



# Prince George Council

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## BC Transit Update

May 31, 2023

# Agenda

- Roles and Responsibilities
- Annual Communication
- Ridership Update
- Transit Future Action Plan
- BC Transit Programs
- BC Transit Corporate Initiatives

# Introduction

## Manager, Government Relations

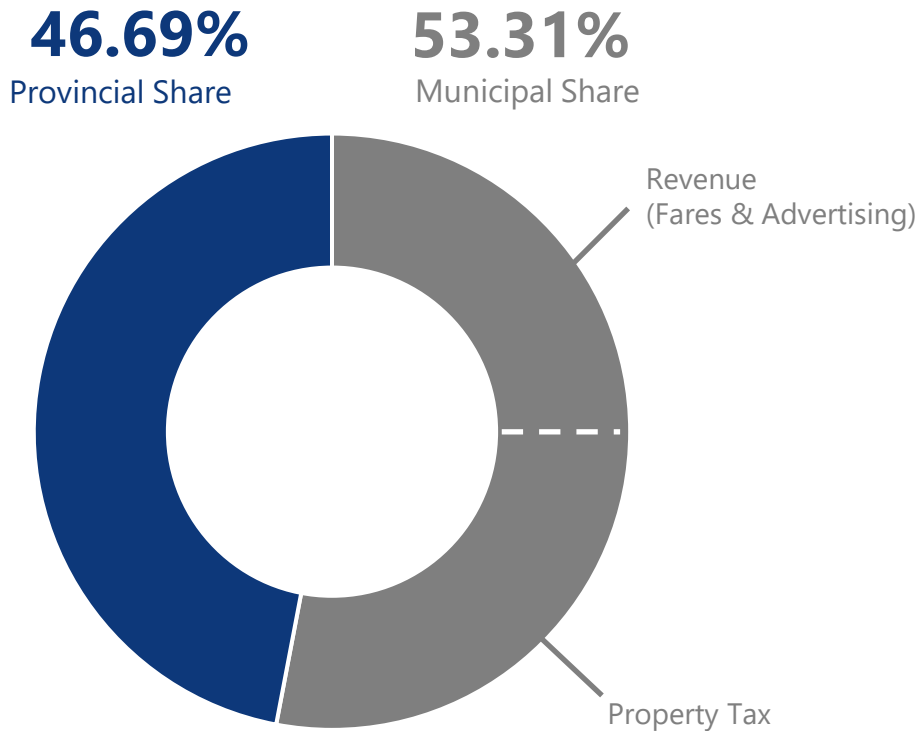
- Main point of contact to local government partners
- Supported by a team of subject matter experts
- Leads Annual Partner Communication process
- Monitors and communicate transit system performance
- Monitors and identifies program and reputational risks to BC Transit, its leadership, and our local government partners



