



# CHILLIWACK COMPREHENSIVE MUNICIPAL TRANSIT PLAN

1999 - 2017

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May, 1999



District of  
Chilliwack



**EXECUTIVE SUMMARY**

The analysis of historical and forecast information from the District, BC Transit and other sources indicates that a new direction for conventional transit should be taken to meet the District’s goal of the provision “successful” transit services for District residents and for travel within the District. The custom transit or “handyDART” service in general is performing well compared to similar sized systems across the country. The conventional transit system however compares less favourably.

For the size of the community, the current level of conventional service is in the in-between stage of not solely being a basic service catering to the very specific needs of the captive market, yet the service is also not at a comprehensive enough level that a large number of choice riders choose public transit as a local transportation mode. To be “successful”, the conventional transit system should either gear itself toward the very basic captive market as was the case in the mid-1980’s or provide a comprehensive level of service through a more aggressive growth strategy than has been the case in the past. The latter is the preferred option as it supports other District goals as well as adds direct and indirect benefits to the District and its residents. These benefits include:

- ☆ reduced infrastructure and congestion costs
- ☆ reduced environmental costs
- ☆ support of community development
- ☆ improved mobility and accessibility
- ☆ support of independent living

The provision of public transit in and of itself does not guarantee its success. There must be support of its provision through land use and program policies as well as through other initiatives. With regard to land use, specific urban design features such as higher densities and mixed land uses, along with pedestrian orientation supports public transit success. Through the District’s OCP and other District policies, there should be mutual support of transit goals and community goals.

The service plan is separated into 3 sections: the “Current Year” 1999-2001, the “Intermediate Future” 2001-04 and the “Long Range Future” 2004-17. There are specific service options listed in the first two sections, the third being more conceptual in nature. In the latter two sections, the plan is further segregated by the notions of “Standard Growth” as the lower range of service and “Aggressive Growth” being the upper range.

The “Current Year” plan identifies the most immediate needs for the system:

<i>Service</i>	☆ introduce hourly service between Downtown and Promontory Heights
<i>Description:</i>	☆ provide half hourly service on the #6 Sardis via Wiltshire
	☆ reintroduce service on Young Road S. between the malls and Downtown
	☆ provide half hourly service on the #2 McNaught
	☆ minor route realignments on the #2, #6 and #7
	<i>Additional buses required: 2</i>
	<i>Annual Total Cost: \$444,000</i>
	<i>Annual Service Hours: 7,200</i>
	<i>Additional Annual Ridership: 95,000</i>



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*Service Description: Sunday service to Cultus Lake**Additional buses required: 0**Annual Total Cost: \$2,500**Annual Service Hours: 60**Additional Annual Ridership: 300*

The proposed implementation dates are September, 2000 for the 2-bus expansion and July, 2000 for the Cultus Lake Sunday service. **It is recommended that this service proposal be approved subject to Provincial and local funding approvals and the final details required for the Annual Operating Agreement.**

The following table lists the three growth strategies for conventional transit for the “Intermediate Future” and the specific service proposals for each strategy:

<i>Service Description:</i>	<i>Year</i>	<i>Buses</i>	<i>Annual Hours</i>	<i>Cost (1999\$)</i>
<i>Standard Growth Proposal</i>				
Denser Route Network in Chilliwack Proper	2001/02	1	3,600	\$240,000
Increase Promontory service to every 30 minutes	2002/03	1	3,600	\$240,000
Provide service to Chilliwack Mountain	2003/04	1	3,600	\$240,000
<i>Additional Services for Moderate Growth</i>				
Evening Service Monday through Wednesday	2001/02	0	1,500	\$83,000
Evening Service Sunday	2001/02	0	500	\$30,000
30-minute frequencies in Chilliwack Proper	2002/03	1	3,600	\$240,000
Denser Route Network in Sardis-Vedder	2002/03	1	3,600	\$240,000
<i>Additional Services for Aggressive Growth</i>				
Statutory Holiday Service	2001/02	0	350	\$21,000
15 Minute Peak Hour Service	2002/03/04	10-12	15,000-18,000	\$1.1-\$1.3 million

These growth strategies translate into 0.53 service hours per capita served for standard growth and 0.96 service hours per capita served for aggressive growth. Mirroring the highest performing systems in this population size in Canada, the conventional system should strive to match service levels which are approximately 1.25 revenue hours per capita. The 1.25 figure is in the upper middle range for these systems. The plan, however, would be based on specific service plans tailored to the needs of the community and within which may include regional transit services outside the District boundaries. Extending these trends into the “Long Term Future”, the range of conventional hours would be between 71,000 to 180,000, up from the 16,600 today.

**It is recommended that the conventional service options under standard growth and moderate growth in the “Intermediate Future” be approved in principle.** Final approvals of the specific service proposals will be made closer to the actual date of implementation and finalization of the service details. Because of the high additional cost implications of the aggressive growth strategy, **it is recommended that the conventional service options under aggressive growth in the “Intermediate Future” be approved in principle subject to the District and Province’s ability to fund such services.** It is also recommended that the concept of aggressive growth service levels to be achieved within the “Long Term Future” be approved in principle. Included within this recommendation is the necessity to create an environment more conducive to public transit



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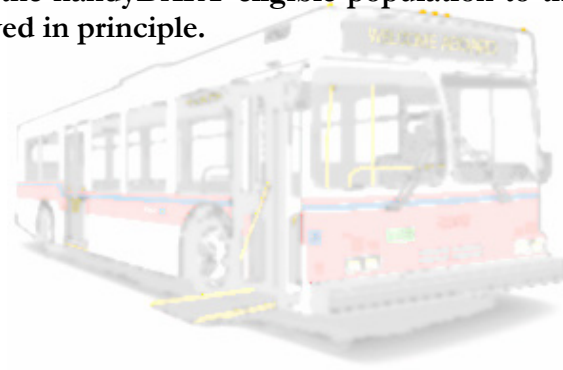
provision than exists today, such as the inclusion of transit and pedestrian oriented policies within the District's OCP and translation of such policies to actual land use decisions.

The following table lists the status quo growth strategies for custom transit for the "Intermediate Future" and the specific service proposals:

<i>Service Description:</i>	<i>Year</i>	<i>Minibuses</i>	<i>Hours</i>	<i>Cost (1999\$)</i>
Additional handyDART vehicle service (½ vehicle)	2001/02	½	1,200	\$65,000
Increase in taxi supplement	2001/02	0	0	\$13,000
Increase in Taxi Saver	2001/02	0	0	\$6,500
Additional handyDART vehicle service (½ vehicle)	2002/03	½	1,200	\$50,000
Increase in taxi supplement	2002/03	0	0	\$13,000
Increase in Taxi Saver	2002/03	0	0	\$6,500

This plan continues existing service levels per client with an increase in taxi based services to expand the possibilities for travel from among the handyDART market. The addition of a fully accessible conventional service by 2002 should also ease demand slightly, thus making the moderate service plan outlined above adequate. Within communities of similar size, the custom transit system is among the highest performing per client served in Canada and thus existing service levels per handyDART client should continue to the end of the "Long Term Future".

**It is recommended that the custom transit options listed under the "Intermediate Future" be approved in principle. It is also recommended that the concept of existing custom transit service levels per the handyDART eligible population to the end of the "Long Term Future" be approved in principle.**



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## 1.0 INTRODUCTION

The Chilliwack Comprehensive Municipal Transit Plan has been prepared by BC Transit under the approval of the District of Chilliwack. This plan has been developed to complement the planning processes being undertaken by the District.

The Chilliwack Comprehensive Transit Plan (hereinafter referred to as the “TP”) looks at the broad picture of how transit fits into the community as a whole, and how both the District and BC Transit can achieve community goals through the direct provision and support of local transit initiatives. The TP, long term in nature, will provide more detailed plans for the medium term (to 2004) with broad projections over the longer term (to 2017).

The development of the TP uses the following process:

1. **Establish transit objectives:** Transit objectives are established with input from the District of Chilliwack and BC Transit. The objectives lay out what the transit system should achieve in terms of service provided, performance, and broader community goals.
2. **Review the existing system:** The existing transit service is examined to determine how it is performing and what changes need to be made. This examination also includes a look at historical trends and a comparison with other transit systems.
3. **Examine the community form and development:** Urban form, major trip generators, important transit markets, and other elements are examined to gain a better understanding of how the community and the transit system interact. Forecast changes in population and planned development are also examined to better predict future transit demand.
4. **Review the District Plans:** The District of Chilliwack’s Official Community Plan is reviewed to determine what impact this plan will have on transit demand and how the transit system in turn can complement the strategies being applied.
5. **User input:** Input is gathered from transit operators and people using the system through an on board survey. The District had also gathered input through its now dismantled Transit Sub-Committee, the input of which has been incorporated.
6. **Presentation of the Plan:** The background material is collected and analyzed to formulate the Plan, which is presented to the District for review and approval.
7. **Implementation:** If approved, the first year of the plan will be implemented, with updates to the longer range sections of the plan every subsequent two years.



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## 2.0 LOCAL OBJECTIVE

### TO PROVIDE SUCCESSFUL TRANSIT SERVICES FOR:

☆ DISTRICT RESIDENTS

☆ TRAVEL WITHIN THE DISTRICT

This objective can be achieved in part through provision of the following more specific measures.

#### *Community Development Measures:*

Encourage greater transit use and increase the ability of all residents to access transit (and thus improve mobility choice) through the following means:

- ☆ Provide closer co-ordination between land use and transportation planning:
  - φ incorporate land use guidelines for transit into the Official Community Plan and into the rezoning and development approval process
  - φ promote land use changes which, over the long term, will favour transit use
  - φ Develop a transit system which supports the goals outlined in the Official Community Plan
- ☆ Promote the use of Transportation Demand Management measures that encourage transit use, including transit priority measures such as HOV lanes
- ☆ Focus on improvements to peak period commuter service: this is the market where transit can best compete with the automobile, and resources spent here would provide the greatest community benefit in terms of reduced congestion, air pollution, etc.
- ☆ Look at the long range potential for new service strategies including the use of Park and Ride facilities and express service
- ☆ Look at the long range potential for regional transit links, particularly with the Central Fraser Valley (Abbotsford and Mission)
- ☆ Provide a range of transportation options for persons with mobility difficulties including handyDART service, taxi programs, and fully accessible conventional service, through the introduction of low floor buses and bus stop improvements

#### *Passenger Service Measures:*

Reduce automobile dependence and encourage 'choice' riders to use transit by providing service quality that is competitive with the automobile through the following initiatives:

- ☆ Increase frequencies on existing routes in order to reduce waiting and transfer times
- ☆ Provide more direct service/reduce need for transfers between major activity centres
- ☆ Provide more peak period commuter service since this represents the largest group of potential choice riders
- ☆ Improve service coverage in the existing built-up area, and provide service to newly developing areas when density reaches a level that can support public transit
- ☆ Improve fare options for passengers and reduce emphasis on cash based fares by making pass rates more attractive and more competitive with driving costs (e.g. compared to long term parking in downtown Chilliwack)
- ☆ Undertake measures to improve both real and perceived passenger safety including improved on-street facilities, better lighting around stops and exchanges
- ☆ Improve passenger comfort with better seating, air conditioning, bus shelters, etc.



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- ☆ Increase the ability of the public to have input into the development of the transit system



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### 3.0 COMMUNITY BENEFITS OF TRANSIT

Why should the expansion of transit service be supported in this era of tight government budgets? Transit brings a number of benefits to the community, as outlined below. From a fiscal perspective, one of the key overall benefits of increased transit service is the reduction in other public and private costs that result from reduced automobile traffic.

*Reduced Infrastructure and Congestion Costs:* As Chilliwack continues to grow, it faces major infrastructure and congestion costs associated with rapidly increasing automobile use. Infrastructure costs include land, construction, and maintenance costs for expanded roadways and parking facilities, as well as traffic control and enforcement costs. Congestion costs relate to lost time and productivity that result from longer travel times due to delays. If some of the growth in automobile traffic, particularly at peak travel times, can be diverted to transit, significant savings can be realized. Currently, transit carries 170 people during the PM peak period in Chilliwack, and this could potentially increase to 500 in the next five years (if the more aggressive service changes outlined in the plan are implemented). Carrying this same number of people in single occupancy vehicles (which take up roughly 20 times as much road space) would require significant investment in infrastructure.

*Reduced Environmental Costs:* An average transit trip results in significantly less energy use and pollution production per person than the same trip made by private automobile. Air pollution is already a serious problem in the Fraser Valley, and although most of this pollution is generated by communities to the west of Chilliwack, all the communities in the valley need to address this issue. Transit trips also require less land consumption since the same number of people can be carried on less road space and there are reduced parking requirements. Indirectly, transit can also encourage more efficient land use patterns that further reduce land consumption and the total amount of travel in a region.

*Community Development:* Transit can be a very effective means of shaping community development. Transit can play a key role in maintaining downtown Chilliwack as an important economic and cultural focus in the region. By reducing reliance on the automobile, transit can also help the community to develop in a more pedestrian friendly manner. Chilliwack is currently developing a new Official Community Plan and transit can be used as a tool for achieving many of the goals outlined in that plan.

Community transportation systems support and promote numerous aspects of economic and social development, including:

- ☆ Creating jobs by attracting employers to areas that are accessible to more people
- ☆ Empowering workers by enabling transportation disadvantaged people to reach jobs and become productive members of society
- ☆ Strengthening local businesses by giving them access to workers and to a wider market
- ☆ Enabling elderly people to remain independent by providing access to health care, shopping, day care programs, and other basic life needs. Transit directly supports the Province's Closer to Home health services delivery philosophy by allowing people to remain in their own homes and avoid or delay moving to expensive institutional care.



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*Improved Mobility and Accessibility:* Transit provides mobility to many people who do not have access to other modes of travel due to age, disability, or income. For the elderly, and for students, persons with disabilities, and single parents caring for children, transit often provides the only viable access to health and social services, and to work and recreational opportunities.

The expansion of accessible conventional transit further improves accessibility. All new vehicles in Chilliwack will be accessible and the fleet is expected to be fully converted in the next 10 years. With an aging population and a greater emphasis on integrating the disabled into the community, transit's accessibility role will become even more important. An increasingly important issue is the growing elderly population for whom driving may pose a safety problem for themselves and for others.

*Independent Living:* Transit provides the elderly and disabled, as well as those unable to drive for other reasons, freedom to travel without relying on others. This permits them to live independently, to have good access to discretionary activities (such as social events and recreation), as well as essential activities (such as employment, health care, education and shopping). The benefits to them and to others can be far greater than the consumer surplus of the trip itself. If transit service were not available, the costs of providing alternative services might be very high. Access to various activities, including health care and employment, not only allows for an individual's independence, but reduces public cost.



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## 4.0 REVIEW OF EXISTING TRANSIT SERVICE

### 4.1 Comparison of the Conventional Service within the Municipal Systems Program and Other Systems in Canada

Table 4.1 below compares the Chilliwack Transit System with other Tier 1 & 2 systems (Tier 1: those serving populations of between 50,000 and 150,000 and Whistler; Tier 2: those serving populations between 20,000 and 49,999) within the Municipal Systems Program. Chilliwack has the second lowest level of service per capita and is among the lowest on an absolute basis within the Program. Total ridership falls somewhere in the middle of the group, and both rides per hour of service and cost recovery are slightly below the average specifically for the Tier 2 systems. The relatively poor performance of the system rests somewhat with the low level of service per capita leading to a perception of an inconvenient service that is used only by captive riders.

