

Service Change Plan

Kelowna Regional Transit System

September 2019 Kelowna Implementation



March 2019



CONTENTS

- 1.0 Introduction 2
 - 1.1 Existing Transit System and Transit Future Network..... 4
- 2.0 Public Engagement 5
 - 2.1 Engagement Methods..... 5
 - 2.2 Engagement Results 5
- 3.0 September 2019 Service Change Proposal..... 8
 - 3.1 Route 8 University/OK College 8
 - 3.2 Route 15 Crawford..... 10
 - 3.3 Route 13 Quail Ridge 11
- 4.0 Infrastructure Change Requirements..... 12
- 5.0 Future Service considerations 12
 - 5.1 Transit Improvement Process (TIPs) 12
 - 5.2 Future Expansion Priorities..... 13
- 6.0 Recommendation 14
- 7.0 Next Steps 14
- 8.0 Appendix A..... 15
 - 8.1 Demographic Information..... 15
- 9.0 Appendix B..... 17

1.0 INTRODUCTION

In order to continue delivering on the goals and objectives of the Central Okanagan Transit Future Action Plan and to support the continued success of the Kelowna Regional Transit system, the City of Kelowna approved their respective share of local funding for an expansion of 1,800 conventional transit service hours for implementation on September 1, 2019 within the City of Kelowna jurisdiction.

This plan outlines the routes, service levels, and infrastructure requirements required for a successful implementation of the service items identified in Table 1. This service change plan includes the following:

1. A summary of data analysis and engagement results
2. New routes, route changes, and service changes
3. Infrastructure requirements
4. Marketing and communication plan
5. Implementation timeline

This plan outlines the timeline and finalized service details for the September 2019 proposed Westside service expansion, as identified in the tables below.

Table 1 – City of Kelowna Transit Service Expansion for September 2019

Start Date	Service Description	Annual Hours	Vehicles
Sept. 2019	Based on results from the Transit Future Action Plan: Improvements to the core network.	1,300	1
	Improved transit connections and service reliability to the Rutland Town Centre and potential for additional Academy Way service.	500	0

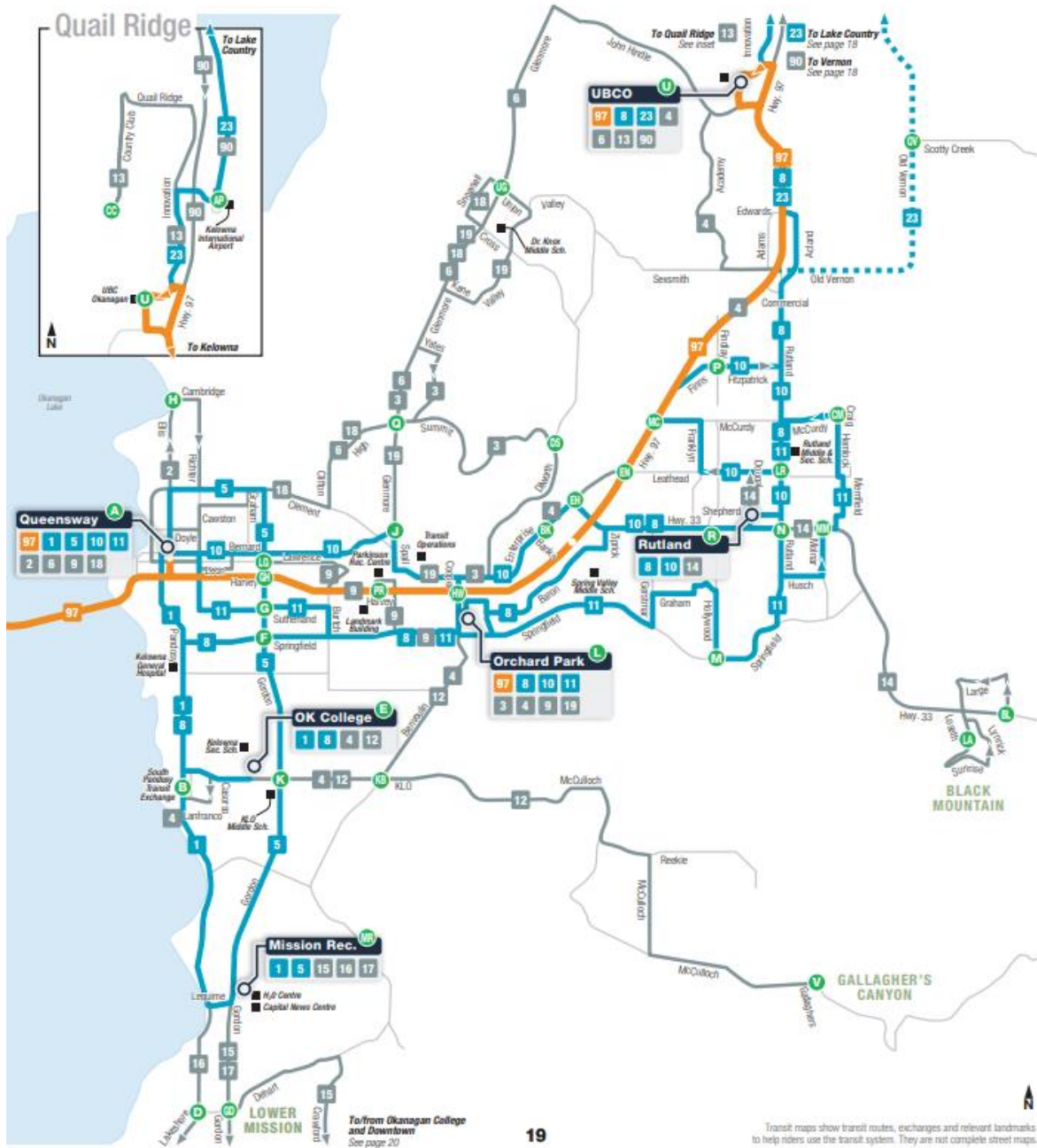
Table 2 - Westside Transit Expansion Implementation Timeline

