

REGIONAL DISTRICT OF NANAIMO

TRANSIT SELECT COMMITTEE

TUESDAY, MARCH 3, 2015

12:00 PM

(RDN Committee Room)

A G E N D A

PAGES

CALL TO ORDER

MINUTES

3-5 Minutes of the regular Transit Select Committee meeting held January 22, 2015.

BUSINESS ARISING FROM THE MINUTES

COMMUNICATIONS/CORRESPONDENCE

6-8 **Myrna Moore, BC Transit**, re Removal of Service from Route 15A – Vancouver Island University Connector.

9 **Patrick Barbosa, Vancouver Island University Students' Union**, re support for continued transit along Jingle Pot Road.

10-13 **Electoral Area 'C' Petition regarding Route 15A**, presented at the February 24, 2015 Board Meeting.

UNFINISHED BUSINESS

BC TRANSIT UPDATES

REPORTS

14-18 Route 15A VIU Connector (Jingle Pot) Service Review.

19 Transit Select Committee Terms of Reference – Updated. (Verbal)

20-22 Parksville and Qualicum Beach Taxi Saver and Taxi Supplement Programs.

23-26 2015/2016 Proposed Transit Service Expansion.

27-35 Transit Performance Report.

ADDENDUM

BUSINESS ARISING FROM DELEGATIONS OR COMMUNICATIONS

NEW BUSINESS

ADJOURNMENT

DISTRICT OF NANAIMO

MINUTES OF THE TRANSIT SELECT COMMITTEE MEETING HELD ON THURSDAY, JANUARY 22, 2015 AT 12:00 NOON IN THE RDN COMMITTEE ROOM

Present:

| | |
|-----------------------|--------------------|
| Director T. Westbroek | Chairperson |
| Director A. McPherson | Electoral Area 'A' |
| Director M. Young | Electoral Area 'C' |
| Director B. Rogers | Electoral Area 'E' |
| Director J. Stanhope | Electoral Area 'G' |
| Director B. Veenhof | Electoral Area 'H' |
| Director M. Lefebvre | City of Parksville |
| Director B. McKay | City of Nanaimo |
| Director B. Bestwick | City of Nanaimo |
| Director J. Hong | City of Nanaimo |
| Director B. Yoachim | City of Nanaimo |

Also in Attendance:

| | |
|--------------|--|
| D. Pearce | A/Gen. Mgr, Transportation & Solid Waste Services, RDN |
| J. Logan | Superintendent, Transit Planning & Scheduling, RDN |
| M. Moore | Senior Regional Transit Manager, BC Transit |
| M. Lockley | Senior Transit Planner, BC Transit |
| G. Foy | Traffic & Transportation Planning Engineer, CON |
| F. McFarlane | Recording Secretary, RDN |

CALL TO ORDER

The meeting was called to order at 12:00 pm by the Chair and introductions were made.

MINUTES

MOVED Director Stanhope, SECONDED Director Lefebvre that the minutes of the regular Transit Select Committee meeting held September 18, 2014 be adopted. CARRIED

CORRESPONDENCE

Myrna Moore, BC Transit, re Partnership with Regional District of Nanaimo.

D. Pearce briefly outlined the Annual Partner Communications Calendar key processes.

Myrna Moore, BC Transit, re Regional District of Nanaimo Letter Request to BC Transit for Consideration of the Comox Valley Transit Service Being Extended into Electoral Area 'H'.

BC Transit has commenced the process to engage the services of a consultant to investigate and analyze the potential for transit services between key regional centres across Vancouver Island. This will explore service options to connect EA 'H' with the Comox Valley Regional District.

MOVED Director Stanhope, SECONDED Director Lefebvre that the above correspondence be received.

CARRIED

REPORTS

Transit Select Committee Terms of Reference.

D. Pearce reviewed the Transit Select Committee Terms of Reference (TOR). Director Stanhope suggested that fiscal responsibilities be included in the TOR. Director McKay proposed looking at options that would allow private operators to work in conjunction with the Nanaimo Transit system. P. Thorkelsson noted that the Transit System is a partnership with BC Transit and any relationships to other systems is directed by the Transit Select Committee through the RDN Board.

MOVED Director Lefebvre, SECONDED Director Stanhope that the Transit Select Committee Terms of Reference be amended to accommodate discussion with all items that are included on the agenda.

CARRIED

[Broke for lunch at 12:30pm and reconvened at 12:40pm.]

Future Plan and Executive Summary.

D. Pearce provided a PowerPoint presentation of the Transit Future Plan. Director Bestwick requested that staff report on the cost per service hour rather than the cost per bus.

MOVED Director Bestwick, SECONDED Director Young that staff provide a report outlining costs per bus per service hour and figures regarding cost recovery.

CARRIED

D. Pearce noted that, to date, the new CNG buses have saved approximately \$300,000 in fuel costs and have reduced maintenance costs.

[1:00pm Director Bestwick left the meeting.]

Regional District of Nanaimo/Cowichan Valley Regional District Service Discussion Report Memorandum of Understanding.

D. Pearce reviewed the report and noted that School District No. 68 (Nanaimo-Ladysmith) and Vancouver Island University would be included in any discussions.

MOVED Director Stanhope, SECONDED Director Lefebvre that the RDN and CVRD Service Discussion Report Memorandum of Understanding be received for information.

CARRIED

[1:05pm Directors Hong and Yoachim left the meeting.]

Overview of RDN Google Transit Planning.

In response to the motion by Director Anderson from the September 18, 2014, Transit Select Committee meeting, D. Pearce provided an update regarding the progress of Google transit on the RDN work plan. J. Logan gave a demonstration on how the Google trip planner works. Director Lefebvre requested the staff attend the March 2nd City of Parksville Council Meeting to provide a demonstration and to answer any questions.

MOVED Director Stanhope, SECONDED Director Young that the verbal report be accepted.

CARRIED

NEW BUSINESS

Extension of Transit Service to the Qualicum First Nation Reserve

MOVED Director Veenhof, SECONDED Director McKay that staff be directed to work with BC Transit and the Qualicum First Nation on a one month trial to extend transit to the reserve via Route 99 and that staff report back to the Transit Select Committee on the results of the pilot. CARRIED

Extension of Transit Service to Electoral Area 'H' and Courtenay

MOVED Director Veenhof, SECONDED Director Rogers that staff be directed to work with BC Transit and the Area Director to examine all opportunities to efficiently and effectively connect the Regional District of Nanaimo and the Comox Valley Regional District public transit service. CARRIED

ADJOURNMENT

MOVED Director Lefebvre that the meeting be adjourned. CARRIED

NEXT MEETING

The next meeting of the Transit Select Committee is set tentatively for Tuesday, March 3, 2015, in the RDN Committee Room.

CHAIRPERSON



16 February, 2015

Daniel Pearce
A/General Manager of Transportation and Solid Waste Services
Regional District of Nanaimo

Sent Via Email: DPearce@rdn.bc.ca

RE: Removal of Service from Route 15A Vancouver Island University Connector

Dear Daniel,

On 18 September, 2014 the Regional District of Nanaimo (RDN) staff were directed by the Transit Select Committee (TSC) to investigate the removal of the fixed route conventional service, Route 15A VIU Connector operating in Electoral Area 'C' while retaining Custom Transit operations within the locality. BC Transit provides the following information for your examination of this request.

Route 15 VIU operates service between the Vancouver Island University and the Woodgrove Centre, with the 15A VIU segment of this route operating at a lesser frequency Monday to Friday along the entire length of Jingle Pot Road, see attached figure 1. Jingle Pot Road is located in both the City of Nanaimo municipality and Electoral Area 'C' boundaries. Route 15A VIU transverses through a growing low density residential area within the City of Nanaimo jurisdiction with the Electoral Area 'C' segment of the route predominantly rural residential land use.

