### Q3. What are your priorities for Immediate and Short Term Improvements (next 1-5 years)?

Mark your priorities 1 - 4.

- Summer Service to Ruckle Park (Currently slated to start in June 2015)** – Two trips daily during summer between Ruckle Park and Fulford Harbour, connecting to 2 Fulford Harbour.
- Additional Summer Schedule Saturday Service - Half-hourly service frequency on the 2 Fulford Harbour between 10:00am and 5:00pm.**
- Additional Winter Schedule Morning Service** – More weekday morning trips on the 3 Vesuvius and 4 Long Harbour, plus more direct morning service from Fernwood, and an additional morning Walker's Hook trip.
- Introductory Service to Beddis and Cusheon Lake Roads** – Three trips per day to link Ganges with these new service areas, plus additional service to the Ganges Hill area.

### Q3a. Please describe any comments or concerns you have with the above proposals. Are there any that you think should shift to the medium term?

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# Salt Spring Island Transit Service Review Survey



**Q3b. Are there any other Short Term Improvements you would like to see? Please describe them below.**

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**Q4. What are your priorities for Medium Term Improvements (next 6–15 years)?**

Mark your priorities 1 – 3.

Refer to map of the proposed Walker’s Hook route and map of the proposed short term/medium term complete system.

- Separation of Fernwood and Walker’s Hook** – Existing Walker’s Hook service separated from **5 Fernwood** to create a new **7 Walker’s Hook** route also serving Robinson Road.
- Additional Peak Service** – Trips added to the **3 Vesuvius** and **5 Fernwood** to create hourly service during morning and afternoon commuter times.
- Earlier Saturday Service** – Earlier trips on the **2 Fulford Harbour** and **6 SS Connector** to meet ferries at Fulford and Vesuvius and make Saturdays consistent with Weekdays.
- Extended Evening Service Monday-Thursday** – Service extended until past 10:00pm Monday to Thursday to align with Friday-Saturday evening service.
- Earlier Sunday and Holiday Service** – Earlier trips on the **2 Fulford Harbour** and **6 SS Connector** to meet ferries and make Sundays consistent with the rest of the week.
- Consideration of New Service** – Consideration of limited service (2 days per week) to other currently unserved areas of the Island as population changes and service becomes viable.

**Q4a. Please describe any comments or concerns you have with the above proposals. Are there any that you think should be implemented sooner?**

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# Salt Spring Island Transit Service Review Survey



**Q4b. Are there any other Medium Term Improvements you would like to see? Please describe them below.**

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## Proposed Supporting Options

The following sections present the priority supporting options (such as fares, marketing, and infrastructure) developed thus far with the Capital Regional District and Salt Spring Island Transportation Commission. These options support the service improvements outlined in the previous section and are based on the key themes from Phase 1 Public Engagement and an outlook on their ability to be implemented.

Refer to the detailed description of proposed service options, the SSI Transit 2014 Service Review, drafted Sept. 15, 2014.

### Q5. Proposed Fare & Pass Vendor Priorities.

Mark your priorities 1 – 3.

- Implement Family Travel Program** – Monthly pass holders could bring up to two youth under 12 on board the bus for free.
- Implement Fulford Harbour Fare Vendor.**
- Off-Island Day Pass Vendor.**
- Earlier Monthly Pass Distribution.**

### Q6. Marketing and Customer Information Priorities.

Mark your priorities 1 – 3.

- Implement Online Trip Planner.**
- Expand Schedule Availability at Major Stops.**
- Transit Ambassador Program** – Part time summer position to help promote transit at festivals and events.

### Q7. Infrastructure Priorities (Bus stops, shelters, etc).

Mark your priorities 1 – 3.

- Fulford Harbour** – New curbing and signage.
- Vesuvius Bay** – Line painting at terminal to improve bus zone.
- Uptown** – Installation of new shelter on Lower Ganges Rd. at Crofton.
- Expanded Ganges Exchange, Phase 1** – Explore opportunities to work with land holders and area partners to increase passenger amenities and space for buses.
- Long Term Fulford Ferry Terminal Planning** – Work with BC Ferries and Ministry of Transportation and Infrastructure to plan for an improved transit turnaround.
- Additional Shelters** – Lower Ganges Rd. at Vesuvius Bay Rd.; Portlock Park/Central Hall; Fulford Ganges Rd. at Cusheon Lake Rd.; Mobrae neighbourhood.
- Long Term Facilities Planning** – Ensure yard and garage space for future growth.