Date	Deliverable	Owner/Lead
August 2018	2019 Expansion Memorandum of Understanding drafted and signed.	BCT, Kelowna
September 2018	Draft routes and schedule options finalized for public engagement	BCT
October 2018	Marketing and engagement material developed	BCT
November 2018	Public Engagement on route proposals	BCT, Kelowna
February 2019	Service Change Plan presented to Kelowna for approval.	BCT
March - May 2019	Schedule development	BCT
June – August 2019	Riders Guide completion	BCT
August 2019	Bus stop installation, Riders Guide released, website updated and marketing/media	BCT, Kelowna, First Canada
September 1, 2019	Service Implementation	BCT, Kelowna, First Canada
Fall 2019	Monitor transit service changes and make adjustments where necessary	BCT, Kelowna, First Canada

1.1 Existing Transit System and Transit Future Network

The figure below outlines the existing transit network within the City of Kelowna jurisdiction.

Figure 1 – Current Kelowna System Map



Transit maps show transit routes, exchanges and relevant landmarks to help riders use the transit system. They are not complete street maps.

2.0 PUBLIC ENGAGEMENT

2.1 Engagement Methods

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:

- Route 8 University/OK College midday weekday and Sunday expansion
- Local transit service for Academy Way
- Service optimization on Routes 13 and 15
- Reroute the 4 UBCO/Pandosy Express into Rutland

As part of the service change process, BC Transit and the City of Kelowna undertook a public engagement process in February of 2019. An online survey was promoted and publicly available from February 11 to 22, 2019. There were 715 respondents that participated in the online survey.

2.2 Engagement Results

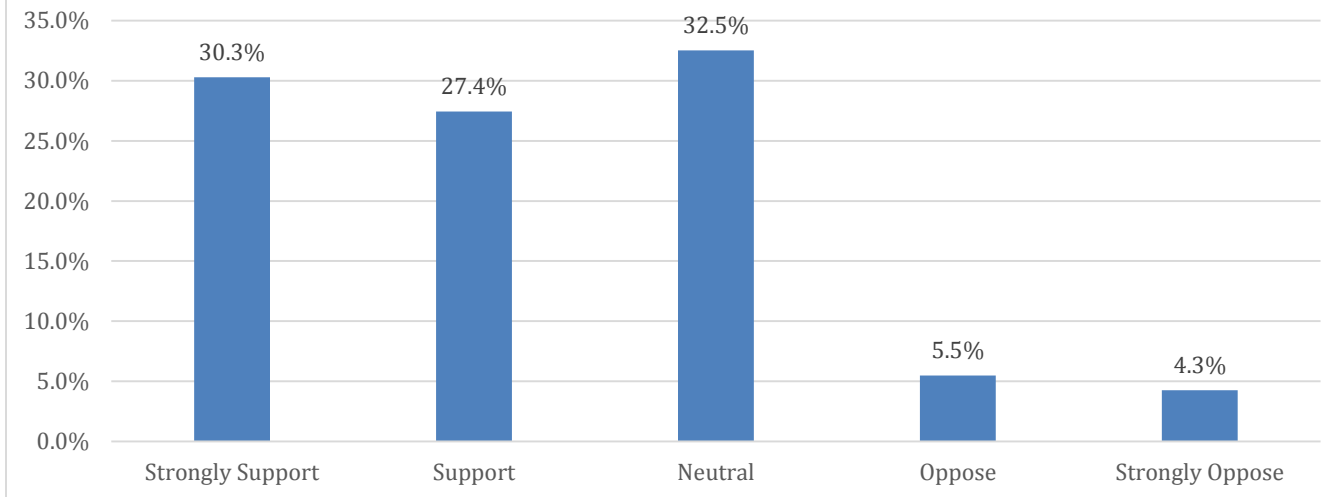
The participants were polled on which community they live in. Most of the survey respondents live in the City of Kelowna (83%) and the other users of the transit system live in West Kelowna, Peachland, Lake Country, Vernon, and elsewhere around the region. Other demographic information that was polled included which routes customers use, how often they use transit, and primary trip purpose. The demographic results are shown visually in the Appendix.

