



City of
Kelowna

Transit Service Standards Council Workshop

March 6, 2017

Kelowna on the Move Road Map

Regional Transportation Plan

in partnership with STPCO

Fall 2016 – Dec 2018

- Intelligent Transportation Strategy
- Shared Mobility & TDM Strategies
- Regional Transportation Network
- Cooperation with Central Okanagan Planning Study
- Funding and Implementation Plan



City of Kelowna Transportation Plan

Jan 2017 – Dec 2018

- Vision and Goals
- Future Transportation Network
- Policies, projects, bylaws and programs
- Financial Strategy
- Special Projects



Transit Future Action Plan

in partnership with BC Transit

Fall 2016 – Jun 2018

- Service Standards
- Medium-Term Transit Plan
- Long-Term Network Vision
- Transit-Related Infrastructure Plan

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What does it take to
plan a transit system?

What does it take to plan a transit system?

- ▶ Balancing multiple objectives:
 - ▶ Moving People More Efficiently
 - ▶ Enabling Access for All
 - ▶ Connecting Urban Centres

Moving People More Efficiently



- ▶ Focusing on the place where transit works best
- ▶ Reducing our carbon footprint
- ▶ Serving the most people as possible

Enabling Access for All

- ▶ Serving the residents most in need



Connecting Urban Centres



- ▶ Supporting vibrant and healthy urban centres
 - ▶ Most trips by transit begin and end on foot, so transit thrives in walkable neighbourhoods

What are Service Standards?

What are Service Standards?

- ▶ A guide for decision making when faced with trade-offs between the three objectives
 - ▶ Set priorities for transit service in the community
 - ▶ Provide a method for measuring how well we are meeting our objectives
 - ▶ Provide a fair and consistent process to guide service changes

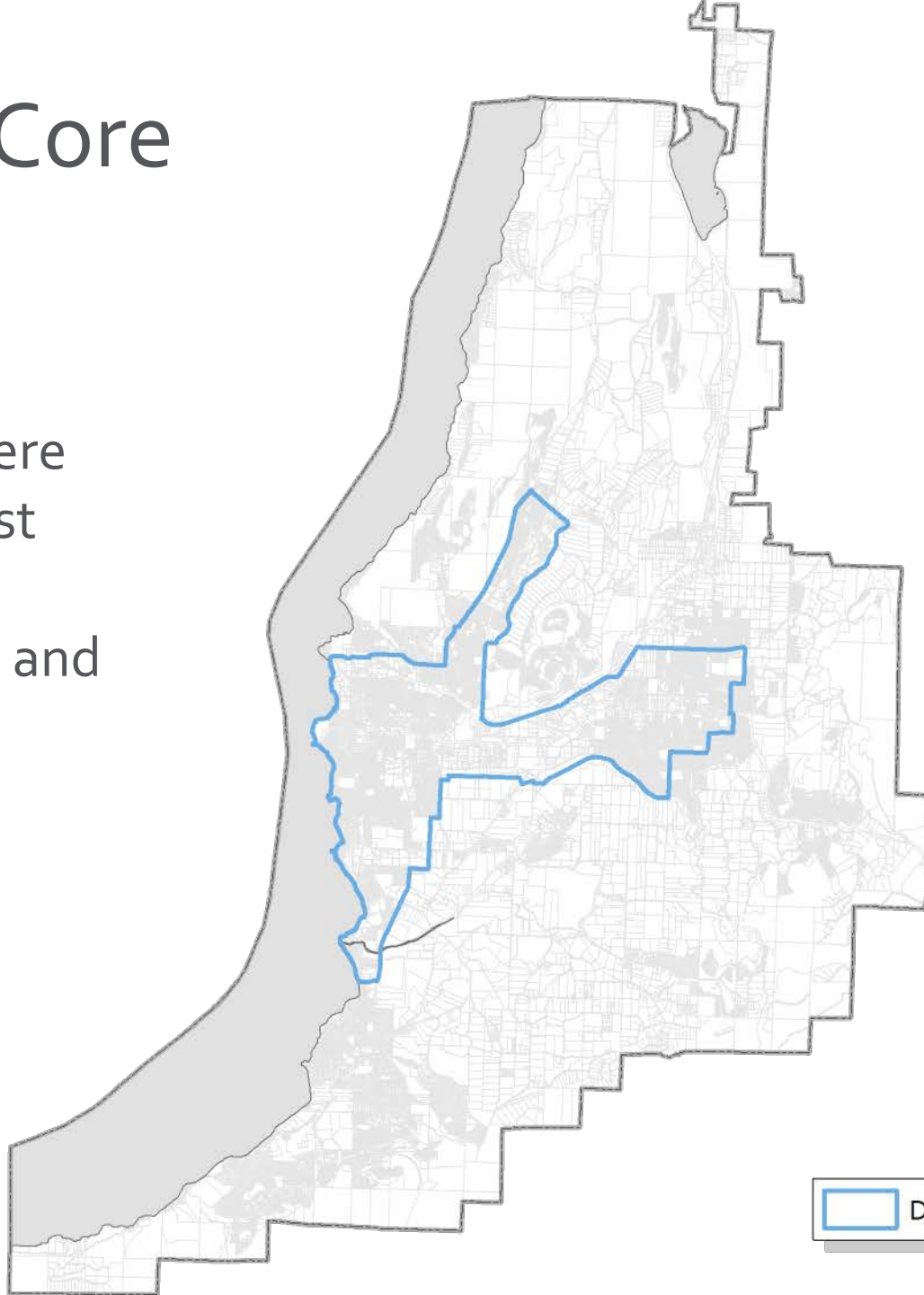
What do they cover?