# Salt Spring Island Transit Service Review Survey



**Q8. Are there any other Fare, Customer Information, or Infrastructure priorities you would like to see?  
Please describe them below.**

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**Q9. Do you have any additional comments on how we can improve Salt Spring Island Transit?**

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## Thank you for your participation!

Your input will be used to help shape the final draft of the service review and guide the future development of Salt Spring Island Transit.

Check back this Fall to learn more about these exciting transit improvements in your community.

Salt Spring Island Parks and Recreation  
145 Vesuvius Bay Road  
Salt Spring Island, BC V8K 1K3

### For more Information

Visit [www.bctransit.com/transitfuture](http://www.bctransit.com/transitfuture)

or e-mail [SaltSpringTransit@bctransit.com](mailto:SaltSpringTransit@bctransit.com)

## **APPENDIX C: ACCESSIBLE TRANSIT BACKGROUNDER**

# Workshop Discussion Backgrounder: Accessible Transit on Salt Spring Island

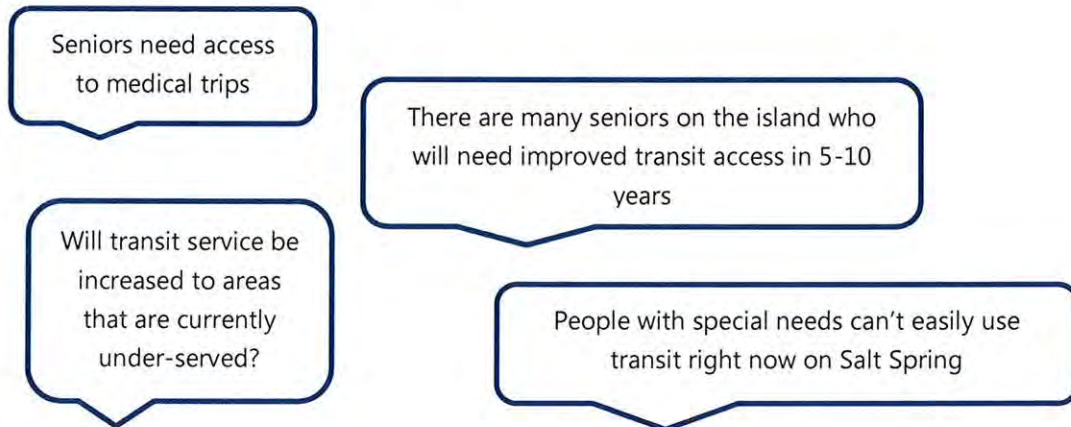
## Introduction

In partnership with the Capital Regional District and the Salt Spring Island Transportation Commission, BC Transit has been conducting a Service Review of the Salt Spring Island Transit System, including identifying accessible transit needs and options on the Island.

The purpose of this Backgrounder is to provide an overview of findings to date and preliminary options for providing specialized accessible transportation on Salt Spring. The intent is to use this Backgrounder as the starting point for further discussion and development of options by participants at the October 17, 2014 Transit Stakeholder Workshop.



Through conversations with stakeholders and the public since May 2014, BC Transit has heard questions about and interest in accessible transit service for Salt Spring Island. Some of the main themes we have heard include:



One of the objectives of the Transit Service Review is to evaluate service options and the feasibility of providing service specifically to meet the needs of people with disabilities. While conventional transit service will continue to expand on Salt Spring, understanding the specific needs of people requiring different transit options will help us plan and implement the best-fitting solutions for Salt Spring residents.