The targeted questions in the engagement included options for addressing reliability challenges on the **8 University/OK College** and the passenger pass-ups on the segment of the **4 Pandosy Express** operating between UBCO and Academy Hill. To address these challenges within the transit system, service optimization was proposed on routes **13 Quail Ridge** and **15 Crawford** in addition to the approved 1,800 service hour expansion that was available for fall 2019. The results of the public feedback are discussed below in the September 2019 Service Change Proposal section.

Route 4 UBCO/Pandosy Express Through Rutland Service Option

An option to reroute the Route 4 through Rutland was presented to the public. Based on the results of public engagement, there was a strong level of support for this service option; however, based on open comments, there were some concerns about this route change altering the nature of this service as an express route. Given the limited expansion resources available for fall 2019, it is recommended that this option be considered for future expansion, within the context of a more comprehensive review of the transit network in the Rutland area.

What is your level of support for the proposal to change route 4 Pandosy/UBCO Express routing to operate through Rutland?



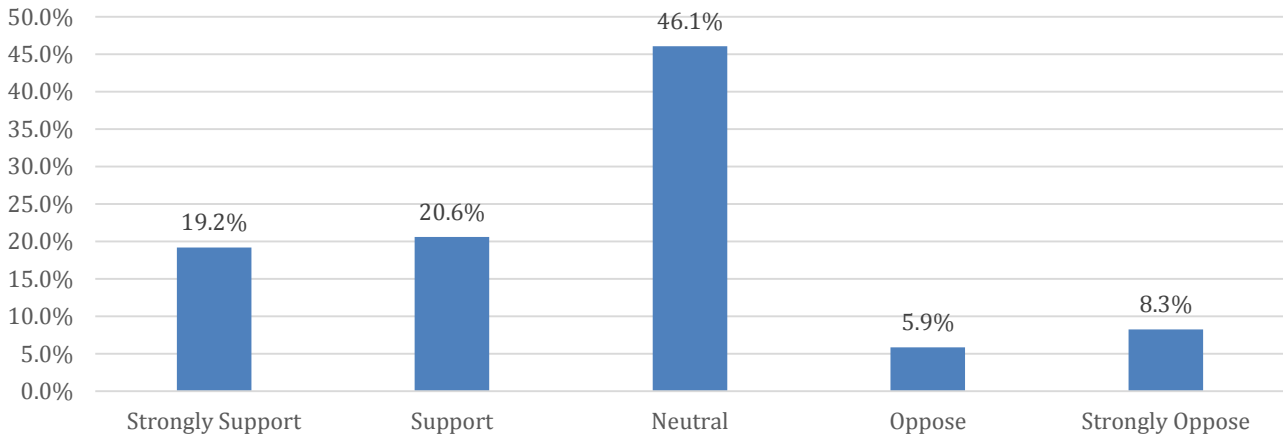
Route 13 Quail Ridge and Academy Way Service Option

In 2017, weekday service on the **13 Quail Ridge** was increased from 60-minute to 30-minute frequency. This service improvement addressed passenger pass-ups that were occurring due to the limited passenger capacity of the light duty vehicle that operated the route (maximum of 20 passengers).

This service option explored returning service on route 13 Quail Ridge to 60-minute frequency (with a medium-duty bus) that would allow for hourly local weekday service to Academy Way.

Although there was a reasonable level of support from the public, given a recent ridership increases on the route 13 Quail Ridge from the winter 2019 service period, it is recommended that a solution for Academy Way be addressed instead through a future expansion initiative.

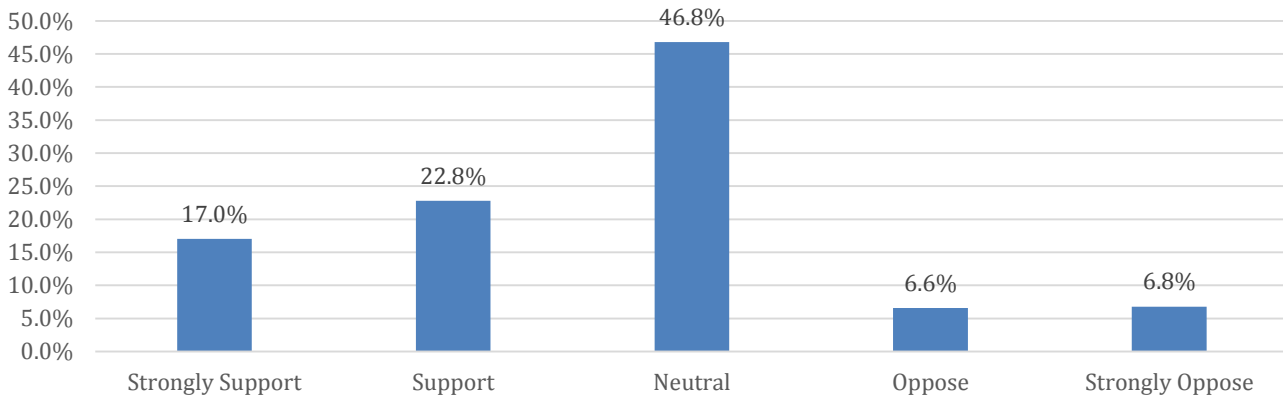
What is your level of support for the Academy Way and route 13 Quail Ridge service option?