- ▶ Defining service areas as well as how routes are designed and fit together in a network
- ▶ Duration and frequency of service
- ▶ Performance targets
- ▶ Standards for bus stop placement and design

Transit Core and Coverage Areas

Transit Core

The area where
transit is most
efficient,
competitive, and
sustainable

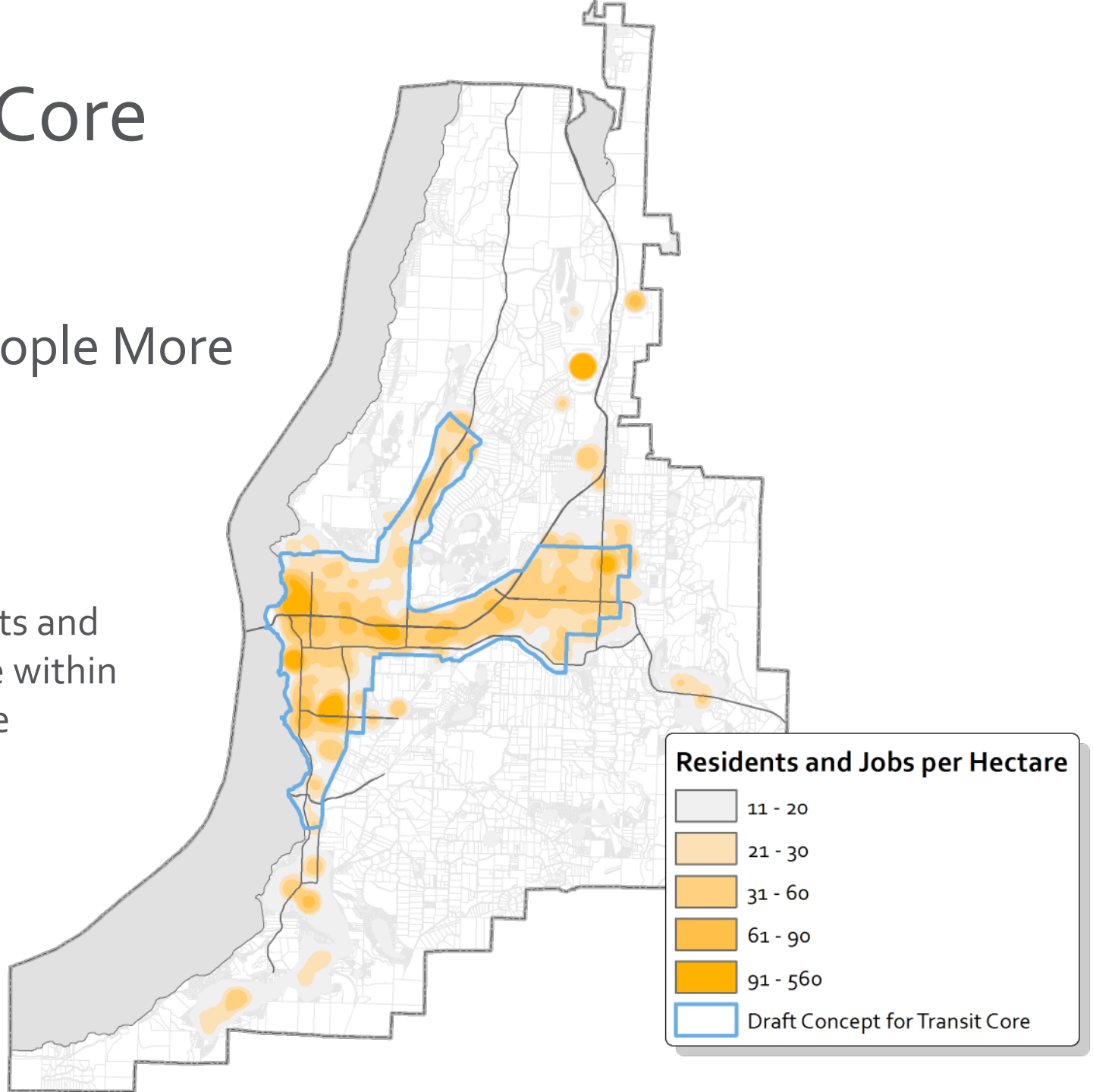


 Draft Concept for Transit Core

Transit Core

Moving People More
Efficiently

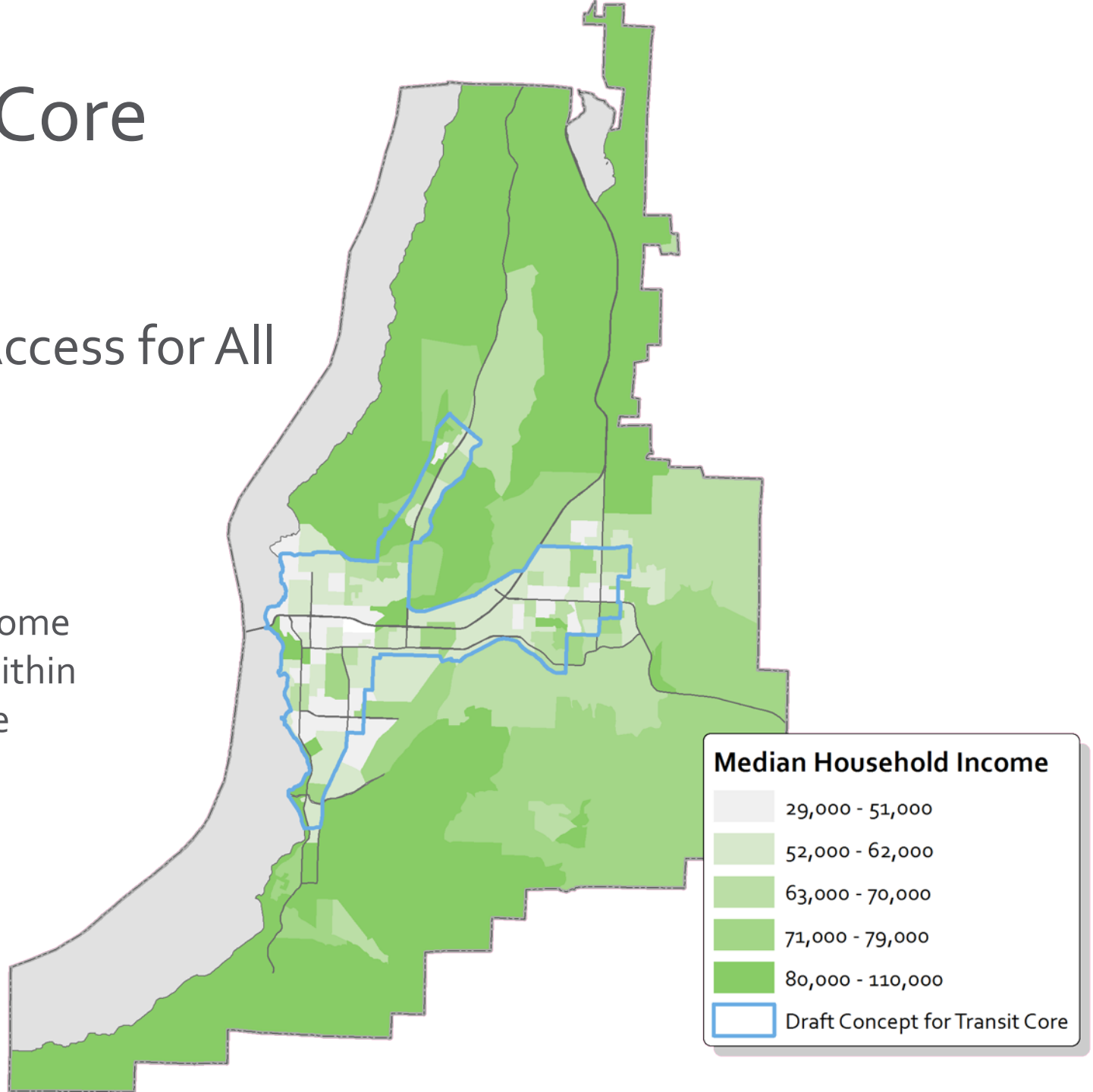
56% of residents and
70% of jobs are within
the Transit Core