Residents within the Jingle Pot Road locality have the option of five trips per day to travel to Vancouver Island University (VIU) where easy transfers can occur to access downtown Nanaimo or other key destinations within the region. Alternatively 6 trips per day operate for return services from VIU to the Woodgrove Centre via Jingle Pot Road (one of these return trips only operates Fridays only when school is in full session September through to June).

VIU has indicated approximately 60 students from this area along Jingle Pot Road are enrolled in studies, with recent census data indicating and predicting a growing senior population across the entire Nanaimo Region. These statistics indicate somewhat that there is a good transit need which exists with potential for growth in the locality of Jingle Pot Road.

Recent route performance data manually collected by drivers over a two week period indicates approximately 9% of the total rides for the 15A VIU (northbound VIU to Woodgrove Centre) is attributed to passenger boardings or alightings in the Area 'C' section of the route. Furthermore 12% of the total ridership was attributed to passenger activity directly in Area C for the southbound trips.

Year over year annual performance GFI¹ data indicates a 5% growth on route 15A VIU from 2013 to 2014. In general, the route performs consistently. This recent ridership analysis indicates that the Route 15A VIU Connector, traversing the length of Jingle Pot Road, provides important mobility

¹ Annual ridership information for this report is gathered through the GFI fare box framework. This framework depends on some manual key application by drivers. It is assessed the GFI ridership catch has an accuracy of 85%

opportunities for those residents living in Area 'C' that may be without means of transportation and/or for choice riders that are endeavoring to reduce dependence on their car for all of their daily trip needs.

Custom Transit (also referred to as 'handyDART') is a demand responsive transit service operated with specially equipped transit vehicles and is designed to carry eligible passengers, with physical or cognitive disabilities, who are unable to use conventional, public transit without assistance. Custom Transit provides an important door to door mobility option for eligible residents in the community who require affordable transport options to undertake their daily tasks including medical, educational, employment or recreational purposes.

BC Transit advocates across all BC Transit systems for the Custom Transit service areas to encompass residences and destinations within a 1.5km distance from the existing fixed route system. This service area definition draws from the American with Disability Act (ADA) legislation, which is commonly used as a technical source in Canada.

Custom Transit trips in general are substantially higher in cost per trip compared to conventional transit costs per trip. Efficiencies in the operation of Custom Transit services relies on educating and encouraging many residents with disabilities to use the fully accessible conventional services as their preferred first option for transit service.

Removal of the conventional transit services along Jingle Pot Road will add additional pressures and greater inefficiencies to the existing handyDART service, as those more ambulatory riders with disabilities who may be currently using the Route 15A service are forced to request use of the Custom Transit service instead.

The steady ridership of Route 15A, the continued residential development and the recorded student residential data within proximity to the Jingle Pot Road area, are all good indicators that the service is well received and continued ridership growth could be expected. Conventional transit service along the entirety of Jingle Pot Road will continue to be an important component of the RDN Transit system. Additionally, under the recommended ADA service standards that are applied across BC Transit systems, removing the Area 'C' Jingle Pot Road segment of the 15A Route would also assume the requirement for the removal of any Custom Transit services that are within 1.5km along the deleted route segment. Removal of the Route 15A conventional transit services within the Jingle Pot Road area would negatively impact the residents of Electoral Area 'C', consequently removing valued and important social services.

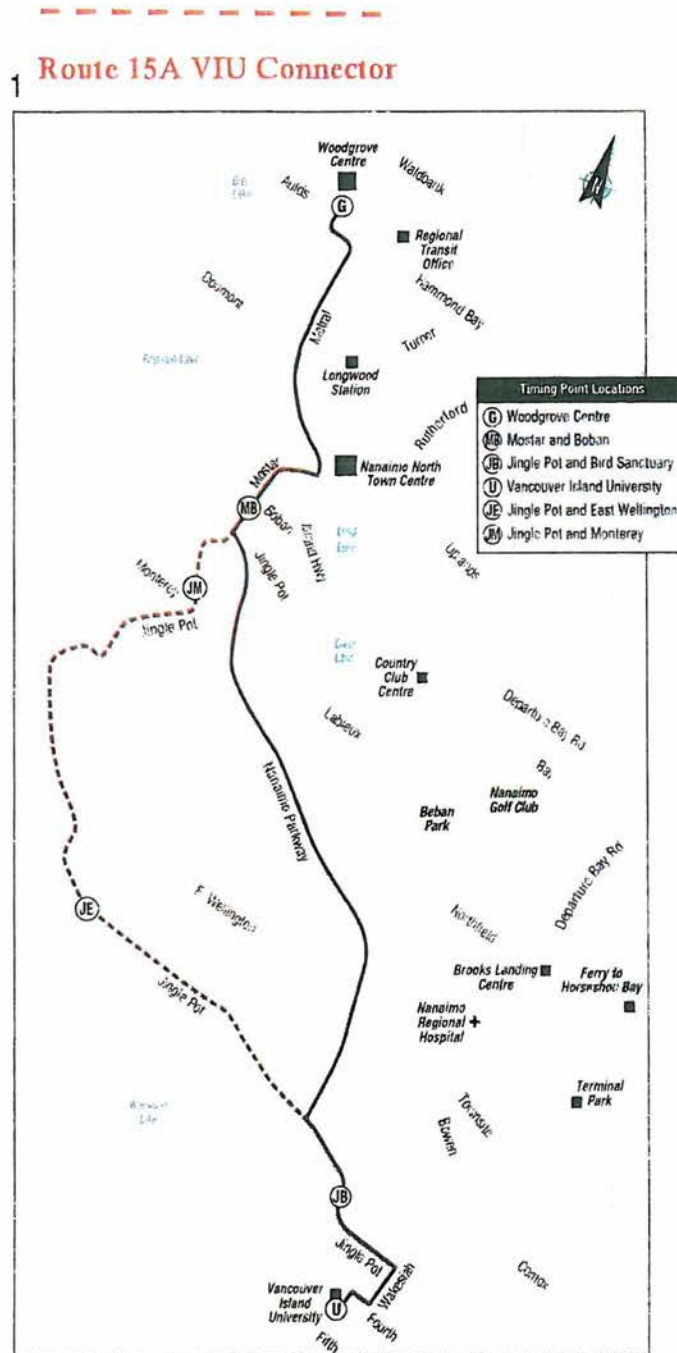
BC Transit recommends RDN receive this letter as information.

Kind Regards



Myrna Moore
Senior Regional Transit Manager
BC Transit

Figure 1: Route 15A VIU Connector



January 26, 2015

Regional District of Nanaimo
Transit Select Committee
6300 Hammond Bay Road
Nanaimo, BC V9T 6N2

Attention: Teunis Westbroek

Dear Committee Members,

I am writing on behalf of the students at Vancouver Island University to express our support for continued transit along Jingle Pot Road. As you probably know, many students live along this transit corridor and for them the continuation of this transit route may mean the difference between renting in the Jingle Pot area, or renting in another more central area of Nanaimo. There is little doubt that the rent paid by students is essential for many landholders and allows them to meet the financial requirements to maintain their homes and to properly support their families.

In addition to allowing a symbiotic relationship between students and property owners in the area, there is a growing amount of research that shows transit is a cornerstone for a successful modern community. The transit system in Nanaimo serves citizens from all walks of life and all age demographics. Proposed cuts to this system will affect many people along the Jingle Pot route who rely on this service for their transportation.