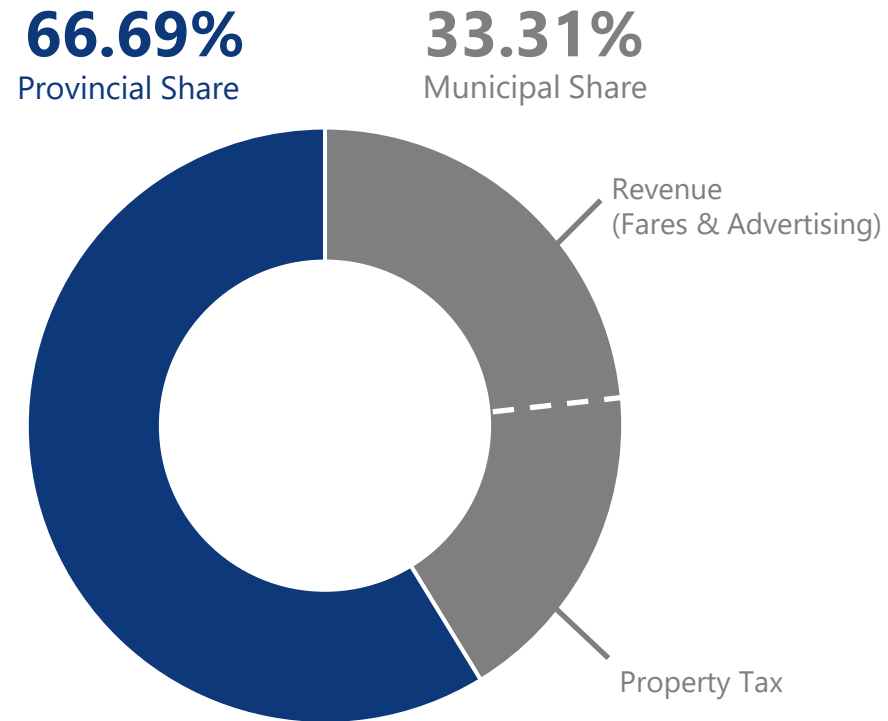
# BC Transit Shared Services Model



# BC Transit Shared Services Model



Conventional Transit



Custom Transit (handyDART)

Local Government retains 100% of revenue to offset local costs



# Annual Communication



## Annual Operating Agreement

- Defines the service to be delivered
- Outlines provincial and municipal funding contributions



## Annual Performance Summary

- Offers a high-level analysis of the system's performance, in comparison to prior 2 years
- Offers tier comparison against other systems



## Three-Year Budget

- Provides budget expectations for base service levels
- A separate expansion budget is also provided