Transit Core

Enabling Access for All

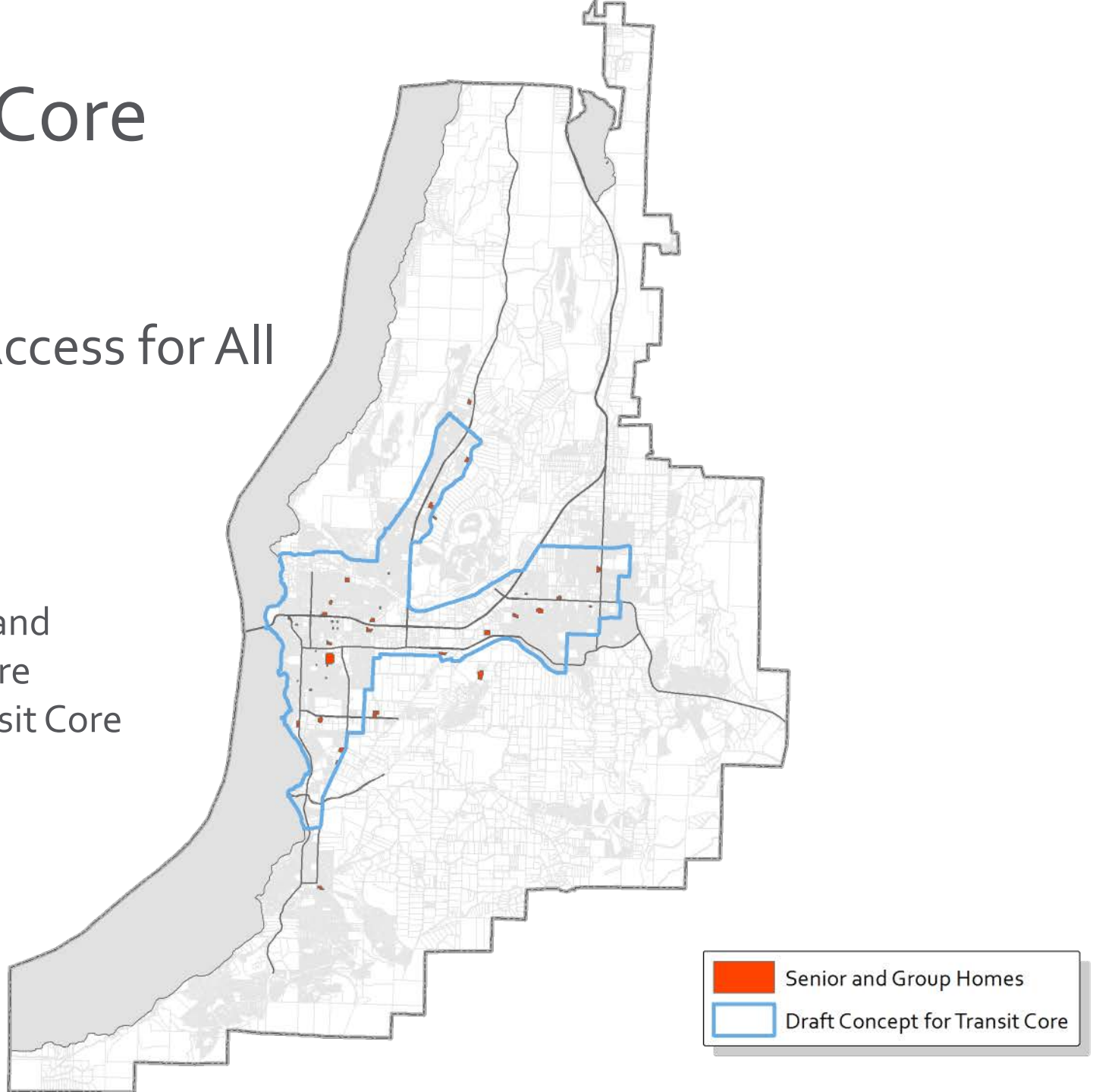
70% of low-income residents are within the Transit Core