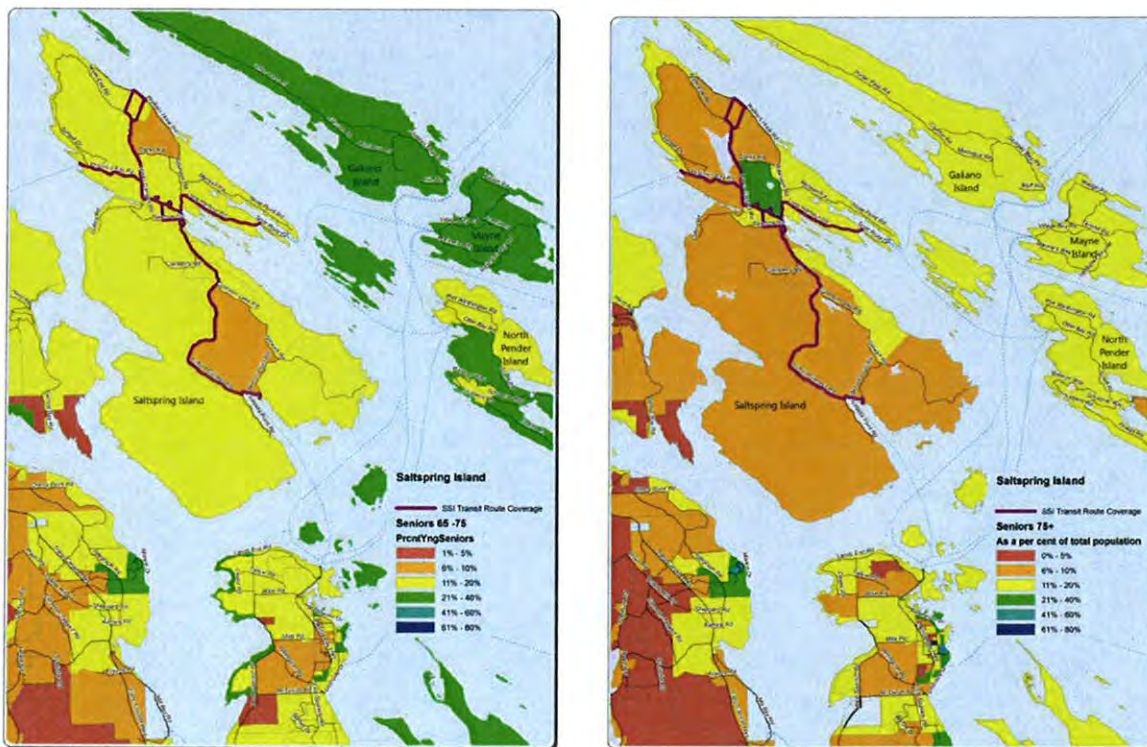
**As part of the Transit Service Review, we want to hear from you. Please come to the workshop prepared to discuss priorities and potential solutions for accessible transit on Salt Spring Island.** We're also interested in exploring possible partnerships with other

groups on the island to see if there is a way that costs could be reduced or assets shared in order to use community resources as effectively as possible.

### **Highlights of What We've Heard/Discovered So Far**

On Salt Spring Island, the fixed-route transit system (serving regular routes and schedules) is already a success story and is highly valued by the community. Highlights of accessible service information collected so far include:

- Both younger seniors (ages 56-74) and older seniors (age 75+) make up 25% of the Salt Spring Island population, as shown in the maps below:



- The biggest need for travel by older seniors appears to be midday (for example, 9:00am to 3:00pm). There was much more need expressed for travel on island rather than off-island.
- By far (as shown in the map above at right and based on conversations to date with residents and stakeholders), the highest concentration of older seniors and people with disabilities is within the core of Ganges or along the Lower Ganges Road corridor, an area already well served by existing transit.
- Other than accessing general social and shopping needs, one of the key transportation needs 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.

- Among existing transportation resources on the Island, Greenwoods Eldercare does have a van that it uses to pick up residents but it can only access those within a 15 minute window. This van may not be available over the longer term.
- If Salt Spring Island Transit were to expand to offer some level of door-to-door service, the nature of roads and driveways on the island means that the existing system vehicles (needed to meet large passenger loads to/from ferries) would be too big. This means that two additional smaller vehicles (one in-service plus one spare) would be required if the transit system were to begin providing door-to-door handyDART style service.
- Transit ridership on Salt Spring Island is already high, with large community support for existing and expanding service. There was a mix of perspectives on how transit should evolve on the island:
  - Many residents wanted to see the existing system expand in frequency first before expanding the type of service offered to include some level of door-to-door service, while others saw the lack of door-to-door service as a high community need.
  - There was a lot of openness expressed to exploring other partnerships and ways of using existing community resources to meet this need.
  - There was need expressed for service to more rural areas of the island, but many of those residents also felt that a lower level of service (ie fewer trips and days per week) made sense given the lower populations.