Route 15 Crawford Reallocation Service Option

An option to reallocate underperforming trips from the route 15 Crawford was brought forward for public feedback. Approximately 40% of respondents supported this option in comparison to 13% in opposition.

What is your level of support for reallocating underperforming trips on route 15 Crawford to higher-ridership routes in the system?



3.0 SEPTEMBER 2019 SERVICE CHANGE PROPOSAL

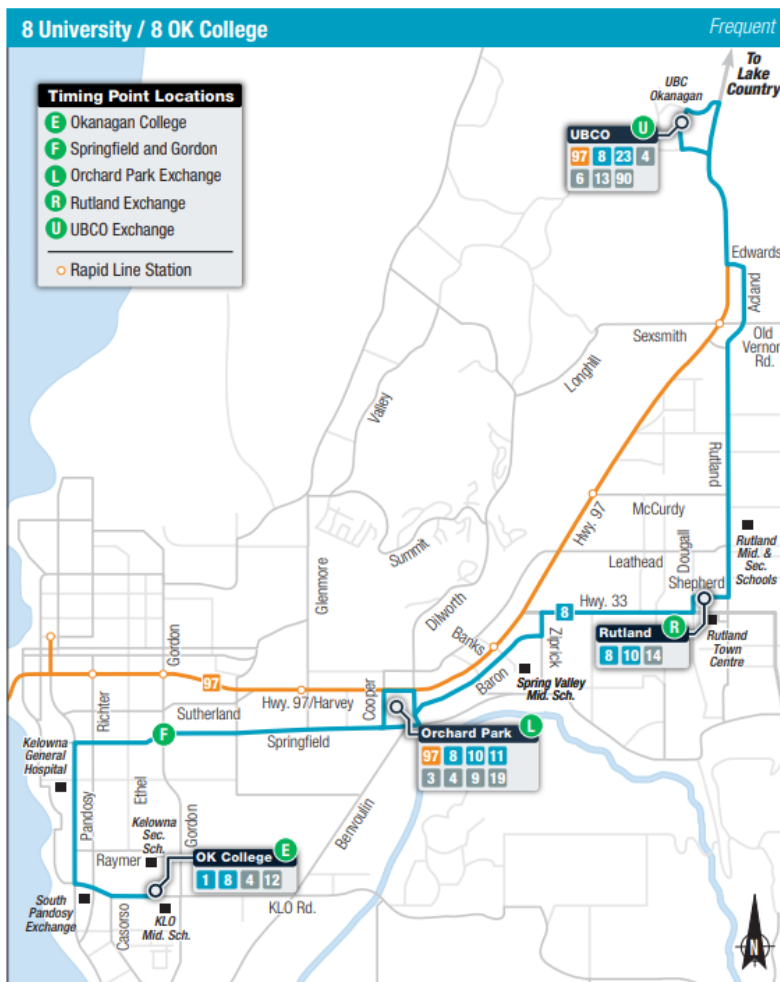
This section provides an overview of the proposed service changes for September 2019.

Beyond the 1,800 annual services hours available from expansion, there are up to 550 annual service hours available through reallocating underperforming service on the route 15 Crawford. This allows up to a potential total of 2,350 hours of expansion for September 2019.

Although BC Transit and the City of Kelowna engaged on a number of service options in February 2019, there are only resources available to accomplish the highest priority options. The section below identifies the proposed service improvements associated with the September 2019 service change.

3.1 Route 8 University/OK College

The **8 University/OK College** is currently the highest performing route within the Kelowna Regional Transit System. Based on a review customer complaints and operator feedback, the route **8 University/OK College** is also seeing some of the largest challenges related to service reliability and passenger loads.



In order to address these challenges and to continue growing ridership within the Kelowna Region, Table 3 outlines the proposed service improvements for the route **8 University/OK College**.

Table 3 – Route 8 University/OK College Service Improvement Proposals (September 2019)

Service Improvement Proposal		Service Hour Requirement
1.	Improve midday service on weekdays ¹	2,350
2.	Improve Sunday afternoon service by reallocating underperforming Saturday service	N/A ²

Rationale

According to recent ridership analysis from the Fall 2018 schedule period, the route **8 University/OK College** was seeing an average of 40 rides per trip on weekdays, but the performance on middays between 9am and 2pm was 50 per cent higher at closer to 60 rides per trip.

