

**REGIONAL DISTRICT OF NANAIMO**

**TRANSIT SELECT COMMITTEE  
THURSDAY, OCTOBER 8, 2015  
12:00 PM**

***(RDN Committee Room)***

**A G E N D A**

**PAGES**

**CALL TO ORDER**

**MINUTES**

2-3 Minutes of the regular Transit Select Committee meeting held July 26, 2015.

**BUSINESS ARISING FROM THE MINUTES**

**COMMUNICATIONS/CORRESPONDENCE**

4 **J. White**, re changes advantageous to transit users.

5-7 **Maria Lockley, BC Transit**, re extension of Route #7 Cinnabar/Cedar beyond Woobank Road.

**UNFINISHED BUSINESS**

**BC TRANSIT UPDATES**

**REPORTS**

8-9 Taxi Saver – handyDART Cost Comparison Report.

10-14 Route 15-15A Analysis.

**ADDENDUM**

**BUSINESS ARISING FROM DELEGATIONS OR COMMUNICATIONS**

**NEW BUSINESS**

**ADJOURNMENT**

## DISTRICT OF NANAIMO

### MINUTES OF THE TRANSIT SELECT COMMITTEE MEETING HELD ON THURSDAY, JULY 16, 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 M. Lefebvre  | City of Parksville |
| Director Bill McKay   | City of Nanaimo    |
| Director J. Hong      | City of Nanaimo    |

#### Also in Attendance:

|                |  |
|----------------|--|
| P. Thorkelsson | Chief Administrative Officer, RDN                |
| D. Trudeau     | GM, Transportation & Solid Waste Services, RDN   |
| D. Pearce      | Manager, Transit Operations, RDN                 |
| J. Logan       | Supt., Transportation Planning & Scheduling, RDN |
| 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.

#### MINUTES

MOVED Director Stanhope, SECONDED Director Lefebvre that the minutes of the regular Transit Select Committee meeting held May 21, 2015 be adopted. CARRIED

#### BC TRANSIT UPDATES

##### BC Transit Annual Performance Report.

M. Lockley provided a PowerPoint presentation on the BC Transit Annual Performance Summaries.

MOVED Director Stanhope, SECONDED Director Lefebvre that the report, from BC Transit regarding the Annual Performance Summaries be received. CARRIED

#### REPORTS

##### Route 15A VIU Connector (Jingle Pot) Service Review.

D. Pearce reviewed the report and provided an overview of the Route 15A ridership and communication received from Vancouver Island University Students' Union and BC Transit.

MOVED Director Lefebvre, SECONDED Director McKay that the Board direct staff to retain Route 15A VIU Connector (Jingle Pot) in the Conventional transit system. CARRIED

**Transit Consultation Plan.**

D. Trudeau stated that public consultation is a very important component of transit. In September a report will be brought back to the Transit Select Committee with a detailed communication plan.

MOVED Director Stanhope, SECONDED Director Lefebvre that the Transit Consultation Plan report be accepted. CARRIED

**NEW BUSINESS**

**Extension of Route #7**

MOVED Director McPherson, SECONDED Director Lefebvre that staff be directed to provide a report on extending Route #7 beyond Woobank Road. CARRIED

**Taxi Saver Program**

MOVED Director Rogers, SECONDED Director Stanhope that staff be directed to provide a report comparing benefits and costs of the Taxi Saver program and handyDART (Custom Transit). CARRIED

**ROUTE 15**

MOVED by Director Hong, SECONDED by Director Young that staff be directed to prepare a report on the elimination of Route 15, with the re-allocation of Route 15 operating hours to Route 15A. CARRIED

**ADJOURNMENT**

MOVED Director Lefebvre that the meeting be adjourned. CARRIED

**NEXT MEETING**

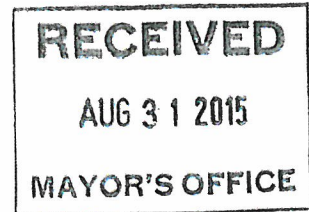
The next meeting of the Transit Select Committee is set tentatively for Thursday, September 17, 2015, in the RDN Committee Room.