**Table 4.1 Comparison of Performance Measures (1998/99):  
Tier 1 & 2 Conventional Transit Systems**

	Population Served	Revenue Hours	Revenue Passenger s	Rev. Hrs. per Capita	Rides per Capita	Rides per Hour	Cost Recovery
<b>TIER 1 COMMUNITIES</b>							
Kelowna Region	123,100	96,394	1,951,162	0.78	15.9	20.2	26.0%
Central Fraser Valley	120,700	51,734	950,029	0.43	7.9	18.4	26.0%
Kamloops	76,900	81,193	1,786,230	1.06	23.2	22.0	28.7%
Nanaimo Region	75,300	84,511	1,520,791	1.12	20.2	18.0	26.8%
Prince George	68,400	47,574	601,774	0.70	8.8	12.6	20.2%
Whistler	8,500	41,122	1,897,749	4.84	223.3	46.1	58.1%
<b>TIER 2 COMMUNITIES</b>							
<b>Chilliwack</b>	<b>49,800</b>	<b>16,560</b>	<b>223,870</b>	<b>0.33</b>	<b>4.7</b>	<b>14.1</b>	<b>21.1%</b>
Cowichan Valley	42,800	13,841	101,783	0.32	2.4	7.4	15.9%
Comox Valley	36,500	14,692	170,210	0.40	4.7	11.6	18.9%
Vernon Region	33,900	14,068	276,312	0.41	8.2	19.6	24.0%
Campbell River	31,200	17,696	302,352	0.57	9.7	17.1	28.7%
Penticton	28,000	15,818	366,595	0.56	13.1	23.2	29.1%
Sunshine Coast	22,000	12,713	342,111	0.58	15.6	26.9	44.1%

Using 1997 data, a comparison was previously conducted between the Municipal Systems Program and those systems across Canada within this Tier hierarchy. Industry leaders were determined in each tier – Red Deer, Oshawa, Sherbrooke, Peterborough and Lethbridge in Tier 1, and North Bay, Cornwall and Whitehorse in Tier 2. The overall performance of these industry leaders was even more marked than within the Municipal Systems Program itself. Among these industry leaders, the weighted average rides per hour was 34.5 for Tier 1 and 32.9 for Tier 2. Rides per capita figures are 36.4 and 33.1 respectively.

Although the individual circumstances of a community affect the results and the applicability of their performance to Chilliwack or other communities within this comparison, two primary reasons for the high performance of these industry leaders were determined. First these communities have a high service level per capita, 1.05 hours per capita for Tier 1 and



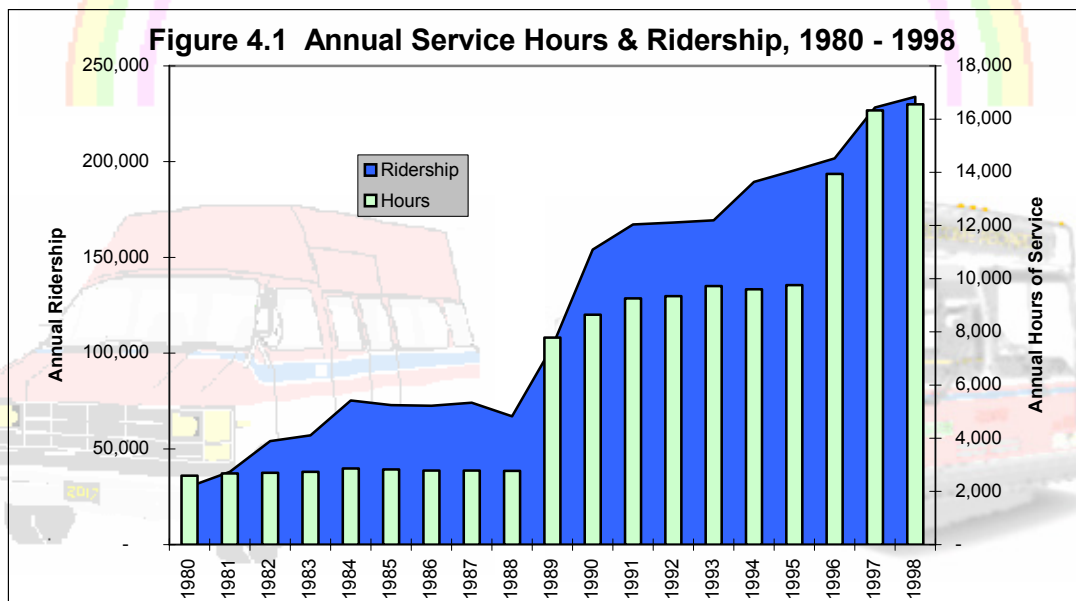
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1.03 for Tier 2 (refer to Appendix A). This level of service was more marked (with higher performance) in a 1991 comparison with 1.5 and 1.3 hours per capita respectively. And second, there is a strong post-secondary student market and resulting focus of transit service on this market.

#### 4.2 Conventional Transit: Historical Trends

As shown in Figure 4.1, service levels in Chilliwack remained constant through most of the 1980s. Service nearly tripled in 1989 as a measure to increase service hours per capita to levels closer to other communities of a similar size within the Program. From 1989 to 1995, a period when service grew slowly, a Catch-22 situation occurred of still low levels of service per capita leading to low performance and the unwillingness to increase levels of service until performance increased significantly. Over that time period, ridership has followed a similar pattern, although, as is typical, at a lag of 1-2 years behind service changes. Since 1995, service has increased slightly in an effort to attract specific markets. These latter expansions included evening service on Thursdays, Fridays and Saturdays and Sunday daytime service.



#### 4.3 Conventional Transit: Trip Profile

The Chilliwack Transit System currently operates with 4 buses from approximately 7:00 to 18:00 on weekdays and from 8:15 to 18:30 on Saturdays. Sunday and evening service was introduced in February, 1997. The Sunday service operates with 3 buses from 10:00 to 17:00. The evening service operates hourly to 21:30 on Thursdays, Fridays, and Saturdays.



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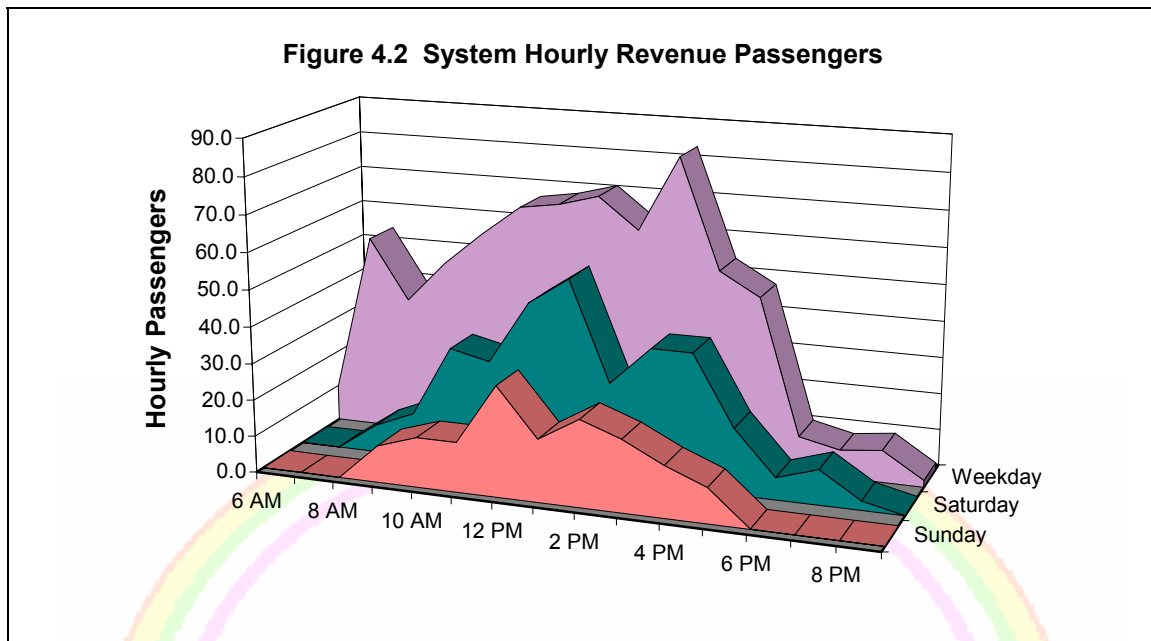


Figure 4.2 outlines ridership on a daily and hourly basis for the system as a whole as per the 2 week count conducted in February, 1998. The system carries an average of 686 revenue passengers each weekday. Saturday and Sunday ridership is about 50% and 25% of the average weekday ridership, respectively. Chilliwack currently does not have a strong commuter market, and this is indicated in the lack of sharp ridership peaks during the AM or PM peak periods. The midday period (between 9:00 and 15:00) accounts for 60% of weekday ridership compared with an absolute maximum 40% in a commuter oriented system. Saturday ridership is similar to the weekday profile, except that it lacks the early morning trips which are not provided on Saturday.

#### *Productivity*

Productivity in Chilliwack averages 15.1 rides per hour on weekdays, 7.1 on Saturdays and 7.3 on Sundays. Productivity can vary throughout each day, although the range is small and the midday period for all weekdays and Saturdays is the highest. This contrasts with most systems where the productivity is highest during the peak periods, and is again indicative of the small commuter market.

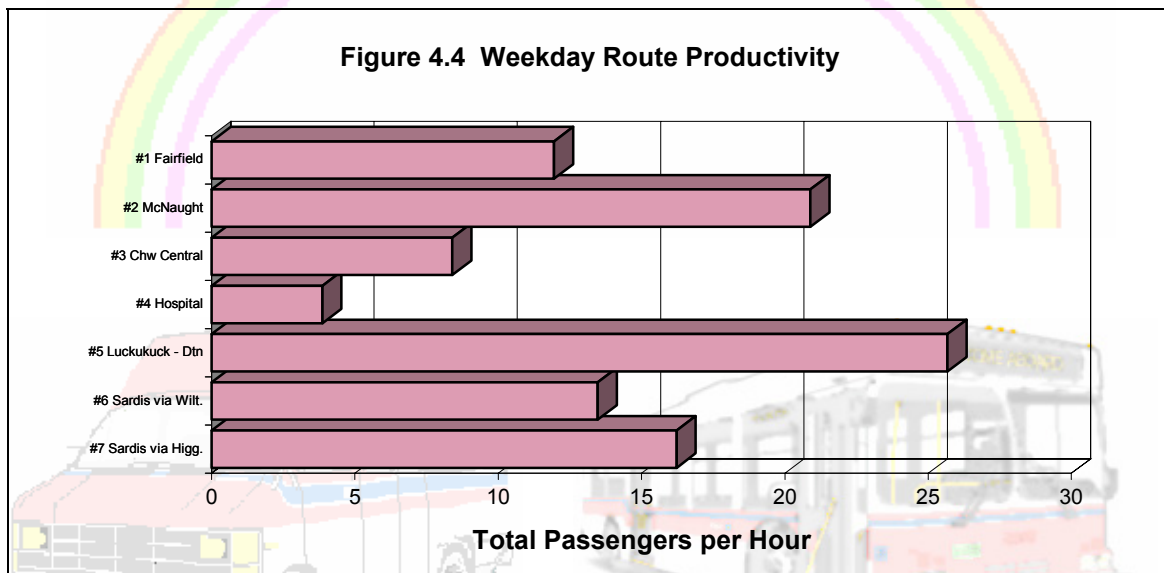
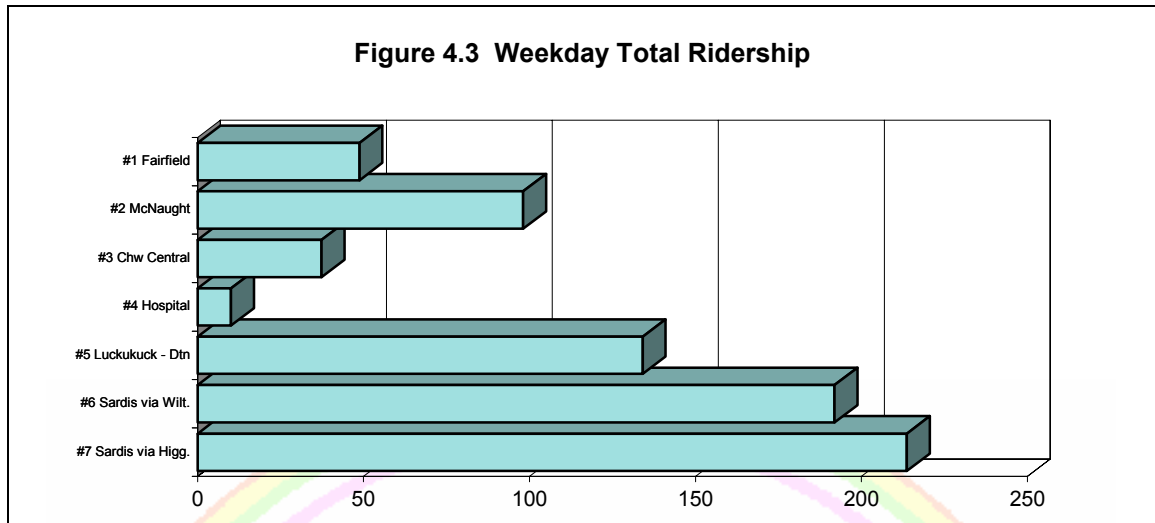
As shown in Map 1 (route map), the Chilliwack Transit System consists of seven routes. Routes #1 through #4 serve Chilliwack Proper while routes #5, #6, and #7 operate between downtown Chilliwack, Cottonwood & Chilliwack Malls, and Sardis-Vedder. All the routes generally operate on an hourly basis, with routes #5, #6, and #7 providing a combined 20-minute frequency between downtown Chilliwack and Cottonwood & Chilliwack Malls. Service is slightly less frequent on Sundays.

Figures 4.3 and 4.4 show average weekday ridership and productivity by route. Ridership is highest on routes #5, #6, and #7, serving Cottonwood & Chilliwack Malls and Sardis-



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**BC Transit**



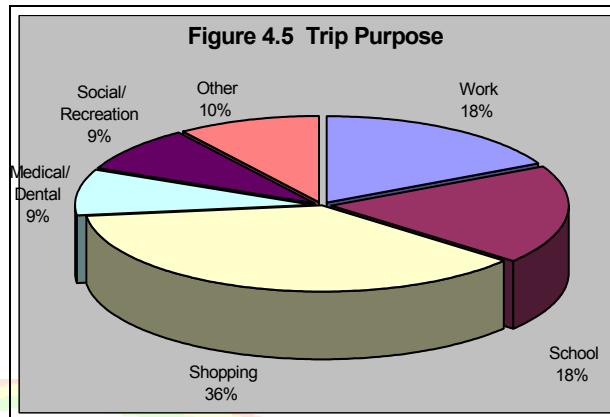
Vedder, which carries over two-thirds of total passengers. Route #5, which serves only the heavily travelled corridor between downtown and Cottonwood/Chilliwack Mall, and route #2 have the highest productivity. The lowest productivity is on routes #3 and #4 which serve the southern part of Chilliwack Proper. In general, both ridership and productivity is higher on routes serving Sardis-Vedder than on those serving Chilliwack Proper. For most routes, productivity is highest during the midday period, as is the case for the system as a whole. However, the #1 Fairfield has significantly higher peak period productivity, mostly due to the student market it serves.

In addition to the routes described above, there is also a summer shuttle service to Cultus Lake, a recreational area to the south of Chilliwack. The service provides 6 trips per day between downtown Chilliwack and Cultus Lake during July and August. This service has been very successful with steady increases in ridership over the last several years. Ridership over the past few years has been in the 4,000 to 5,000 passengers range.



*Trip Purpose*

Figure 4.5 shows trip purposes for trips made on the Chilliwack Transit System. Shopping trips account for the largest share, more than one third of the total. Commuter trips generally consist of work and school trips, and each of these make up less than 20% of the total. By contrast, work and school trips combined would typically make up more than 50% of trips in a more commuter-oriented system. Trip purpose varies considerably by time period. School trips account for 55% of trips during the AM Peak, while work trips account for a further 28%. However, the total number of trips during the AM Peak is small; during the much busier midday and PM Peak periods shopping trips predominate with 40-45% of the total.