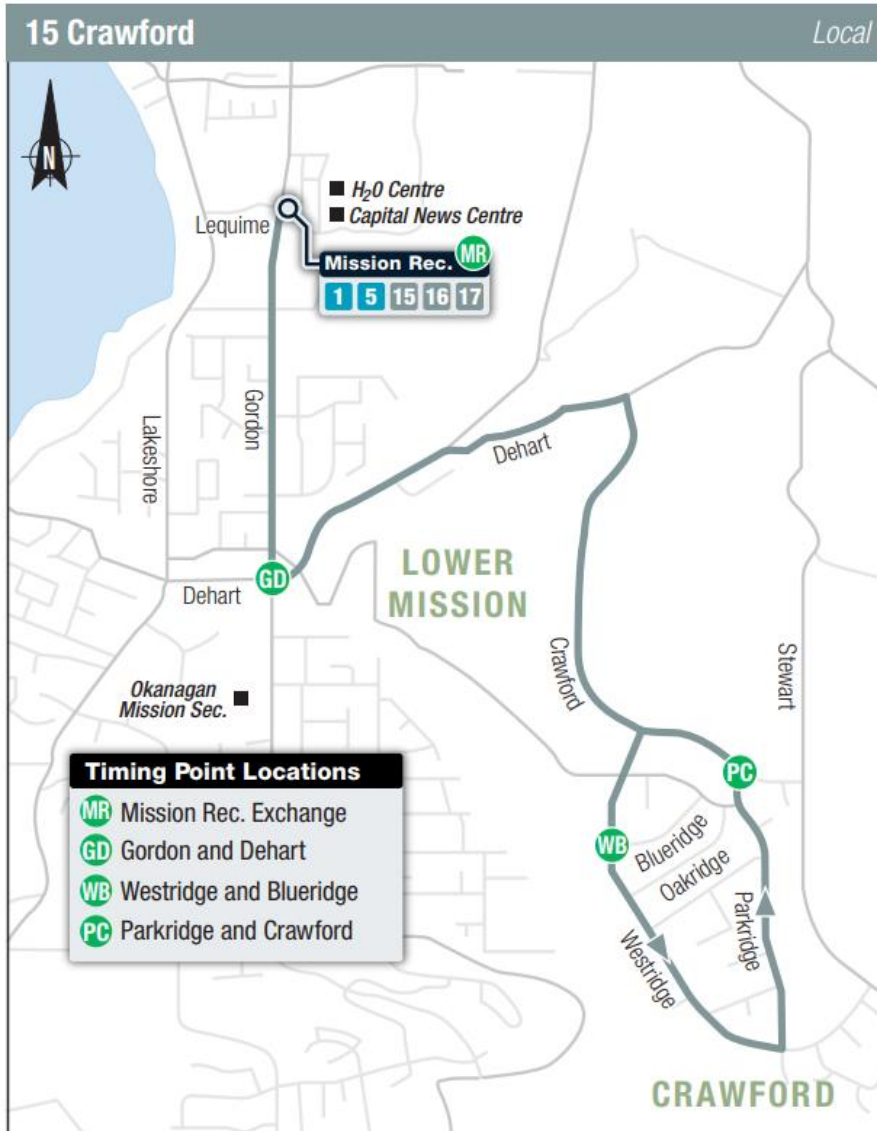
Route **8 University/OK College** receives approximately 60 rides per trip on Sunday afternoons, which is equivalent to the performance on middays on weekdays. Service currently operates every 25 minutes for most of the day on Saturdays and approximately every 55 minutes on Sundays. However, ridership per trip in the afternoon on Sundays significantly exceeds performance on Saturday, particularly on Saturday mornings and evenings.

¹ From 30 minute headways to 20 minute headways.

² These improvements would be accommodated by reallocating underperforming service on Route 8 on Saturdays.

3.2 Route 15 Crawford

Reduce service based on low performance and reallocate to the weekday midday service improvement option on route 8 University/OK College. In general, the public seemed supportive of this service option, with 40% supportive and 13% opposed. See Appendix B for additional ridership details on the route 15 Crawford.