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CHAIRPERSON

August 27, 2015

Mayor Bill McKay and City Councillors  
City Of Nanaimo  
455 Wallace Street  
Nanaimo, BC  
V9R 5J6



The attached is a copy of a letter sent to Nanaimo Transit in an effort to encourage them to consider changes that would be advantageous to transit users.

As someone who has used public transit for many years in many places, I find that Nanaimo citizens are much too reliant on personal automobiles.

Transit has more of an effect than just helping clean our air. I have met many people on transit and have had interesting conversations with them over the years.

Please consider my thoughts and suggestions and encourage the transit authority to:

- Restore ease of obtaining schedules for those of us who do not use cell phones or internet.
- Expand service to include our tourist sites and the Airport.

Thank you for your attention which is very much appreciated.

J. White

Ccs: Tourism Nanaimo  
Nanaimo Daily News Editor Philip Wolf  
Nanaimo News Bulletin Editor Melissa Fryer

29 September, 2015

Daniel Pearce  
Manager of Transit Operations  
Regional District of Nanaimo

**Sent Via Email:** [DPearce@rdn.bc.ca](mailto:DPearce@rdn.bc.ca)

**RE: 16 July 2015 Transit Select Committee motion: directing staff to provide a report on extending Route #7 Cinnabar/ Cedar beyond Woobank Road.**

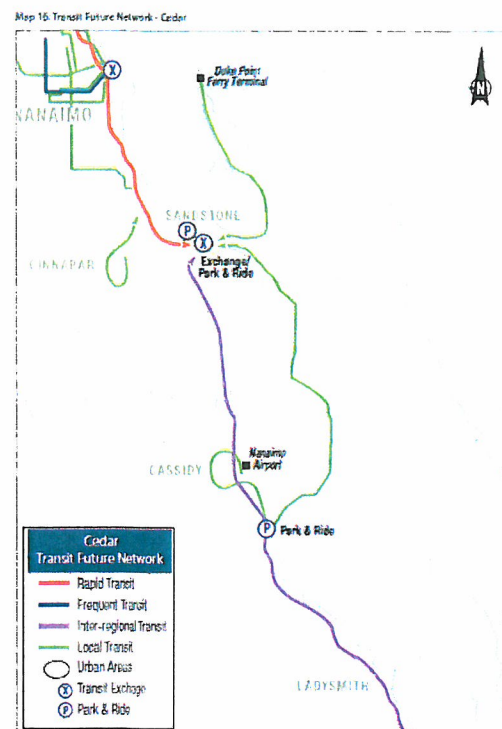
Dear Daniel,

BC Transit provides the following information for you investigation of the staff report request. Comprehensive community and stakeholder consultation were major contributors to developing the future service priorities completed as part of the recently endorsed Regional District of Nanaimo Transit Future Plan (TFP). Subsequent to the TFP development, BC Transit in collaboration with the Regional District of Nanaimo (RDN) has commenced a qualitative high level transit study to help understand the expansion of transit service within the RDN southern corridor, particularly with respect to inter regional connections to the Cowichan Valley.

**For the following reasons expansion of services on Route 7 Cinnabar/ Cedar is not recommended at this time.**

BC Transit has recently received a draft copy of the outcomes of the Interregional Transit Market Research Report which developed a methodology to analyse the potential for transit services between key regional centres across Vancouver Island. The draft report in particular provides the qualitative data to help measure and understand the ridership market and the viability for connecting the conventional transit services between the Regional District of Nanaimo and the Cowichan Valley Regional District with a particular focus on Ladysmith and Area A within Nanaimo, including services connecting to the Regional Nanaimo Airport. The southern corridor area of Nanaimo (Area A) and the connection of services from Ladysmith to the Regional District of Nanaimo are seen as a natural extension of the coverage area for Route 7 Cinnabar /Cedar.

The recently adopted RDN Transit Future Plan outlines a number of short term service and infrastructure strategies that look to improve the operation and coverage of services within the southern corridor of the RDN transit service area over the next five years. See map16 opposite. The short term strategies required to deliver extended services on route 7 Cinnabar/Cedar will undoubtedly require



expansion dollars. As summarized in the current provincial three year budgets there are currently no expansion resources for transit around the province. Therefore if the RDN was to consider the expansion of services into the southern corridor, the resources required would need to come from reallocation of existing services.