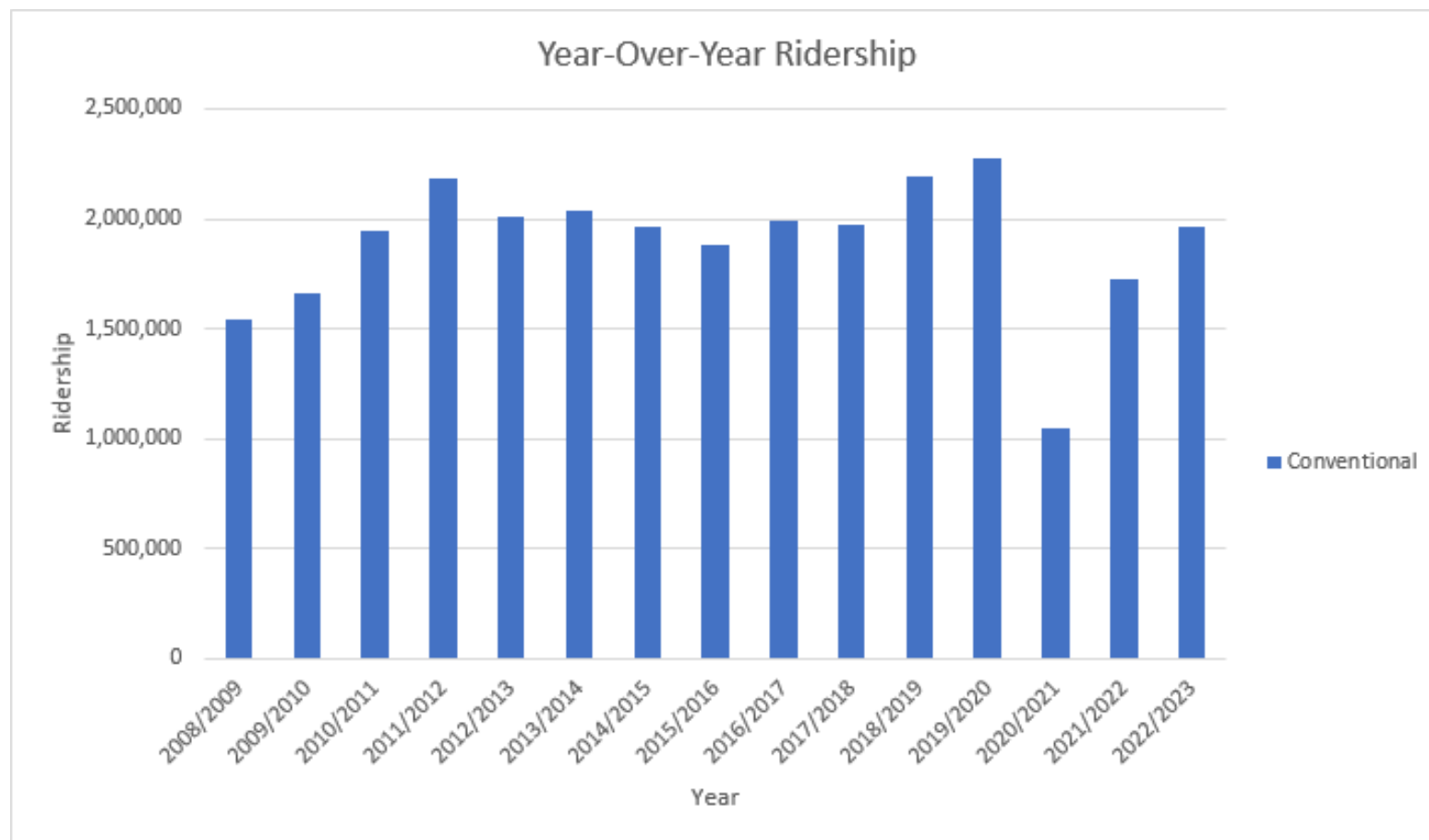


## Transit Improvement Program

- Communicates expansion initiatives proposed for the next three years
- Seeks commitment from local government, allowing BC Transit to proceed with securing Provincial funding