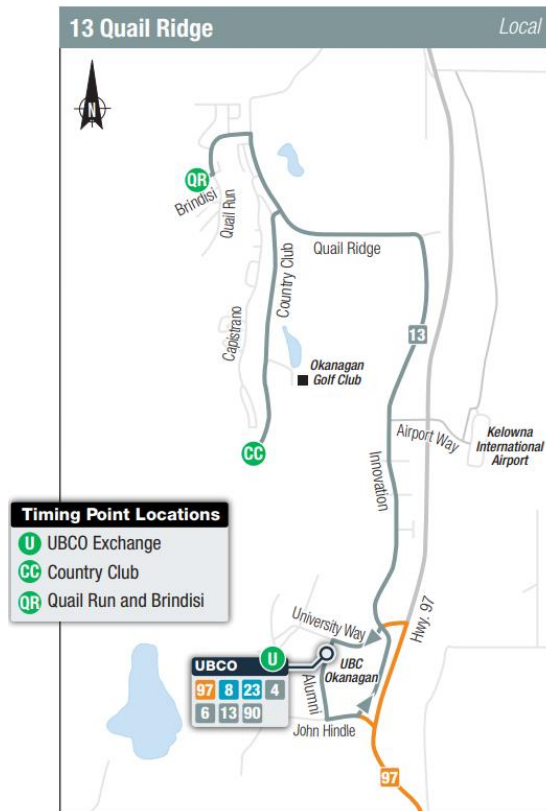


3.3 Route 13 Quail Ridge

Despite general support through the online survey for reallocating service from route 13 Quail Ridge to provide local service to Academy Way, BC Transit recommends maintaining the existing service on the route 13 Quail Ridge.

According to a recent review of the winter 2019 APC ridership data, route 13 Quail Ridge is the third highest performing local route within the City of Kelowna’s boundaries, up from the fifth highest in the fall 2018 period. Additionally, open comments through the survey process identified concerns with meeting class time schedules if service on route 13 Quail Ridge were reduced from 30-minute to 60-minute headways.

Consequently, BC Transit recommends maintaining the existing service on route 13 Quail Ridge, and prioritizing future improvements to Academy Way more holistically through future service expansion resources.



4.0 INFRASTRUCTURE CHANGE REQUIREMENTS

There are no infrastructure changes associated with this proposed service expansion.

5.0 FUTURE SERVICE CONSIDERATIONS

5.1 Transit Improvement Process (TIPs)

The annual Transit Improvement Process (TIPs) and the associated Expansion Memorandum of Understanding formalize a community's commitments to transit improvements. Based on existing plans (such as the Transit Future Action Plan), BC Transit works with communities to establish transit improvement priorities for the upcoming three years.

The changes included in this document were included in the first year of the current TIPs agreement, which spanned from 2019/2020 through to 2021/2022 fiscal years. Last year's TIPs agreement identified a 5,000 service hour and 3 bus expansion to improve service within Rutland and to improve on-time performance within the transit system.

PROPOSED EXPANSION INITIATIVES						
AOA Period	In Service Date	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2019/20	Sep-19	1,300	1	\$26,662	\$185,265	\$89,108
		Description	Based on results from the Transit Future Action Plan: Improvements to the core network.			
2019/20	Sep-19	500	0	\$10,255	\$57,247	\$20,264
		Description	Improved transit connections and service reliability to the Rutland Town Centre and potential for additional Academy Way service.			
2020/21	Sep-20	5,000	3	\$82,463	\$713,641	\$350,526
		Description	These resources will be used for the Rutland route realignment project that will be finalized as part of the Transit Future Action Plan process. In addition, on-time performance will also be improved on Core Transit services.			

However, with the implementation of the September 2019 expansion, the Kelowna Maintenance Facility will be near capacity. Further expansions requiring a vehicle will need verification from the operating company and BC Transit's Asset Management team. There may be an opportunity to introduce

expanded off-peak service without an expansion vehicle, however, that must be confirmed as part of the upcoming Transit Improvement Process in summer of 2019.

5.2 Future Expansion Priorities

Beyond service improvements in Rutland and improvements for service reliability, there are two other key challenges within the Kelowna Regional Transit System that should be seriously considered as part of any future service expansion process:

- Weekday peak service improvements on route 8 University/OK College
- Improved service for Academy Way and a solution for afternoon passenger pass ups on route 4 Pandosy/UBCO Express outbound from UBCO

6.0 RECOMMENDATION

BC Transit recommends that the City of Kelowna:

- Approve the proposed September 2019 service changes
- Approve local staff to work with BC Transit to implement the proposed September 2019 service changes

7.0 NEXT STEPS

If the September 2019 service changes are approved, BC Transit will develop the final schedules, and work towards service implementation in collaboration with the local partners.

Table 4 - Process timeline

Date	Deliverable	Owner/Lead
March - May 2019	Schedule development	BCT
June – August 2019	Riders Guide completion	BCT
August 2019	Riders Guide released, website updated and marketing/media	BCT, Kelowna, First Canada
September 1, 2019	Service Implementation	BCT, Kelowna, First Canada
Fall 2018	Monitor transit service changes and make adjustments where necessary	BCT, Kelowna, First Canada