Transit Core

Enabling Access for All

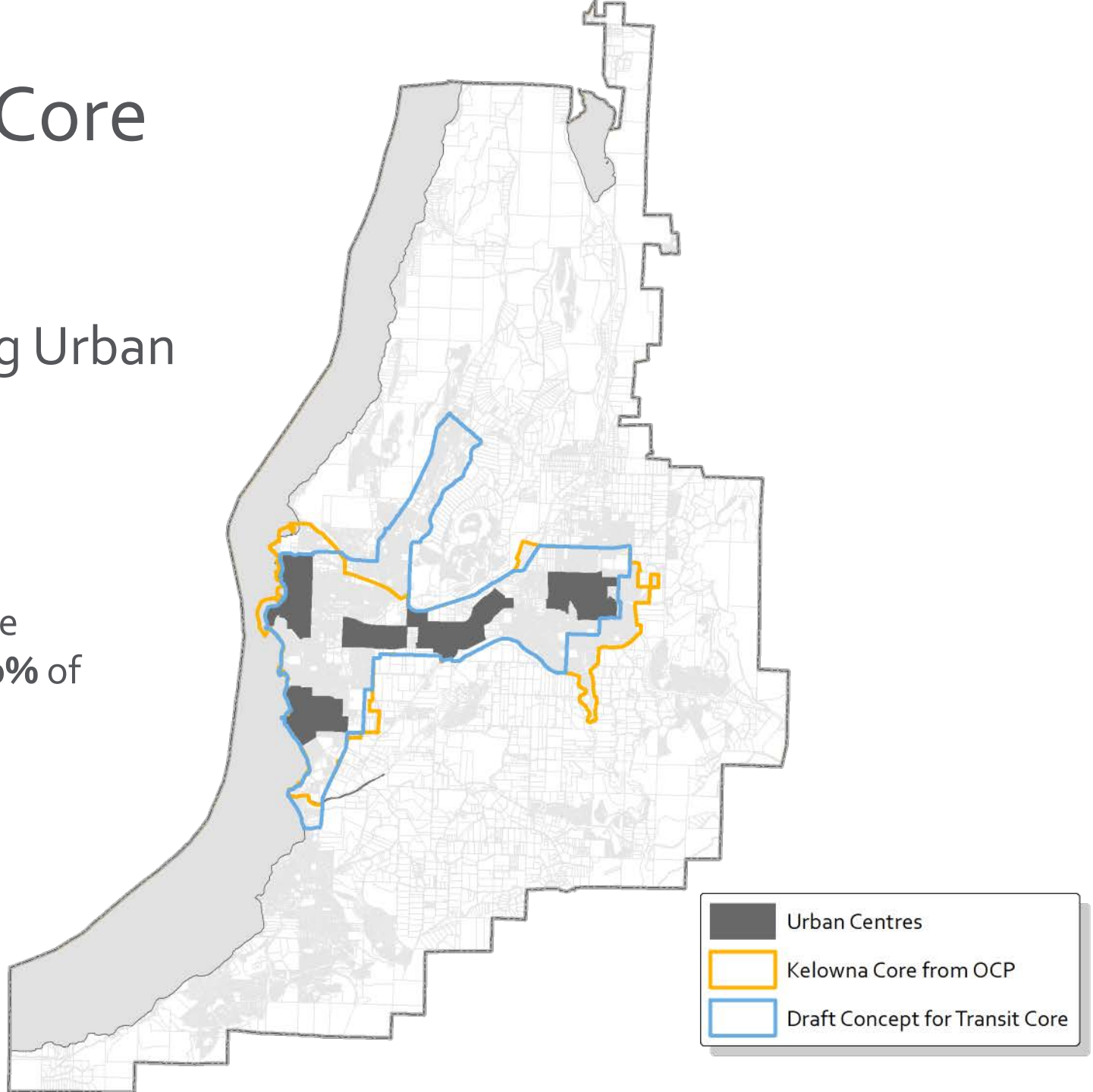
86% of senior and group homes are within the Transit Core



