

**REGIONAL DISTRICT OF NANAIMO**

**TRANSIT SELECT COMMITTEE**

**THURSDAY, JULY 19, 2012**

**12:00 PM**

*(RDN Committee Room)*

**A G E N D A**

**PAGES**

**CALL TO ORDER**

**DELEGATIONS**

**MINUTES**

3-8 Minutes of the regular Transit Select Committee meeting held May 17, 2012.

**BUSINESS ARISING FROM THE MINUTES**

**COMMUNICATIONS/CORRESPONDENCE**

9-12 **Correspondence to Tom Lee, of Tom Lee Management Consultants**, re presentation of concerns regarding the RDN partnership with BC Transit.

13 **Anonymous correspondence**, re locating a bus shelter between Brickyard and Turner.

**UNFINISHED BUSINESS**

**REPORTS**

BC Transit Updates. (verbal – BC Transit presentation)

14-23 RDN Transit Business Plan Update.

24-29 BC Transit Custom Service Area Proposal.

Electoral Area 'B' Taxi Saver Report. (to be circulated)

**ADDENDUM**

**BUSINESS ARISING FROM DELEGATIONS OR COMMUNICATIONS**

**NEW BUSINESS**

**ADJOURNMENT**

Distribution: D. Brennan (Chairperson), J. Stanhope, B. Bestwick, T. Greves, G. Anderson, A. McPherson, D. Willie, M. Lefebvre, G. Holme, M. Young, B. Veenhof, B. Dempsey, T. Graff, D. Holmes, F. Manson, M. Brown, C. Mason, D. Trudeau, D. Pearce, J. Pope, M. Moore (BC Transit)

For information only: H. Houle, J. Fell, J. Ruttan, D. Johnstone, J. Kipp

**DISTRICT OF NANAIMO**

**MINUTES OF THE TRANSIT SELECT COMMITTEE  
MEETING HELD ON THURSDAY, MAY 17, 2012 AT 12:00 NOON  
IN THE COMMITTEE ROOM**

**Present:**

Director D. Brennan	Chairperson
Director A. McPherson	Electoral Area 'A'
Director M. Young	Electoral Area 'C'
Director G. Holme	Electoral Area 'E'
Director J. Stanhope	Electoral Area 'G'
Director B. Veenhof	Electoral Area 'H'
Director M. Lefebvre	City of Parksville
Director D. Willie	Town of Qualicum Beach
Director B. Dempsey	District of Lantzville
Director B. Bestwick	City of Nanaimo
Director T. Greves	City of Nanaimo
Director G. Anderson	City of Nanaimo

**Also in Attendance:**

C. Mason	CAO, RDN
D. Trudeau	Gen. Mgr, Transportation & Solid Waste Services, RDN
D. Pearce	Manager, Transit Operations, RDN
D. Holmes	City of Nanaimo
M. Moore	BC Transit
F. McFarlane	Recording Secretary, RDN

**CALL TO ORDER**

The meeting was called to order at 12:00 pm by the Chair.

**MINUTES**

MOVED Director Holme, SECONDED Director Veenhof that the minutes of the regular Transit Select Committee meeting held March 22, 2012 be adopted. CARRIED

**REPORTS**

**BC TRANSIT UPDATE**

Myrna Moore, of BC Transit, spoke further about the process regarding the memorandum of understanding and transit service expansion. The process will look at the scope of the work, the timeline and the cost so that everyone involved would sign off on deliverability of service.

MOVED Director Stanhope, SECONDED Director Lefebvre, that the verbal report from BC Transit be received. CARRIED

## REPORTS

### **2012/2013 Annual Operating Agreement – Regional District of Nanaimo / BC Transit.**

D. Trudeau reviewed the basis of an annual operating agreement and noted that it encompasses the expansion that took place on March 4, 2012. He noted the cost increases that are primarily due to inflation, rising fuel costs and insurance. Director Lefebvre asked about obtaining vehicles that would operate more economically and D. Trudeau stated he had recently met with BC Transit regarding a pilot project using natural gas vehicles. D. Trudeau also noted that the RDN is looking at bringing in smaller buses (14 seats) for use in small communities.

In response to Director Bestwick's question on a further increase in the 2013/2014 Annual Operating Agreement, D. Trudeau noted that it would depend on whether or not we underwent a further expansion of service. Director Dempsey asked if the cost per mile/cost per rider as compared to five years ago is increasing. D. Trudeau stated the generally it is going up due to inflationary costs, an aging fleet and rising fuel costs.

MOVED Director Stanhope, SECONDED Director Lefebvre, that the 2012/2013 Conventional and Custom Annual Operating Agreement (AOA) with BC Transit be approved. CARRIED

### **Update on the Transit Business Plan.**

The current Transit Business Plan (TBP) was approved in 2008 and outlines how and where transit is going. BC Transit has indicated they want to work with us to update the TBP in 2012.