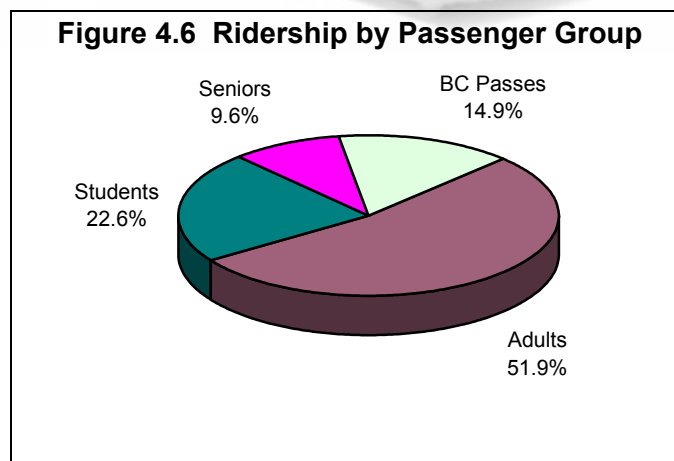
*Origin/Destinations*

The pattern of transit origins and destinations illustrates the important role downtown Chilliwack plays in the transit system, with nearly 60% of all transit trips having either destinations or origins there. Downtown accounted for 31% of all transit trip origins and 27% of destinations. Vedder Crossing and Cottonwood & Chilliwack Malls were the second and third most common origins and destinations. The largest amount of two-way travel is between downtown Chilliwack and Cottonwood & Chilliwack Malls, accounting for nearly 20% of all travel on the system. This is not surprising given the predominance of the three routes connecting these locations. Of trips originating in downtown Chilliwack, 41% are to Cottonwood & Chilliwack Malls.

Only 13% of trips involved transfers, not surprising given the relatively small size of the system. Nearly all the transfers were at the downtown exchange, again emphasizing the important role played by downtown in the transit system.

**4.4 Conventional Transit:  
Passenger Profile**

Figure 4.6 shows the distribution of ridership by passenger group according to the latest passenger count. Adults make up by far the largest group, accounting for more than half of all passengers. When compared with other similar-sized communities, the Chilliwack Transit System carries a larger



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proportion of adults and a smaller proportion of students. These results indicate there is a large potential for increasing ridership in Chilliwack by better serving the student market.

The distribution by passenger group varies considerably among the different routes. The #1 Fairfield has a much higher proportion of students than any other route. The #4 Hospital has a very high proportion of seniors and BC Bus Pass holders. The three routes serving Sardis-Vedder have a higher than average proportion of adult passengers (college students are included among these adults).

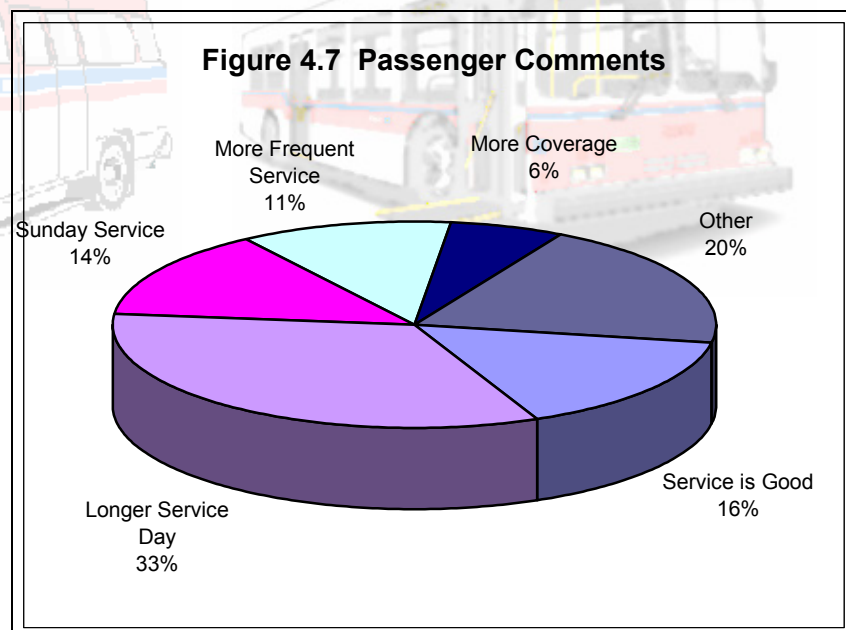
As would be expected in a system that is not designed for and thus does not carry a large work commuter market, the Chilliwack Transit System carries fewer regular passengers than many comparable systems. Less than 30% of passengers used transit 5 or more days per week. Conversely, more than 30% used the bus 2 or fewer times in the past week.

Cash payment still dominates in Chilliwack, accounting for 77% of trips. BC Bus Passes account for another 13%, while tickets, monthly and daily passes account for only 10% of the total. Prepaid fares are more convenient for passengers and can encourage greater use of the transit system. In many larger systems, more than 50% of fares are prepaid, so there is clearly potential to increase the proportion in Chilliwack.

#### 4.5 Conventional Transit: Passenger Comments

In the 1996 On-Board Survey, passengers were asked what could be done to improve the Chilliwack Transit System. While attracting new markets is critical, it is also important that current passengers are satisfied with the service, and the On Board Survey is an excellent way of determining this. In addition, most service improvements made at the request of existing passengers will also be attractive to new passengers. The responses are outlined in Figure 4.7.

Nearly half of the passenger comments involve requests for longer hours of service. One third of requests are for a longer service day, with most passengers wanting evening service, particularly on Thursdays and Fridays. There is a smaller number of requests for earlier morning service on weekdays and on Saturdays. Requests for Sunday service are the next most frequent, along



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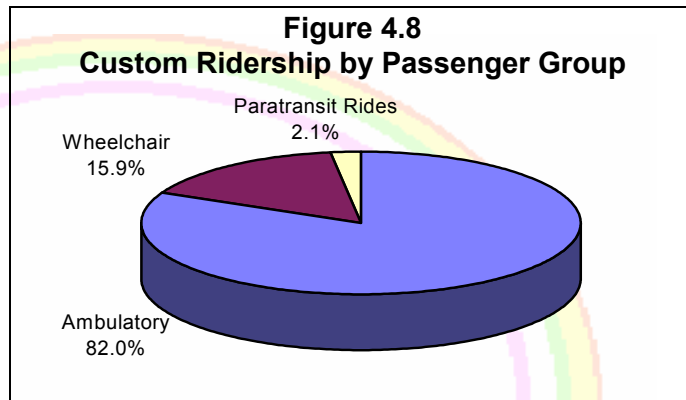


with a smaller number of requests for holiday service. The recent introduction of Sunday and evening service in Chilliwack is partly in response to the findings of this survey.

More frequent service (11%) and increased service coverage (6%) are the next most frequent comments. Six percent of requests relate to fares; the most frequent of these requests is to sell monthly passes for all passengers (they are currently available only for students).

#### 4.6 Custom Transit

The Chilliwack handyDART System provides demand responsive door-to-door transit service using four fully accessible vehicles. It also provides rural paratransit service to residents of Cultus Lake and the Chilliwack River Valley. The service operates 8:00 to 17:00 Monday through Saturday. There is also a limited fixed route scheduled paratransit service providing three trips each Saturday between



Cottonwood Mall and Greendale and Yarrow. There are approximately 1,600 registered users, of whom roughly 1,160 are ambulatory (mostly seniors) and 440 are in wheelchairs. Ambulatory passengers make up more than four-fifths of total ridership on the system, as shown in Figure 4.8. Passengers in wheelchairs make up about one sixth of the total ridership, while paratransit rides account for only 2% of the total. The custom service also includes a taxi supplement

program that allows the operator to dispatch taxis when the regular vehicles are booked to capacity. Taxi Saver was introduced in February 1997. The Taxi Saver Program allows registered clients to arrange taxi trips using subsidized taxi

**Table 4.2 Comparison of Performance Measures (1998/99): Tier 1 & 2 Custom/Paratransit Systems**

	Revenue Hours	Revenue Passengers	Rides per hour	Cost Recovery
<b>TIER 1 COMMUNITIES</b>				
Kelowna	27,738	113,599	3.5	11.2%
Central Fraser Valley	20,670	72,490	3.0	10.0%
Kamloops	19,105	94,457	4.4	13.8%
Nanaimo	17,432	54,632	2.9	8.5%
Prince George	9,972	58,545	3.9	10.6%
<b>TIER 2 COMMUNITIES</b>				
<b>Chilliwack</b>	<b>8,533</b>	<b>35,653</b>	<b>3.9</b>	<b>11.2%</b>
Vernon	9,121	53,580	5.3	17.5%
Comox Valley	5,625	20,721	3.5	9.5%
Campbell River	4,263	15,193	3.3	10.9%
Sunshine Coast	2,706	6,284	2.3	4.7%
Cowichan Valley	2,212	7,059	3.2	9.4%
Penticton	1,968	5,779	2.9	11.7%



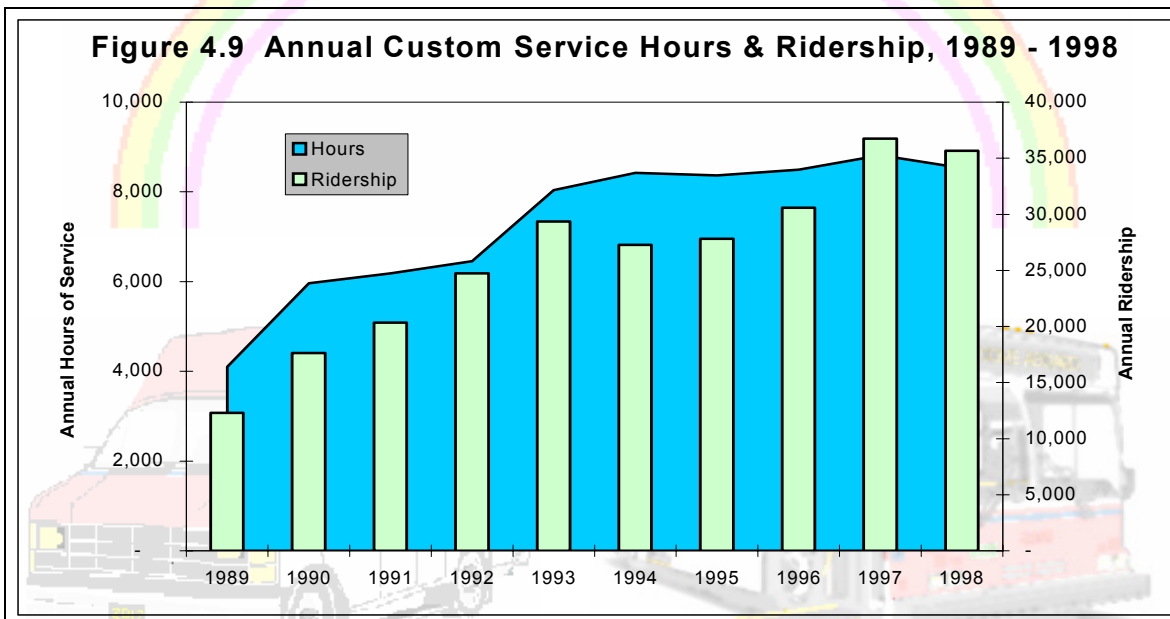
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scrip. This will be primarily to serve evening and weekend trips when there is no handyDART service. Taxi Saver will also allow for more spontaneous weekday travel since advance booking is not required.

Table 4.2 compares the Chilliwack handy-DART System with other Tier 1 & 2 custom and paratransit systems. Along with Vernon, it has the greatest amount of service hours, but Chilliwack has only about two-thirds as many passengers as Vernon, an exceptional performing system. Discounting Vernon, the productivity and cost recovery in Chilliwack is above average for the second tier.

As illustrated in Figure 4.9, services levels and ridership in the Chilliwack handyDART System increased steadily from its implementation in 1989 until 1993. Since 1993, service and ridership levels have been stable. Increases in service is on the most part the result of on-going monitoring of the existing client base, with use of such statistics as unmet rides.



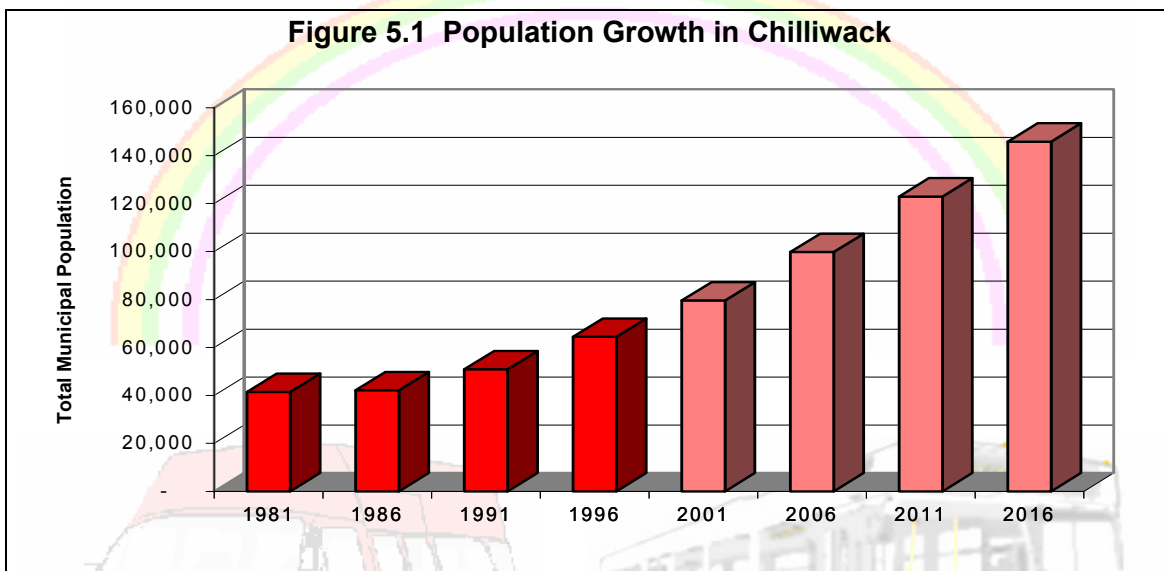
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## 5.0 POPULATION AND COMMUNITY FORM

### 5.1 Population Growth: Trend and Forecast

The population of the District of Chilliwack was estimated at 63,000 in 1996. Of this number, approximately 45,000 residents living in Chilliwack proper and Sardis-Vedder are currently served by transit. The District's population increased by 21% between 1986 and 1991, followed by an estimated 23% increase between 1991 and 1996. Growth was particularly rapid (4-5% annually) between 1991 and 1994. The majority of this growth has been outside the current transit service area.



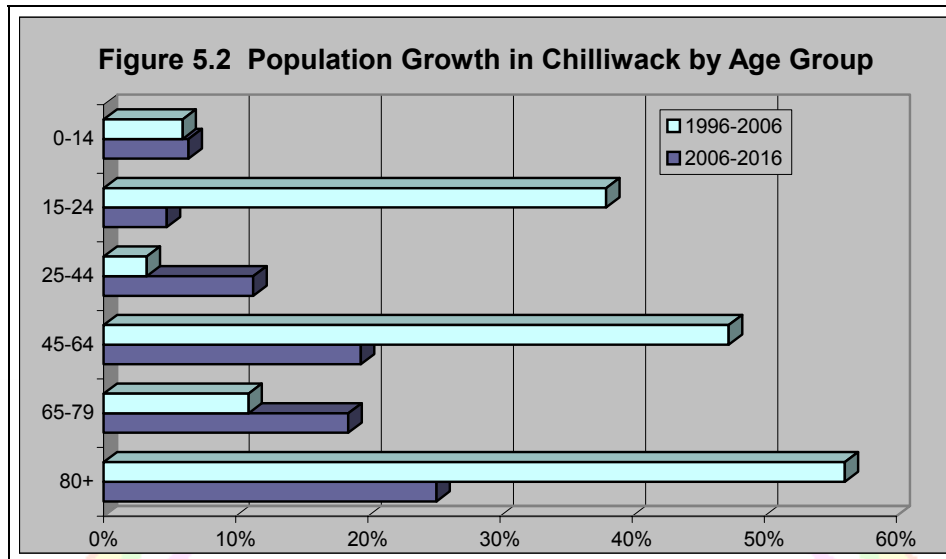
There are some indications that, in the short term, population growth in the region has begun to slow, with the annual growth rate dropping to 3% over the 1994-96 period. However, there is still expected to be strong growth over the next 20 years. If present trends continue, Chilliwack's population could reach nearly 150,000 by 2016, more than twice the current population. However, if Greater Vancouver takes up a larger proportion of Lower Mainland growth as is planned by the GVRD, growth in Chilliwack could be considerably slower than this forecast.