8.0 APPENDIX A

8.1 Demographic Information

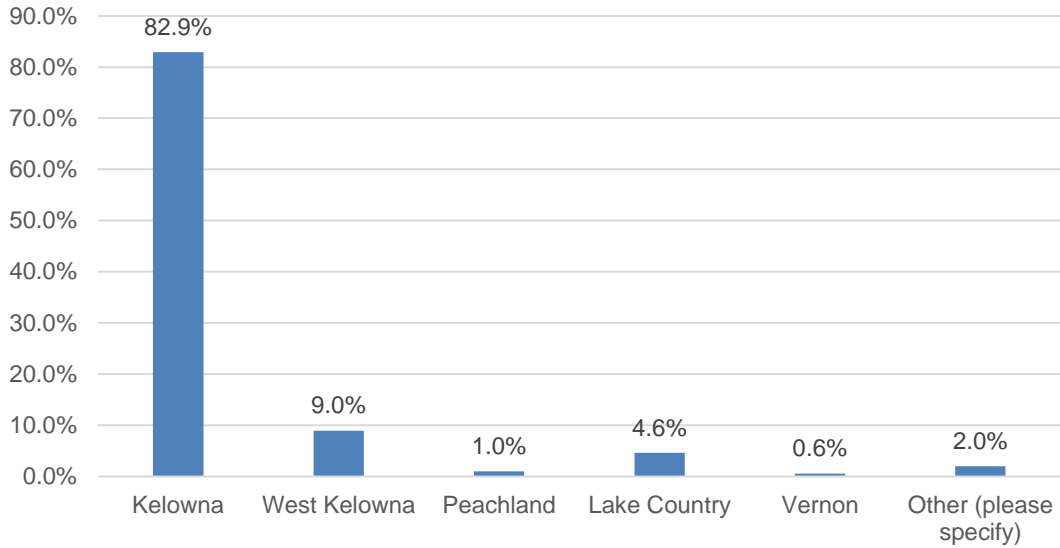


Figure 2 - survey respondents by region of residence

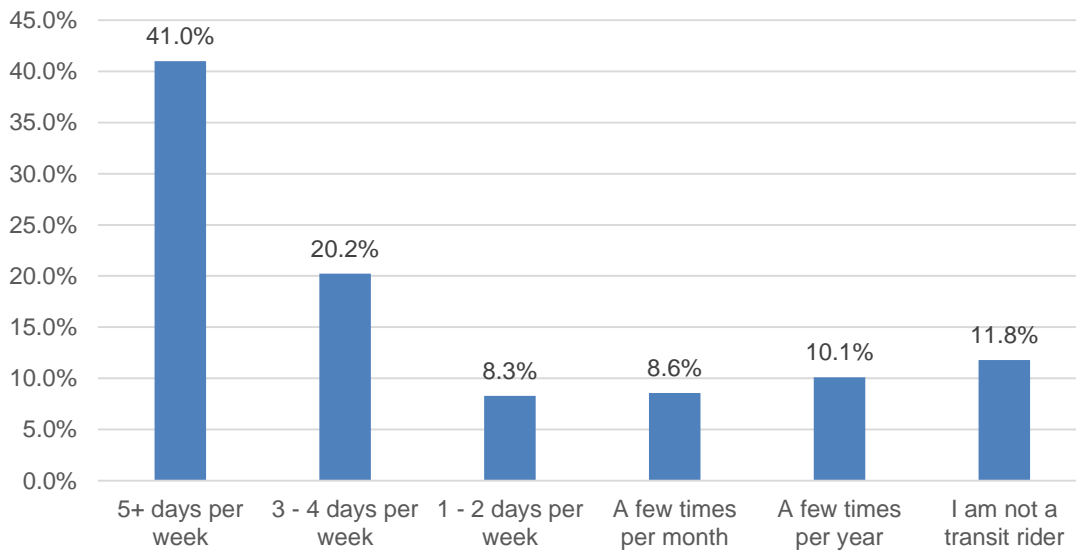


Figure 3 - Frequency of use of transit users in the Central Okanagan over the past six months