D. Pearce advised that Open Houses are planned for the fall of 2012 in all electoral areas and municipalities. Open Houses will provide an opportunity to share information, see what different areas want and lay out options for the public. The ferry bus from Qualicum Beach is an example of community input and initiation of a much used service. In July, a report on the TBP work plan will be brought forward to the Transit Select Committee.

MOVED Director Holme, SECONDED Director McPherson, that the presentation be received. CARRIED

### **2013 Proposed Expansion.**

D. Pearce reviewed the presentation (attached) and noted that this would give members an idea of what we are looking at for the 2013 expansion.

Director Bestwick asked whether there is an express bus service from north Nanaimo to Vancouver Island University. D. Pearce noted the #4 VIU has express service at certain times of the day, stopping only at transfer points. Also, the #8 South and #9 North have more limited stops on their runs.

In response to Director Young's query about bus service along Jingle Pot Road, D. Trudeau noted that conventional service to residents along Jingle Pot Road in EA 'C' will have a financial impact on taxes paid by residents in the area.

Director Willie advised that the new Oceanside Health Care Clinic will be opening soon in Parksville/Qualicum. Director Lefebvre suggested that the Vancouver Island Health Authority be contacted now to determine the main entrance to the facility (on Alberni) and also that communications be started now to determine where bus stops should be located.

Director Veenhof questioned whether bus service in Electoral Area 'H' could be connected to service provided by the Comox Valley Regional District.

Director Anderson asked if the RDN has looked at putting the maps of the bus stops on Google. D. Pearce said this is currently being considered.

MOVED Director Stanhope, SECONDED Director Holme, that the presentation be received. CARRIED

#### **ADJOURNMENT**

MOVED Director Anderson, SECONDED Director Veenhof, that the meeting move into In Camera. CARRIED

TIME: 1:00 PM

#### **NEXT MEETING**

The next meeting of the Transit Select Committee is set tentatively for Thursday, July 19, 2012, in the RDN Committee Room.

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CHAIRPERSON



# 2013 RDN Transit Expansion



## Background

Proposed 5000 annual hour conventional expansion initial planning

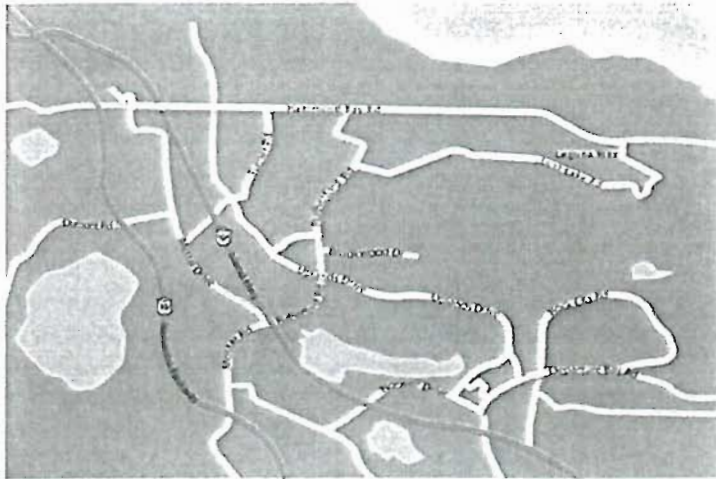
- Expanded service in Parksville, Qualicum Beach, Electoral Area H
- Expanded service for VIU, utilizing Jungle Pot Road
- Enhanced service to and from Departure Bay Ferry Terminal
- New service to Fairwinds
- New service for Rock City Road

Proposed 3750 annual hour handyDART expansion

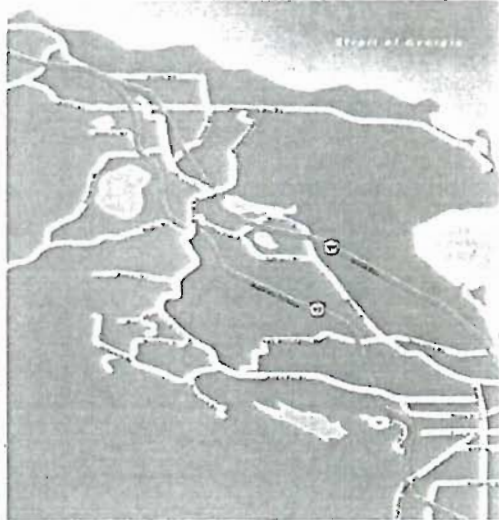
- Expanded repeater service in Nanaimo
- Expanded repeater service in Parksville and Qualicum Beach



### #12- Dover Connector (enhanced)



### #15- VIU Connector (Jingle Pot Extension)



## Fairwinds



## Next Steps

### July TSC

- Financial analysis of both the conventional and handyDART expansions

Public Planning Sessions begin in September 2012

### October TSC

Detailed expansion report, including service implementation and financial analysis





REGIONAL  
DISTRICT  
OF NANAIMO

ORIGINAL BY EMAIL

[tom@tlmc.ca](mailto:tom@tlmc.ca)

FILE NO.: 0220-01

June 12, 2012

Tom Lee, Principal  
Tom Lee Management Consultants  
BC Transit Independent Review Panel

Dear Tom Lee:

We would like to thank the BC Transit Independent Review Panel for providing Local Governments the opportunity to present concerns regarding our partnership with BC Transit.