Changes in age distribution will have important, and sometimes counteracting, impacts on transit use. These impacts will be quite different during the next 10 years (1996-2006) compared with the following 10 years (2006-16) as illustrated in Figure 5.2. During the next 10 years the 15-24 age group will increase at about twice the rate of overall population growth while those aged over 80 will increase at nearly three times the overall population growth rate. Both these groups tend to use transit much more than the average. The youth group tends to take the most transit trips per capita, and they will have the greatest impact on conventional transit service. The rapid growth in the very elderly population will have the greatest impact on custom transit and the need for accessible conventional transit.



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Counteracting these changes will be growth in the 45-64 age group, which is forecast to increase about two and one half times as fast as the general population. This group has a low propensity to use transit.

The changes are markedly different for the following ten year period (2006-16). During this period, the greatest growth will be in the 65+ age group, which should positively impact the demand for transit, particularly accessible and custom service. The youth group, however, will grow much more slowly than the general population for this period. The 45-64 group will grow only slightly faster than the general population, so any negative impact from this group on transit user rates will likely be slight.

Changes in age distribution will also affect growth in the disabled population. Roughly 10% of Canadians have a disability that affects their mobility. However, this proportion varies significantly with age: only 2.8% of 15-34 year olds have a mobility disability compared with 18% for those aged 55-64 and 29% for those aged over 65. As a result of the aging population in Chilliwack, the disabled population is growing at nearly twice the rate of the overall population. This will impact demand for both handyDART service and accessible conventional service.

## 5.2 Community Form

The District of Chilliwack covers a large area, but much of this is rural and agricultural land. The core area of urban development (Chilliwack Proper) is located on the north side of the Trans-Canada Highway. There is a traditional downtown commercial area, with more highway oriented commercial development directly to the south. Just south of the Trans-Canada Highway, Cottonwood Mall and Chilliwack Mall form a second important regional commercial area. A third, smaller commercial area is located in Vedder. Most of the residential development is to the north and east of downtown. Sardis-Vedder, a second area of residential development, is located on the south side of the highway.



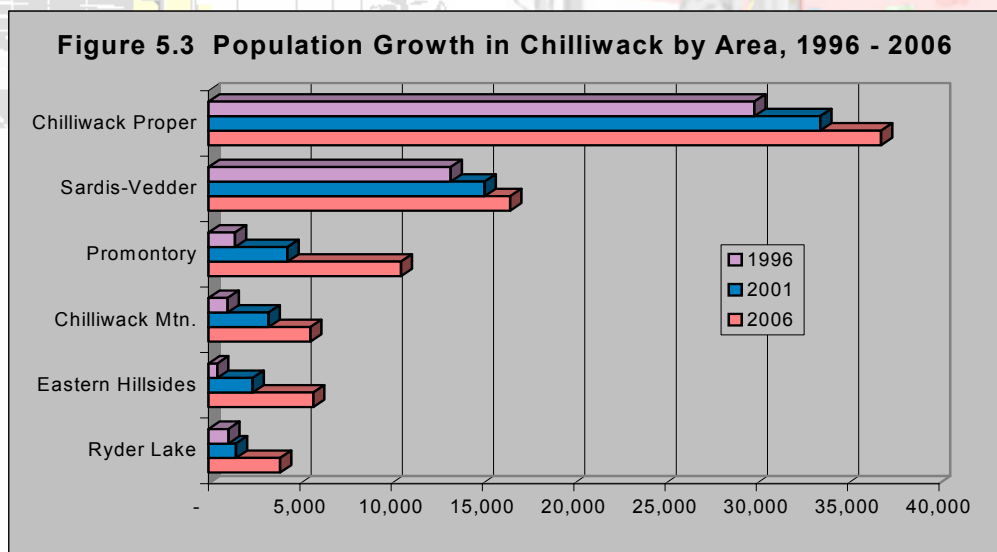
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The Official Community Plan update for Chilliwack in which this TP is conducted in conjunction, will determine the direction for growth over the medium to long term future. Currently, growth in Chilliwack consists mostly of infill and multiple family development in Chilliwack Proper and Sardis-Vedder, and mostly single family development in Promontory (located east of Sardis-Vedder) and Chilliwack Mountain (located west of Chilliwack Proper). From the Plan, a continued densification in Chilliwack Proper and Sardis-Vedder will occur. Promontory is expected to be the major area of new development in the immediate future (to 2001) with a shift towards more multiple family development. Chilliwack Mountain and Eastern Hillside will become major growth areas later in this period as Promontory begins to reach capacity. Between 2001 and 2006 urban development is forecast to peak in both Promontory and Chilliwack Mountain. Eastern Hillside will also see major growth. This period will likely also see the start of the Ryder Lake development (located to the east of Promontory). Densification and infilling in the older areas of Chilliwack is expected to slow during this period as they reach capacity. After 2006, considerable growth is expected in Ryder Lake.

Figure 5.3 shows the forecast distribution of population growth in Chilliwack over the next decade. While Chilliwack Proper and Sardis-Vedder (the two areas currently served by transit) continue to account for a significant share of the growth, the new development areas are forecast to experience much faster population growth and to make up an increasing share of the total growth. The proportion of multiple family housing is forecast to reach the following levels when each area is fully built out: Chilliwack Proper (62%), Sardis-Vedder (33%), Promontory (77%), Chilliwack Mountain (50%), Ryder Lake (50%), and Eastern Hillside (66%). Most multiple family housing, particularly outside the core area, will consist of townhouses. This will still result in significantly higher residential densities than is currently the case, and will be very positive for the viability of transit service.

For other more rural or suburban areas in and around the District, the feasibility of implementing strictly conventional transit service is less. Some of these areas, such as



Chilliwack River Road, Cultus Lake, Rosedale and Yarrow/Greendale, are already served by some form of public transit, most on a very limited level. The provision of service to other rural/suburban areas or the implementation of expanded service to any of the above mentioned areas will not be dealt with directly in the plan, but will be considered on an individual basis on the directive of the District based on social need or the feasibility of incorporating service in the process of other planning work (such as the Rosedale service in conjunction with the service to Agassiz-Harrison). The provision of such service must be however still be considered within its feasibility, especially regarding costs.

### 5.3 Commuting Patterns

In most senses, Chilliwack is a self-contained community. However, there is a significant degree of social and economic integration throughout the whole Lower Mainland (including both Greater Vancouver and the Fraser Valley). Commuting

patterns recorded in a 1992 travel survey indicate this integration. This survey looked at travel throughout the Lower Mainland during the AM peak period (6:00 to 9:00). The results are summarized in the Table 5.1.

**Table 5.1 Destination of Trips Originating in Chilliwack during the AM Peak Period**

	All Trips		Work Trips	
	Count	Percentage	Count	Percentage
Chilliwack	24,640	83%	9,505	74%
Abbotsford	2,185	8%	1,410	11%
Mission	580	2%	335	3%
Greater Vancouver	2,095	7%	1,550	12%
<b>Total</b>	<b>29,715</b>	<b>100%</b>	<b>12,890</b>	<b>100%</b>

Of the roughly 30,000 trips originating in Chilliwack during this period, 83% had destinations in Chilliwack. Roughly 17% of trips -- 5,000 in total -- had destinations outside Chilliwack, with the major destinations being Abbotsford, Greater Vancouver, and to a lesser extent, Mission. When only work trips are considered, the external trips are even more significant, accounting for 26% of the 13,000 work trips made by Chilliwack residents during this period. These patterns indicate the importance of links to Abbotsford, Mission, and even Greater Vancouver. Whether these links become more or less important in the future depends on a number of factors -- particularly the growth of employment opportunities in Chilliwack. Although local service will continue to be the focus of the transit system, these regional links may need to be considered in future transit plans. The feasibility of such links will depend upon the design of the service and the concentration of the markets, both in terms of origins and destinations.

### 5.4 Local Planning Processes

Chilliwack has an Official Community Plan that was completed in 1990. A new OCP is currently in development and should be completed in 1998. Since the last OCP was developed, population growth forecasts have been revised significantly upward. As a result, the need for additional residential land is greater than what was originally planned. Development of the new OCP will be an excellent opportunity for further discussion of the



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role of transit in Chilliwack, and how it interacts with other parts of the transportation system, with land use patterns, and with other aspects of community development.

According to the current OCP, most new development through 2001 is planned for the Promontory area along with infill in Chilliwack Proper and in Sardis-Vedder. A key objective in the OCP is to develop an urban form that minimizes the impact on the environment and can be efficiently and economically served by utility systems and roads. This should complement the goals of the TP to develop an urban form that can be efficiently served by transit. In order to enhance further the profile of transit in the community, some discussion of transit supportive measures should be included in the OCP. This would focus primarily on land use measures such as encouragement of higher densities, a greater mix of uses, and urban design features that are pedestrian friendly (and by extension, transit friendly).

Transit should also be considered when planning and designing the road network. Transit designated corridors should be included in the OCP. Generally, all collector and local collector roads should be designated as potential transit corridors. This measure ensures that these roads will be available should they be required for transit use in the future. In addition, transit designation would ensure that the impact on transit will be considered when any future changes in road design or land use are made.



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## 6.0 IMPLICATIONS OF THE BACKGROUND MATERIAL

### 6.1 Summary of Chapters 2 through 5

#### THE PROVISION OF PUBLIC TRANSIT MEETS GOALS OF THE DISTRICT

The ultimate goal for which the transit service is striving is to be successful in meeting the local travel needs of Chilliwack residents as well as general travel needs within the Chilliwack. To meet this goal, the plan will recommend service enhancements, other transit strategies and transit supportive measures carried out by both BC Transit and the District of Chilliwack within the OCP.

An alternative course of action is to do nothing or not to provide a transit service as the lack of “success” of providing transit in this context, can be argued as a rationale for this direction. However within the context of this geographic area and the population in question, there are both social needs and long term benefits to transit service that enhance the life of District residents and the community as a whole. These include lowering of overall costs for transportation infrastructure, lowering overall costs and negative impacts on the environment, supporting the economic development of the community and increasing the mobility of people within the transit service area. These benefits are outlined and supported through the measures listed in Chapters 2 and 3.

#### THE EXISTING LEVEL OF CONVENTIONAL SERVICE IS LOW RELATIVE TO SIMILAR SIZED “SUCCESSFUL” COMMUNITIES WITHIN THE MUNICIPAL SYSTEMS PROGRAM AND IS AT A LEVEL CONSIDERED ONLY A SHOPPER’S SERVICE

The existing level of conventional transit service provided in Chilliwack is very low and does not achieve the successful measures outlined. In comparison to other Tier 2 communities within BC, the conventional service in Chilliwack has the second lowest level of service. In comparison to Tier 1 communities, into which the transit service area of Chilliwack is approaching, the comparison is even less favourable.

Although not an ultimate determination of success, those communities with higher levels of service per capita are more successful. Of the Tier 2 communities, Penticton, Campbell River and Sunshine Coast have the highest levels of service per capita and rank substantially higher than the remaining Tier 2 communities in terms of rides per hour and cost recovery.

Of the Tier 1 communities, this level-of-service/performance-success correlation is less marked, although Kamloops, the most successful of the typical Tier 1 communities, does have a relatively high level of service per capita. Kelowna, which generally exhibits the second highest performance, has service per capita levels more consistent with Tier 2 communities, but the recent and extensive growth of service since 1996 with the inclusion of 15 minute commuter service has significantly enhanced performance compared to recent history.



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The current level of service is considered a basic shopper's service that is characterized by consistent levels of service through the day at 30 or 60-minute headways. The typical rider's profile is a person travelling primarily during the midday period making a shopping trip that is somewhat flexible in time. This differs from a generally higher performing commuter based service where there are sharp ridership peaks during the morning and afternoon rush hour periods and greater consistency in individual riders on a day to day period as well as a greater number of choice riders.

**EXISTING CONVENTIONAL RIDERS REQUEST MORE COMPREHENSIVE LEVELS OF SERVICE**

Approximately 75% of existing riders request "more service" in one form or another, whether it be expanded hours, increased frequencies or increased coverage. The direct implementation of these requests need to be taken with some caution as attitudes need not necessarily translate into behaviour. What more comprehensive levels of service can generate and has in other systems is a greater confidence in the transit system itself and thus greater and more spontaneous use of the system.

**HANDYDART SERVICE PERFORMANCE IS AVERAGE TO ABOVE AVERAGE COMPARED TO SIMILAR SIZED MUNICIPAL SYSTEMS**

Compared to Tier 1 and 2 communities, the handyDART system exhibits average performance. Being more specialized in its market, the performance of service, unlike conventional service, is less related with what are considered comprehensive levels of service. Like conventional service however, it is related with the matching of demand with appropriate types of service. In general, the highest performing systems are due to the higher number of group trips for programs (such as adult day care) which has the built in efficiency of a single origin and/or destination. Without such built in factors, taxi services, such as taxi supplement and taxi scrip may better accommodate individual trip demand, especially during off peak hours, than regular handyDART van service.

**CONVENTIONAL TRANSIT SERVICE GROWTH HAS OUTPACED THE DISTRICT'S POPULATION GROWTH OVER THE LAST 10 YEARS WITH A MARKED DECREASE IN PERFORMANCE**

There has been some effort to increase conventional transit service levels over this time period. The District population from 1986 to 1996 grew by 49%, with much of this growth outside of the transit service area. Over this same period, the conventional transit service in revenue hours grew by over 400%, albeit starting from a very small base.

Over this same period the performance of the system dropped dramatically, with system highs in 1987/88 of 26.6 rides per hour and 44.3% cost recovery to the 1998/99 year end figures of 14.1 and 21.1% respectively. This drop is due to the previous mid-1980's service being geared solely toward the basic needs of the captive market resulting in the then high



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performance and the current expectation of many residents living in a growing community for more convenience in public transit service.

The system is currently thus in that in-between state where it is trying to attract more than just the captive market, yet does not provide comprehensive enough service levels to be perceived as convenient by most potential choice riders. The direction of increasing transit service as opposed to returning to the most basic level of service is supported by District objectives.

**FORECAST DEMOGRAPHIC CHANGES IN THE DISTRICT POPULATION WILL INCREASE THE DEMAND FOR CONVENTIONAL TRANSIT AND HANDYDART IN THE URBAN AREA**

Traditionally, the strongest market groups for transit – the young and specifically seniors – are forecast to increase as a percentage of the population over the time frame of this plan. This leads to the support for increased conventional, accessible conventional and handyDART service.

**PROJECTED RESIDENTIAL DEVELOPMENT WILL BALANCE THE NEED TO INCREASE CONVENTIONAL SERVICE BOTH WITHIN THE TRANSIT SERVICE AREA AS WELL AS NEWLY DEVELOPING RESIDENTIAL AREAS CURRENTLY WITHOUT SERVICE**

Projected growth in residential development will drive the most appropriate areas of conventional service growth and the timing of such expansions. Because of the nature of development, higher density development near the core and other primary transit destinations are more conducive to transit and thus may factor into the priority for expansion.