Transit Core

Connecting Urban Centres

The Transit Core accounts for **90%** of transit use

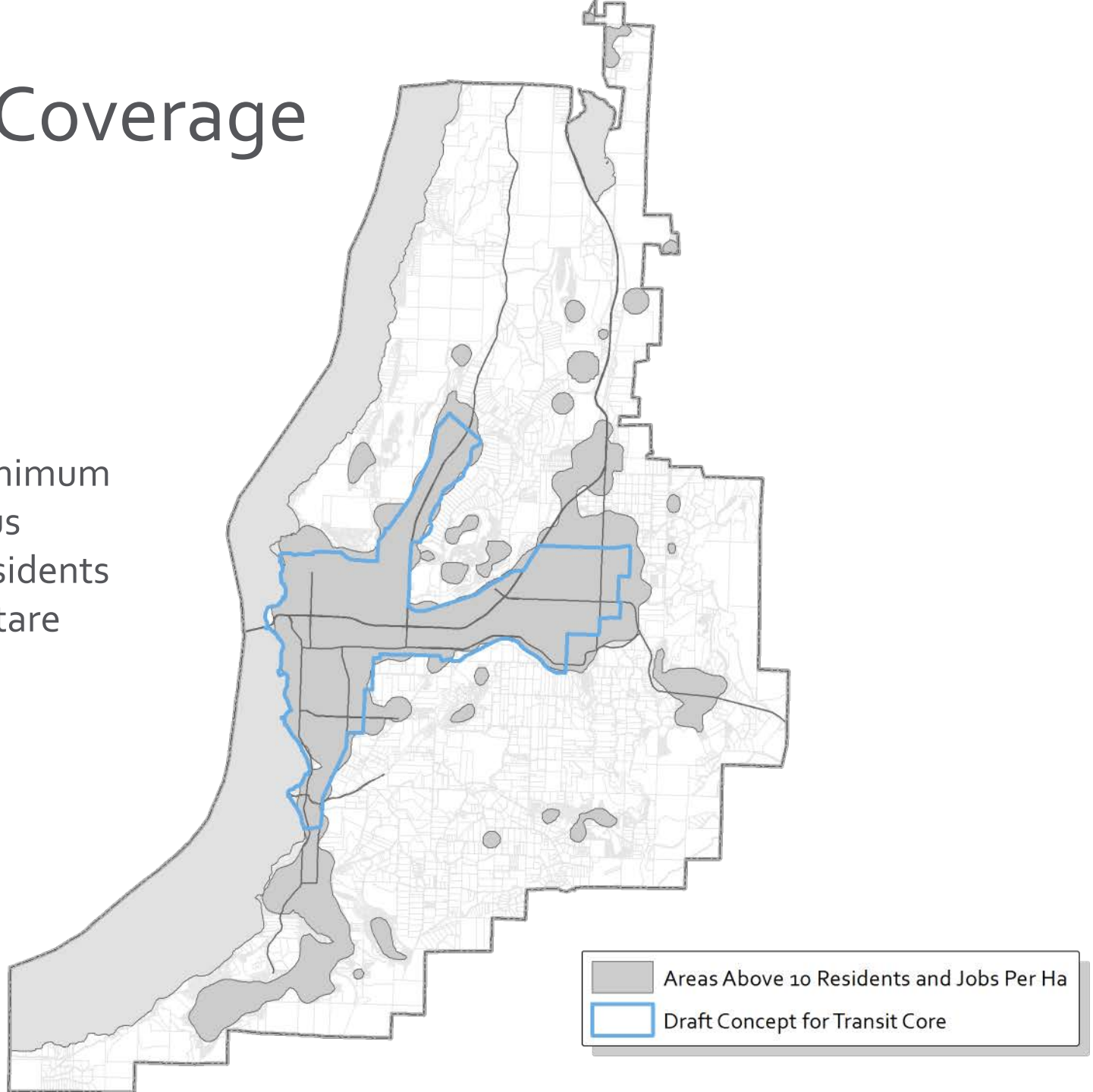


Transit Coverage Area

- ▶ Areas where demand is low, but where service is required for people without access to other means of getting around