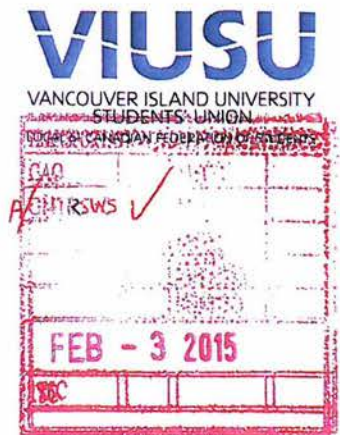
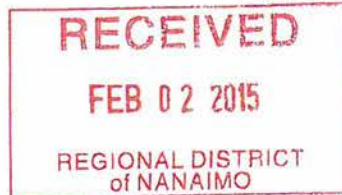
A final point we would like to raise for your consideration is the environment. There is overwhelming evidence to show that humans are causing significant damage to the planet. We all share in the responsibility to change how we live to reduce and ultimately reverse the damage. There is no doubt in the minds of students that legitimate public transit options that allow citizens to park their vehicles is part of the solution. We recognize that this change will not happen overnight but a decision to remove transit services from a large area of our community will not help us reach this goal. In fact, the current proposal will only move us further away from change required to stop the environmental degradation of our planet.

These are just a few items we wanted to raise in opposition to the proposed cut. Please consider all the factors when you deliberate the motion to cut transit services from the Jingle Pot area. We hope you will support maintained (or even increased) transit service levels in our community.

Sincerely,



Patrick Barbosa
Organizer - Advocacy
Vancouver Island University Students' Union
Local 61 Canadian Federation of Students



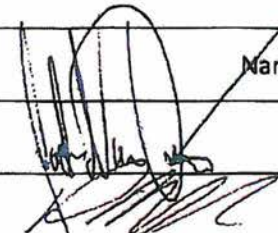

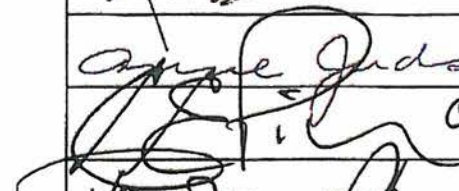
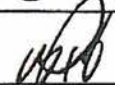
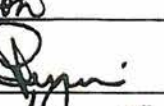
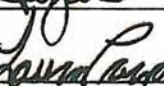
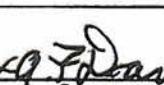
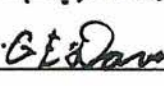
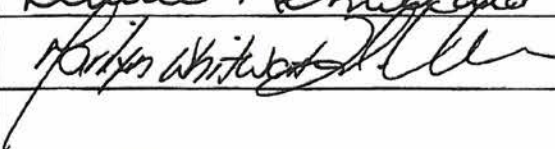
ATTENTION Maureen Young

We the undersigned Residents of East Wellington, Area C are opposed to # 15-A Jingle Pot bus route (3 stops) due to lack of ridership at this time, but retain the handy dart custom service that has been operating for over 10 years. Our proposed tax increase for this area this year, has to be reduced. So please stop this now.

| Name | Address |
|---------------------------------------|---------------------------|
| <i>[Signature]</i> | 2425 Pirat Rd. Nano BC |
| Shes Braun | 2485 Pirat Rd Nanaimo BC |
| Jynnda Maughan | 3476 Durnin Rd. |
| NORM MAUGHAN | 11 |
| GARY ARGYLE ^{Ken Zick} | 2403 MAXEY Rd |
| E. Adzhy | 2363 Maxey Rd |
| Jene Morine | 2381 Maxey Rd. |
| ROB ARGYLE ^{English} | 2340 MAXEY RD. |
| WILBERT MCBRIDE ^{W. McBride} | 2326 MAXEY RD. |
| Helan McBride | 2326 Maxey Road - NANAIMO |
| MARGARET MAYER ^{Mayer} | 2312 Maxey Rd. |
| David Stewart | 3483 Durnin Rd. |
| Ruth Stewart ^{Ruth Stewart} | 3483 Durnin Rd. |
| Matt Rigg ^[Signature] | 2574 Maxey Rd |
| Jan Riddell | 2458 Balance R.D. |
| Tom Karod | 2462 Balance R.D. |
| Louisa Hooper Hooper | 2471 Balance Rd. |
| D. Hooper | 2471 Balance Rd |

ATTENTION Maureen Young

We the undersigned Residents of East Wellington, Area C are opposed to # 15-A Jingle Pot bus route (3 stops) due to lack of ridership at this time. Our proposed tax increase for this area this year, has to be reduced. So please stop this now.

| Name | Address |
|--|--------------------------------------|
|  | 3572 JINGLE POT. |
|  | 2870 Munro Rd |
| Angie Judson | 3050 Maple View Dr. |
|  | C.E. Pinkney 248 EAST WELLINGTON RD. |
| MADE PILE  | 3390 JINGLE POT RD. |
| Debbie Auender | 2481 Christopher Lane |
| Jan Erickson | 2372 Marney Rd |
| SACK PAGANI  | 2459 BALANCE RD. |
| Laura Pagani  | 2459 Balance Rd. |
| Hilda & Hans Pedersen | 2437 E. Wellington Rd. |
| A F Davidson  | 2236 E Wellington Rd. |
| G E Davidson  | 2236 E Wellington Rd |
| Delynie Remington | 3425 Durum Rd |
|  | 3380 Westview Acres Road. |
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ATTENTION Maureen Young

We the undersigned Residents of East Wellington, Area C are opposed to # 15-A Jingle Pot bus route (3 stops) due to lack of ridership at this time, but retain the handy dart custom service that has been operating for over 10 years. Our proposed tax increase for this area this year, has to be reduced. So please stop this now.

| Name | Address |
|-------------------------|---------------------------|
| Gordon Shoquist | 3545 Jingle Pot Rd |
| John Dyck | 3663 RANCH POT Rd |
| JANE SHOQUIST | 3545 JINGLE POT Rd. |
| GERALD + MARILYN MORGAN | 3344 DURVIN Rd. |
| MERLE PROTEAU | 3410 DURVIN RD. |
| DAVID PIRART | 2469 PIRART Rd |
| DAN & UERNIQUE RICHES | 2470 PIRART RD |
| Orville Wagge | 3365 - Durvin Rd. |
| KAREN ANKER | 2456 PIRART RD. |
| FRANK ANKER | 2456 PIRART RD. |
| DUANE FORDNIEN | 1480 PIRART Rd |
| MARCIA LITTLE | 2480 Pirart Rd |
| BILL FITS | 3431 Durvin Rd. |
| Peggy Harrison | 3506 Durvin Rd |
| Bruce A. Eickson | 2372 Maxey Rd |
| Doug Ballance | 2349 EASTWELLINGTON RD |
| Mike Jones | 2349 East Wellington Road |
| P. Frank | 2450 E. Wellington Rd |



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| RDN REPORT | |
| CAO APPROVAL | AY |
| EAP | TSC |
| COW | |
| FEB 26 2015 | |
| RHD | |
| BOARD | |

MEMORANDUM

TO: Paul Thorkelsson
Chief Administrative Officer

DATE: February 23, 2015

FROM: Daniel Pearce
A/General Manager, Transportation and Solid Waste Services

FILE: 8310-01

SUBJECT: Route 15A VIU Connector (Jingle Pot) Service Review

PURPOSE

To complete a review of the Route 15A VIU Connector, which operates along Jingle Pot Road in parts of the City of Nanaimo and Electoral Area 'C'.

