

Report to Council



Date: January 27, 2020
To: Council
From: City Manager
Subject: Central Okanagan Transit Service Guidelines
Department: Integrated Transportation

Recommendation:

THAT Council receive for information the report from the Integrated Transportation Department introducing the Central Okanagan Transit Service Guidelines;

AND THAT Council endorse the Central Okanagan Transit Service Guidelines.

Purpose:

To inform Council about the Central Okanagan Transit Service Guidelines including their purpose in guiding service planning decisions, monitoring system performance and outlining the relationship between land use and effective public transit.

Background:

As part of the ongoing management of the transit network, the Transit Service Guidelines have been developed as a tool to facilitate service planning decisions and to measure how well the transit system is progressing towards achieving its goals. The information presented in the document is intended to be reviewed regularly and updated based on the evolving conditions, expectations and performance of the transit system.

The Transit Service Guidelines engagement process was combined with the Transit Future Action Plan project. The public was engaged in the process to ensure that the final Transit Service Guidelines reflect the needs and priorities of the community. The Guidelines are meant to ensure resources are used effectively and that an acceptable level of service quality is provided to the customer. Building upon the basic performance standards included within the Central Okanagan Transit Future Plan, the Guidelines provide a consistent and fair approach for guiding investments in existing and new transit services.

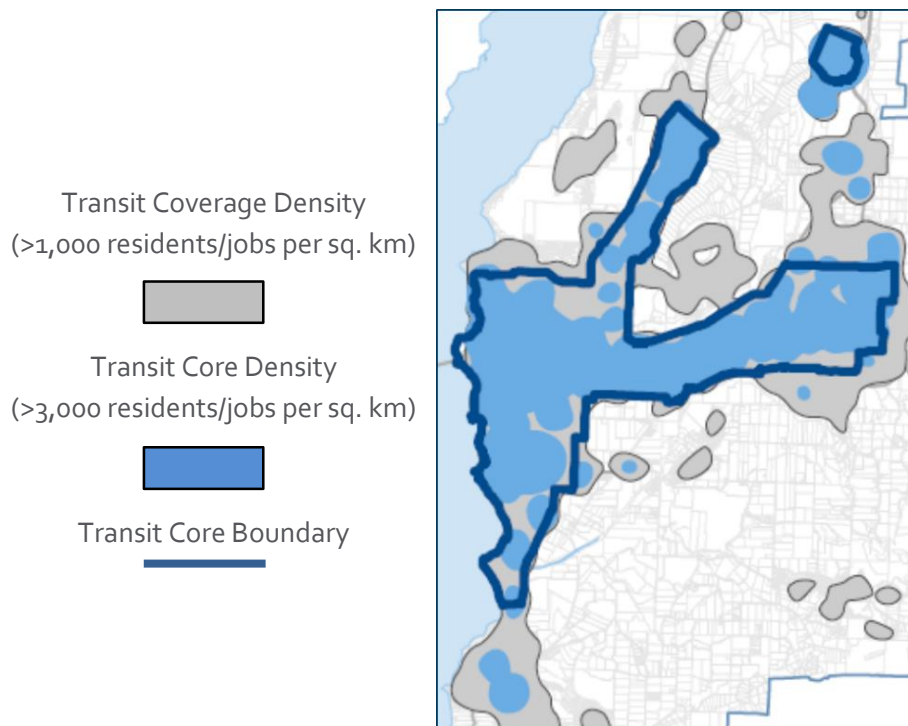
Discussion:

The Transit Service Guidelines contain three central components; 1) Design Guidelines (service and infrastructure), 2) Service Standards and, 3) Performance Guidelines.

Transit Service and Infrastructure Design Guidelines

Transit-supportive land use is critical for the success of the transit system and, conversely, transit (especially fixed-corridor, high-quality transit service) can help to attract and support higher-density, mixed-use development.

Service design guidelines define the characteristics of effective Core and Coverage transit services separating service design based upon the context of the areas of the community it will operate within. Investing in transit service within the Transit Core area helps maximize the people-moving capacity of the road network, improve mobility for most residents and influence land-use. Core services account for the bulk of ridership in the transit system resulting in a higher proportion of costs being recovered through fares. This means more service can be provided for each dollar of public investment. Since 50% of all trips made in Kelowna begin and end within the Transit Core¹, investment in Core services provides the greatest opportunity to reduce auto trips and contribute to improved air quality and public health among other benefits. While Coverage transit services generally do not attract high ridership, investing in transit service in Coverage areas when warranted serves to connect riders to the Core and provide basic mobility for residents who depend on public transit. It is however important to note that Core Transit services may reach the bulk of residents without other means of transportation. For example, 83% of seniors' residences and 82% of rental households are located within the Transit Core.