In terms of new residential areas, a population threshold of 5,000 residents is a general guideline for conventional transit service. With this in mind, Promontory, Chilliwack Mountain and the Eastern Hillside deserve some consideration in conventional transit expansion planning within the next 10 years. Other areas such as Ryder Lake and Rosedale will not be considered unless service provision can be justified by other factors, such as social need, or are a consequence of service provided to other areas.

**TRANSIT SERVICES TO LESS DENSELY POPULATED AREAS IN AND AROUND THE DISTRICT ARE DEEMED TO BE LESS DESIRABLE FOR A SUCCESSFUL TRANSIT SYSTEM, BUT WILL BE CONSIDERED ON AN CASE BY CASE BASIS BASED BOTH ON FEASIBILITY AND SOCIAL NEED AS DIRECTED BY THE DISTRICT**

Transit services are on the most part urban services. Transit services to rural or suburban areas are provided either as a consequence of another service being provided or are provided for social benefits. The objectives of the plan do not directly state the desire for service provision to any specific community, and thus the expanded service to any rural community will be considered upon the direction of the District based on social need as well as feasibility, especially regarding cost performance. This work can be done within an



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individual by individual project basis under the terms of the Annual Operating Agreement at the directive of the District.

**TRANSIT SHOULD REMAIN FOCUSED ON SERVICE WITHIN THE URBAN AREAS OF THE DISTRICT IN THE SHORT TERM ALTHOUGH REGIONAL SERVICE FOR CHILLIWACK RESIDENTS WILL LIKELY BECOME MORE OF AN ISSUE IN THE LONG TERM**

Results from the 1992 travel survey indicated that 83% of peak hour trips originating in Chilliwack are destined within Chilliwack, with a slightly lower 74% for all work trips. This figures indicates that there is a stronger potential for local commuter trips than that is being provided for through public transit.

This figure also indicates that public transit should continue to focus, first, on local service within the District and second on westward regional travel into Abbotsford and the Greater Vancouver area. For Chilliwack, service to other areas in the Region, such as Hope, should be considered more from the local perspective of these smaller centres as opposed to that of the District. The stronger local focus is due not only to the travel figures indicated but also the relatively long distances travelled and the inefficiencies of travelling through the low to no demand areas of rural Chilliwack and Abbotsford. This does not preclude, however that there is demand for the travel westward outside of Chilliwack and this should be examined in the long run based on Lower Mainland growth projections as well as the state of local service (when prioritizing funding for transit).

**TRANSIT NEEDS DIRECT AND INDIRECT SUPPORT TO SUCCEED**

The provision of transit service alone will not ensure its success. Other factors must also be in place to support it. Much of this support can come in the land use decisions and policies, specifically regarding land use densities, community layout, directness of roadway infrastructure upon which transit travels and the provision of pedestrian friendly designs. Thus the transit planning process should work in co-operation with land use planning and formally through the OCP process to ensure that these measures work toward community goals.

## 6.2 *The Direction of the Plan*

The background materials lead to the following conclusions:

***THAT THE CONVENTIONAL TRANSIT SYSTEM IS NOT OPERATING WITH HIGH PERFORMANCE AS IT IS IN THE IN-BETWEEN STAGE OF NOT YET BEING A COMPREHENSIVE SERVICE TO ATTRACT CHOICE RIDERS, YET IT IS NO LONGER JUST AT BASIC SERVICE THAT ONLY MEETS THE BASIC NEEDS OF A CORE GROUP OF CAPTIVE RIDERS.***

To improve performance, the system must either expand to be more comprehensive to attract more choice and consistent passengers or reduce service to the bare minimum to be



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the basic service that it was in the mid-1980's. Since public transit can and does support the goals of the community, expansion of service is a more feasible option from a purely community service oriented perspective. This is further supported by forecast changes in demographics and development of new residential areas within Chilliwack. However this must also be tempered with the ability and willingness of funding partners to invest more heavily in transit and the associated measures to make it succeed.

***THAT THE DEVELOPMENT OF BOTH THE COMMUNITY AND PUBLIC TRANSIT SHOULD WORK IN COOPERATION AS EACH AFFECTS THE SUCCESS OF THE OTHER.***

Higher residential and commercial densities in the core, mixed use areas, pedestrian orientation and infilling are some of the most basic land use concepts that support the provision of transit. Of the road network, direct arterials and collectors, easy and multiple access into neighbourhoods are important considerations in making the provision of conventional public transit more effective in attracting riders.

***THAT HANDYDART SERVICE GROWTH, WHICH IS MORE CLOSELY TIED TO INDIVIDUAL TRIP DEMAND, WILL BE BETTER SERVED BY THE PROVISION OF TAXI BASED SERVICES TO BALANCE THE PROVISION OF VAN BASED SERVICE AND TAXI BASED SERVICE.***

In general, the van services are potentially more efficient as they carry a larger number of passengers, but is most efficient for transporting group trips. Taxi based services are better equipped to handle individual trip demand and service during off peak hours when demand is low.



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## 7.0 THE PLAN

*Organization of the Plan:* The TP has been divided into three phases. Due to the approval process, the “Current Year” deals with the period to the end of the 2000/01 fiscal year and consists of a specific service plan to address immediate issues with the system. The “Intermediate Future” extends the time period to the end of 2003/04 and looks at service changes in a somewhat more general form. The “Long Term Future” looks out over the next twenty years (to the end of 2016/17) and is more conceptual in nature. The TP will be reviewed every two years to update the Immediate Future section with specific service plans. Every five years there will be a major review to reassess the Intermediate and Long Term Futures.

### 7.1 Current Year

This section of the plan consists of specific service changes to the end of the 2000/01 fiscal year (March 31, 2001). Issues relating to the current design of the system are addressed in this phase.

#### *Conventional Transit*

**Introduce hourly service between downtown Chilliwack and Promontory Heights.**

**Provide half hourly service on the # 6 Sardis via Wiltshire.**

**Reallocate service from the #5 Downtown↔Luckakuck Way to #2 McNaught.**

**Reintroduce service to Young Road South.**

**Annual service hours: 7,200**

**Additional buses: 2**

**Annual total cost: \$444,000**

**Additional annual ridership: 95,000**

The current level of residential development warrants a moderate level of service in Promontory Heights. With an additional bus to the fleet, hourly service between Downtown and Promontory Heights can be provided. The proposed initial routing of the service, depicted in Map 2, from the Downtown Exchange is Main, Spadina, Young Road South (with a stop at the Intercity Bus depot), Vedder Road, Promontory Road, Mullins Road, Teskey Place, Teskey Road, Sylvan Drive, Promontory Road, Vedder Road, Young Road South, Princess Street, Main Street to the Downtown Exchange. This route will bypass the malls along Luckakuck Way due to traffic congestion causing potential timing problems. The proposed routing along Young Road South as opposed to Yale Road is to increase area coverage and thus open the service to new markets.

In Promontory itself, the future proposed routing will be Promontory Road, Mullins Road, Teskey Road (connected by a road yet to be built), Sylvan Drive, Russell Road (connected by a road yet to be built), back to Promontory Road. The timing of this route change is dependent totally upon the road construction. This future routing will remove the route primarily residential roads with the Promontory area onto the collector roads to minimize neighbourhood disruption.



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With the addition of a second bus, it is proposed that half hourly service be provided on the existing #6 Sardis via Wiltshire route. The growth in residential development plus the performance of the route warrants this increase in service. Although the #7 Sardis via Higginson is a higher performing route, the new Promontory route covers more the area of the Higginson route and thus this extra service would be more effective on the Wiltshire route. One adjustment proposed is to reallocate the Keith Wilson-Carter-Cumberland routing from the #6 to #7. This would retain 60-minute service through this relatively quiet residential neighbourhood while placing the higher frequency service along Tyson for service to Twin Rinks and Watson Park. Refer to Map 2 for the route changes.

With these two additional buses in combination, service through the primary north-south Sardis corridor is effectively increased from 3 to 4 trips per hour during the day, with 1 trip destined for Promontory and the other 3 for Vedder.

Also with these two additional buses in combination, there will a total of 5 trips per hour travelling between Downtown and Luckakuck Way -- 4 along Yale Road and 1 along Young Road South. Because of this high level of service, it is proposed to reallocate service from the #5 to the #2 McNaught to provide half-hourly service. The #2 is the highest performing route in Chilliwack proper and extra service through this relatively built-up area of the District would increase ridership from this neighbourhood due to the added convenience of public transit as a mode choice. In addition, it is proposed to eliminate the service on Woodbine, Yale Road East and Broadway between Maple and Maple and have the route travel along Maple between Woodbine and Broadway instead. This change would provide more direct service for area residents yet retain area coverage through the neighbourhood. Refer to Map 2 for details.

This service proposal in total supports the highest performance of the Sardis routes existing as well as the high performance of service between Downtown and Luckakuck. This combination of service provides transit to the key markets of Sardis-Vedder-Promontory residents, shoppers, and UCFV students.

This service is proposed to be implemented in September, 2000.

#### Sunday service to Cultus Lake.

**Annual service hours: 60**

**Additional buses: 0**

**Annual total cost: \$2,500**

**Additional annual ridership: 400**

With the addition of Sunday service on the regular conventional routes in February, 1997, **Sunday service to Cultus Lake during the summer period will be added.** When the Cultus Lake Summer Shuttle was first introduced in 1993, there was no Sunday service on the regular Chilliwack routes. Although the nature of the Summer Shuttle is daytime recreational and thus weekends would yield the highest ridership, the addition of summer service on the entire conventional service solely to support the Summer Shuttle was not warranted at the time. Now that Sunday service is provided on the conventional system as a whole, this should now also be extended to the Summer Shuttle. This would be extended to



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the 2 Statutory Holidays (Canada Day, BC Day) if/when Holiday service is implemented on the entire system.

In addition to the specific service expansions outlined above, there are several other issues -- some on-going and some new issues -- that should be addressed:

1. Some adjustments have been made in recent years to service specifically to Cottonwood and Chilliwack Malls. These adjustments are the result of the problems of traffic congestion on site of the mall properties and roads adjacent to the malls causing delays in running schedules; the issue of giving passenger easy access to the malls; and the maintenance of passenger safety as pedestrians.

Currently the three routes serving the malls – #5, #6 & #7 – provide stops directly on the mall sites. Because both Cottonwood and Chilliwack Malls are destinations for transit riders, a better solution would be to have bus stops located on street along Luckakuck Way. This alternative would provide overall better access to both sites for transit passengers as well as eliminate the difficulties of the buses competing with on site traffic. The District and BC Transit should investigate joint options for bus stop improvements, such as for bus bays and shelters. In addition, on street improvements, such as crosswalks adjacent to the bus stops and dedicated walkways from the bus stops to mall entrances should be discussed with the appropriate agencies.

2. The fare structure in Chilliwack should be re-examined in the immediate future period. Fares can be structured in strategic ways to encourage greater ridership and target specific market groups. The use of prepaid fares is a key component of this strategy. These fare options give regular transit users a price break, encourage more frequent transit use and provide fare revenues to the District up front. In addition to the general monthly passes implemented in September, 1999, some possible changes to the fare structure which should be considered include the following:

- ☆ Other multi-ride fare technologies, such as a stored value card (which is currently being tested in other communities in the Province) can be considered as they become available and feasible.
- ☆ An Annual Employer Bus Pass Program would allow employees to purchase annual bus passes through payroll deductions. The passes would be available at a further discount over the monthly pass.
- ☆ The critical post secondary student markets should be targeted by providing a reduced monthly pass rate for UCFV students and by introducing semester passes with a further discount. This can be further enhanced to a “UPass” in future years, depending upon reaching a critical level of transit service to make the marketing of the pass viable. UPass itself is a program, either voluntary or mandatory, where a nominal fee paid by the student (in addition to regular student fees) at the beginning of the academic year for unlimited use of the transit system.



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- ☆ To encourage greater use of prepaid fares, the number of outlets selling passes and tickets should be increased from the current 3 locations to around 15. This would meet Municipal Systems target of 2.5 outlets per 10,000 people.
3. There is a need for bus-stop improvements to make them more accessible for both current handyDART passengers and others who will be using low-floor accessible buses as they become a larger part of the conventional fleet.
  4. In conjunction with the low floor bus implementation, training for handyDART clients to use the service should be provided. The Community Travel Training Program is intended to encourage clients with disabilities who presently rely on handyDART to travel on accessible fixed route service. The program emphasizes independent safe travel which enables an individual with a disability to broaden his/her involvement and social interaction in the community while at the same time encourages specialized transit users to use the less expensive (in terms of operating costs) fixed-route service. In addition, the program can free up space on the more expensive-to-operate and specialized handyDART and thus reduce the need for future expansion.

Experience in other systems has shown that ninety percent of trainees still ride the bus independently three months after training. It is estimate that it takes 12 hours to train the average candidate, although it can take as little as four hours and as much as sixty five. Trainees have ranged in age from 18 to 90 years. Exclusive of overhead, the estimated direct cost of training is \$500 per person.

One agency conducted a follow-up to identify the effectiveness of the training. All but ten of the trainees were still using fixed-route services for some of their trips; 57 rode the bus less than once a week; 61 trainees, the largest group, rode one to three times a week; 42 rode four to seven times a week; and 10 rode more than seven times a week. In addition, the agency surveyed 200 graduates of other community training programs, the finding -- about 85 percent were still using fixed-route services.

*Custom Transit*

### No expansion planned.

No expansion in handyDART service is planned during this period. As noted in the system review, Chilliwack currently has the highest level of handyDART service among the second tier systems and there is no immediate need for an increase in base service.

There is also no planned expansion to the Taxi Saver or taxi supplement budgets. For the 1998/99 budget period, the utilization of Taxi Saver is approximately one-third the existing budget and the utilization of taxi supplement is one-tenth the existing budget.

Historical use of Taxi Saver in particular in other communities indicates that use of the service increases greatly and steadily over the first three years at which time increase in use drops off and plateaus. Taxi Saver was implemented in Chilliwack in 1997/98 and its use in



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Chilliwack thus far has mirrored the history in other communities. Thus the current budgeting level for both programs should be sufficient for both the 1999/2000 and 2000/01 fiscal periods.

## 7.2 Intermediate Future (2001-2004)

This section of the plan looks at the period from the 2001/02 to 2003/04 fiscal years (April 1, 2000 - March 31, 2004). These are changes that cannot be implemented immediately or may be dependent on land use or demographic changes that are forecast to occur during this period (such as the development of a new neighborhood). The timing for these expansions is not as specific as for the immediate future period, although estimates for timing are given. These estimates are based primarily on demand, need and priority, but are also phased to lessen the annual impact of transit funding increases.

**Table 7.1 Summary of Proposed Conventional Service Expansions: 2001-2004**

Description of Service	Year	Buses	Hours	Cost (1999\$)
<b>Standard Growth Options</b>				
Denser Route Network in Chilliwack Proper	2001/02	1	3,600	\$240,000
Increase Promontory service to every 30 minutes	2002/03	1	3,600	\$240,000
Provide service to Chilliwack Mountain	2003/04	1	3,600	\$240,000
<b>Moderate Growth Options</b>				
Evening Service Monday through Wednesday	2001/02	0	1,500	\$83,000
Evening Service Sunday	2001/02	0	500	\$30,000
30-minute frequencies in Chilliwack Proper	2002/03	1	3,600	\$240,000
Denser Route Network in Sardis-Vedder	2002/03	1	3,600	\$240,000
<b>Aggressive Growth Options</b>				
Statutory Holiday Service	2001/02	0	350	\$21,000
15 Minute Peak Hour Service	2002/03/04	10-12	15,000-18,000	\$1.15-\$1.3 million

### *Conventional Transit*

The following expansions in conventional transit service are proposed over the next four years and are summarized in Table 7.1 and Map 3. The expansions are both to provide increased service within the existing service area as well as to provide service to new areas as development occurs.