BACKGROUND

At the September 30, 2014 Board meeting, the following motion was approved:

That staff be directed to bring a report to the Board on options to remove Conventional Transit from Electoral Area 'C' while retaining Custom Transit.

Route 15A VIU Connector (Jingle Pot) transit route was implemented as part of the March 2013 Conventional Transit expansion at the direction of the Board. This route operates ten (10) trips a day and uses Jingle Pot Road instead of the regular route for Route 15, i.e., along the Nanaimo Parkway (*Appendix A*). There are a total of 16 stops along Jingle Pot Road, with six of these stops located in Electoral Area 'C' and the remaining stops within the City of Nanaimo.

Ridership on the route has been steady since its implementation. Recent ridership reports, collected over a two week period, indicated approximately 7% of the total rides for Route 15A VIU (northbound VIU to Woodgrove Centre) were attributable to passenger boardings or alightings in the Electoral Area 'C' section of the route.

Staff have received correspondence from the Vancouver Island University (VIU) Students' Union and BC Transit regarding concerns with the removal of Route 15A and subsequent transit service being removed from Jingle Pot Road.

The communication from the VIU Students' Union stated that the RDN Transit System is an important part of a community and that removal of Route 15A would negatively impact the environment and residents along Jingle Pot Road. The Students' Union has also said there are approximately sixty (60) students living in Electoral Area 'C', off Jingle Pot Road.

BC Transit's communication regarding Route 15A stated:

The steady ridership of Route 15A, the continued residential development and the recorded student residential data within proximity to the Jingle Pot Road area, are all good indicators that the service is well received and continued ridership growth could be expected. Conventional transit service along the

entirety of Jingle Pot Road will continue to be an important component of the RDN Transit system. Additionally, under the recommended American Disabilities Act service standards that are applied across BC Transit systems, removing the Area 'C' Jingle Pot Road segment of the 15A Route would also assume the requirement for the removal of any Custom Transit services that are within 1.5km along the deleted route segment. Removal of the Route 15A conventional transit services within the Jingle Pot Road area would negatively impact the residents of Electoral Area 'C', consequently removing valued and important social services.

The Custom Transit system, or handyDART system, provides a door to door service for clients with physical or cognitive disabilities. BC Transit recommends to local transit systems that Custom service areas encompass residences and destinations within a 1.5km distance from the existing fixed route system. The reason behind this is that Custom Transit trips are generally more expensive per trip compared to Conventional Transit trips and Custom riders are able to use the Conventional Transit system for all or parts of their trips. If Route 15A was removed from Jingle Pot Road, BC Transit could request to the RDN that handyDART service in Electoral Area 'C' be removed.

Based on ridership and feedback from BC Transit and the VIU Students' Union, staff have developed three alternatives for the Board.

ALTERNATIVES

1. That the Board direct staff to not remove Route 15A VIU Connector (Jingle Pot) from the Conventional Transit system.
2. That the Board direct staff to not remove Route 15A VIU Connector (Jingle Pot) but to remove all transit stops in Electoral Area 'C'.
3. That the Board direct staff to remove Route 15A VIU Connector (Jingle Pot).

FINANCIAL IMPLICATIONS

The 2015 proposed Southern Transit Tax requisitions for Electoral Area 'C' is \$33,987. Of the proposed tax requisition, \$15,370 is for Conventional Transit and \$18,617 is for Custom Transit.

Under Alternative 1:

There would be no changes to the Electoral Area 'C' tax requisition.

Under Alternative 2:

Route 15A VIU Connector (Jingle Pot) would continue to operate on Jingle Pot Road but all transit stops in Electoral Area 'C' would be removed, resulting in no transit passenger pick-ups or drop-offs in Electoral Area 'C', just in areas within the City of Nanaimo.

The Electoral Area 'C' Southern Transit Tax requisition for Conventional Transit service would not be changed in 2015 because there is a one year time lag due to the requisition being calculated on the prior year's actual number of service hours/kms. The tax requisition would be reduced in 2016 to approximately \$8,000, due to the service being operated for six (6) months of 2015, but would be completely removed in 2017.

Under these alternatives, Route 15A service hours would be reallocated to the regular Route 15, which travels along the Nanaimo Parkway within the City of Nanaimo. This would result in the Electoral Area 'C' Conventional Transit tax requisition being transferred to the City of Nanaimo.

Under Alternative 3:

Route 15A Conventional Transit service would be eliminated. This would result in the Southern Transit Tax requisition for Conventional Transit service not being changed in 2015 because there is a one year time lag due to the requisition being calculated on the prior year's actual number of service hours/kms. The tax requisition would be reduced in 2016 to approximately \$8,000, due to the service being operated for six (6) months of 2015 but would be completely removed in 2017.

Under these alternatives, the Route 15A service hours would be reallocated to the regular Route 15, which travels along the Nanaimo Parkway within the City of Nanaimo. This would result in the Electoral Area 'C' Conventional Transit tax requisition being transferred to the City of Nanaimo.

STRATEGIC PLAN IMPLICATIONS

The Board Vision expresses a desire to build a future where the air is clean and safe to breathe. Transit service throughout the RDN allows residents the option to leave their personal vehicles at home, helping to reduce emissions and particulate matter. Further, a transit service that operates in areas throughout the region allows a greater number of residents to access the transit service and further helps the local economy and helps reduce environmental emissions.

SUMMARY / CONCLUSIONS

At the direction of the Board, staff are bringing forward a report on options to remove Conventional Transit from Electoral Area 'C'.

The only Conventional Transit route that operates in Electoral Area 'C' is Route 15A VIU Connector (Jingle Pot), which was implemented as part of the March 2013 Conventional Transit expansion. The route operates ten (10) trips a day and uses Jingle Pot Road instead of the regular route for Route 15, i.e., along the Nanaimo Parkway (*Appendix A*). There are a total of 16 stops along Jingle Pot Road, with six of these stops located in Electoral Area 'C' and the remaining stops within the City of Nanaimo.

Staff have completed multiple ridership counts on Route 15A since March 2013 and ridership has been steadily increasing, with the most recent two week ridership count indicating that approximately 7% of the total rides for the 15A VIU (northbound VIU to Woodgrove Centre) were attributable to passenger boardings or alightings in the Electoral Area 'C' section of the route.

Staff have received correspondence from the Vancouver Island University Students' Union and BC Transit regarding Route 15A, requesting that the route not be removed.

BC Transit recommends to local transit systems that Custom service areas encompass residences and destinations within a 1.5km distance from the existing fixed route system. If Route 15A was removed from Jingle Pot Road, BC Transit could request to the RDN that handyDART service in Electoral Area 'C' be removed.

Additionally, if Route 15A was removed, the service hours would be reallocated to the regular Route 15, which travels along the Nanaimo Parkway within the City of Nanaimo. This would result in the Electoral Area 'C' Conventional Transit tax requisition being transferred to the City of Nanaimo.

Based on ridership and the communications from the VIU Students' Union and BC Transit, staff are recommending that Route 15A not be removed.

RECOMMENDATION

That the Board direct staff to not remove Route 15A VIU Connector (Jingle Pot) from the Conventional Transit system.



