

# **REVELSTOKE PARATRANSIT SYSTEM**

## **TRANSIT STRATEGY**

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# 1. INTRODUCTION

Public transit is delivered in BC, outside Greater Vancouver, under a partnership between BC Transit, local government and, in most cases, a private sector operating company. The operating authority, assignment of responsibilities between the parties and cost-sharing between BC Transit and local government partners are established under the British Columbia Transit Act and Regulation. Within the City of Revelstoke, Sid Arrow Holdings Ltd. operates the fixed route transit service and Lyndon Enterprises provides Health Connections and TaxiDART services.

This Transit Strategy is developed to support the City of Revelstoke's plans for growth and development over the next five years. The Strategy outlines the key objectives for the delivery of transit services within the Revelstoke area and examines the current and future markets of transit customers. The review of existing transit services, including an assessment of key performance indicators, provides the necessary system level information in which to identify service improvements to occur over the next three to five years. Key support initiatives that are necessary to enhance the effectiveness of transit within the City of Revelstoke are also included in the strategy.

# 2. OBJECTIVES

The primary goal of the City of Revelstoke Transit Strategy is to provide transportation alternatives to key customer markets and increase overall mobility within the community. In this regard, the primary objectives of the Transit Strategy are briefly summarized as follows:

- **Provide service to all major activity centres and key residential areas in Revelstoke, including Arrow Heights and major trailer parks.** In this regard, transit service will focus primarily on the established areas of the community, with services directed toward connecting residential, mixed-use and other key trip generators within the City of Revelstoke. This would also include facilities such as Queen Victoria Hospital.
- **Focus on the service needs of commuters for school and work.** Existing and new transit services will continue to focus on the primary markets – schools, and

senior's facilities. Particular emphasis will be put on attracting youth to use transit and build ridership in this regard by continuing service to Okanagan College and consideration of extension of service to Revelstoke Mountain Resort.

- **Provide services to support mobility for seniors, and persons with disabilities.** Approximately 12% of the population in Revelstoke is 65 or older, with the number of people set to become seniors in the next 5 years being approximately 5% of the population. Currently, the transit service offers accessible buses on its fixed routes. The Health Connections and door-to-door service for those who have mobility issues is provided with non accessible taxis.
- **Integrate transit considerations with land use planning decisions.** The City's Official Community Plan outlines the expectations for growth and development. Currently the City is in the process of updating their OCP in a broad-based process. The Transit Strategy will support the growth patterns of the community and should be integrated with future land use decisions ranging from area structure plans through to subdivision applications. This could also be used to influence the relationship between transit and where key land uses are located such as medical facilities, shopping and Revelstoke Mountain Resort. Community planning exercises could also define the densities required to support better transit service as communities develop.
- **Define supporting strategies needed to encourage greater transit ridership among key customer markets.** In order to make transit more attractive, supporting strategies that encourage and facilitate access to transit will be examined. These initiatives may range from making transit facilities more accessible through to support programs provided directly to target transit customers.
- **Make efficient use of transit resources using key performance indicators to maximize customer service and community benefits.** Monitoring key performance indicators and making comparisons with similar transit systems will be used to identify guide the development of improvement opportunities with the available transit resources.