The draft Inter regional Market Research Report and subsequent proposed Service Discussion Document which are currently under development and expected for completion in November 2015, are a significant part of the prioritization and decision making process for when and how transit services in the RDN southern corridor could be expanded once expansion funding becomes available.

Upon completion of the report, BC Transit will provide the Transit Select Committee with a copy of the Service Discussion Document and a presentation outlining the outcomes. If merited service options will be proposed including estimated costs and next steps to be considered by the Committee for implementation of expanded transit services into the southern corridor.

In the interim, BC transit provides this summary of some of the key draft outputs and service strategies being investigated by BC Transit, the RDN, and Cowichan Valley transit technical staff as a result of the draft Inter regional Market Research Report:

#### Draft Inter regional Market Research Report outputs:

- It has been determined at a high level that a good commuter market exists between Ladysmith and Vancouver Island University.
- Estimations for the propensity for a commuter market in Area A (Cedar South Wellington area, Cedar Village area and Cassidy) are extremely low.
- Captive transit market analysis for Area A is very low with an extremely low population density of 112 persons per square kilometer and with less than 30% of population comprising of youth and elderly; however statistics indicate a high migration out of the area for employment. In comparison Ladysmith indicates a medium captive transit market analysis showing a population density of 656 persons per square kilometer above 35% of persons in the youth/elderly age cohort combined with a high exit migration of persons leaving the area for employment.

#### Draft Service strategies under development and discussion:

- Report recommendations focus on a future interregional service strategy directed at commuter type services from Cowichan Valley (Ladysmith) to VIU campus in Nanaimo.
- Any proposed route should pass through or stop at shopping and service areas offering dual purpose trips for students and staff using the service and could provide opportunities to the captive market which has been estimated to be medium in Ladysmith and low in Area A Nanaimo.
- Two high level service strategies to be considered for future implementation are being explored and to be presented in more detail at a later date include:
  - Direct service between Ladysmith and VIU via the Nanaimo Regional Airport
  - Indirect service between RDN Airport and VIU providing expanded coverage to more densely populated areas of Area A Nanaimo.
  - Challenges to be outlined include high level cost, estimated ridership and impacts to infrastructure and recommended next steps including consultation strategy and implementation time frame.

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**Maria Lockley**  
**Senior Transit Planner**  
**BC Transit**  
[Maria\\_Lockley@BCTransit.com](mailto:Maria_Lockley@BCTransit.com) | 250.385 2551 x5387 |

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**TO:** Daniel Pearce  
Manager, Transit Operations

**DATE:** September 28 , 2015

**FROM:** Jamie Logan  
Superintendent, Transit Planning & Scheduling

**MEETING:** TSC October 8, 2015

**FILE:** 0550-20-TSC

**SUBJECT:** Taxi Saver – handyDART Cost Comparison Report

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### RECOMMENDATION

That the Board receive this report for information purposes.

### PURPOSE

The purpose of this report is to provide information to the Board comparing the benefits and costs of the Taxi Saver Program versus handyDART service.

### BACKGROUND

At the July 16, 2015 Transit Select Committee the following motion was passed:

*that staff be directed to provide a report comparing benefits and costs of the Taxi Saver program and handyDART (Custom Transit).*

#### Taxi Saver Program Overview

The Taxi Saver Program is cost shared with BC Transit (at a rate of 66.69%) and is not a stand-alone service. The purpose of the program is to provide transportation for registered handyDART clients when a handyDART is not available to accommodate the client's ride request. An example of this would be when a request is made for transportation when a handyDART is unavailable due to timing issues or transportation needs outside of handyDART operating hours. 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. These can only be purchased once every ninety (90) days. In order to retain eligibility, customers must use the handyDART service at least once in the ninety (90) days prior to purchasing Taxi Saver coupons. The coupons come in denominations of \$1, \$2 and \$3 and can be purchased only through the handyDART office. The client uses the coupons to pay the dollar meter rate of the taxi fare. For example, if a taxi fare is \$15.80, the passenger pays \$15.00 in coupons and 80 cents in change.