The purpose of the following is to provide written input for the Independent Review Panel, which complements the Regional District of Nanaimo (RDN) PowerPoint presentation on May 17, 2012. As noted in the presentation there were a number of Local Government meetings where a majority of the participants expressed serious concerns about the partnership with BC Transit, especially regarding governance, funding and substantially increased capital and operating costs.

The RDN is one of the few transit systems in British Columbia that is operated by Local Government; all others are private or non-profit companies. Our first Annual Operating Agreement with BC Transit was agreed to in April of 1969 so we have had a significant history with the provision of transit in BC.

The RDN and a number of Local Governments have expressed concerns in relation to BC Transit partnership including:

- communications between BC Transit and Local Governments;
- budget information and Annual Operating Agreements;
- allocation of service hours and vehicles;
- governance and funding;
- increase in BC Transit Management fees; increase in capital costs; and,
- increase in maintenance costs.

#### *Communications*

RDN staff have been challenged with BC Transit's one-way style of communication. The main examples of this type of communication are in areas such as branding, bus disbursement, maintenance decisions, capital purchases and late budget information. Very little, if any, consultation is involved in these decisions that can significantly affect a transit operation.

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Nanaimo, B.C.  
V9T 6N2

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Toll Free: 1-877-607-4111  
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RDN Website: [www.rdn.bc.ca](http://www.rdn.bc.ca)

In addition Local Governments have not been provided with full disclosures on decisions made by BC Transit that affect costs. A recent example is the administration fees being shifted from Victoria to other regional systems without any notice. This shift increased budgets significantly for regional systems after Local Governments had already approved budgets.

#### *Budget Information and Annual Operating Agreements*

RDN staff work with BC Transit to prepare system service plans and budgets for the upcoming year. Plans and budgets are approved each year in open sessions by our Transit Select Committee and then confirmed at the RDN Board. This partnership is formalized through operating agreements: a Master Joint Operating Agreement (MJOA) and an Annual Operating Agreement (AOA). The AOA is renewed on an annual basis.

The AOA is an important tool as it confirms BC Transit (through the BC Provincial Government) funding, which is 46.69% of conventional transit systems and 66.69% of custom systems. The Local Government funds 53.31% of conventional transit systems and 33.31% of custom systems. The Local Government uses revenue collected from the transit system (fares, advertising, etc.) to reduce the property tax share of costs. In the RDN the actual percentage that we pay is much larger than 53.31% of conventional transit systems and 33.31% of custom systems and actually is approaching 65% of total costs. The main reason for the discrepancy is that there are a number of costs that BC Transit has been unwilling to cost share in such as higher wages (handyDART drivers are paid the same as conventional drivers), management, RDN Board and capital infrastructure.

Local Governments are challenged by obtaining required AOA information after budgets have been approved. This is not a problem if increases stay within inflation but that has not been the case lately.

Another issue that needs to be addressed is the non-negotiable nature of Annual Operating Agreements. BC Transit has made decisions in which the Local Government partner has had limited say, which can greatly increase costs in an AOA. A good example is the Fare Box Program. Local Governments were never given the option to opt out of this program, which is costing Local Governments thousands of dollars per bus, per year, with limited new information being obtained.

#### *Allocation of Service Hours and Vehicles*

The distribution of service hours needs to be fair for all taxpayers. There are many Local Governments of different sizes that work diligently to provide the best transit service they can. Those that are more urban in nature have better opportunities to have higher ridership numbers and associated key performance indicators. Recent moves by BC Transit suggest that additional expansion hours will be distributed based upon these indicators, which would negatively affect those smaller systems or regional type systems that have a blend of urban and rural type services.

In addition, the distribution of vehicles that is usually done by BC Transit with service hour expansions, can significantly affect a Local Government budget and must be done carefully with meaningful consultation with the Local Government.

### *Governance and Funding*

Not all Local Governments need or want all the services that BC Transit provides. As a system gets larger and more mature, some Local Governments take more control of the operation to ensure local concerns are addressed. In the RDN the following services are done in house:

- scheduling;
- capital planning;
- transit planning;
- communications; and,
- marketing.

While the RDN takes on those functions, thus reducing the need for assistance from BC Transit, there is no corresponding reduction in the administration fee charged by them. It should be recognized that one size does not fit all and that there should be flexibility from BC Transit to rearrange their resources to where they are needed. That should correspond to lower BC Transit charges for those Local Governments that are carrying out those functions allowing those resources to be reallocated to those other systems that require more of that type of assistance.

### *Increase in Transit Costs*

Local Governments across BC have raised concerns around increasing costs related to BC Transit administration fees, capital costs and maintenance costs. One of the key issues for the RDN is how we will meet our share of the financial obligations that are expected in the future if the recent trends we have observed continue. Continued increases of this nature are not financially sustainable and new innovative ways must be employed to help reduce costs.