**For your consideration prior to the workshop:**  
 → *Is there anything you would add to or change about this summary?*

**Identifying Needs on Salt Spring Island**

When speaking about the need for accessible service on Salt Spring, it’s important to reflect on the needs we’ve heard described on the Island to-date. Overall, three types of potential passengers have been identified:

- **People with a disability not currently using transit**  
**Example: John** – John has a cognitive impairment and is a younger senior. John cannot independently use the conventional transit system, and wants to get to the bathing program at Greenwoods Eldercare, as well as the day program (operating from 10:00am to 2:30pm) at Braehaven Assisted Living. Greenwoods has a van for pick-ups, but John lives just a bit too far out to be picked up within Greenwoods’

15-minute drive window. In a larger urban setting, John would meet the eligibility criteria for handyDART.

- **People living in more rural areas of the Island**

**Example: Karl & Kate** – Karl and Kate are living in a rural area on Salt Spring, quite a distance from an existing transit route. They'd like to remain living in this area but want an on-demand bus service to use when they need it.

- **Younger seniors who are not currently using transit**

**Example: Sally** – Sally is a senior who lives on a bus route and is capable of using conventional transit independently. Sally hasn't ever tried using transit on Salt Spring because she has a car and is comfortable driving, but she knows that at night or in bad weather, driving isn't as easy for her anymore. Eventually, she wants to sell her car and use the bus exclusively, and hopes that transit service will be more frequent and reliable by that time.

**For your consideration prior to the workshop:**

**→Are there people whose needs we haven't captured here?**

### **Service Options for Discussion at the October 17<sup>th</sup> Workshop**

Based on information from community stakeholders to date on travel needs and gaps for people with a disability and older seniors living on the island, we'd like to discuss the following service concepts at the workshop:

**Option 1: Continue to operate specialized service through community groups and focus on building the fixed-route portion of the Salt Spring Island Transit System**

– This option would look to see if there are existing local resources or partnerships that could be used to maintain or build door-to-door services for people with disabilities. Over the longer term, the transit system might evolve to also assist with these services but for the short to medium term, the focus would be on building the frequency, reliability and ease of use of existing transit routes on the island. This option would potentially serve the needs of John and Sally from the examples in the previous section.

**Option 2: Taxi Supplement** - A taxi supplement budget could be established for Salt Spring, which would enable people like John to take trips with people with similar transportation needs / destinations. These 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. Trips would be scheduled such that



passengers may share rides. 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 ensures 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 and there may not be adequate availability of taxi vehicles to serve demand.

**Option 3: Flexible Ganges Local Shuttle:** This option would convert some or all of the existing Salt Spring Island Transit route 1 Ganges Local trips into a flexible service operated by a smaller vehicle. Trips would still operate on an identified route (which already serves key residential, medical and shopping destinations), but additional time would be built into the schedule for off-route pick-ups. The advantage to this method is that it enables the transit system the flexibility to provide door-to-door service in the area with the highest concentration of seniors and people with a disability. The disadvantage is that its cost per passenger carried would be about double that of the existing service (which isn't to say that it's not worth it, but that the community must come to a consensus on how it prioritizes its local transit resources). This option would serve the needs of John described in the previous examples.



**Option 4: Flexible Ganges Local Shuttle + Rural Transit Trip Windows:** Building on the Flexible Ganges Local Shuttle described in Option 3, this option would provide limited door-to-door service for more rural areas of the island using "trip windows. Trip windows enable a smaller transit bus to be available for booking during certain periods of the day on specific days. For instance, service could be available from 9:00am - 10:30am and 2:00pm - 3:30pm two days/week to the south end of the island and two days/week to the north. This option could provide access to people like John and Karl & Kate.

**For your consideration prior to the workshop:**

→ Are there other options we've missed?

→ Are there partners we could work with to provide accessible transit service?

**APPENDIX D: SERVICE STANDARDS &  
PERFORMANCE GUIDELINES BACKGROUNDER**

# Workshop Discussion Backgrounder: Draft Service Standards & Performance Guidelines

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In partnership with the Capital Regional District and the Salt Spring Island Transportation Commission, BC Transit has been conducting a Service Review of the Salt Spring Island Transit System. One of the goals of the Review is to define Service Standards and Performance Guidelines for the system.