#### handyDART Service Overview

handyDART service hours in Nanaimo are Monday to Friday, 7:00 a.m. to 9:00 p.m., Saturdays 9:00 a.m. to 6:00 p.m. and Sundays 9:00 a.m. to 5:00 p.m. Hours in Parksville are Monday to Friday 7:15 a.m. to 5:15 p.m. The client can call in up to 2 weeks in advance to book a trip. The client is given a pick up time based on their travel needs and handyDART availability. handyDART service costs the client an average



of \$3.25 per ride. Clients may be travelling alone or may be picked up with other clients travelling the same direction and time.

**ALTERNATIVES**

1. That the Board receive this report for information.
2. That the Board not receive this report and provide alternative direction to staff.

**FINANCIAL IMPLICATIONS**

The RDN handyDART budget for taxi savers as per the *Annual Operating Agreement (AOA)* for the period of April 1, 2015 to March 31, 2016 is \$40,000. Of this amount, \$20,000 is recaptured from the sale of the taxi savers. The taxi company is reimbursed the full amount of the taxi fare.


In 2014, taxi saver reimbursement was \$16,656.00 for 1,581 rides for an average taxi saver ride cost of \$10.53. Based upon the approved 2015-2016 AOA costs and statistics, the average handyDART ride costs \$10.37 per ride after cost sharing with BC Transit.


**STRATEGIC PLAN IMPLICATIONS**


The Transportation Services Department is working continuously on improving the viability and efficiency of handyDART services. Constant monitoring is being done of where and when service hours are being used to maximize ridership and provide favorable operating hours for the clients.

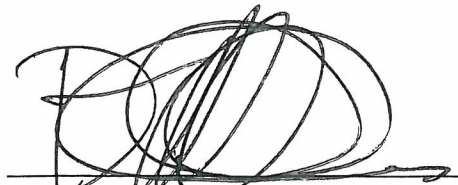
**SUMMARY/CONCLUSIONS**

BC Transit cost shares at a rate of 66.69% towards the handyDART service, including the Taxi Saver Program. The cost to The Regional District of Nanaimo for a handyDART trip, after cost sharing, is comparable to the cost of the average taxi saver ride. Having the current combination of the two programs provides clients with the opportunity to purchase taxi savers as well as the ability to utilize the regular handyDART services. This affords our clients with the ability to obtain transportation when it may not normally be available.

  
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Report Writer

  
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GM Concurrence

  
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Fo Manager Concurrence

  
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C.A.D. Concurrence

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**TO:** Dennis Trudeau  
General Manager, Transportation & Solid Waste Services

**DATE:** September 25, 2015

**FROM:** Daniel Pearce  
Manager, Transit Operations

**MEETING:** TSC – Oct. 8, 2015

**FILE:** 8500-01

**SUBJECT:** Route 15/15A Analysis

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### RECOMMENDATION

That the Board direct staff to retain Route 15 VIU Connector in the Conventional transit system.

### PURPOSE

To complete a review of the Route 15 and 15A VIU Connector (Jingle Pot Road).

### BACKGROUND

At the July 28, 2015 Board meeting, the following motion was approved:

*That staff be directed to prepare a report on the elimination of Route 15, with the reallocation of Route 15 operating hours to Route 15A.*

The 15 VIU Connector transit route operates between Woodgrove Centre, along the Nanaimo Parkway to Vancouver Island University (VIU) (*Appendix A*). The route was implemented in 1998 as an express service to VIU and currently provides 20 trips from Woodgrove Centre to VIU and 23 trips from VIU to Woodgrove Centre. Ridership on the Route 15 is strong. There is an average of 516 rides per weekday and an average of 25 rides per service hour.

The 15A VIU Connector (Jingle Pot) transit route was implemented as part of the March 2013 Conventional transit expansion at the direction of the Board (*Appendix A*). The 'A' part of Route 15 operates 11 trips a day, using Jingle Pot Road instead of the regular routing for Route 15, i.e., along the Nanaimo Parkway (*Appendix A*). There are a total of 21 stops along Route 15A that are in the City of Nanaimo boundaries. Route 15A operates year round, Monday to Friday. Further, at the June 23, 2015 Board meeting, a motion was passed to remove all Route 15A transit stops on Jingle Pot Road in Electoral Area 'C'.