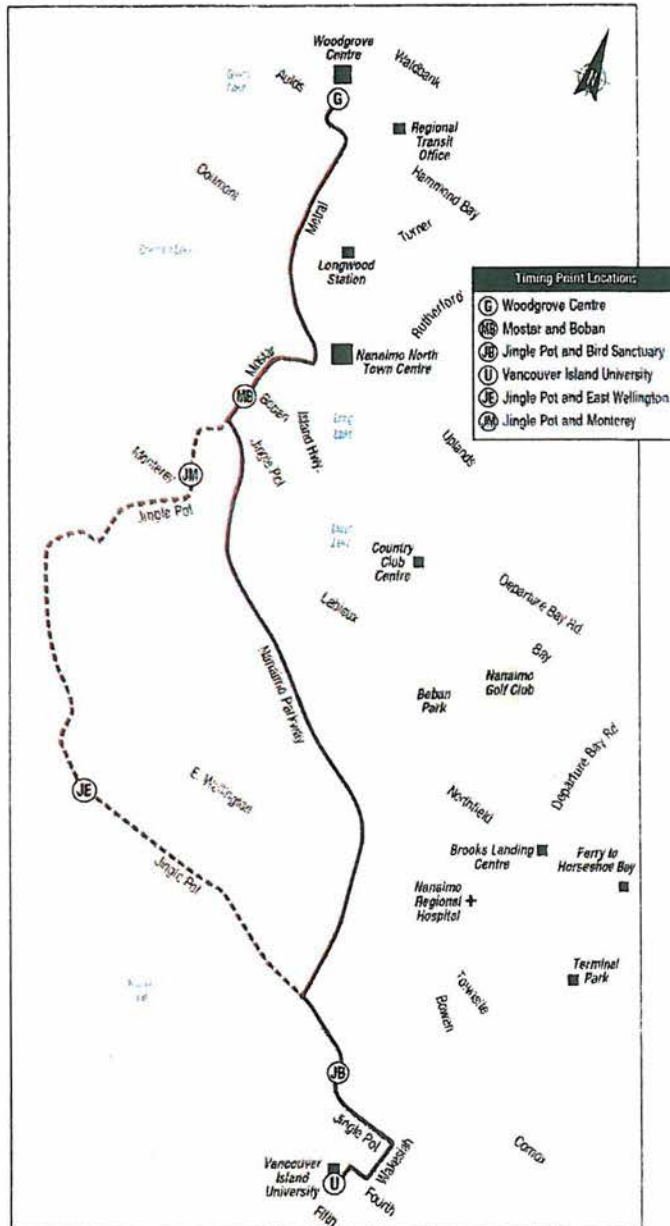
Report Writer



ACAO Concurrence

APPENDIX A

15 VIU Connector



REGIONAL DISTRICT OF NANAIMO

TRANSIT SELECT COMMITTEE TERMS OF REFERENCE

February 2015

PURPOSE:

The Transit Select Committee is a committee of the Regional District of Nanaimo (RDN) Board that provides advice and recommendations to the Board regarding Nanaimo Regional Transit service. This includes items related to transit planning, financial performance and overall service delivery within the Region.

The Transit Select Committee was established as a result of the 2003 Nanaimo Regional Transit Business Plan (TBP). The TBP was established as a guide for transit service planning and delivery within the RDN. The TBP was subsequently updated in 2008 and again in 2014. The TBP was also retitled in 2014 to the *RDN Transit Future Plan*, the primary goals of which are to:

- connect the Region's urban and rural communities with their downtowns and neighbourhood centres with transit routes and schedules that are frequent, direct, safe and convenient;
- support sustainable land use patterns and mobility networks that encourage a reduced automobile dependency and provide access to services and employment;
- reduce the Region's impact on the environment by providing RDN residents a transportation choice that will lower their GHG emissions and energy consumption; and,
- operate in a fiscally responsible manner by providing efficient cost effective services.

MEMBERSHIP:

- The Committee is comprised of 14 RDN Directors, including four Directors from the City of Nanaimo and one Director from each of the other participating Municipalities and Electoral Areas.
- The Committee Chairperson is appointed annually by the RDN Board Chairperson.

MEETINGS:

- The Committee meets approximately every other month.
- A quorum of seven Committee members is required to conduct Committee business.
- The General Manager of Transportation and Solid Waste Services is responsible for assigning staff to support the Committee, including the coordination of agendas, minutes and staff contacts for Committee members.

COMMITTEE ROLES AND RESPONSIBILITIES

The mandate of the Transit Select Committee is to identify problems, issues and opportunities that will allow for the system to effectively respond to market and community needs.

The responsibilities of the Committee are to:

- make recommendations to the RDN Board of Directors;
- pursue matters referred to the Committee by the RDN Board and report back to the Board expeditiously; and,
- be responsible for financial performance, development of the transit system within the region, fleet and facility requirements.



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| RDN REPORT | |
| CAO APPROVAL <i>[Signature]</i> | |
| EAP | <i>TSC</i> |
| COW | |
| FEB 26 2015 | |
| RHD | |
| BOARD | |

MEMORANDUM

TO: Paul Thorkelsson
Chief Administrative Officer

DATE: February 13, 2015

FROM: Daniel Pearce
A/General Manager, Transportation & Solid Waste Services

FILE: 8600-01

SUBJECT: Parksville and Qualicum Beach Taxi Saver and Taxi Supplement Program

PURPOSE

To present a report on the Parksville and Qualicum Beach Taxi Saver and Taxi Supplement Programs.

BACKGROUND

At the May 27, 2014 Board meeting the following motion was approved:

That the Board direct staff to complete a cost analysis to implement a Taxi Saver and Taxi Supplement Program in Parksville and Qualicum Beach.

The current Regional District of Nanaimo (RDN) Taxi Saver Program provides registered handyDART customers with Taxi Saver coupons, which allow greater convenience for spontaneous travel when handyDART is unable to accommodate their travel needs. Currently, only the City of Nanaimo participates in the programs.

Program Overview

Taxi Saver provides a 50% subsidy towards the cost of taxi rides. Eligible handyDART clients can purchase a \$60 sheet of Taxi Saver coupons for \$30. The coupons come in denominations of \$1, \$2 and \$3 and can be purchased every three months. Following that, a sheet can be purchased every three months providing the client has used the handyDART system at least once in that 90 day period. The handyDART client uses the coupons to pay the dollar meter rate of taxi fare. For example, if a taxi fare is \$5.80, the passenger pays \$5.00 in coupons and 80 cents in change.

Taxi Supplement provides the handyDART system with the ability to dispatch a taxi when a client has booked a trip and, due to issues on the road, i.e., breakdowns or scheduling conflicts, the handyDART bus is unable to do the trip. A taxi would then be dispatched in place of a handyDART bus at no additional cost to the client. The client would pay only the handyDART fare (\$3.50 or \$3.25 depending on the tickets they purchased), not a taxi fare.

Eligibility

BC Transit provides cost-sharing for these programs with the RDN. The Taxi Saver and Taxi Supplement costs are cost-shared with BC Transit at a current rate of 66.69% and 33.31% RDN. BC Transit has policies to determine who is eligible for the Taxi Saver Program; these are part of the Annual Operating

Agreement. Eligibility is based on the person being a handyDART client. In order to retain their eligibility, customers must use the handyDART service at least once in the ninety (90) days prior to purchasing Taxi Saver coupons.

Staff have worked with BC Transit and have been able to reallocate handyDART hours towards establishing the Parksville and Qualicum Beach Taxi Saver and Taxi Supplement Programs without having to add money to the proposed 2015 handyDART budget. The relocation of hours will not have a negative impact on current handyDART service levels.

ALTERNATIVES

1. That the Board direct staff to implement Taxi Saver and Taxi Supplement Programs in Parksville and Qualicum Beach.
2. That the Board provide alternative direction to staff.

FINANCIAL IMPLICATIONS

The proposed Parksville and Qualicum Beach Taxi Saver and Taxi Supplement Programs will have a \$20,000 per year Taxi Saver budget and a \$20,000 per year Taxi Supplement budget. The existing program in the City of Nanaimo has the same budget amounts.