One of the major increases in costs to a transit operation is the cost of acquiring and maintaining buses. Depending upon how a bus is configured can significantly affect the purchase price. Local Governments should have more of a role in determining what types of buses are being purchased for their systems.

Buses receiving major capital improvements near the end of their life cycle should have the option of staying with the Local Government. Another option could be that major capital work be componentized (this term is used to describe the debt-service term over which any capital expenditure is paid back) over a longer period of time to ensure that the Local Government does not pay for capital work from which they are not able to benefit. This makes sense if the capital asset was going to be returned to BC Transit for use in their contingency fleet. Since the whole system would benefit from the returned asset, the extended term should be recognized when the term for the debt service is determined.

### *Summary*

- Local Governments should be recognized as a full partner in dealings with BC Transit;
- recommend flexibility that allows more local control for systems that want it (one size does not fit all);
- allow more innovative opportunities at the local level such as:
  - maintenance
  - operation
  - capital purchases;

- more effective representation on the BC Transit Board;
- effective communication must be employed at all levels of the partnership;
- budget information must be timely and accurate;
- Local Governments should be consulted on capital purchases; and,
- Capital and maintenance costs and asset distribution should be reviewed to ensure Local Governments are treated equably.

Again, I would like to thank you and the panel for allowing us to meet with you and provide our comments on our partnership with BC Transit.

Sincerely,

A handwritten signature in blue ink, appearing to read "Dennis Trudeau". The signature is fluid and cursive, with a large initial "D" and a long, sweeping tail.

Dennis Trudeau  
General Manager  
Transportation & Solid Waste Services

June 2012

Nanaimo Regional Transit,

TRANSPORTATION & SOLID WASTE SERVICES			
CAO		MFCO	
ENT&SWS	✓	MTO	✓
		MSW	
		SUPT-PCO	
JUN 25 2012			
TSC	✓		

Please can you put up a bus shelter between Brickyard and Turner? It would be very much appreciated by the students of Dover<sup>Bay</sup> High School and everyone else on Hammond Bay Rd.

Thank you!



Sincerely,

Transit rider

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**TO:** Dennis Trudeau  
General Manager, Transportation Services

**DATE:** June 22, 2012

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

**FILE:** 2320-20-TBP

**SUBJECT:** RDN Transit Business Plan Update- Terms of Reference

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#### PURPOSE

To provide information on a joint project with BC Transit and Regional District of Nanaimo (RDN) Transit staff that will result in the creation of a new twenty-five year Transit Business Plan titled *RDN Transit Future Plan*.

#### BACKGROUND

The current RDN Transit Business Plan was created in April 2008. It was an update to the Transit Business Plan, which expired in 2006, and established a guide for transit service planning and delivery in the RDN over a 10-year period. BC Transit recently began developing 25-five year transit business plans around the province. The *RDN Transit Future Plan* envisions what the transit network should look like over a 25-year time period and what services, infrastructure and investments will be needed. The plan will be based on the 2008 Transit Business Plan and will support strengthening the link between transportation and land use in order to support sustainable growth. The *RDN Transit Future Plan* will take approximately 12 to 18 months to complete, with an estimated schedule start in July 2012, finishing in fall of 2013. The study area will include all municipalities and electoral areas within the RDN, even those areas not served by transit. The plan will include both Conventional and Custom transit.

The *RDN Transit Future Plan* Terms of Reference (Appendix 1) have been prepared in consultation with BC Transit and include six main stages of development. The stages include:

1. Stakeholder and Community Engagement
  - The community engagement process will include BC Transit staff and RDN Transit staff informing stakeholders and communities of up-to-date project progress. This will include listening to stakeholders and communities on what role they see transit playing in their community in the future.
  - The *RDN Transit Future Plan* engagement process will be integrated with any local government plans such as the City of Nanaimo's Transportation Master Plan engagement process, when appropriate.
  - Identify key stakeholders and the structure of project working groups for the *RDN Transit Future Plan* process. Outline key opportunities for review and feedback from each group.
  - Identify key opportunities for feedback and review from the public at large.
  - Discuss strategies for each public engagement opportunity.
  - Outline media and communications requirements including the use of web and printed material

## 2. Context

- Review context information gathered as part of the City of Nanaimo Master Transportation Plan process.
- Review of plans, policies and objectives related to transit, transportation, land use and greenhouse gas emissions in the RDN. This includes, but is not limited to, the Transit Business Plan, Regional Growth Strategy, Master Transportation Plan, Official Community Plan (OCP), Neighborhood Plans and other community led plans.
- Review available transit data and collect new data where required.
- Review existing service performance, ridership stats, and efficiency measures.
- Review current travel movements.
- Identify current service gaps.
- Document current contextual data including demographics, land use, and traffic patterns.
- Inventory existing transit infrastructure and customer information.
- Identify key future travel movements and identify temporal patterns for these movements.
- Forecast service levels required to meet ridership, mode split and greenhouse gas reduction targets.
- Review projected demographic and land use trends.