This Backgrounder provides more information on Service Standards and Performance Guidelines, as well as some suggested standards and measures for the system which will be discussed and refined by participants at the October 17, 2014 Transit Stakeholder Workshop. **These Standards and Guidelines are draft because we would like to know what you think of them and how you might change or add to them.**

## **Introduction**

**Service Standards and Performance Guidelines** are useful tools that can be used to help plan new transit services, make adjustments to existing service and measure how well the transit system is progressing towards achieving its goals.

- **Service standards** define minimum service levels, the service area and when new service should be introduced to an area.
- **Performance guidelines** measure service effectiveness and monitor how well the transit system is progressing in achieving its goals.

These measures are meant to ensure an acceptable level of service quality to the customer and, along with the final Service Review and its proposed improvements, guide planning decisions and recommendations to the Capital Regional District and the Salt Spring Island Transportation Commission. The performance guidelines will be monitored and will inform the future growth of the system.

## **Service Design Standards**

**What they are and what they define:** Service standards define minimum levels of transit service desired to meet community needs. They are specific to a particular transit system and the communities it serves. Service standards usually define features such as:

- Service span (the hours and days of service when it operates);
- Frequency of routes or groups of routes;
- Walking distance to bus stops;
- Level of accessibility; and
- How new service will be triggered for additional areas of service (neighbourhood density, population, etc.).

**Why they matter:** The key benefit of service standards are that they guide local governments and BC Transit staff in determining and managing community expectations regarding the level of transit service to be provided. They also inform decisions regarding system design such as whether to provide new service or increase or decrease existing service.

## **Proposed Service Design Standards for Salt Spring Island Transit:**

### ***Service Design Principles***

- Transit service should be focused on major activity centres and residential areas with a higher level of density.
- In general, transit routes should be as direct as possible in denser areas and between major activity centres. Service may be less direct within rural neighbourhoods to improve service area coverage.
- Transit routes should connect residents to their local neighborhood centre and transit trips between neighbourhood centres should be able to be made with no more than one transfer.
- Transit service should connect to other transportation systems to allow passengers to conveniently connect to other modes, in particular pedestrian and cycling networks, ferries, and neighbouring transit systems.
  - In cases where these connections involve trade-offs and prioritizing connections, connections will be prioritized based on the anticipated number of transit passengers to be gained/maintained.
  - Based on associated transit ridership and number of ferry services offered per day, scheduled connections to BC Ferries terminals will be prioritized in this order: Fulford Harbour, Long Harbour, Vesuvius Bay.

### ***Ease of Use Principles***

- To make the transit system easy to understand and use for all passengers, routes should be direct and straightforward, and service frequencies and schedules should be consistent on each route and during each time period, where possible.
- Customer information should be designed to be straightforward with simple route and schedule information.

### ***Bus Stop and Waiting Passenger Amenities Principles***

- Bus stops should be placed at major activity points and scheduled timing points.
- Flag stops (where passengers wave down the approaching bus) are available on all of Salt Spring Island Transit's routes but over time commonly used locations (10 or more boardings per week) should have bus stop signs placed. Generally, distance between stops should be about 400 metres in neighbourhoods and a greater distance in more rural areas.
- Bus stops should be located in areas that are safe for passengers to board and alight the bus--ideally near intersections to minimize walking distances to transit--and should be convenient to local land uses.

- Over time, the number of shelters provided in the system should evolve to include all major activity points and at least one shelter in each residential neighbourhood served.
  - Major activity points that should include transit stops with shelters or other covered passenger waiting areas include Ganges, Lower Ganges Rd. at Crofton/Desmond, Lower Ganges Rd. at Vesuvius Bay Rd. and the three BC Ferries terminals.
  - Ideally, stops with shelters should include a bench, schedule/ transit system information, garbage can and lighting. It would be wise to also include a sidewalk or raised accessible pad to better facilitate a transition to low floor vehicles should that happen in the future.
  - The Salt Spring Island Transportation Commission desires that shelters on Salt Spring have a unique and artistic character that reflects the island.

### **Types of Transit Service**

Salt Spring Island's transit routes and services have different characteristics and it is helpful to divide these services into different types so that desired future frequencies, service span (hours of service) and performance targets can be developed for each type. The following table is first draft of what that might look like.