No additional funds will be needed in the 2015 proposed budget to establish these programs. Staff have been able to reallocate current BC Transit funding toward the establishment of these programs.

STRATEGIC PLAN IMPLICATIONS

The Board Vision expresses a desire to build a future where the air is clean and safe to breathe. Transit service throughout the RDN allows residents the option to leave their personal vehicles at home, helping to reduce emissions and particulate matter. Further, an enhanced transit service allows a greater number of residents to access the transit service, helping improve the social wellbeing of the community.

SUMMARY / CONCLUSIONS

At the direction of the Board, staff is proposing Taxi Saver and Taxi Supplement Programs for Parksville and Qualicum Beach.

There are currently Taxi Saver and Taxi Supplement Programs in the City of Nanaimo and staff are recommending the extension of these programs in Parksville and Qualicum Beach. Eligible handyDART clients would be able to purchase a \$60 package of Taxi Saver coupons for \$30. The coupons come in denominations of \$1, \$2 and \$3 and can be purchased once every three months. The handyDART client uses the coupons to pay the dollar meter rate of taxi fare.

The Taxi Supplement provides the handyDART system the ability to dispatch a taxi when a client has booked a trip and, at the last minute, the handyDART bus is unable to do the trip. A taxi would then be dispatched in place of a handyDART bus at no additional cost on the client.

BC Transit cost-shares at a rate of 66.69% towards the handyDART service, including the Taxi Saver and Taxi Supplement Programs. Staff have been able to reallocate handyDART funds in the 2015 budget and current BC Transit funding towards establishing these programs.

RECOMMENDATION

That the Board direct staff to implement Taxi Saver and Taxi Supplement Programs in Parksville and Qualicum Beach.



Report Writer


CAO Concurrence



| RDN REPORT | |
|--------------------|------------------------|
| CAO APPROVAL | |
| EAP | TSC <i>[Signature]</i> |
| COW | |
| FEB 26 2015 | |
| RHD | |
| BOARD | |

MEMORANDUM

TO: Paul Thorkelsson
Chief Administrative Officer

DATE: February 24, 2015

FROM: Daniel Pearce
A/General Manager, Transportation & Solid Waste Services

FILE: 2240-01

SUBJECT: 2015/2016 Proposed Transit Service Expansion

PURPOSE

To discuss the financial implications of proposed service expansion for the Conventional Transit system.

BACKGROUND

BC Transit is proposing a 5,000 hour annual RDN Conventional Transit expansion over 2015/2016. The proposed new hours would result in improved service in District 68 and District 69. The expansion is planned to be implemented in September 2015, resulting in the expansion hours being pro-rated to 2,000 hours in 2015 (1,900 hours in Nanaimo and 100 hours in Parksville). Service changes reflect the 2014 RDN Transit Future Plan and would include:

Parksville

- Route Improvement – Route 88 Parksville - Operate as an independent route with a community bus.
 - ♦ Change would simplify trip planning.
 - ♦ Route 88 will still meet Route 90 for transfer passengers but will be more convenient for Parksville residents to travel within Parksville.

Nanaimo

- New Route – Route 40 Express (Frequent Transit Line) - connecting Woodgrove, Nanaimo North Town Centre, Country Club, Vancouver International University and Downtown.
 - ♦ A combination of the former Route 1 from Woodgrove Centre to Country Club, continues from Country Club on the former Route 4 Express route to VIU and then continues to Downtown.
 - ♦ 10 - 15 minute peak service. Half hour evening service.
 - ♦ Bus will travel to downtown waterfront before travelling to Prideaux Exchange.
- Route Improvement – Route 25 Ferry Shuttle - This route will service downtown (Prideaux transit exchange to Departure Bay ferry terminal Thursday to Monday.
 - ♦ Route 25 Ferry Shuttle - direct service from Prideaux transit exchange to the Departure Bay ferry terminal.
 - ♦ Will provide half hour service from 12:00 noon until 7:00 p.m., operating on the days that the ferries are the busiest, Thursday to Monday.
 - ♦ Portion of route operating to Country Club would be discontinued.

- Route Improvement – Route 11 Lantzville – Nanaimo North Town Centre (formerly Route 10 Lantzville) will now offer service to Rutherford Road and Nanaimo North Town Centre.
 - ♦ Frequency remains the same but provides direct service to Rutherford Road and Nanaimo North Town Centre as well as Woodgrove Centre for Lantzville residents.
- Rebranded – Route 20 Hammond Bay (formerly Route 2).
 - ♦ Service levels remain the same.
- Rebranded – Route 30 NRGH (formerly Route 3 Hospital).
 - ♦ Now includes service to Rosstown – Pheasant Terrace area previously covered on Route 4 VIU. There is a minor reduction in service levels on p.m. peak times.
- Rebranded – Route 50 North and Route 50 South (formerly Route 8 South & Route 9 North).
 - ♦ Service levels remain the same. Does not service BC Ferries on weekends due to the improved Route 25 Ferry Shuttle coverage.
- Route Change – Route 1- now operates only between Country Club and Prideaux exchange as the northern portion of this route is now incorporated into the Route 40 Express.
- Route Elimination – Route 12 – Dover Connector has been eliminated due to extremely low ridership. The Route 11 - Lantzville – Nanaimo North Town Centre will service the Hammond Bay, Rutherford and Uplands portion of this route.
- Route Elimination – Route 93 Mountain View – discontinued due to extremely low ridership.

As part of the *RDN Future Plan* public consultation, staff received comments regarding the transit system route names and numbers. Based on that feedback, staff have developed a new numbering system to make it easier for new riders to learn the RDN Transit system.

Starting in September 2015, all routes that operate between the two main exchanges, Woodgrove exchange and Prideaux exchange, will have double digit numbers ending in zero (0). These two main exchanges are the transfer points for all the local and inter-regional routes. By taking one of these routes (based on direction of travel) you would arrive at the transferring exchanges. This would include Route 20 (formerly Route 2), Route 30 (formerly Route 3), Route 40 (proposed Frequent Transit Line), and Route 50 (formerly Route 8 South and Route 9 North).

In addition, this would assist transit drivers and the transit information line receptionist when providing directions to those requiring connections at the Prideaux exchange for various local routes, at the Woodgrove exchange for local routes and the inter-regional northern routes.

Citizen Survey

In early 2014, the Regional District of Nanaimo engaged Ipsos Reid to complete a community telephone survey. The survey results are a key component of the Operational and Efficiency Review we are conducting to examine transit operations and define any deficiencies.

Citizens were asked a series of questions related to their satisfaction of services provided by the RDN and, in total, 59% of residents want to see public transit expanded. Additionally 44% of the residents said they are willing to pay more, either by increased user fees or increased taxes, so that services can be expanded.

ALTERNATIVES

1. That the Board approve the proposed 5,000 hour annual Conventional Transit expansion outlined in this report and direct staff to advise BC Transit accordingly.
2. That the Board not approve the proposed 5,000 hour annual Conventional Transit expansion outlined in this report and provide direction to staff.

FINANCIAL IMPLICATIONS

The expansion is scheduled to be implemented in September 2015, resulting in 2,000 annual hours in 2015 and the balance of 3000 annual hours in 2016.

The impact of a 2,000 hour service increase in 2015 is approximately \$269,000 gross in Nanaimo and \$9,000 gross in Parksville. The major cost changes include three additional buses, 2.5 full time employees, servicing wages, fuel, vehicle repairs and maintenance. For 2015, under the cost-sharing formula for Conventional Transit (BC Transit, 46.69%), BC Transit will contribute approximately \$92,000 with the remaining \$154,000 net funded through property taxes and \$32,000 in additional fares.