## 3. Vision and Goals

- Lead the creation of a unified vision for transit in the region that is integrated with meaningful input from local governments, organizations and the community.
- Determine goals to achieve the overarching vision in addition to pre-existing regional, provincial and federal goals.
- Outline policies and principles that should be adhered to system-wide

## 4. Network Conception Plan

- Identify key transit corridors and general local route structure.
- Develop the service hierarchy, identifying high priority corridors and how the local network will feed them.
- Develop a list of facilities required to support the network including, but not limited to, transit stations and exchanges, Park and Ride facilities, transit priority measures and passenger information technologies.
- Identify the estimated fleet requirements necessary to meet service demands.
- Project the required service hours through the 25-year horizon based on proposed service levels and outline risks related to operating costs.
- Project the required infrastructure through the 25-year horizon based on the fleet and facilities requirements.

## 5. Implementation Plan

- Prioritize service and infrastructure improvements to incrementally reach the long range vision.
- Identify on-going improvements to occur throughout the life of the plan.
- Identify value added partnership opportunities.
- Discuss opportunities for alternative funding sources.
- Identify supporting transportation and land use strategies that could be initiated by the RDN and other local governments to improve the effectiveness of the transit plan.

## 6. Final Report

- The final report will describe the planning process, results and recommendations in addition to an executive summary tailored to a non-technical audience.
- The final report will be presented to the working groups for review prior to final approval.

The process will also include regular meetings with the Transit Select Committee in order to get feedback and direction.

## ALTERNATIVES

The report is provided for information. Staff have reviewed the Terms of Reference and are satisfied with the proposed approach to updating the Transit Business Plan.

## FINANCIAL IMPLICATIONS

Costs associated with the *RDN Transit Future Plan* will be covered by BC Transit and RDN Transit staff time. Marketing/communication costs are included in the AOA, which is cost-shared between BC Transit and the RDN.

With the past 2008 Transit Business Plan, costs were partially covered by staff time but additional costs were created from public open house sessions and the need to rent space. BC Transit now has a retired bus that they call the *Future Bus*, which they use for public input sessions.

## SUSTAINABILITY

Given the essential role of public transit in a sustainable region, all efforts of the Transportation Services Department are founded on generating positive implications for the sustainability of the region. The *RDN Transit Future Plan* will support strengthening the link between transportation and land use in order to support sustainable growth. This will greatly assist the RDN as population rises and demand for transit grows.

## CONCLUSIONS

The current Transit Business Plan for Transportation Services was developed in 2008. BC Transit recently began developing 25-year transit future plans that establish what the transit network should look like over a 25-year time period and what services, infrastructure and investments will be needed.

The RDN Business Plan Update will be titled the *RDN Transit Future Plan* and will create a longterm transit vision that will support the RDN's Regional Growth Strategy, local municipalities, official community plans and the City of Nanaimo's Master Transportation Plan. The RDN Transit Future Plan will also support the BC Transit Strategic Plan and Provincial Transit Plan, as well as describe fleet and facility changes need as expansion occurs.

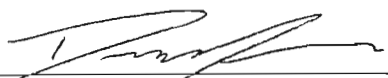


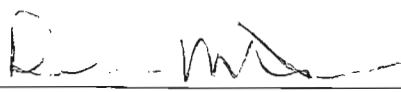
The plan study area will include all municipalities and electoral areas within the RDN, even those areas not served by transit. The plan will include both Conventional and Custom transit and will be completed by the fall of 2013.

RDN staff support the RDN Transit Future Plan and the Terms of Reference.

**RECOMMENDATION**

That the Terms of Reference for the RDN Transit Future Plan be received for information.

  
\_\_\_\_\_  
Report Writer

  
\_\_\_\_\_  
General Manager Concurrence

for   
\_\_\_\_\_  
C.A.O. Concurrence

## APPENDIX 1

# Regional District of Nanaimo Transit Future Plan Terms of Reference

### Terms of Reference Summary

The purpose of this document is to:

- Provide an overview of the proposed Transit Future Plan objectives and process
- Outline project phases, scope, structure, roles and responsibilities, and timeline
- Describe the participation and consultation processes that will be used to engage and gather input from internal and external stakeholders



## 1.0 Introduction

BC Transit, in collaboration with the Regional District of Nanaimo, is conducting a 25 year Transit Future Plan for the region. The Transit Future Plan is an update of the 2008 Nanaimo Regional Transit Business Plan. The Transit Future Plan envisions what the transit network should look like 25 years from now and describes what services, infrastructure and investments are needed to get there. The plan will be designed to support local community goals and objectives, such as strengthening the link between transportation and land use in order to support sustainable growth.

### Summary of Key Project Objectives

To create a long term vision for transit in Regional District of Nanaimo (RDN) that:

- Supports the RDN's Regional Growth Strategy and the local municipalities Official Community Plans and other local planning initiatives such as the City of Nanaimo's Master Transportation Plan
- Supports key initiatives of the BC Transit Strategic Plan
  - Increase integration with other types of sustainable travel
  - Influence land use and development patterns
  - Identify and establish priority corridors for transit
  - Enhance existing partnerships and develop new ones
  - Increase our environmental, social and economic accountability
- Supports the Provincial Transit Plan (PTP) strategy for expanding fast, reliable, green transit to increase transit ridership and travel mode share
- Describes the transit service, fleet and facility changes required to transition existing transit systems to the proposed vision, including identifying improvements that provide an immediate, positive impact, and providing recommendations on priorities and phasing;
- Build community understanding of the value of transit and support for increased transit investment.