Ridership on Route 15A is considered good for a rural route. There is an average of 41 rides per weekday and 17 rides per hour.

### Ridership vs Coverage Routes

Ridership routes generally operate on arterial roads, service corridors with mixed land use and provide frequent or, in cases, express type connection between urban centres or major community type facilities like public institutions. Ridership type routes are often sufficiently competitive enough with personal vehicle travel that commuters can be persuaded to choose transit as their preferred mode for work and

school travel, helping to reduce congestion on busy commuter corridors and contribute to reducing greenhouse gas emissions.

Coverage style routes generally serve less densely populated suburban and rural areas with a focus on connections to local centres and to frequent ridership type routes. Coverage routes are carefully implemented to cover as much urban area as probable as efficiently as possible. Typical coverage type routes have low frequencies.

Please refer to *Appendix B* for a comparison image of a ridership route and coverage style route.

### **RDN Transit System Routes**

The RDN Transit System has a mixture of ridership and coverage routes. To date, 68% of the weekday service hours are allocated towards ridership style routes compared with 32% of weekday service hours allocated to coverage style routes. Route 15 is considered a ridership style route and the Route 15A is considered a coverage style route. Together these styles of routes create a robust transit system. Focusing more of the transit service hours towards ridership style routes ensures the transit system is efficient and convenient, while balancing coverage style routes to ensure residents have access to the system.

BC Transit planning staff have said, *“Ridership on the 15 VIU functions as an important Ridership route along the Nanaimo Parkway and patronage has continued to grow year over year as students recognize this route as a direct frequent limited stop service with peak services often carrying full loads. Simply redirecting full buses down Jingle Pot Road will not improve service but may in fact damage the good ridership habits established on the route 15 VIU Connector and the route 15A. The 15A in its current coverage style delivers the expected service benefits to the City of Nanaimo residents located in the Jingle Pot Road Area.”*

*Consideration should also be given to the transport function of the Nanaimo Parkway versus the Jingle Pot Road. Limited coverage type services along Jingle Pot road direct 10 Heavy Duty buses along a two-way rural type collector road. This type of limited service is considered appropriate for this level of local residential road. If, however, directed to move all 15 VIU services to Jingle Pot Road this would direct over 50 bus trips along this route most likely raising significant concerns for residents in the locality.”*

### **ALTERNATIVES**

1. That the Board direct staff to retain Route 15 VIU Connector in the Conventional transit system.
2. That the Board direct staff to eliminate Route 15, with the reallocation of Route 15 operating hours to Route 15A.

### **FINANCIAL IMPLICATIONS**

The 2015 Southern Transit Tax requisition for Nanaimo is \$7,893,054.

#### Under Alternatives 1 and 2:

There would be no changes to the City of Nanaimo tax requisition.

## 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 the elimination of Route 15, with the re-allocation of Route 15 operating hours to Route 15A.

Route 15 VIU Connector was implemented in 1998 as an express service to VIU. Route 15A VIU Connector (Jingle Pot) was implemented as part of the March 2013 Conventional transit expansion and operates 11 trips a day using Jingle Pot Road instead of the regular routing along the Nanaimo Parkway.

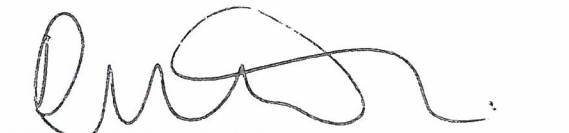
Staff have received correspondence from BC Transit regarding Routes 15 and 15A, and are recommending that the 15 route should not be eliminated.

Based on ridership, transit planning and feedback from BC Transit, staff are recommending that Route 15 not be eliminated.