#### **Salt Spring Island Preliminary Service Types**

<b>Service Type</b>	<b>Service Description</b>	<b>Existing Bus Route(s)</b>	<b>Short term Implementation Priority Bus Route(s)*</b>	<b>Medium term Implementation Priority Bus Route(s)*</b>
<b>Regional Connector</b>	Highest ridership routes that connect major activity centres across the island, including the most frequent ferry terminals.	2 Fulford Harbour	2 Fulford Harbour	2 Fulford Harbour
<b>Local Transit-Ridership Based</b>	These routes generally serve higher density neighbourhoods and key corridors, with a focus on connections to local centres and/or more frequent ferry terminals.	3 Vesuvius 5 Fernwood 6 SS Connector	3 Vesuvius 5 Fernwood 6 SS Connector	3 Vesuvius 5 Fernwood 6 SS Connector
<b>Local Transit-Coverage Based</b>	These routes generally serve less densely populated neighbourhoods and rural areas, with a focus on connections to local centres and/or less frequent ferry terminals.	1 Ganges Local 4 Long Harbour	1 Ganges Local 4 Long Harbour 9 Ruckle Park	1 Ganges Local 4 Long Harbour 7 Cusheon Lake 8 Walker's Hook 9 Ruckle Park
<b>Custom Transit</b>	Demand responsive service for people with disabilities who cannot use the regular accessible conventional transit system some or all of the time	Not available	To be discussed at the workshop.	To be discussed at the workshop.

\*Bus routes are based on the draft implementation priorities presented in phase 2 of the Service Review.

### Service Frequency and Span

Based on grouping the island's routes into service types, the following table looks at what existing and future service span and frequency might be for the system. Span refers to days and times of service.

Service Type	Existing Span and Frequency			Future (Medium Term 10-15 yr) Span and Frequency		
	Routes	Service Span	Frequency	Routes	Service Span	Frequency
<b>Regional Connector</b>	2 Fulford Harbour	5am-8pm Mon-Thu, 5am-10pm Fri, 7am-10pm Sat, 9am-8pm Sun	75-120 min	2 Fulford Harbour	5am - 10pm Daily	30 min Summer Sat, 60 min Weekday Peak, 120 min other times
<b>Local Transit-Ridership Based</b>	3 Vesuvius 5 Fernwood 6 SS Connector	6am-9pm Mon-Thu, 6am-11pm Fri 8am-11pm Sat 8am-9pm Sun	120 min	3 Vesuvius 5 Fernwood 6 SS Connector	6am – 11pm Daily	60 min Weekday Peak, 120 min other times
<b>Local Transit-Coverage Based</b>	1 Ganges Local 4 Long Harbour	10am to 5pm Daily	2-5 trips per day, depending on need	1 Ganges Local 4 Long Harbour 7 Cusheon Lake 8 Walker's Hook 9 Ruckle Park	8am – 6pm Daily	3-6 trips per day, depending on need, with seasonal variation as needed

### Introducing New Service

The following guidelines will assist to determine if it is feasible to bring transit service into new residential, industrial, commercial and/or recreational developments:

- Minimum density of residents or jobs inline with service already provided to other areas
- Road and pedestrian access that provides for safe access and efficient operation of transit service.
- Analysis of potential service by BC Transit staff (for review and confirmation by local partners) that shows proposed service will carry at least 5 passengers per service hour (the point at which the number of passengers carried on a bus offsets the equivalent number of Greenhouse Gas emissions if they were travelling by automobile).
- 

**For your consideration prior to the workshop:**

**→ Is there anything you would add or change to the proposed service standards?**

## Performance Guidelines

**What they are and what they define:** Performance guidelines define numerical thresholds and targets for a particular system and its routes and services.

**Why they matter:** Working in tandem with service standards, performance guidelines are a tool that can be used to evaluate existing services, identify trends in performance and, based on this evidence, determine how service and supporting features (fares, marketing, facilities, etc.) should be changed to improve the effectiveness and efficiency of the system.