The list is divided into three categories: “Standard Growth” which maintains current service levels per capita served, “Moderate Growth” which increases service levels per capita served to approach those of the most successful Tier 1 & 2 systems, and “Aggressive Growth” which increases service levels per capita served to approach those of the Canadian industry leaders. All the service options are however based on the experience of Chilliwack and what can be supported in terms of transit service within the community.



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The list is divided into three categories: “Standard Growth” which maintains current service levels per capita served, “Moderate Growth” which increases service levels per capita served to approach those of the most successful Tier 1 & 2 systems, and “Aggressive Growth” which increases service levels per capita served to approach those of the Canadian industry leaders. All the service options are however based on the experience of Chilliwack and what can be supported in terms of transit service within the community.

The list in Table 7.1 is prioritized chronologically within each growth option listed. Changes in community specific plans, especially the rate of development in new areas being considered, may affect this chronology listed. The dates and costs listed in Table 7.1 are approximations only.

### Standard Growth

1. **A denser route network will be developed for Chilliwack Proper.** The current route network within Chilliwack Proper is comprised of loop routes, which is inefficient from a passenger perspective. For a round trip, loop routes result in a long and indirect trip on the outbound and/or inbound segment. Although the travelling times within Chilliwack Proper (directed to Downtown) are relatively short, route realignments can address this inefficiency. On 30-minute frequencies, this expansion would require 1 bus providing 3,600 hours annually.
2. **Service will be increased to 30-minute frequencies to the developing Promontory area.** This area, which currently has no transit service, will be the largest area of new development in Chilliwack over the next five years. Multiple family development is forecast to dominate Promontory, resulting in relatively favourable conditions for transit. It is forecast to have 4,000 residents by 2001, increasing to 10,000 residents by 2006. This also allows for increased coverage in Sardis-Vedder and should be considered in conjunction with the redevelopment of routes in Sardis-Vedder (see number 3 under Moderate Growth). This expansion will require one additional bus and 3,600 annual hours of service.
3. **Service will be extended to the Chilliwack Mountain area.** This area is forecast to have over 3,000 residents by 2001 and over 5,000 residents by 2006. The service would operate hourly from downtown Chilliwack, likely along Hodgins, Wolfe, and Schweyey to Chilliwack Mountain. This will require one bus and 3,600 hours of service annually.

The expanded coverage to Chilliwack Mountain could make use of community bus service, at least in the initial phase. The community bus concept uses smaller vehicles than the standard buses currently in service in Chilliwack. These vehicles are better suited to the lower demand levels that service to these newly developing areas would likely experience during the initial period. The smaller vehicles are also better suited to serving areas with narrow roads or steep terrain, and they are less intrusive in neighbourhoods. This also allows for the flexibility of using non-collector roads on some sections of routes in newly developing areas until the final road pattern is in place. The main advantage of the community bus is its flexibility. Because labour costs are the



same and lower vehicle operating and capital costs are partly offset by shorter vehicle life, there is not a cost saving involved in the long term. As the neighborhoods develop, densities increase, and the service becomes more established, the community buses can be replaced with standard buses.

### Moderate Growth

1. Beyond the existing Thursday to Friday, **evening service will be extended to Mondays to Wednesdays** (1,500 hours annually) **and Sundays** (500 hours annually), **all on the existing hourly frequency**. Although evening service in and of itself may not yield high ridership or high rides per hours, evening service will in general produce a more comprehensive system and thus yield a general increase in service use due to potential riders getting into the “transit habit”.
2. **Service frequencies will be increased in the Chilliwack Proper area**. An additional bus providing 3,600 annual hours of service should allow for frequencies to be doubled to 30 minutes on the remaining three routes in Chilliwack Proper -- #1 Fairfield, #3 Chilliwack Central and #4 Hospital. This expansion is warranted by the growth in multi-family development in the area (specifically closer to Downtown) which is supportive of increased transit performance.
3. **A denser and more “direct” route network will be developed for Sardis-Vedder**, which should be considered in conjunction with additional service to Promontory (see number 2 under Standard Growth). In Sardis-Vedder, the relatively high rate of development and the prospect of infilling within many pockets may require the provision of a denser network. Unlike Chilliwack Proper, this is dependent upon the nature and specific locations of development. The overall nature of residential development as well as development of the road network should ultimately allow for more direct and parallel north-south routes to be designed. On 30-minute frequencies, this expansion would require 1 bus providing 3,600 hours of service annually.

### Aggressive Growth

1. **Basic levels of service will be provided on Statutory Holidays**. Statutory Holidays are the last days on which there is currently no service provided. Much like Sunday service, Statutory Holiday service will yield lower performance both in terms of cost efficiency and passenger effectiveness, but will bolster ridership at all other times since the service now will be truly comprehensive in terms of buses being out on the road every day. This will increase service by 350 hours annually.
2. Beyond the implementation of 30-minute frequencies in all the major routes, **peak hour service will be increased to every 15 minutes**. The 1992 GVRD travel survey indicates that, unlike perception, the large majority of peak hour commuting by Chilliwack residents remains within Chilliwack. Although this survey was conducted when CFB Chilliwack was a major destination, these statistics plus the fact of the relative consistency of the commuter market indicates that this market should be better served.



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The fact of the relatively concentrated commuting destinations within the corridor between Downtown Chilliwack and Cottonwood & Chilliwack Malls nodes makes the design of schedules relatively efficient. As this expansion is large in comparison to existing levels of service, this expansion is not proposed to go forward until the later years of this time period.

To accommodate this expansion, a total of 10 to 12 buses will be required providing an additional 15,000 to 18,000 hours of service annually. Because of the magnitude of this expansion, a multi-phase implementation schedule spilling into the Long Range Future time period may ultimately occur.

In addition to the specific service expansions outlined in Table 7.1, there are several other issues that will also need to be addressed during this period:

1. Expansion of school service should also be a priority over the next five years and should be examined in conjunction with School District No. 33. As discussed earlier, students currently make up a relatively small proportion of ridership in Chilliwack (15% compared with 32% for Municipal Systems as a whole). There currently is some duplication in service with the school district buses. The elimination of duplication and the provision of school service by transit has been successful in other communities, most notably in the neighbouring Central Fraser Valley where students account for nearly half of ridership. Rapid growth in the 15-24 year old age group over the next 10 years means that this will be an expanding market.
2. The University College of the Fraser Valley is another key market. Currently, there are approximately 1,300 full and part time students at UCFV. The 18-24 age group is forecast to increase rapidly in Chilliwack over the next decade, and enrollment at UCFV is forecast to increase by up to 30% in the next five years. Developing a strong post secondary student market has been found to be an important contributor to successful transit performance in many small and medium sized systems. Service is already quite good, with all trips between downtown Chilliwack and the malls stopping at UCFV. More emphasis on marketing to this group will be required beyond the UPass discussed earlier.
3. During this period, conventional transit in Chilliwack will become accessible with the introduction of low floor buses. These buses will allow people using wheelchairs and other mobility aids to use the conventional transit system. They will also be easier to board for people with reduced mobility; this will particularly affect the elderly population. It is expected that the Chilliwack Transit fleet will be fully accessible by the end of this period (2002).

#### *Custom Transit*

Expansion in custom transit over the intermediate future is expected to be more modest than conventional service growth. The implementation of fully accessible conventional transit will mean that much of the demand for travel by the elderly and disabled will be



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**Table 7.2 Summary of Proposed Custom Service Expansions: 2001-2004**

Description of Service	Year	Minibuses	Hours	Cost (1999\$)
Additional handyDART vehicle service (½ vehicle)	2001/02	½	1,200	\$65,000
Increase in taxi supplement	2001/02	0	0	\$13,000
Increase in Taxi Saver	2001/02	0	0	\$6,500
Additional handyDART vehicle service (½ vehicle)	2002/03	½	1,200	\$50,000
Increase in taxi supplement	2002/03	0	0	\$13,000
Increase in Taxi Saver	2002/03	0	0	\$6,500

accommodated by the conventional system. Improved integration between custom and conventional service will mean that custom service may feed into the conventional routes, which will provide the long haul service. This will free up the custom vehicles. With the introduction of accessible conventional service, a re-evaluation of handyDART eligibility criteria should be made.

With the projected rapid growth in the elderly and disabled population in Chilliwack, some expansion in custom transit will be required. One additional handyDART vehicle is planned for implementation during this period. It will initially provide 1,200 hours of service annually for additional capacity at peak travel times. An additional 1,200 hours of handyDART service will be added in a second stage.

Moderate increases in van/minibus service, taxi supplement and Taxi Saver are planned for each year through 2001/02 and 2002/03. The additional vehicle service should be sufficient to handle extra demand during regular hours due to a combination the general efficiency of Both the taxi supplement and Taxi Saver programs are efficient methods of addressing marginal extra demand during peak hours, off peak hours as well as non-service hours (Taxi Saver specifically with regard to the latter). In combination with the vehicle expansions and accessible conventional service, \$24,000 worth of additional taxi supplement and \$24,000 worth of Taxi Saver, each split into 2 phases over this period is proposed to accommodate estimated demand.

The summary of custom transit expansions is listed in Table 7.2.

### **7.3 Long Range Future (2004-17)**

This section of the plan looks at the long range period. It deals with long term land use and demographic changes. Often, these are actions and strategies that can only be implemented over the long range. Some Long Range Issues include the following:

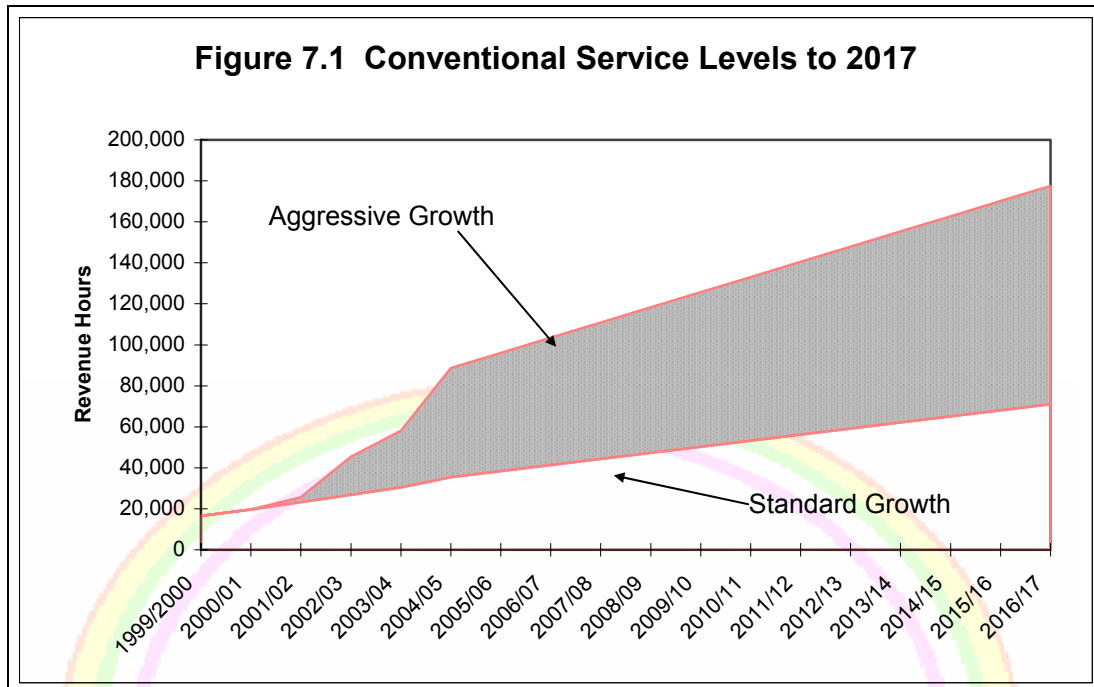
#### *Conventional*

1. In the 1998/99 Annual Operating Agreement period, there are 16,600 hours of service for a transit service area population of approximately 49,800 resulting in 0.33 hours of conventional service per capita. Based on the proposed service expansions outlined in the Current Year and Intermediate Future sections, the total annual revenue hours will be in the range of 34,700 (Standard Growth scenario) to 62,200 (Aggressive Growth



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scenario) revenue hours serving a forecast population of 65,000 within the Transit Service Area by the end of 2003/04 resulting in a service hours per capita figure of 0.53 to 0.96, doubling or tripling the existing level of service per capita.

As a general guide for planning service expansions in the Long Term Future, benchmark levels of service can be used to estimate the range of service anticipated within Chilliwack. These benchmarks are 0.5 hours per capita which replicates the service level for the Standard growth scenario at the end of the Intermediate Future (2003/04) to 1.25 hours per capita, which is slightly higher than the weighted average of the most successful comparable-sized transit systems in Canada (refer to Appendix A) but within the possible range of some of these individual systems. The actual growth within this range will depend upon the direction that the District would like to see the transit system take as well as the actual population growth, land use, the geographical distribution of people and transit generating activities, the performance of the system over this time period and perhaps most importantly the District and Province's ability to fund. The service levels, based on population forecasts, are displayed in Figure 7.1. The results are a range of 71,000 service hours for standard growth to 180,000 for aggressive growth in 2016/17.

- Striving for a more comprehensive service design, especially for key markets that exhibit consistency in ridership (such as commuters) will be critical during this period. By 2003/04, there may be as frequent a service as 15-minute headways during peak periods on all major routes in Chilliwack (using the Aggressive Growth scenario), with a high density of service within the Downtown Chilliwack ↔ Chilliwack/Cottonwood Malls corridor. A further increase in service frequencies at all time periods, a denser network



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and a longer service day will lead to increased overall performance. This comprehensive service is necessary to compete with the convenience of the private automobile in attracting choice riders to use transit for commuting as well as other trips.

3. Transit service will likely be extended to Ryder Lake and the Eastern Hillside as these areas are developed during this period. After 2006, Ryder Lake is likely to be the major area of new development in Chilliwack and the Eastern Hillside will also see significant development. The amount of transit service provided will depend on the density and form of development that occurs in these areas.
4. The use of the former CFB Chilliwack lands will affect the types and levels of service to the neighbourhood. The base sits on 175 hectares of land, and the current plans are to sell off the land in pieces for residential/institutional/commercial development. As this will be a major development, it is also important that transit is considered in the design of any development that occurs on the site.
5. The possibility of a second major transit exchange located south of the Trans-Canada Highway may need to be considered. At present, given the size of the system, such an exchange is not needed and would inconvenience the majority of Sardis-Vedder passengers who want to travel directly to downtown. However, as the southern part of the region grows and service to new areas such as Promontory is implemented, resulting in long routes from downtown Chilliwack, a second exchange may become necessary and desirable. One possible location would be at Cottonwood/Chilliwack Mall. A second possibility could be at the emerging commercial district in Vedder, which is expected to grow into a major commercial centre over the next 10-20 years. It would draw on major residential development to the east (Promontory, Ryder Lake) and the potential new development of CFB Chilliwack.

#### *Conventional & Custom*

1. Regional connections with the Central Fraser Valley Transit System in Abbotsford and Mission should be investigated during this period (the onus of other regional connections to smaller centres, such as to/from Hope and vicinity, should be placed on those communities as the direct benefits would accrue primarily to the residents of those communities). As was noted earlier, there is some level of daily travel, particularly work commuting, between Chilliwack and these areas. Although local service will continue to be the focus of the transit system, regional service may need to be considered if the demand warrants or to support local and or provincial programs, such as access to post-secondary education (UCFV in Abbotsford and Mission, Tech BC in Surrey, to UCFV in Chilliwack from these other communities). If such connections are developed, they could be provided by express bus or rail service and may involve private transportation providers.
2. The aging of the population will continue to be a key factor affecting the demand for transit. Most significant will be the explosive growth of the over 80 population resulting



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in increased demand for custom and accessible conventional transit service, and for better integration between these service types.