¹ Central Okanagan Household Travel Survey

Transit facilities not only frame the transit user experience but form the most visible fixed indicator of transit service in the community. They are tools to attract riders, improve operational efficiency, build the brand identity of a system and foster local economic development. The infrastructure design guidelines provide a high-level overview of key design considerations found within BC Transit's more comprehensive transit infrastructure design manual.

Transit Service Standards

The second component of the Transit Service Guidelines, Service Standards define the minimum levels of transit service for Transit Core and Coverage areas. They guide decisions around when transit will operate and how frequently as well as when new transit services may be appropriate for an area. Establishing minimum density targets for the various types of transit service offered in the community increases the likelihood that a proposed service will meet minimum performance targets.

Service Expansion Guidelines

Service Type	Average Corridor Density (residents & jobs / km ²)
Rapid Transit Route	5,000
Frequent Transit Route	4,000
Local Transit Route (Ridership)	2,000
Local Transit Route (Coverage)	1,000

Performance Guidelines

The final component, Performance Guidelines, define thresholds and targets for the transit system and its routes. Working in tandem with Service Standards, they are a tool that can be used to evaluate existing services, identify performance trends and inform how service should be changed to improve the effectiveness and efficiency of the system.

Route-Level Performance targets

Service Type	Boardings per Service Hour ²	On-time Departures ³ (%)
Rapid Transit Network	45	70%
Frequent Transit Network	45	70%
Local Transit Network (Ridership)	25	70%
Local Transit Network (Coverage)	15	80%
Targeted Services	20	70%

² The boardings per service hour metric standardizes ridership performance between routes according to the amount of service provided on each.

³ Proportion of trips that depart within 1 minute early and 3 minutes late of the scheduled departure time at each timing point.

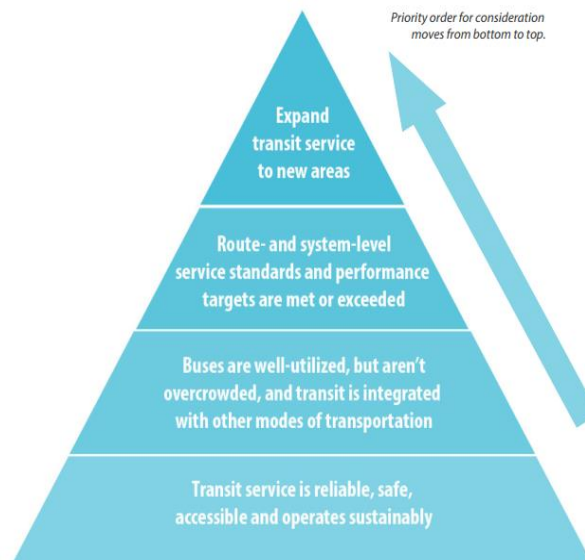
System-Level Performance Targets

Measure	Target
Rides per service hour	35
Cost per passenger trip	\$2.85 ⁴
Cost recovery	35%

Service Improvement Prioritization

The Transit Service Guidelines outline the approach for prioritizing transit service expansion which focuses on ensuring that the existing transit system is performing effectively ahead of expanding service to new areas.

Approach to Transit Service Improvement Priorities



Conclusion:

The Central Okanagan Transit Service Guidelines contain useful tools to facilitate service planning and to measure transit system performance. The Guidelines serve to help existing customers and residents better understand the decision-making process for the transit system while clearly defining the relationship between land use and effective public transit.

Internal Circulation:

Infrastructure
Community Communications

⁴ This metric was set at \$2.50 in the 2012 Transit Future Plan. The new metric accounts for a 2% annual inflation rate between 2012 and 2019.

Policy and Planning
Real Estate Department

Considerations not applicable to this report:

Legal/Statutory Authority:
Legal/Statutory Procedural Requirements:
Existing Policy:
Financial/Budgetary Considerations:
External Agency/Public Comments:
Communications Comments:

Submitted by:

M. Kittmer, Transit Service Coordinator

Approved for inclusion:



A. Newcombe, Divisional Director, Infrastructure

Attachment 1: Central Okanagan Transit Service Guidelines

Attachment 2: Central Okanagan Transit Service Guidelines Presentation

cc: Alan Newcombe, Divisional Director, Infrastructure
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