### 3. CURRENT & FUTURE MARKETS

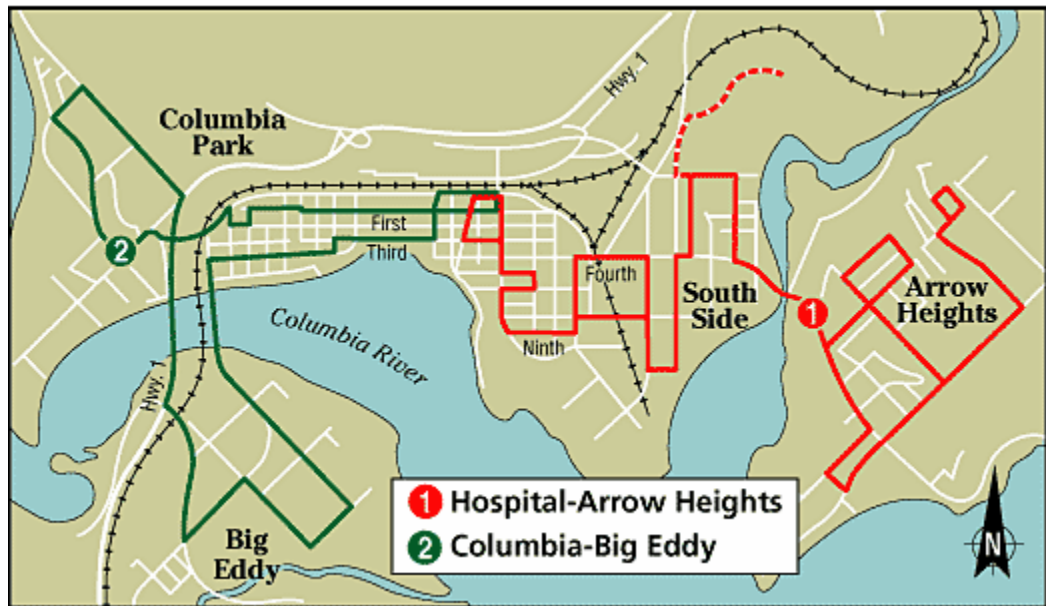
The assessment of current and future transit customer markets is a key step in the development of a transit plan. Key factors include population characteristics, the profile of transit riders as well as other key observations about the community.

The Revelstoke area is expected to have significant population growth over the next 25 years, particularly as Revelstoke Mountain Resort is developed. Currently, there are approximately 8200 people in the Revelstoke service area with this expected to increase to 9300 by 2031. This will be supplemented by approximately 16,000 bed units at the resort.

### 4. EXISTING SERVICES & PERFORMANCE

The Revelstoke custom transit service is comprised of two routes. One route serves Arrow Heights and Queen Victoria Hospital while the other serves the western area of the City including Big Eddy. Both routes emanate from downtown Revelstoke. Route 1, serving the hospital, runs 8 times daily Monday – Saturday while Route 1, serving Big Eddy, operates 11 times daily, Monday – Friday, and 9 times on Saturday. Figure 1 illustrates the routes.

Figure 1 – Revelstoke Transit Map

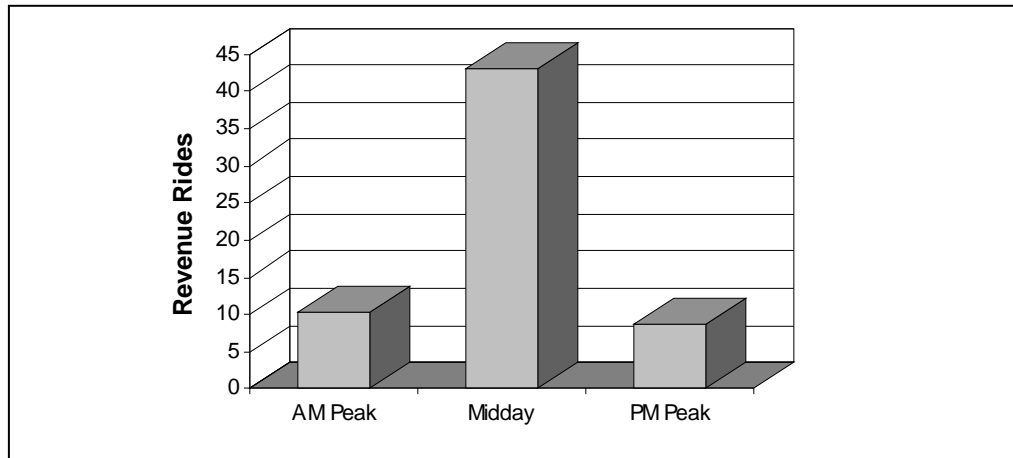


BC Transit monitors key performance indicators related to transit systems on a quarterly basis and sets targets annually.

These indicators provide BC Transit with the data required to assess how well the system is performing and provides guidance for future investment.