## 2.0 Scope of Work

### Transit Future Plan Study Area

The Regional District of Nanaimo Transit Future Plan study area includes all municipalities and populated areas within the RDN, even those areas currently not served by transit. The plan will include both the conventional and custom transit systems.

### Project Components

#### 1. Stakeholder and Community Engagement

- A. Community Engagement Approach
  - a. Inform – Keep our stakeholders and the community up to date on project progress and how feedback can be provided
  - b. Listen – An opportunity for our stakeholders and the community to provide feedback on to what degree the current transit system meets the needs of the community and what role they see transit playing in their community moving forward.
  - c. Report Back – At this stage we will be feeding back to the community and our stakeholders the project vision and goals and the proposed Transit Future Network that were developed using background data and the feedback we heard earlier on in the process
- B. The Transit Future engagement process will be integrated with any local government plans such as the City of Nanaimo's Transportation Master Plan engagement process when appropriate
- C. Identify key stakeholders and the structure of project working groups for the Transit Future Plan process. Outline key opportunities for review and feedback from each group
- D. Identify key opportunities for feedback and review from the public at large
- E. Discuss strategies for each public engagement opportunity
- F. Outline media and communications requirements including the use of web and print material

#### 2. Context

- A. Review context information gathered as part of the City of Nanaimo Master Transportation Plan process
- B. Review of plans, policies and objectives related to transit, transportation, land use and greenhouse gas emissions in the RDN. This includes, but is not limited to the Transit Business Plan, Regional Growth Strategy, Master Transportation Plan, Official Community Plan (OCP), Neighborhood Plans and other community led plans
- C. Review available transit data and collect new data where required
- D. Review existing service performance, ridership stats, and efficiency measures
- E. Review current travel movements
- F. Identify current service gaps
- G. Document current contextual data including demographics, land use, and traffic patterns
- H. Inventory existing transit infrastructure and customer information
- I. Identify key future travel movements and identify temporal patterns for these movements
- J. Forecast service levels required to meet ridership, mode split, and greenhouse gas reduction targets
- K. Review projected demographic and land use trends

3

**3. Vision and Goals**

- A. Lead the creation of a unified vision for transit in the region with meaningful input from local governments, organizations and the community
- B. Determine goals to achieve the overarching vision in addition to pre-existing regional, provincial and federal goals
- C. Outline policies and principles that should be adhered to system-wide

**4. Network Concept Plan**

- A. Identify key transit corridors and general local route structure
- B. Develop the service hierarchy, identifying high priority corridors and how the local network will feed them
- C. Develop a list of facilities required to support the network including but not limited to transit stations and exchanges, Park and Ride facilities, transit priority measures and passenger information technologies
- D. Identify the estimated fleet requirements necessary to meet service demands
- E. Project the required service hours through the 25-year horizon based on proposed service levels and outline risks related to operating costs
- F. Project the required infrastructure through the 25-year horizon based on the fleet and facilities requirements

**5. Implementation Plan**

- A. Prioritize service and infrastructure improvements to incrementally reach the long range vision
- B. Identify on-going improvements to occur throughout the life of the plan
- C. Identify value added partnership opportunities
- D. Discuss opportunities for alternative funding sources
- E. Identify supporting transportation and land use strategies that could be initiated by the RDN and local government to improve the effectiveness of the transit plan

**6. Final Report**

- A. The final report will describe the planning process, results and recommendations in addition to an executive summary tailored to a non-technical audience
- B. The final report will be presented to the working groups for review prior to final approval

**Key Deliverables**

- A. Transit Future Plan report
- B. City of Nanaimo related components of final Transit Future report will be integrated into the City of Nanaimo Transportation Plan

### 3.0 Roles and Responsibilities

The overall goal of the planning process is to ensure the final plan is reflective of community desires. This extends from our local government partners to the public. The project will have three organized groups to guide the development of the plan. They are as follows:

- **Project Steering Committee** consists of the Project Owner Erinn Pinkerton, Director of Corporate and Strategic Planning and Project Lead James Wadsworth, Senior Transit Planner from BC Transit, Dennis Trudeau, General Manager Transportation Services & Solid Waste and Daniel Pearce, Manager, Transit Operations from the Regional District of Nanaimo. This group is responsible for ensuring the continued health of the project and the final plan as well as being the key decision makers where required. Committee meetings will be held as required.
- **Project Working Group** consists of the Project Lead James Wadsworth and Tania Wegwitz, Manager of Operational Planning from BC Transit and Daniel Pearce and Peter Kuziek, Transportation Planning Coordinator from the Regional District of Nanaimo. This group will meet on a regular basis and are responsible for the production of the plan and for providing updates to their respective organizations. This group will regularly draw on topic experts and the Technical Advisory Team to increase the group's effectiveness.
  - **Technical Advisory Team** consists primarily of the conventional and custom operating company's staff and regional district staff as needed throughout the process.
- **Stakeholder Advisory Group** consists of staff from local municipalities, institutions, community and business groups, residential associations and select members of the public identified to have a vested interest in transit in the region. Members are expected to provide open, honest and constructive feedback, and should seek input from their organization and provide that feedback to BC Transit. This group will likely meet three times during the planning process. Major stakeholders (e.g. municipal staff members) will be engaged with more frequently throughout the process on a one on one basis.