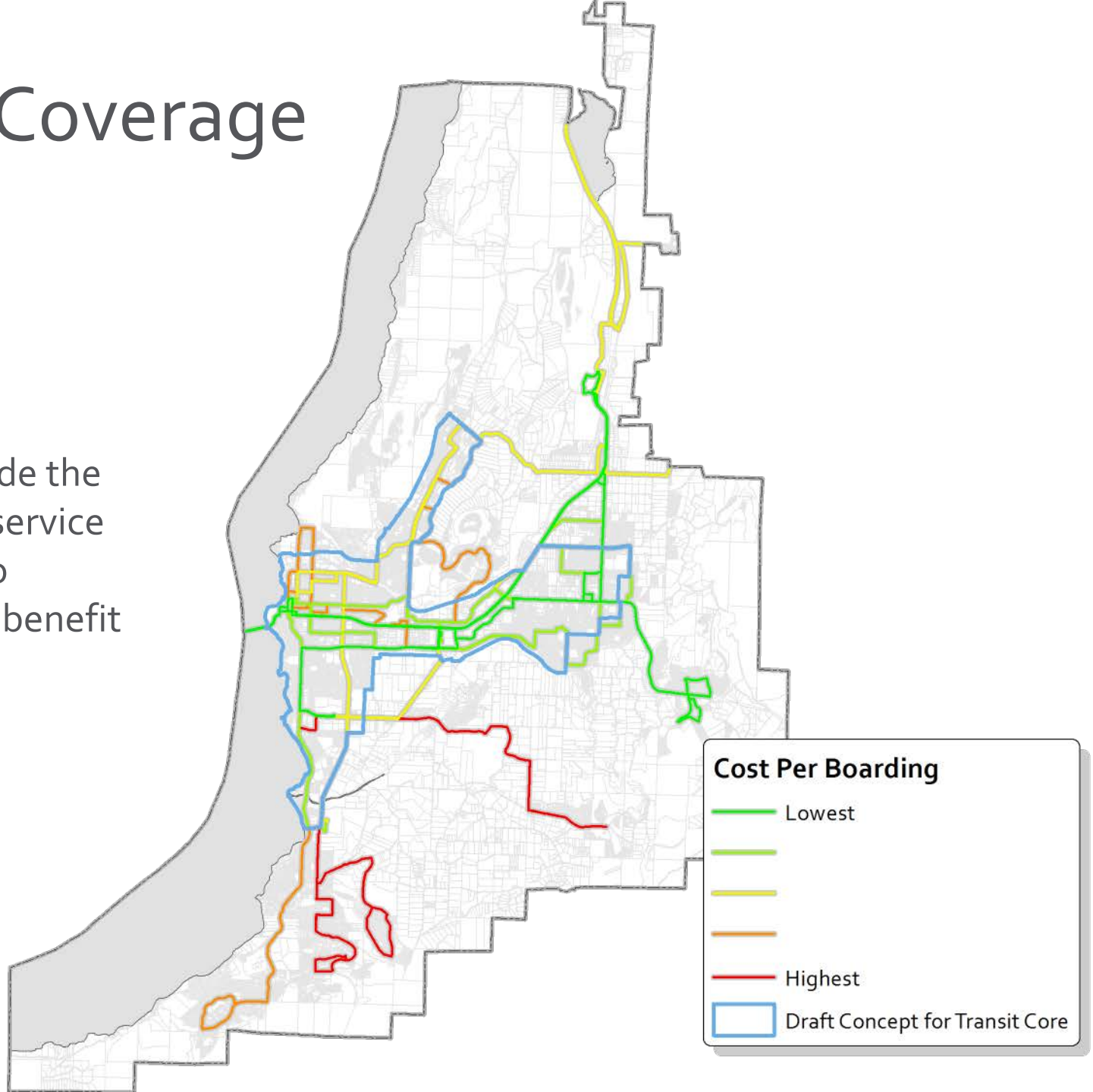
Transit Coverage Area

BC Transit's minimum standard for bus service is **10** residents or jobs per hectare



Transit Coverage Area

If few people ride the bus, coverage service may provide no environmental benefit



Engagement Plan

Engagement Plan



▶ Inform

- ▶ What and why of Service Standards



▶ Educate

- ▶ Key concepts of Standards – coverage areas, objectives



▶ Engage

- ▶ Provide opportunity to weigh in on potential trade-offs associated with the objectives

Engagement Plan

- ▶ Coordinated with engagement for Transit Future Action Plan
 - ▶ Short-term service changes
 - ▶ Service Standards
- ▶ Open Houses
 - ▶ March 14th: Queensway (2pm-5pm)
 - ▶ March 16th: Parkinson Rec Centre (12pm-3pm)
 - ▶ March 16th: Rutland Rec Centre (5pm-8pm)
- ▶ Online Survey

Public Input

How can a well designed network move people more efficiently?

- ▶ With routes that are more direct and have fewer stops. This means buses are faster and more frequent. While the initial walk to the bus stop may be slightly longer, the result is a service which is quicker for everyone.

Weighing the Priorities

I prefer to have a bus stop **closer** to my door, even if that means the bus comes less often and takes longer to get to my destination.

I prefer to walk a bit **farther** to the bus stop if that means the bus comes more often and gets me to my destination more quickly.



Strongly
Agree

Somewhat
Agree

Neutral

Somewhat
Agree

Strongly
Agree

Moving People More Efficiently

Enabling Access for All

Connecting Urban Centres

City of **Kelowna**

How can a well planned transit system improve equity?

- ▶ By providing a critical service to residents without access to other means of getting around. Many people who rely on transit live in the Transit Core.
 - ▶ 70% of low-income residents live in the Transit Core
 - ▶ 86% of senior and group homes are located in the Transit Core