### *Custom*

The custom transit service will forecast to grow to retain the current level of service per handyDART eligible client. Currently this level of service is the highest among the Tier 2 communities in the Province as well as in the country. With the addition of the fully accessible conventional fleet, the need for higher levels of service per capita will not be required. The growth in service can take the form of handyDART van/minibus service, taxi supplement and/or Taxi Saver. The balance between these three is dependent upon the level of group trips and the demand exhibited during the different times of the day.

## 7.4 Vehicle Plan

**Table 7.3 Conventional Vehicle Changes to the End of the Immediate Future**

	Replacement	Standard Growth Scenario			Aggressive Growth Scenario		
		Total Spares	Expansion	Total Fleet	Total Spares	Expansion	Total Fleet
1999/00	--	1	--	<b>5</b>	1	--	<b>5</b>
2000/01	--	1	2	<b>7</b>	1	2	<b>7</b>
2001/02	2	2	1	<b>9</b>	2	1	<b>9</b>
2002/03	--	2	1	<b>9</b>	3	7	<b>17</b>
2003/04	--	2	1	<b>10</b>	4	6	<b>24</b>

The vehicle plan forms a key component of the planning process for expansion in transit service. Given the lead time of approximately 18 months between the order date and delivery of new conventional buses, it is particularly important that the requirements for new vehicles are known well in advance. Another concern for both the Province and the District is the often considerable impact increased debt service costs for new vehicles can have on budgets. Fleet changes must be known in advance in order to budget for these increases. Table 7.3 outlines vehicle replacement and expansion that is planned to the end of the Intermediate Future (2003/04) and is based on the existing fleet as well as the service plan listed under section 7.1 Current Year and Table 7.1. The annual impact per conventional vehicle in 1999\$ is approximately \$40,000 cost shared by the funding partners.

Figure 7.2 presents a longer range view of the fleet plan. As with the service plan, the projected increase gives a range based on a standard growth scenario to an aggressive growth scenario with the range being 27 vehicles (24 in service) in 2016/17 for the standard growth scenario and 62 vehicles (53 in service) for the aggressive growth scenario. A new vehicle has been added for approximately every 3,200 hours of additional service. The spare ratio is 1 vehicle for every 6 in-service vehicles. Given the small size of the fleet currently, the emphasis during this period will be on expansion rather than replacement. Based on the existing fleet, two buses will likely be replaced in 2009/10 beyond that listed in Table 7.3.



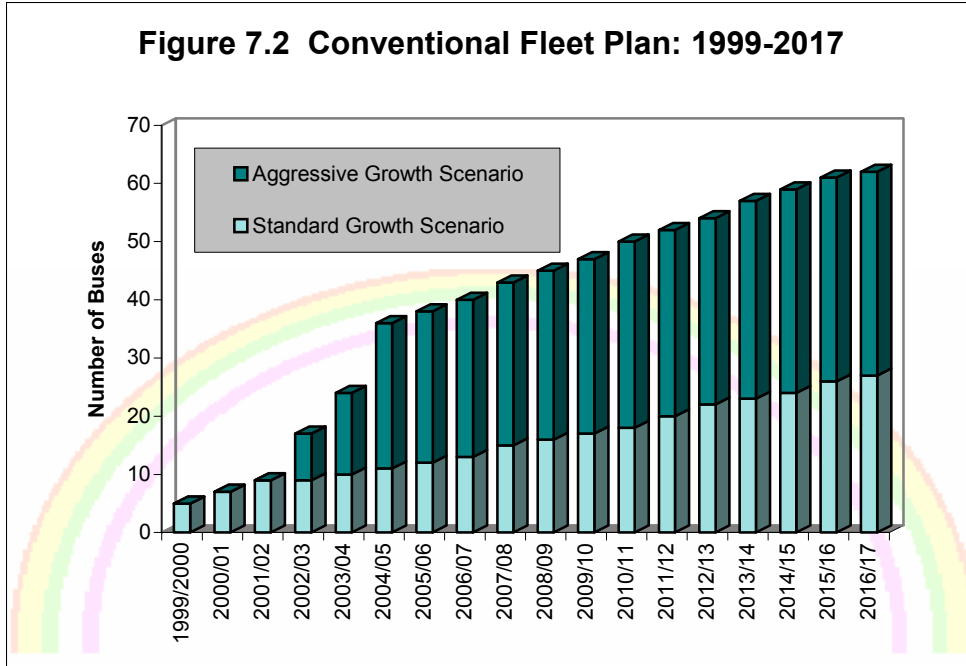
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## 8.0 RECOMMENDATIONS

The information and the data collected and the establishment of local objectives have identified items to be addressed for the Chilliwack Conventional and Custom Transit Systems for the current period 1999 to 2001, the intermediate future to 2004 and the long term future to 2017. The following course of action is recommended for approval subject to the approval of funding from the District and BC Transit.

***IT IS RECOMMENDED THAT:***

***The District of Chilliwack Council (hereinafter referred to as “Council”) adopt this plan as the long term strategy for the Chilliwack Transit System.***

***Council approve the service plan listed under Section 7.1 “Current Year” and direct District and BC Transit staff to proceed with the implementation its service proposal.***

***Council approve in principle the conventional service options under standard growth and moderate growth as listed in Table 7.1 under the “Intermediate Future”.***

***Council approve in principle the conventional service options under aggressive growth in the “Intermediate Future” subject to the District and Province’s ability to fund such services.***

***Council approve in principle the concept of aggressive growth service levels to be achieved within the “Long Term Future”.***

***Council approve in principle the custom transit options as listed in Table 7.2 under the “Intermediate Future”.***

***Council approve in principle the concept of providing existing custom transit service levels per the handyDART eligible population to the period of the “Long Term Future”.***

During the span of this plan and its future updates, the performance of the conventional and custom transit systems will continue to be monitored through channels such as service reviews, service audits and 2-week counts. In addition to the realization of forecasts, system performance will be used as a guide to modify the implementation schedule or any other specific details of the Plan as needed.



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## APPENDIX A. TIER 1 & 2 SERVICE LEVEL COMPARISON OF CANADIAN INDUSTRY LEADERS AND BC COMMUNITIES, 1997

Transit System	Population Served <sup>3</sup>	Annual Revenue Hours	Annual Revenue Passengers	Passengers Per Revenue Hour	Revenue Hours Per Capita
<i>Chilliwack</i>	49,600	16,326.00	228,262	13.98	0.33
<b>Tier 1<sup>4</sup>, BC</b>					
Kamloops	75,100	74,924.00	1,828,170	24.40	1.00
Kelowna Region <sup>5</sup>	120,600	87,881.00	1,824,505	20.76	0.73
Nanaimo Region <sup>6</sup>	72,200	85,689.00	1,644,809	19.20	1.19
Central Fraser Valley <sup>7</sup>	119,600	46,853.00	904,766	19.31	0.39
Prince George	60,900	48,398.00	663,702	13.71	0.79
<b>Tier 2<sup>4</sup>, BC</b>					
Sunshine Coast <sup>7</sup>	21,300	12,714.00	311,843	24.53	0.60
Penticton	27,100	16,319.00	331,120	20.29	0.60
Campbell River	30,800	17,090.00	292,677	17.13	0.55
Vernon Region <sup>8</sup>	32,900	14,040.00	216,441	15.42	0.43
Comox Valley <sup>9</sup>	34,400	14,510.00	181,741	12.53	0.42
Cowichan Valley <sup>10</sup>	31,800	8,911.00	79,924	8.97	0.28
<b>Canadian Industry Leaders - Tier 1<sup>4</sup></b>					
Red Deer, AB	60,075	52,166.00	2,131,496	40.86	0.87
Oshawa, ON	139,000	96,836.00	3,606,836	37.25	0.70
Sherbrooke, PQ	116,488	194,197.00	6,496,517	33.45	1.67
Peterborough, ON	70,000	62,450.00	1,990,100	31.87	0.89
Lethbridge, AB	66,035	70,769.00	2,207,236	31.19	1.07
<b>weighted average top 5</b>	<b>451,598</b>	<b>476,418.00</b>	<b>16,432,185</b>	<b>34.49</b>	<b>1.05</b>
Saint John, NB	75,000	88,844.00	2,660,672	29.95	1.18
Kingston, ON	60,912	82,770.00	2,424,077	29.29	1.36
St. John's, NF	140,000	110,562.00	3,222,054	29.14	0.79
Sudbury, ON	106,200	121,377.00	3,390,056	27.93	1.14
Moncton, NB	87,244	53,167.00	1,424,915	26.80	0.61
Newmarket, ON	60,000	35,970.00	911,750	25.35	0.60
Belleville, ON	50,960	24,629.00	594,452	24.14	0.48
St. Catharines, ON	130,000	109,338.00	2,584,439	23.64	0.84
Thunder Bay, ON	112,000	157,819.00	3,401,647	21.55	1.41
Sarnia, ON	74,300	46,590.00	940,863	20.19	0.63
<b>Canadian Industry Leaders - Tier 2<sup>4</sup></b>					
North Bay, ON	49,000	61,767.00	2,249,322	36.42	1.26
Cornwall, ON	48,937	45,972.00	1,301,296	28.31	0.94
Whitehorse, YT	23,500	17,105.00	470,000	27.48	0.73
<b>weighted average top 3</b>	<b>121,437</b>	<b>124,844.00</b>	<b>4,020,618</b>	<b>32.21</b>	<b>1.03</b>

1 April 1, 1997 to March 31, 1998 for transit systems in British Columbia

2 City of Abbotsford, District of Mission

3 for systems in BC, population residing within 300m of a bus route; for systems outside of BC, residing within 400m of a bus route

4 Tier 1 = population 50,000-149,999, Tier 2 = population 20,000-49,999

5 City of Kelowna, District of Peachland, District of Lake Country, portions of Electoral Areas G, "Westbank", I of the CORD

6 City of Nanaimo, City of Parksville, Town of Qualicum Beach, portions of Electoral Areas A, D, E, G of the RDN

7 SCRCD excluding Electoral Area A

8 City of Vernon, District of Coldstream, Electoral Areas A, B, C of the NORD

9 City of Courtenay, Town of Comox, Village of Cumberland, Electoral Areas A, B, C of the RDCA

10 CVRD



District of  
Chilliwack



**APPENDIX B. MUNICIPAL SYSTEMS CONVENTIONAL, 1999/00 AOA BUDGETS**

	Population Served	Buses in Service	Revenue Hrs	Revenue Passengers	Total Revenue (\$)	Total Cost (\$)	BC Transit Share (\$)	Net Municipal Share (\$)	Cost Recovery	Rides/ Capita	Rides/ Hour	Cost/ Ride (\$)
<b>Tier 1</b>	<b>493,100</b>	<b>142</b>	<b>425,713</b>	<b>9,107,400</b>	<b>\$8,931,546</b>	<b>\$30,826,459</b>	<b>\$14,392,874</b>	<b>\$7,044,012</b>	<b>29.0%</b>	<b>18.5</b>	<b>21.4</b>	<b>\$3.38</b>
Central Fraser Valley	119,000	16	55,238	1,125,000	\$1,159,127	\$3,671,502	\$1,714,224	\$743,525	31.6%	9.5	20.4	\$3.26
Kamloops	77,300	34	81,917	1,900,000	\$1,899,901	\$6,354,509	\$2,966,920	\$1,396,124	29.9%	24.6	23.2	\$3.34
Kelowna Regional	116,300	34	99,399	2,100,000	\$1,946,299	\$7,614,021	\$3,554,987	\$2,002,236	25.6%	18.1	21.1	\$3.63
Nanaimo Regional *	101,700	28	92,020	1,532,400	\$1,848,055	\$6,214,080	\$2,901,354	\$1,369,113	29.7%	15.3	16.9	\$4.00
Prince George	69,500	18	47,250	630,000	\$735,438	\$3,291,168	\$1,536,646	\$966,924	22.3%	9.4	13.8	\$5.06
Whistler	9,300	12	49,889	1,780,000	\$1,342,727	\$3,681,179	\$1,718,742	\$566,091	36.5%	191.4	35.7	\$2.07
<b>Tier 2</b>	<b>231,000</b>	<b>30</b>	<b>104,080</b>	<b>1,829,700</b>	<b>\$1,831,683</b>	<b>\$7,146,694</b>	<b>\$3,336,791</b>	<b>\$1,871,453</b>	<b>25.6%</b>	<b>7.9</b>	<b>17.6</b>	<b>\$3.91</b>
Campbell River *	32,100	7	17,982	298,800	\$338,305	\$1,280,466	\$597,850	\$305,934	28.0%	9.3	16.6	\$4.29
Chilliwack *	46,800	4	16,599	260,000	\$228,910	\$1,067,206	\$498,279	\$323,280	21.4%	5.6	15.7	\$4.10
Comox Valley *	30,200	3	10,622	171,100	\$181,442	\$797,490	\$372,348	\$232,172	22.8%	5.7	16.1	\$4.66
Cowichan Valley / Youbou	33,800	5	15,946	130,800	\$159,514	\$975,514	\$455,467	\$345,920	16.3%	3.9	8.2	\$7.46
Pentiction	30,600	4	15,902	354,000	\$306,902	\$1,078,943	\$503,759	\$251,395	28.4%	11.6	22.3	\$3.05
Sunshine Coast *	21,200	3	12,826	330,000	\$382,537	\$902,205	\$421,240	\$85,201	42.4%	16.5	27.3	\$2.38
Vernon Regional	36,300	4	14,203	265,000	\$214,429	\$1,044,870	\$487,850	\$327,550	20.5%	7.3	18.7	\$3.94
<b>Tier 3</b>	<b>152,800</b>	<b>38</b>	<b>92,929</b>	<b>1,968,000</b>	<b>\$1,668,990</b>	<b>\$6,828,573</b>	<b>\$3,188,261</b>	<b>\$1,860,058</b>	<b>24.4%</b>	<b>12.9</b>	<b>21.2</b>	<b>\$3.47</b>
Dawson Creek	10,600	2	6,073	105,000	\$97,694	\$404,434	\$188,830	\$110,987	24.2%	9.9	17.3	\$3.85
Fort St. John *	15,800	3	5,971	130,000	\$92,404	\$438,796	\$204,874	\$133,775	21.1%	8.2	21.8	\$3.38
Kitimat	11,300	5	12,463	185,000	\$201,851	\$955,982	\$437,010	\$281,695	21.6%	16.4	14.8	\$5.06
Kootenay Boundary *	16,200	9	11,771	375,000	\$279,496	\$1,161,940	\$542,510	\$322,424	24.1%	23.1	31.9	\$3.10
Nelson	13,900	5	12,700	280,000	\$227,474	\$883,221	\$412,376	\$229,614	25.8%	20.1	22.0	\$3.15
Port Alberni	19,800	3	11,635	210,000	\$186,031	\$820,645	\$383,159	\$236,851	22.7%	10.6	18.0	\$3.91
Powell River	13,900	3	8,500	162,000	\$158,401	\$646,112	\$301,670	\$176,181	24.5%	11.7	19.1	\$3.99
Prince Rupert	16,600	4	9,918	323,000	\$248,858	\$691,775	\$322,990	\$108,728	36.0%	19.5	32.6	\$2.14
Squamish *	15,900	2	7,772	106,000	\$105,611	\$308,818	\$237,567	\$157,175	20.8%	6.7	13.6	\$4.80
Terrace Regional *	18,800	2	6,126	92,000	\$71,170	\$336,851	\$157,276	\$102,627	21.1%	4.9	15.0	\$3.66
<b>Total</b>	<b>876,900</b>	<b>210</b>	<b>622,722</b>	<b>12,905,100</b>	<b>\$12,432,219</b>	<b>\$44,801,726</b>	<b>\$20,917,926</b>	<b>\$10,775,523</b>	<b>27.7%</b>	<b>14.7</b>	<b>20.7</b>	<b>\$3.47</b>

Source: BC Transit (Based upon existing AOA's).  
Revised: Aug 9, 1999

\* Conventional portion only of systems that include a custom or paratransit portion.  
1 In-service vehicles; does not include spares