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## 4.0 Schedule

The Transit Future process takes roughly 12 - 18 months from start to finish. The following is an indicative timeline that will be refined and confirmed by the Project Working Group

Date	Activity
June 2012	Project startup; review and confirm project terms of reference
July 2012	Introductory presentation to RDN Select Transit Committee on the Transit Future Plan and process
Fall 2012	<b>Phase One Community Engagement</b>
	Launch Regional District of Nanaimo Transit Future Plan Website
	Participate and support the City of Nanaimo Master Transportation Plan public open house events, which will include additional Transit Future Bus events throughout the RDN.
Winter 2013	Stakeholder Advisory Committee Meeting One <ul style="list-style-type: none"> <li>• Review background material</li> <li>• Visioning exercise</li> <li>• Set ridership targets</li> </ul>
	Complete context review
	Project update to RDN Select Transit Committee– results of community engagement, context review and presentation of draft vision and goals
Spring 2013	Develop draft Transit Future Network
	Stakeholder Advisory Committee Meeting Two <ul style="list-style-type: none"> <li>• Review vision &amp; goals</li> <li>• Review draft transit network</li> <li>• Identify implementation priorities</li> </ul>
Summer 2013	<b>Phase Two Community Engagement</b>
	Develop implementation plan and create draft report
	Stakeholder Advisory Committee Meeting 3 <ul style="list-style-type: none"> <li>• Review public consultation results</li> <li>• Review transit network and implementation priorities</li> </ul>
	Participate and support the City of Nanaimo Master Transportation Plan public open house events, which will include additional Transit Future Bus events throughout the RDN.
	Transit Select Committee Update - results of community engagement phase two and presentation of Transit Future Network, preliminary transit network and implementation priorities
Fall 2013	Project completion, draft final report and seek plan endorsement by RDN Select Transit Committee & Board Council and BC Transit Board of Directors.

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Erinn Pinkerton – BC Transit  
Director of Corporate and Strategic Planning

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Dennis Trudeau  
General Manager Transportation Services & Solid Waste

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

**DATE:** June 18, 2012

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

**FILE:** 0550-20-TSC

**SUBJECT:** BC Transit Custom Service Area Proposal

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#### PURPOSE

To present a report on the BC Transit Custom Transit Service Area Proposal.

#### BACKGROUND

Following information received in January from BC Transit requesting feedback from the Regional District of Nanaimo (RDN) for a Custom Transit Service Area Proposal, the Transit Select Committee (TSC) recommended and the Board approved, at its meeting held March 17, 2012, the following motion:

*MOVED Director Lefebvre, SECONDED Director Greves, that staff prepare a report that analyzes the service and financial impacts of the Custom Service Area Proposal from BC Transit.*

The purpose of the Custom Transit Service Area Proposal is to address the negative impact of providing handyDART service to remote areas. BC Transit is proposing a Custom Transit Service Area Policy in the form of a 1.5 kilometre buffer around the existing fixed route conventional system.

The RDN map in *Appendix 1* shows what the proposed service area would look like in the RDN. The key features of the map are:

- The blue shaded areas represent the proposed Custom Transit Service Area.
- The yellow circles represent the residential addresses of handyDART clients inside the proposed service area.
- The red circles represent the residential addresses of handyDART clients that are outside the proposed service area.
- Please note, the red circles north of Qualicum Beach would be included due to the new 99- Deep Bay transit route.

handyDART clients who currently live outside the proposed service area (2% of current clients) would be 'grandfathered' in and would continue to be provided handyDART service. Only new handyDART clients would be required to live within a 1.5 kilometre radius of an existing fixed transit route to be eligible to receive handyDART service.



The main principle of the Custom Transit Service Area Proposal is to preserve the current levels of handyDART service and allow the maximum number of individuals, who are eligible for the handyDART system, to be able to ride the system. The Custom system would expand only when the Conventional fixed route system expands.

Currently the RDN transit service areas are determined by the Transit Select Committee (TSC). BC Transit's Custom Service Area Proposal would require BC Transit to authorize any RDN handyDART clients, eliminating the decision-making on a local level concerning the provision of handyDART service. While BC Transit has identified that the adoption of this policy will be consistent with the *American Disabilities Act*, staff believe the proposal is not in alignment with the *American Disabilities Act*, which focuses on inclusion rather than exclusion. The BC Transit proposal would exclude any service 1.5 kilometres from an established conventional route.