The impact of the full 5,000 hour annualized service expansion in 2016 would be approximately \$667,000 gross in Nanaimo and \$28,000 gross in Parksville. Under the cost-sharing formula for Conventional Transit (BC Transit, 46.69%), BC Transit will contribute approximately \$231,000 with the remaining \$383,000 funded through property taxes and \$81,000 in additional fares.

The 5,000 hour annualized Conventional Transit expansion is included in the proposed 2015 budget and five year financial plan.

STRATEGIC PLAN IMPLICATIONS

The Board Vision expresses a desire to build a future where the air is clean and safe to breathe. Transit service throughout the RDN allows residents the option to leave their personal vehicles at home, helping to reduce emissions and particulate matter. Further, an enhanced transit service allows a greater number of residents to access the transit service and further reduce environmental emissions.

In terms of strategic priorities, expanded transit service throughout the region promotes economic viability and regional collaboration. Expansion of transit service allows a greater number of residents to access the transit service, which in turn allows them to access economic opportunities throughout the RDN. Regarding Regional Collaboration, the RDN Transit service links communities within the RDN and also has the possibilities of linking communities outside the RDN to communities inside the RDN, which would allow residents greater access to the surrounding areas.


SUMMARY / CONCLUSIONS

Staff have developed schedules and budget estimates related to the proposed 2015/2016 5,000 hour annual service expansion. This service expansion is based on the 2014 *RDN Transit Future Plan* and would include 2,000 prorated service hours, starting in September 2015. The expansion hours will be added to the transit systems in District 68 and District 69. Incorporating the full 5,000 hour annual service expansion will result in an increase in operating cost of approximately \$383,000.

In the 2014 Ipsos Reid community telephone survey, a total of 59% of residents wanted to see public transit expanded. Staff consider the schedule changes resulting from this expansion to be critical to attracting new riders and consequently recommend that the expansions be approved as presented.

RECOMMENDATION

That the Board approve the proposed 2015/2016 5,000 hour annual Conventional Transit expansion outlined in this report and direct staff to advise BC Transit accordingly.



Report Writer



AFAO Concurrence



| | | |
|--------------------|--|------------|
| RDN REPORT | | |
| CAO APPROVAL | | <i>ML</i> |
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| BOARD | | |

MEMORANDUM

TO: Daniel Pearce
A/General Manager, Transportation & Solid Waste Services

DATE: February 16, 2015

FROM: Jamie Logan
Superintendent, Transit Planning & Scheduling

FILE: 0640-20-CONV

SUBJECT: Transit Performance Report

PURPOSE

The purpose of this report is to provide information to the Board on ridership performance for the Regional District of Nanaimo (RDN) Conventional Transit System.

BACKGROUND

BC Transit and the RDN recently completed a transit performance report (*Appendix 1*). This report notes that ridership is progressing comfortably toward the *RDN Future Plan* target of 30 rides per service hour. This includes strong weekend ridership, which is relatively comparable to weekday service hours and ridership averages. It also demonstrates that the system is being operated prudently and that service is tailored to best suit the demand levels.

The table below provides the fiscal year analysis of the transit system against the RDN Future Plan 25-year system level performance targets. The teachers' strike that occurred in 2014 resulted in loss of ridership; however, data shows that ridership and cost recovery remain strong and are aligned with the expected 2014/15 Annual Operating Agreement (AOA) estimate.

| MEASURE | 25 YEAR PERFORMANCE TARGETS | 2012/2013 ACTUALS | 2013/2014 ACTUALS | 2014/2015 *YEAR-TO-DATE TOTALS | 2014/2015 FORECAST | 2014/15 AOA BUDGETED |
|------------------------|-----------------------------|-------------------|-------------------|--------------------------------|--------------------|----------------------|
| Rides per service hour | 30 | 24 | 24 | 21 | 24 | 24 |
| Cost per ride | \$4.60 | \$3.86 | \$3.93 | \$4.42 | \$4.21 | \$4.22 |
| Cost recovery | 25% | 39% | 39% | 38% | 36% | 36% |
| Rides per capita | 34 | 27 | 28 | N/A | 28 | 28 |

*Year To Date covers six months system data from April 2014 to September 2014

In addition, at the February 24th RDN Board meeting, the following motion was approved:

That staff provide a report outlining costs per bus per service hour, and figures regarding cost recovery.

Included in the 2014/2015 AOA, the RDN's forecasted riders per service hour is 24 and the cost per ride is \$4.21. This creates an estimated cost per bus/service hour of \$101.04. Additionally, the RDN's 2014/2015 forecasted cost recovery is 36%.

Going forward, the annual performance measures relating to rides per service hour, cost per ride, cost recovery and rides per capita, as used in the *RDN Transit Future Plan*, will be used to accurately benchmark our results.

ALTERNATIVES

1. That the Board receive this report for information.
2. That the Board not receive this report.

FINANCIAL IMPLICATIONS

There are no financial implications with respect to this report. Costs for producing annual performance reports are included in the Annual Operating Agreement.

STRATEGIC IMPLICATIONS

The Transportation Services Department is working continuously on improving the viability and efficiency of public transit. Providing additional transit hours gives residents within the Regional District of Nanaimo improved transit options, making it easier for them to leave their cars at home.

CONCLUSIONS / SUMMARY

BC Transit and the RDN recently completed a transit performance data analysis. The RDN Conventional Transit System was expanded in March 2013, by 5,000 hours. Both ridership and cost recovery remain strong for weekday and weekend service. Staff are confident that the 2014/2015 budget targets are on track and that transit will continue with steady growth toward the *RDN Future Plan* 25-year performance targets.

RECOMMENDATION

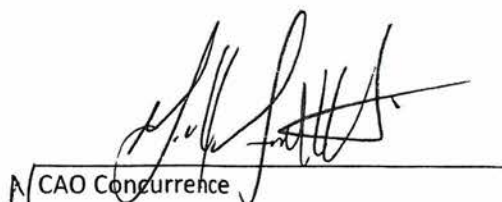
That the Board receive this report for information purposes.



Report Writer



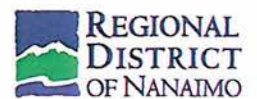
A/General Manager Concurrence



CAO Concurrence



Regional District of Nanaimo Interim Service Performance Report January 2015



1. Introduction

This report presents an interim ridership performance review for the Regional District of Nanaimo (RDN) Transit System at the system level, against the system performance guidelines developed through the Transit Future Plan process.

2. 25 Year Transit Future Plan 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 Design Standards, Performance Guidelines are tools that evaluate existing services, identify trends in performance and, based on this evidence, determine how service and supporting features (fares, marketing, facilities, etc.) should be adjusted to improve the effectiveness and efficiency of the system to optimize resources.

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:

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



When performance falls below the set guidelines, recommendations to the RDN Transit Select Committee will focus on the utilization of the above tools to maximize efficiency.

2.1 Performance Measures

Performance measures have been chosen that evaluate the effectiveness of service planning investments on a system and route level.

System level: The measure used for the system guidelines are:

- Average rides per revenue hour - Measures the total volume of ridership as compared to the supply of transit service.
- Cost per passenger trip – Measures the average cost to provide service per passenger trip
- Cost recovery – A measure of the financial performance of the transit system usually expressed in terms of total operating revenue/total operating expenses.
- Passengers trips per capita – Measures the ratio between transit trips and the population of the service area

Route level: The measures used for the route level guidelines are:

- Average rides per revenue hour - Measures the total volume of ridership as compared to the supply of transit service.
- Average rides per trip - Measures the total number of people that board a vehicle on a specific trip.

