

Report to Council



Date: January 14, 2019
File: 1405-06
To: City Manager
From: Transit and Programs Manager
Subject: Transit Future Action Plan and September 2019 Service Expansion Priorities

Recommendation:

THAT Council, receives, for information, the Report from the Transit and Programs Manager dated January 14, 2019 with respect to the Transit Future Action Plan and September 2019 service expansion priorities;

AND THAT Council endorse the Transit Future Action Plan as attached to the report of the Transit and Programs Manager dated January 14, 2019;

AND FURTHER THAT Council direct staff to proceed with public engagement on the specific transit optimization priorities planned for September of 2019 as outlined in this report.

Purpose:

To present Council with the final Transit Future Action Plan for endorsement; and receive authorization to proceed with public consultation on 2019 service optimization proposals.

Background:

Transit Future Action Plan

The Transit Future Action Plan (TFAP), included as Appendix to this report, provides an update to the Central Okanagan Transit Future Plan (TFP) completed in 2011 serving to refine transit priorities and guide transit decision making over the next 5 years. The TFAP process is cyclical providing updates to service priorities throughout the region every 5 years. The Changes that have occurred since the completion of the original TFP have enabled the Kelowna Regional Transit System to increase ridership since 2011 by 9% to 5,240,000 annual rides and over 193,000 annual service hours.

The transit and infrastructure priorities identified within the TFAP are based on review of existing transit services, changes in land uses and land use plans, and feedback from key stakeholders and the public. Priorities in the Plan are separated by jurisdiction and by timeline, with short (1-3 years),

medium (3-5 years) and longer term (5+ years) options. In addition to detailing future service investments, the TFAP outlines the hierarchical approach to service improvements with priority placed upon ensuring the existing transit system is performing effectively prior to investment in transit service to new areas.

The following short and medium-term service implementation priorities are the key recommendations of the plan.

Short Term Service Implementation Priorities (1 - 3 years)
<ul style="list-style-type: none"> • Invest in Frequent and Rapid Routes • Lower Mission and South Pandosy Service Restructure • Invest in Local Routes
Medium Term Service Implementation Priorities (3 - 5 years)
<ul style="list-style-type: none"> • Rutland Network Restructure • Invest in Frequent and Rapid Routes • Invest in Existing Local Routes • Consider Opportunities to Expand Transit to New Coverage Areas
Short Term Infrastructure Implementation Priorities (1 - 3 years)
<ul style="list-style-type: none"> • Future Operations and Maintenance Facility
Medium Term Infrastructure Implementation Priorities (3 - 5 years)
<ul style="list-style-type: none"> • Midtown Exchange project

Each year as part of the BC Transit led Transit Improvement Program (TIP) process, a three-year expansion initiative proposal is brought to Council for consideration. The Transit Future Action Plan Implementation Priorities form the base for this annual process.

The Transit Future Action Plan process included development of detailed Service Standards and Performance Guidelines which will be brought forward to Council in 2019.

September 2019 – Proposed Service Options and Optimization

In August 2018, the City of Kelowna confirmed commitment to expansion initiatives over the 2019 to 2022 horizon by signing a Memorandum of Understanding (MOU) formalizing the process of securing expansion funding. In early 2019, these expansion requests will be included in BC Transit's draft Service Plan to the Province to seek the matching funding required for operating costs. Following confirmation of the provincial budget, the City of Kelowna will be informed of allowable funding by BC Transit, which will initiate a phase of public engagement and the development of a Service Change Plan.

The Fall 2019 Expansion Options Letter Report prepared by BC Transit and included as Appendix to this report, details the service expansion options and supporting rationale for September 2019.

Based on a review customer complaints and operator feedback, some of the largest challenges currently facing the Kelowna Regional Transit System include service reliability and passenger loads on Routes 8 and 97, with reported challenges associated with Route 8 growing over time. Additionally, with the rerouting of Route 4 along Academy Way in Fall 2018, there have been recent increases to

ridership and recurring incidents of pass ups heading back to Academy Way from UBCO in the afternoons.

In order to address these challenges and to continue growing ridership within the Kelowna Region, the following service options are suggested for the City of Kelowna for Fall 2019:

Proposed service options
<ul style="list-style-type: none">• Route 8 University/OK College midday weekday and Sunday expansion• Local transit service for Academy Way• Potential rerouting of the 4 UBCO/Pandosy Express into Rutland
Proposed route optimization
<ul style="list-style-type: none">• Route #13 Quail Ridge• Route #15 Crawford

On route #13, right-sizing the service vehicle would improve capacity facilitating the reduction of service frequency to hourly with savings re-allocated to improving Academy Hill service. Service was increased to 30-minute frequency a couple years ago to address overloads which were occurring as a result of use of light duty buses on the route however, the hourly passenger loads on the Route 13 never gets higher than what could be accommodated by a mid-sized bus.

On route #15 service reductions are proposed on select trips where ridership is extremely low and resources could be reallocated with minimal impact to the community. Route 15 is the second lowest performing route within Kelowna despite routing changes made in 2012 which extended the route to Mission Recreation Park.

The service changes proposed on routes 13 and 15 trigger public engagement and as such, Council's approval to proceed is sought in this regard.

Proposed timeline:	
Feb 2019	Public engagement on proposed September 2019 service optimization plans
March 2019	Service Change Plan presented to Council
Sept 2019	Implementation of 2019 service expansion and optimization

Internal Circulation:

Divisional Director, Infrastructure
Integrated Transportation Department Manager
Divisional Director, Financial Services
Communications Advisor, Community Engagement

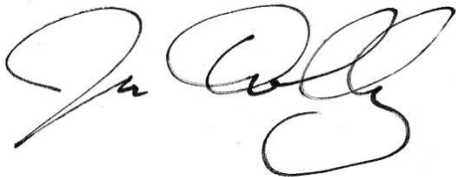
Financial/Budgetary Considerations: The recommended Fall 2019 Conventional Transit service recommendations are accommodated within the 2019 transit operating budget request approved by Council in December 2018. An 1,800-hour service expansion first presented within the BC Transit TIPS Expansion MOU was endorsed by Council in August of 2018.

External Agency/Public Comments: BC Transit has reviewed and approved the report provided supporting documents as attachments.

Considerations not applicable to this report:

Legal/Statutory Authority
Legal/Statutory Procedural Requirements
Existing Policy
Personnel Implications
Communications Comments
Alternate Recommendation

Submitted by:



J. Dombowsky, Transit and Programs Manager

Reviewed & approved by: R. Villarreal, Department Manager, Integrated Transportation

Approved for inclusion:



A. Newcombe, Divisional Director, Infrastructure

Attachment 1 – Transit Future Action Plan
Attachment 2 – Fall 2019 Expansion Options Letter Report
Attachment 3 - Transit Future Action Plan
Attachment 4 – Transit Service Expansion Options Presentation

cc: Divisional Director, Financial Services
Divisional Director, Corporate Strategic Services
Divisional Director, Infrastructure
C. Fudge, Regional Transit Manager, BC Transit
M. Boyd, Planning Manager, BC Transit