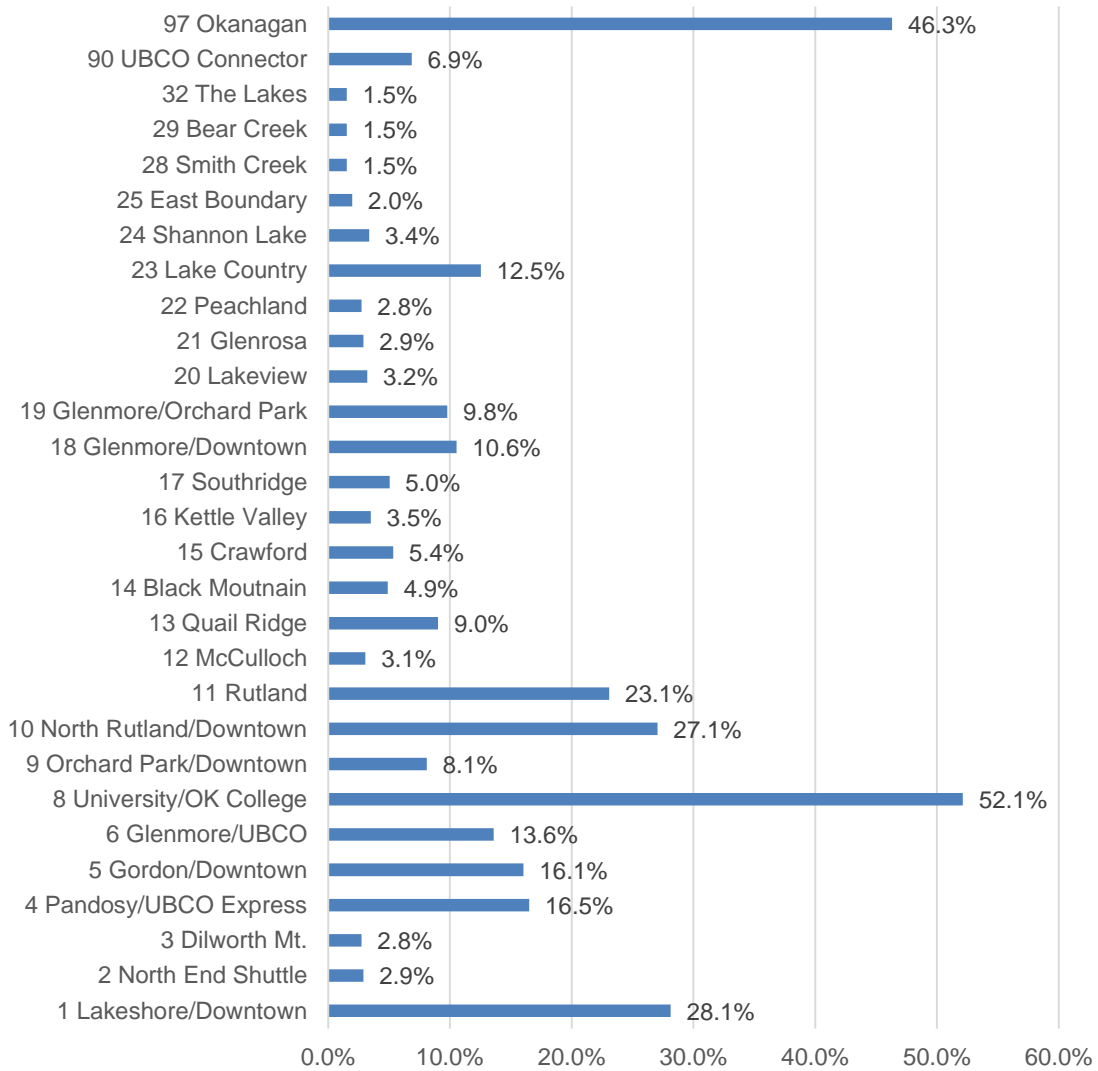


Figure 4 - Route utilization for survey respondents

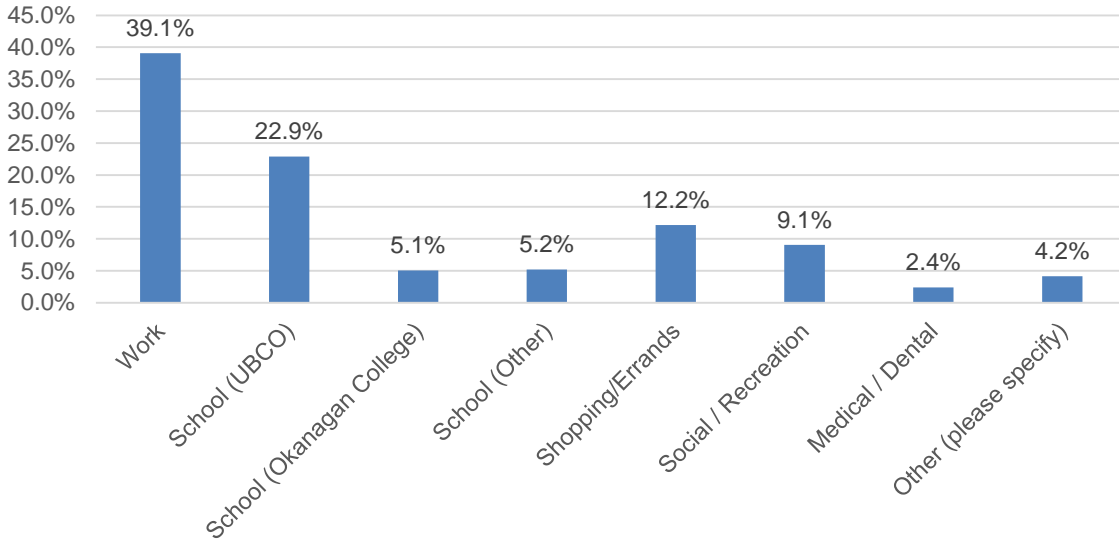


Figure 5 – Primary trip purpose or destination for transit users

9.0 APPENDIX B