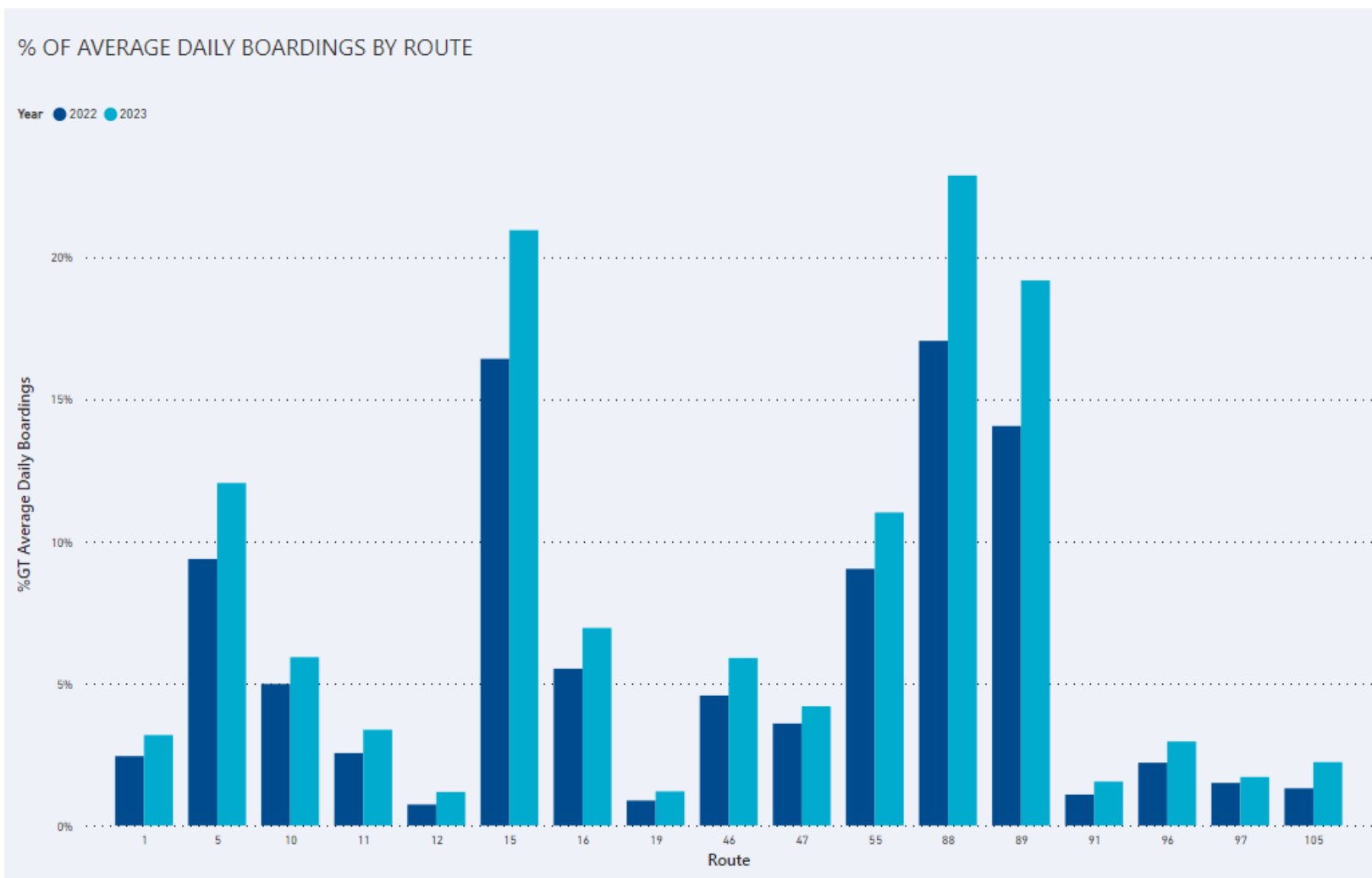
# Ridership Update

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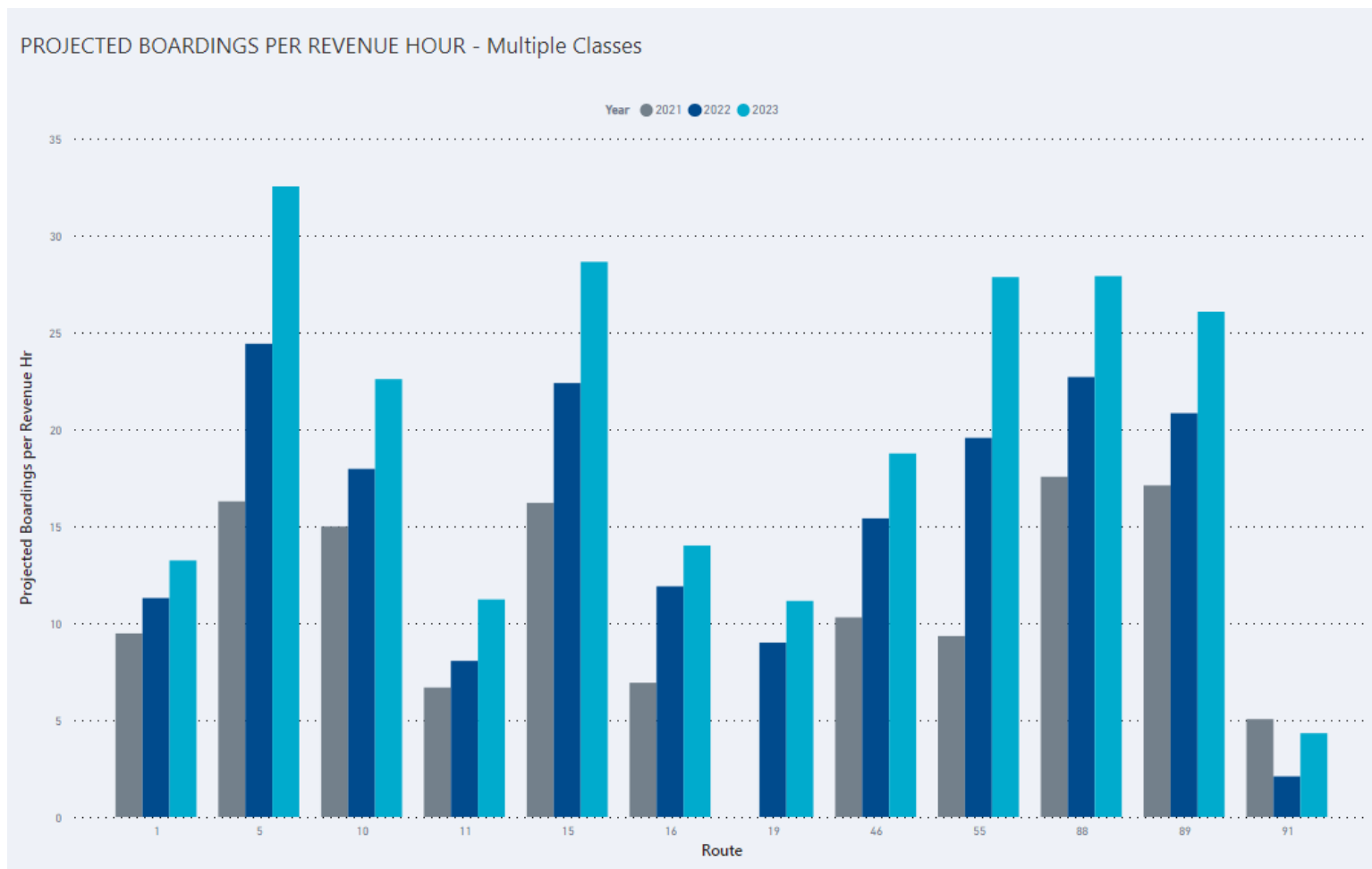