For a service to be efficient and productive, a balance should be achieved between oversupply and overcrowding. A number of measures can establish this equilibrium such as:

- Targeted marketing/corridor branding
- Fleet type allocation
- Implement transit priority
- Change service span
- Alter frequency
- Change bus stop spacing
- Reduce/increase coverage
- Bus route changes



When system performance falls below or above the set guideline, recommendations to the CRD and SSITC will focus on those tools above that help maximize efficiency.

## **Proposed System Measures**

Performance measures have been typically chosen by transit systems to evaluate the effectiveness of service planning investments on a system and route level for fixed-route service.

The proposed measures to evaluate how well Salt Spring Island Transit is performing as a system are:

- **Operating cost per service hour (efficiency indicator)** - Measures total cost of operating service per revenue hour
- **Average boardings per service hour (effectiveness indicator)** - Measures the total volume of ridership as compared to the supply of transit service.
- **Cost per passenger trip (efficiency indicator)** - Measures the average cost to provide service per passenger trip.
- **Cost recovery (efficiency indicator)** - Measures the financial performance of the transit system usually expressed in terms of total operating revenue/total operating expenses.

The following table looks at how the system compares to other BC transit systems that serve a similar population as Salt Spring does today (Agassiz-Harrison, Quesnel, Williams Lake), the Sunshine Coast Transit System (which is double the size of Salt Spring Island Transit but which also

serves ferries and has similar performance to Salt Spring) and the average of all transit systems of BC serving communities of less than 25,000 people.

### How Salt Spring Island Compares to its Peers

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%

Existing performance based on 2013/14 actuals.

\* Average of Similar Systems is the average of all BC conventional transit service systems serving populations of less than 25,000 people

The table above shows that the Salt Spring Island Transit System is a fairly unique system with respect to its performance. In spite of being a smaller system, it often outpaces its peers. Based on its own performance and its peers, the following table proposes initial targets for the system for further discussion as part of the upcoming workshop:

### Salt Spring Island Transit System Level Existing Performance and Proposed Targets

Measure	Existing Performance	Proposed Targets
Operating Cost per Service Hour	\$74.43	<\$80
Average Boardings per Service Hour	15.93	>15
Cost per Passenger Trip	\$4.67	<\$5
Cost Recovery	38%	>35%

Existing performance based on 2013/14 actuals.

### Proposed Route Level Measures

The measures proposed to track and measure route-level performance on Salt Spring Island are:

- **Average boardings per service hour** - Measures the total volume of ridership as compared to the supply of transit service.
- **Average boardings per trip** - Measures the total number of people that board a vehicle on a specific trip specific trip and route.
- **Cost per boarding** – Measures the operating cost per boarding, typically high costs of boarding are indicative of low ridership.

The following table shows how the existing system performs by route. Note that performance is based on the total performance from September 2013 to August 2014 and so there may be seasonal variations within these numbers.



**Existing Performance by Route for Salt Spring Island Transit: 2013/14**

Route	Name	Average Boardings per Service Hour	Average Boardings per Trip	Average Cost per Boarding
Route 1	Ganges Local	9	3	\$15
Route 2	Fulford Harbour	26	21	\$2
Route 3	Vesuvius	11	6	\$8
Route 4	Long Harbour	14	8	\$6
Route 5	Fernwood	15	9	\$5
Route 6	SS Connector	10	8	\$6

Based on existing performance and the groupings of routes by type of service (as outlined in the first part of this document), the following shows the proposed route level targets by type of service:

**Proposed Route Level Performance Guideline Targets for Salt Spring Island Transit**

Service Type	Existing & Future Bus Routes	Target Boardings per Service Hour	Target Boardings per Trip	Target Cost per Boarding
<b>Regional Connector</b>	2 Fulford Harbour	>25	>20	<\$3
<b>Local Transit-Ridership Based</b>	3 Vesuvius 5 Fernwood 6 SS Connector	>10	>8	<\$6
<b>Local Transit-Coverage Based</b>	1 Ganges Local 4 Long Harbour 7 Cusheon Lake 8 Walker's Hook 9 Ruckle Park	>8	>5	<\$12

These standards create thresholds for considering expansions in service as well as identifying guidelines within a specific type of transit service that could act as targets. Each route can over time and incrementally be improved to meet these target standards and performance guidelines. Once a threshold is met, the route moves into the next category of transit service.

**For your consideration prior to the workshop:**

- *Do the system and route level targets make sense to you?*
- *What would you change?*