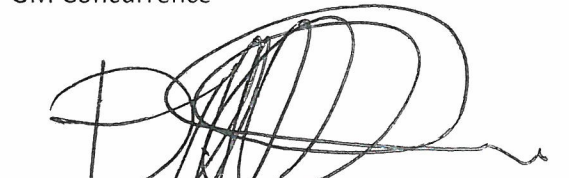
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Report Writer



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GM Concurrence

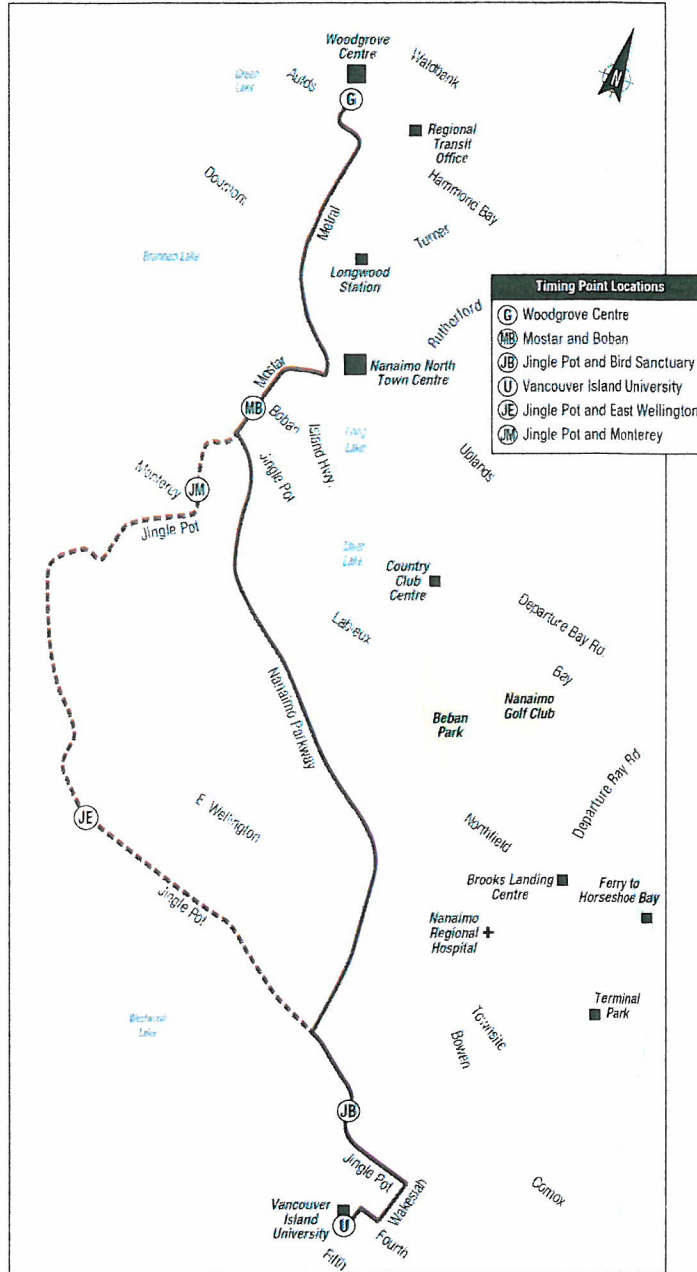


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C.A.O. Concurrence

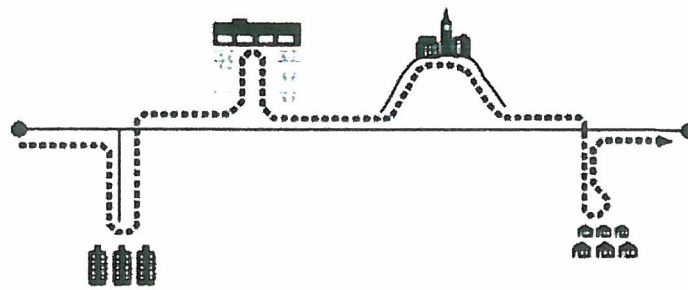
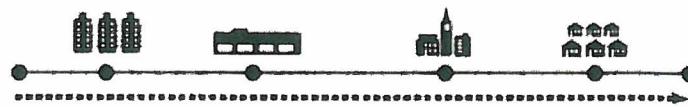
## APPENDIX A

### 15 VIU Connector



## APPENDIX B

RIDERSHIP STYLE ROUTE ↷



COVERAGE STYLE ROUTE ↷