 - ▶ 80% of renter households live in the Transit Core

Weighing the Priorities

Transit service should provide a convenient way for the majority of **people** who don't have access to other means to get around independently.

A basic level of transit service should be provided to as many **neighbourhoods** as possible, at the expense of Core service.



Strongly
Agree

Somewhat
Agree

Neutral

Somewhat
Agree

Strongly
Agree

Moving People More Efficiently

Enabling Access for All

Connecting Urban Centres

City of **Kelowna**

How can a well structured transit system connect communities?

- ▶ Service can be added to respond to high demand on existing routes when buses are full or passing people by.
- ▶ Or, service can be proactively provided to areas where demand is expected to grow in the future.
 - ▶ This investment may not pay off right away, but can help gradually build ridership over time as the community fills in.

Weighing the Priorities

Service should be added to the routes where demand is highest and buses are often full **today**.

Service should be proactively provided to shape transit-oriented urban centres and grow ridership **over time**.



Strongly
Agree

Somewhat
Agree

Neutral

Somewhat
Agree

Strongly
Agree

Moving People More Efficiently

Enabling Access for All

Connecting Urban Centres

City of **Kelowna**

Balancing Objectives

- ▶ If you had **10** points in total to assign between the three objectives, how would you weight their importance?
 - ▶ **Moving People More Efficiently** – Try to increase transit use and reduce emissions as much as possible. Ensure the transit system remains financially stable.
 - ▶ **Enabling Access for All** – Serve people who depend on transit to meet their daily needs.
 - ▶ **Connecting Urban Centres** – Be proactive in shaping neighbourhoods around transit as the region grows.



Questions?