Route level performance guidelines have been classified into four categories (rapid transit, frequent transit, local transit and targeted transit) to acknowledge different performance expectations based on a route's objective.

As the intention of this document is to provide an interim check in on the system's overall efficiency and effectiveness of performance by service day, route level performance has not been included here. Route level performance will be presented in an upcoming document to determine and support upcoming changes to the transit system proposed for 2015/16.¹

2.2 Performance Targets

The approved RDN Transit Future Plan sets performance targets for the system and route level. As well as monitoring existing performance against these guidelines, historical trends will also be monitored to determine if the system or routes are becoming more or less efficient over time. Significant variance (+/- 25%) from the target will place a route on an action list for further investigation and will require more detailed analysis. Routes that fall below the 25% variance will be candidates for corrective adjustments and routes that fall above the 25% variance will be candidates for service improvements. BC Transit will report on an annual basis how the system and routes are performing and this will help guide planning decisions.

The full Annual Performance Report is typically available in the early summer of each year. This report focuses on interim system level results by service day.

¹ The Regional District of Nanaimo Transit Future Plan, including more information on service layers, the future network and Performance Guidelines, can be found here: http://www.bctransit.com/transitfuture/rdn_future.cfm.

3. System Level Performance

The purpose of monitoring system wide performance is to identify trends in system performance and compare the performance of the transit system with other peer transit systems. These measures are designed to monitor the pulse of the RDN Transit System as a whole and guide service planning decisions. This can be particularly useful when identifying system wide impacts of major investments in the transit network such as development of the Rapid Transit and Frequent Transit networks. Table 1 below identifies the RDN Transit Future Plan's System Level Performance Guidelines.

Table 1: Transit Future Plan 25 Year System Level Performance Guidelines

| Measure | 25 Year Target |
|------------------------|----------------|
| Rides per service hour | 30 |
| Cost per ride | \$4.60 |
| Cost recovery | 25.5% |
| Rides per capita | 33.85 |

3.1 Interim System Performance Results

The following provides the fiscal year analysis of the transit system against the system level performance targets, based on year to date actuals and 2014/15 Forecast.

Table 2: Fiscal Year Analysis

| Measure | 2012/13 Actuals | 2013/14 Actuals | 2014/15 *Year to Date Actuals | 2014/15 Forecast | 2014/15 AOA Budgeted |
|------------------------|-----------------|-----------------|-------------------------------|------------------|----------------------|
| Rides per service hour | 24 | 24 | 21.3 | 23.7 | 24 |
| Cost per ride | \$3.86 | \$3.93 | \$4.42 | \$4.21 | \$4.22 |
| Cost recovery | 38.8% | 39.4% | 37.7% | 36.3% | 36.1% |
| Rides per capita | 27 | 28 | N/A | 27.6 | 27.8 |

*YTD covers six months system data from April 2014 to September 2014

Note: this information is likewise given to the RDN on yearly premise through the Annual Performance Summaries

Notwithstanding the Province wide teacher's strike between June and September 2014 and the associated ridership loss of 26% (approximately 60, 000 transit trips) recorded for September, an 8% increase in the expected trips over the summer months of July and August supports a confident outlook for the RDN Transit System to continue with a steady ridership trend over the closing six months of the fiscal year. This is supported in Table 2 which indicates the Forecast Measures² to be closely aligned with the expected 2014/15 AOA budget estimates.

System Performance Results

GFI ridership data for the 2013 and 2014 calendar year is analyzed against the system performance targets, including average rides per trip and average rides per service hour for the annual Weekday, Saturday and Sunday services that were provided.

The data indicates the system is performing below the 25 year Transit Future Plan average target of 30 rides per revenue hour, but is generally in line with recent years and the 2014/15 budget. When comparing ridership and resources between service days, generally rides per service hour over the weekday and weekend days are performing alike, averaging 20 to 22 rides per service hour, this is a good indication that the hours of service being offered over the weekend days are delivering suitable transit opportunities on the key routes within the system. Even more importantly it demonstrates the system is using its resources prudently and is tailoring the appropriate number of hours for weekends to the level of ridership demand. Generally higher operating costs are associated with the provision of Sunday services however, transit services offer key community benefits of access and inclusion. These benefits outweigh the costs and provide a key mechanism for the support and growth of Social Capital in the Regional District of Nanaimo.

3.1 Weekday System Performance

| System Level | Trips Operated | Revenue Hours | Total Rides | Average Rides per Trip | Average Rides per Revenue Hr |
|---|----------------|---------------|------------------|------------------------|------------------------------|
| 25 Year Transit Future Plan Target | | | | | 30 |
| 2013 | | | | | |
| System Total | 135,407 | 94,566 | 2,066,319 | 15.3 | 21.9 |
| 2014 | | | | | |
| System Total | 136,203 | 94,498 | 2,066,123 | 15.2 | 21.9 |

*. It is assessed that there is 85% accuracy in the catch of GFI ridership information.

² Forecast measures are a future fiscal year end adjustment calculated using 2014/15 Year to date actuals

3.2 Saturday System Performance

| System Level | Trips Operated | Revenue Hours | Total Rides | Average Rides per Trip | Average Rides per Revenue Hr |
|---|----------------|---------------|----------------|------------------------|------------------------------|
| 25 Year Transit Future Plan Target | | | | | 30 |
| 2013 System Total | 19,032 | 13,594 | 265,043 | 13.9 | 19.5 |
| 2014 System Total | 19,032 | 13,594 | 262,646 | 13.8 | 19.3 |

It is assessed that there is 85% accuracy in the catch of GFI ridership information.

3.4 Sunday System Performance

| System Level | Trips Operated | Revenue Hours | Total Rides | Average Rides per Trip | Average Rides per Revenue Hr |
|---|----------------|---------------|----------------|------------------------|------------------------------|
| 25 Year Transit Future Plan Target | | | | | 30 |
| 2013 System Total | 8,944 | 7,120 | 144,851 | 16.2 | 20.3 |
| 2014 System Total | 8,944 | 7,120 | 148,091 | 16.6 | 20.8 |

It is assessed that there is 85% accuracy in the catch of GFI ridership information.

4.0 Conclusion

This report has provided an outline of the Performance Guidelines as established within the approved Regional District of Nanaimo 25 Year Transit Future Plan.

Recent system wide data and analysis indicates the RDN Transit system is progressing comfortably towards the average target of 30 rides per service hour, with weekend ridership strong and relatively comparable with weekday service hours and ridership averages.

Future service expansion to introduce the Frequent Transit Network to better connect Woodgrove Centre, Vancouver Island University and downtown Nanaimo is proposed to be implemented in the fall of 2015. This is a key priority identified within the Transit Future Plan and will create the frequent transit spine of the transit system, increasing service frequency and span of service on Wakesiah, Bowen and Upland Roads. This change will deliver more frequent direct services and is expected to grow ridership averages across the system.

The RDN Transit system will be consistently monitored against the Transit Future Plan system and route performance measures. This will help to identify trends in the system performance and allow quantitative observations and analysis of the impact of service changes and investments as they occur.

5.0 Key Assumptions

5.1 Ridership data integrity

Ridership information for this report is gathered through the GFI fare box framework. This framework depends on some manual key application by drivers. It is assessed the GFI ridership catch has an accuracy of 85%.

5.2 External Factors

In addition to service changes there are a number of external factors that may affect transit ridership. Some of these include:

- fare increases,
- changing fuel prices,
- changing macro- economics
- changes in land use
- changes in ridership patterns at major trip generators (schools, VIU, major employers, etc.)