## **ALTERNATIVES**

1. That the Board respond to BC Transit advising that it does not support the Custom Transit Service Area Proposal and direct staff to respond to BC Transit to not include the proposal in future Custom Annual Operating Agreements.
2. That the Board approve the Custom Transit Service Area Proposal and direct staff to respond to BC Transit giving approval to include the proposal in future Custom Annual Operating Agreements.
3. That the Board advise BC Transit of their support for the Custom Transit Service Area Proposal with the amendment that the Custom Transit Service Area Proposal should be expanded to provide service within 1.5 kilometres of Rural Village Centres as identified in the RDN Regional Growth Strategy.

## **FINANCIAL IMPLICATIONS**

If the Board supports alternative one, the cost to provide Custom transit service would be subject to increases since service would continue to be provided over a larger area.

If the Board supports alternative two, the long term financial implications of the Custom Service Area Proposal are difficult to determine because it is difficult to know where future clients will be living but staff recognize that it would assist in containing costs since service will be provided over a smaller area. It should be noted that the handyDART system is funded across entire electoral areas and therefore, under the current policy, all residents have access to the custom service subject to availability and meeting the criteria. With the implementation of the Custom Service Area Proposal a larger area of the population will no longer have access to custom transit service and consequently residents will be paying for a service that they have no opportunity to receive.

If the Board supports alternative three, costs would still be contained but service would be expanded beyond the 1.5 kilometre from conventional routes to include the areas around the Rural Village Centres.

## SUSTAINABILITY

Given the essential role of public transit in a sustainable region, all efforts of the Transportation Services Department are founded on generating positive implications for the sustainability of the region. Providing handyDART service to individuals who are unable to use the Conventional Transit system due to a cognitive or physical disability is an important service within the RDN for both social and environmental purposes.

## CONCLUSIONS

BC Transit has developed a Custom Transit Service Area Proposal to examine and address the negative impact of providing handyDART service to remote areas.

The proposal establishes a Custom Transit service area, i.e., a 1.5 kilometre buffer around the existing fixed route Conventional system. handyDART clients, who currently live outside the proposed service area, would be 'grandfathered' in and would continue to be provided handyDART service.

RDN staff support the Custom Transit Service Area Proposal because it assists in maintaining the sustainability of the service but suggest that the service area be expanded to include areas within 1.5 kilometres of Rural Village Centres as identified in the RDN Regional Growth Strategy.

## RECOMMENDATION

That the Board advise BC Transit of their support for the Custom Transit Service Area Proposal with the amendment that Custom transit should also be made available to customers meeting the criteria, within 1.5 kilometres of Rural Village Centres, as identified in the RDN Regional Growth Strategy.

  
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Report Writer

  
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GM Concurrence

  
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CAO Concurrence

## APPENDIX 1



January 17, 2012

Dennis Trudeau,  
General Manager Transportation Services & Solid Waste  
Regional District of Nanaimo  
6300 Hammond Bay Road  
Nanaimo, BC V9T 6N2

Dear Mr. Trudeau;

### RE: Custom Transit Service Area Proposal

In August, 2011, a letter was sent to all local government contacts from Danielle Harriott, Custom Transit Project Manager, regarding the need to examine the issue of an increasing number of handyDART trips to remote areas and the negative impact it was having on service delivery for some systems. To address this issue, BC Transit is proposing a formalized custom transit service area in the form of a 1.5 kilometre buffer around the existing fixed route transit system. This policy draws directly from the Americans with Disabilities Act and makes the link between door-to-door service and the conventional routes of public transit, while continuing to accommodate the unique needs of those who require customized transportation.

Attached is a map of how the proposed service area will look for the handyDART service in your community. The blue/green shaded area represents the proposed service area based on the existing fixed routes, which are displayed in orange. The yellow circles represent the residential addresses of handyDART registrants that are within the proposed service area. The red circles represent residential pick-up addresses that are outside of the proposed service area. There is no intention to discontinue service to existing riders. Riders who currently live outside the service area would be 'grandfathered' and their service would continue.

This proposal is to provide a clear definition to the area served by the custom transit portion of the transit system in order to preserve current service levels, provide service to the maximum number of individuals who are physically or cognitively unable to use conventional transit independently, and solidify the parallel relationship between fixed-route and door-to-door service areas. In future, the custom transit service area would expand along with conventional transit routes as funding allowed.

BC Transit would like to receive your perspective and feedback regarding this proposal. If you are in agreement, we would propose to include the new service area definition as an amendment to schedule "A" of the 2012/13 Annual Operating Agreement for the purposes of custom transit service only. If key locations or areas have not been



included, we will be pleased to work with you to define a service area that will meet the needs of your community and provide cost effective and efficient service.

Please review the attached service area map and provide your feedback to me regarding this proposal prior to January 27, 2012.

Sincerely,

A handwritten signature in black ink that reads "M. Moore".

Myrna Moore  
Senior Regional Transit Manager,  
Vancouver Island Coastal  
Municipal Systems  
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