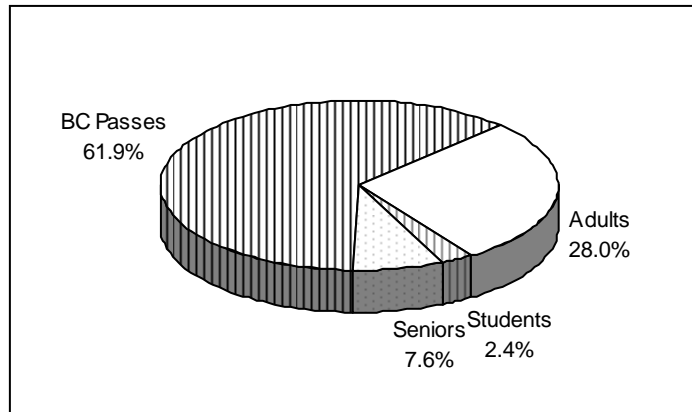
Based on two week counts in October 2007, the Revelstoke transit system handles approximately 62 revenue passengers per day. Ridership is highest during the midday with a smaller number of passengers during the AM and PM peak. The number of revenue rides per hour is highest during the AM peak. Figure 2 summarizes this information.

**Figure 2 – Weekday Ridership**



The majority of riders in Revelstoke are BC Bus Pass holders, comprising 61.9% of overall ridership followed by the adult population. Seniors and students comprise a small portion of passengers, which is reflective of the small number of people in these groups and the fact that the bus service does not operate near the high school. Figure 3 summarizes the weekday revenue ridership by passenger group.

**Figure 3 – Weekday Revenue Ridership by Passenger Group**



Relative to other communities of similar type service, Revelstoke has a fairly effective transit service when considering service levels and key performance indicators. In 2006/07, the system handled approximately 22,000 passengers and had a total cost of approximately \$290,000. Table 1 summarizes these for Revelstoke.

**Table 1 – Key Performance Indicators, 2006/07**

<b>Service Levels &amp; Performance Indicators</b>	<b>REVELSTOKE</b>
<b>Financial Summary</b>	
Total Cost	\$290,700
Total Revenue	\$50,900
BC Transit Share	\$120,700
Net Municipal Share	\$114,000
<b>Level of Service</b>	
Population Served	8,100
Vehicles in Service	2
Revenue Hours	3,182
<b>Performance Summary</b>	
Annual Passengers	22,071
Passengers/hour service	5.4
Total Cost per Psgr (\$)	\$13.17
Cost Recovery (%)	17.5%
Cost per Hour Service (\$)	\$72.70

## **5. IMPROVEMENT INITIATIVES**

This section outlines improvements to the Revelstoke transit system over the next 3 – 5 years. These improvements will evolve with community planning as well as changes in community development. They are also subject to local and provincial budget approvals and are conditional on local and provincial resources.

In Revelstoke, there is the potential to extend service to Revelstoke Mountain Resort as well as improving handyDART service in the City. Extending service to the resort would likely require an additional vehicle.

A Taxi Saver program could also be implemented to support handyDART service. A key element in improving service is the acquisition of an accessible vehicle for Health Connections and local handyDART service. A PTA/PTIP vehicle is scheduled for delivery in September 2008.

## 6. SUPPORTING STRATEGIES

In addition to providing transit services directed toward the target customer markets, supporting strategies can be used to encourage and accommodate greater ridership and improve transit service performance. Improvement strategies could include, in general, the following:

- Fare strategies that may be directed toward expanding existing target markets
- TDM measures that support the integration of transit with attractive bicycle and pedestrian facilities in terms of creating enhanced access
- On-street facilities at high demand locations to enhance the quality of waiting areas
- Marketing strategies to identify and target key transit markets, including the provision of accessible transit information such as riders' guides, information signage, and the website.
- Low floor minibus to improve accessibility on the fixed route service

The main strategy to support transit in Revelstoke will be the addition of support facilities for the new downtown stop.

Transit support strategies, particularly policies, may be outlined further in the City's upcoming OCP.

## 7. RECOMMENDATION

**It is recommended that the City of Revelstoke and BC Transit approve this transit strategy as a guide for transit planning and delivery in Revelstoke.**