District of Chilliwack



**APPENDIX C. MUNICIPAL SYSTEMS CUSTOM/PARATRANSIT, 1999/00 AOA BUDGETS**

	Municipal Population	Registered Users	Number of Vehicles <sup>1</sup>	Annual Revenue Hrs	Revenue Passengers <sup>2</sup>	Total Revenue (\$)	Total Cost (\$)	BC Transit Share (\$)	Net Municipal Share (\$)	Cost Recovery	Cost/ Ride	Cost/ Hour <sup>3</sup>	Rides/ Hour <sup>3</sup>
<b>CUSTOM TRANSIT</b>													
<b>Tier 1</b>	<b>673,600</b>	<b>14,000</b>	<b>50</b>	<b>104,476</b>	<b>470,050</b>	<b>\$666,800</b>	<b>\$5,497,642</b>	<b>\$3,617,967</b>	<b>\$1,126,195</b>	<b>12.1%</b>	<b>\$11.70</b>	<b>\$46.91</b>	<b>3.6</b>
Central Fraser Valley	151,100	2,500	12	22,616	96,710	\$133,300	\$1,142,012	\$761,608	\$229,083	11.7%	\$11.81	\$45.54	3.2
Kamloops	167,200	5,000	10	19,590	104,900	\$165,300	\$1,040,574	\$693,959	\$164,363	15.9%	\$9.92	\$46.83	4.5
Kelowna Regional	150,100	2,500	13	29,524	134,800	\$172,500	\$1,621,473	\$1,035,468	\$389,366	10.6%	\$12.03	\$48.16	3.7
Nanaimo Regional *	124,000	2,500	9	21,051	68,550	\$111,100	\$1,063,989	\$709,575	\$226,509	10.4%	\$15.52	\$48.17	2.9
Prince George	81,200	1,500	6	11,696	65,090	\$84,600	\$629,594	\$417,358	\$116,874	13.4%	\$9.67	\$44.25	3.9
<b>Tier 2</b>	<b>175,000</b>	<b>3,525</b>	<b>12</b>	<b>26,782</b>	<b>133,845</b>	<b>\$186,500</b>	<b>\$1,422,117</b>	<b>\$931,176</b>	<b>\$282,074</b>	<b>13.1%</b>	<b>\$10.63</b>	<b>\$47.51</b>	<b>4.1</b>
Campbell River *	31,300	600	2	6,057	24,400	\$38,600	\$305,620	\$191,593	\$70,631	12.6%	\$12.53	\$46.17	3.5
Chilliwack *	66,300	1,500	4	8,528	38,015	\$47,400	\$500,961	\$329,082	\$116,616	9.5%	\$13.18	\$52.65	3.6
Penticton	33,100	225	1	2,032	7,500	\$10,400	\$78,254	\$52,187	\$14,526	13.3%	\$10.43	\$38.51	3.7
Vernon Regional	44,300	1,200	5	10,166	63,930	\$90,100	\$537,282	\$358,313	\$80,302	16.8%	\$8.40	\$45.81	4.9
<b>Tier 3</b>	<b>77,000</b>	<b>375</b>	<b>6</b>	<b>10,406</b>	<b>41,200</b>	<b>\$69,200</b>	<b>\$566,039</b>	<b>\$377,492</b>	<b>\$109,799</b>	<b>12.2%</b>	<b>\$13.74</b>	<b>\$48.97</b>	<b>3.3</b>
Alberni-Clayoquot	27,400	0	3	5,828	23,700	\$40,100	\$268,142	\$178,824	\$44,816	15.0%	\$11.31	\$46.01	4.1
Kitimat	11,900	175	0	0	5,000	\$10,500	\$51,898	\$34,611	\$5,837	20.2%	\$10.38	n/a	n/a
Kootenay-Boundary *	20,900	0	2	2,560	6,500	\$11,400	\$158,768	\$105,882	\$38,698	7.2%	\$24.43	\$60.85	2.3
Prince Rupert	16,800	200	1	2,018	6,000	\$7,200	\$87,232	\$58,175	\$20,447	8.3%	\$14.54	\$40.25	2.4
<b>Custom Transit Subtotal</b>	<b>925,600</b>	<b>17,900</b>	<b>68</b>	<b>141,664</b>	<b>645,095</b>	<b>\$922,500</b>	<b>\$7,485,799</b>	<b>\$4,926,634</b>	<b>\$1,518,068</b>	<b>12.3%</b>	<b>\$11.60</b>	<b>\$47.17</b>	<b>3.7</b>
<b>PARATRANSIT</b>													
<b>Tier 2</b>	<b>120,300</b>	<b>1,220</b>	<b>7</b>	<b>12,906</b>	<b>54,050</b>	<b>\$74,900</b>	<b>\$716,742</b>	<b>\$452,537</b>	<b>\$178,488</b>	<b>10.5%</b>	<b>\$13.26</b>	<b>\$53.60</b>	<b>3.7</b>
Comox Valley *	59,800	900	3	6,688	30,300	\$40,000	\$385,248	\$241,512	\$97,695	10.4%	\$12.71	\$53.86	3.6
Cowichan Valley	32,700	200	1	2,280	8,400	\$14,200	\$107,054	\$70,324	\$20,869	13.3%	\$12.74	\$46.95	3.7
Sunshine Coast *	27,800	120	3	3,938	15,350	\$20,700	\$224,440	\$140,701	\$59,924	9.2%	\$14.62	\$57.00	3.9
<b>Tier 3</b>	<b>311,900</b>	<b>2,447</b>	<b>35</b>	<b>72,048</b>	<b>383,704</b>	<b>\$529,638</b>	<b>\$3,563,029</b>	<b>\$2,044,211</b>	<b>\$932,151</b>	<b>14.9%</b>	<b>\$9.29</b>	<b>\$47.42</b>	<b>5.0</b>
Agassiz - Harrison	7,800	200	0	2,286	16,684	\$29,400	\$115,054	\$64,044	\$19,863	25.6%	\$6.90	\$44.31	6.4
Boundary	8,300	0	1	1,719	5,000	\$5,300	\$66,469	\$41,005	\$18,954	8.0%	\$13.29	\$38.67	2.9
Castlegar Regional	8,500	0	2	3,723	36,000	\$44,796	\$269,722	\$139,419	\$81,125	16.6%	\$7.49	\$72.29	9.6
Clearwater	4,600	0	1	1,905	6,450	\$12,173	\$85,373	\$53,358	\$18,522	14.3%	\$13.24	\$42.72	2.9
Cranbrook	19,300	250	2	3,579	16,800	\$17,700	\$160,624	\$100,695	\$39,615	11.0%	\$9.56	\$35.16	3.1
Creston Valley	11,000	0	2	3,823	22,000	\$23,547	\$195,911	\$113,683	\$55,822	12.0%	\$8.91	\$51.24	5.8
Fort St. John *	15,900	275	1	2,232	5,200	\$11,100	\$84,488	\$52,965	\$19,051	13.1%	\$16.25	\$37.85	2.3
Hazelton	7,300	0	1	1,731	6,920	\$13,973	\$88,757	\$55,473	\$17,910	15.7%	\$12.83	\$51.28	4.0
Kaslo	1,600	0	1	584	1,700	\$4,700	\$40,761	\$23,923	\$11,569	11.5%	\$23.98	\$69.80	2.9
Kimberley	6,700	0	2	3,604	8,250	\$17,200	\$122,067	\$75,303	\$27,318	14.1%	\$14.80	\$33.87	2.3
Nakusp	10,600	0	1	2,140	4,900	\$12,600	\$91,423	\$56,399	\$21,048	13.8%	\$18.66	\$42.72	2.3
Nelson and Area	22,200	0	1	2,032	5,200	\$10,900	\$95,558	\$57,362	\$25,838	11.4%	\$18.38	\$46.53	2.5
Nelson - Playmor	0	0	1	912	5,500	\$6,900	\$70,192	\$34,177	\$28,182	9.8%	\$12.76	\$76.97	6.0
North Okanagan	14,700	0	2	3,366	21,000	\$36,556	\$191,504	\$93,243	\$58,636	19.1%	\$9.12	\$56.90	6.2
Okanagan-Similkameen	3,300	0	1	1,599	8,500	\$13,041	\$89,687	\$41,875	\$33,474	14.5%	\$10.55	\$56.10	5.3
Osoyoos ^	4,400	0	1										
100 Mile House & Area	13,700	250	1	2,092	7,700	\$11,982	\$85,769	\$48,623	\$23,911	14.0%	\$11.14	\$41.00	3.7
Port Edward	700	0	1	2,223	14,400	\$21,902	\$127,808	\$61,642	\$42,145	17.1%	\$8.88	\$57.51	6.5
Powell River	21,000	372	2	4,184	12,500	\$18,500	\$170,307	\$96,547	\$52,526	10.9%	\$13.62	\$40.70	3.0
Princeton & Area	9,000	0	1	2,032	6,500	\$15,800	\$98,321	\$61,638	\$19,349	16.1%	\$15.13	\$48.39	3.2
Quesnel & Area	26,000	200	1	2,272	7,200	\$10,300	\$102,567	\$68,402	\$22,127	10.0%	\$14.25	\$45.14	3.2
Revelstoke	8,400	75	1	3,088	20,000	\$24,374	\$181,138	\$91,819	\$61,855	13.5%	\$9.06	\$51.53	5.7
Shuswap Regional	18,900	200	3	5,889	55,100	\$67,508	\$307,403	\$168,814	\$66,196	22.0%	\$5.58	\$50.16	9.1
Smithers & Area	12,800	0	1	2,224	8,000	\$12,400	\$90,138	\$55,606	\$20,719	13.8%	\$11.27	\$40.53	3.6
Squamish *	18,200	135	1	2,152	7,600	\$10,400	\$114,127	\$74,970	\$26,823	9.1%	\$15.02	\$53.03	3.5
Summerland	11,200	0	1	2,286	17,900	\$13,800	\$96,422	\$60,447	\$20,462	14.3%	\$5.39	\$19.43	3.9
Terrace Regional *	18,800	140	1	2,252	6,700	\$10,100	\$138,662	\$92,474	\$33,830	7.3%	\$20.70	\$58.90	2.7
Williams Lake	11,400	350	2	6,120	50,000	\$52,689	\$282,777	\$160,307	\$65,283	18.6%	\$5.66	\$46.21	8.2
<b>Paratransit Subtotal</b>	<b>432,200</b>	<b>3,667</b>	<b>42</b>	<b>84,954</b>	<b>437,754</b>	<b>\$604,538</b>	<b>\$4,279,771</b>	<b>\$2,496,748</b>	<b>\$1,110,639</b>	<b>14.1%</b>	<b>\$9.78</b>	<b>\$48.36</b>	<b>4.8</b>
<b>TOTAL</b>	<b>1,357,800</b>	<b>21,567</b>	<b>110</b>	<b>226,618</b>	<b>1,082,849</b>	<b>\$1,527,038</b>	<b>\$11,765,570</b>	<b>\$7,423,382</b>	<b>\$2,628,708</b>	<b>13.0%</b>	<b>\$10.87</b>	<b>\$47.62</b>	<b>4.1</b>

\* Custom/paratransit portion only of systems that include a conventional portion.

1 In-service vehicles; does not include spares  
 2 Includes Taxi Passengers  
 3 Non-Taxi Cost and Passengers only

Source: BC Transit (Based upon existing AOA's).  
 Revised: Aug 9, 1999

^ A non-cost shared transit system.



District of  
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## APPENDIX D. GLOSSARY OF TERMS

<b>Annual Operating Agreement (AOA)</b>	A three-party agreement between the Municipality, BC Transit and the Operating Company, which allows for the delivery of the transit service, defines total costs and defines the responsibilities of each party.
<b>Attendant</b>	A person who must assist a registered handyDART client to make a handyDART trip. The origin and destination must be the same as the registered client. Attendants ride free of charge. Also see Escort.
<b>Captive Rider</b>	A transit rider who does not have immediate access to private transportation or due to some other circumstances must use public transit.
<b>Choice Rider</b>	A transit passenger who has a variety of modes of travel available for a particular trip and has selected public transit.
<b>Conventional Transit</b>	A transit service using regularly scheduled “fixed routes” (operating according to published route maps and timetables).
<b>Cost Recovery</b>	A measure of the financial performance of the transit system usually expressed in terms of total operating revenue/total operating expenses.
<b>Custom Transit</b>	A door-to-door transit service for those persons whose physical or mental disability prevents them from being able to use a conventional transit service. Also see handyDART.
<b>Demand Responsive Transit</b>	A class of transit service characterized by flexible routing and/or scheduling of vehicles in response to demand (telephone or hail).
<b>Escort</b>	A person not eligible for handyDART who accompanies a registered client on a handyDART trip, space providing. The origin and destination must be the same as the registered client. Escorts pay the regular fare. Also see Attendant.
<b>Flag Stop</b>	A flexible bus stop where the passenger waves down the bus anywhere along a scheduled route, safety issues permitting. Usually used in rural or suburban areas.
<b>handyDART</b>	The BC Transit custom transit program ( <i>handy Dial-A-Ride Transportation</i> ).
<b>Paratransit</b>	A general name for a class of transportation service offering a more flexible and personalized service than conventional fixed-route transit but not including private, exclusive use systems such as private car, exclusive ride taxi or chartered bus. Includes systems such as a dial-a-bus, shared-ride taxi and subscription bus services.



<b>Population Served</b>	In the Municipal Systems, the number of residents living within 300m of a bus stop.
<b>Pre-Paid Fare</b>	Any number of fare payment options where the fare is paid prior to boarding the bus. Includes term passes, multi-ride cards and tickets.
<b>Revenue Hours</b>	The total number of scheduled hours that a transit vehicle is being operated and is available for passenger service.
<b>Revenue Kilometres</b>	The movement of a transit vehicle a distance of one kilometre in a regular passenger service.
<b>Revenue Passenger</b>	A transit rider associated with one fare payment to use the transit service.
<b>Taxi Saver</b>	The BC Transit taxi scrip program. handyDART eligible clients purchase coupons for 50% off the face value for use on private taxi services. The ride is arranged directly with the taxi service by the client.
<b>Taxi Supplement</b>	The dispatching of private taxis for public transit service, usually for handyDART service.
<b>Transit Service Agreement (TSA)</b>	A five-year agreement between BC Transit and the Municipality which sets the sharing of responsibilities for operation of a conventional, custom and/or paratransit service.
<b>Transit Service Area</b>	Established under the terms of the TSA and designated by the BC Transit Board as an area in which the transit service operates and which the Municipality can levy a property tax to cover their portion of the operating deficit.
<b>UPass</b>	A mandatory or voluntary program where there is unlimited ridership access to the transit system for post-secondary students and employees for a flat fee which is usually collected among other post-secondary fees.



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**APPENDIX E. LIST OF ACRONYMS USED IN THIS REPORT**

<b>AOA</b>	<i>Annual Operating Agreement</i>
<b>CFB</b>	<i>Canadian Forces Base</i>
<b>CORD</b>	<i>Central Okanagan Regional District</i>
<b>GVRD</b>	<i>Greater Vancouver Regional District</i>
<b>handyDART</b>	<i>handy Dial-A-Ride Transportation</i>
<b>HOV</b>	<i>High Occupancy Vehicle</i>
<b>NORD</b>	<i>North Okanagan Regional District</i>
<b>OCP</b>	<i>Official Community Plan</i>
<b>RDCS</b>	<i>Regional District of Comox-Strathcona</i>
<b>RDN</b>	<i>Regional District of Nanaimo</i>
<b>TP</b>	<i>Chilliwack Comprehensive Municipal Transit Plan</i>
<b>TSA</b>	<i>Transit Service Agreement</i>
<b>UCFV</b>	<i>University College of the Fraser Valley</i>
<b>UPass</b>	<i>University Pass</i>



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