# Ridership Update



# Ridership Update



# Transit Future Action Plan

# Transit Future Action Plan

- Endorsed by Council in 2020
- Builds upon the work on the 2014 Transit Future Plan
- Identifies transit service improvements over the next 5 years
- Identifies infrastructure improvements in the short to medium term
- Supports Transit Mode share target of 4% by 2038
- Proposed changes informed by Public Engagement



# Transit Future Action Plan

## Short Term Priorities

- New express service along 15<sup>th</sup> Avenue and additional trips on the 15 UNBC/Downtown (complete)
- Improved evening service on 88 Westgate/89 Hart, 55 Victoria, 15 UNBC/Downtown, 10 Spruceland/Downtown
- Improved weekend service on 88 Westgate/89 Hart, 55 Victoria, 15 UNBC/Downtown, 10 Spruceland/Downtown

## Medium Term Priorities

- Re-design of the 88 Westgate/89 – includes breaking up the route into 3 segments to match service with demand

## Long Term Priorities

- Introduce service to the airport/industrial areas

# Transit Future Action Plan

## Infrastructure Priorities

- Continued bus stop improvements
- New operations and maintenance facility to support growth of transit system and transition to low carbon fleet
- Improvements to transit exchanges, including:
  - Downtown Exchange
  - Pine Centre Exchange
  - Spruceland Exchange
  - UNBC, Hart and Westgate Exchanges

# BC Transit Programs



# BC Transit Shelter Program

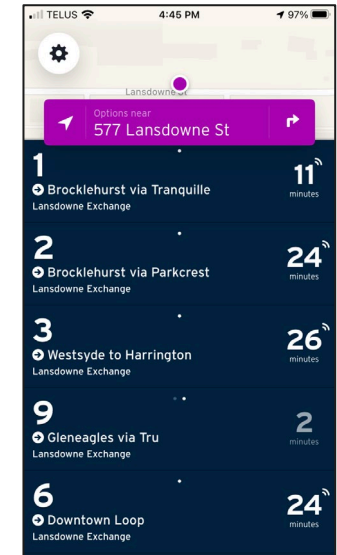
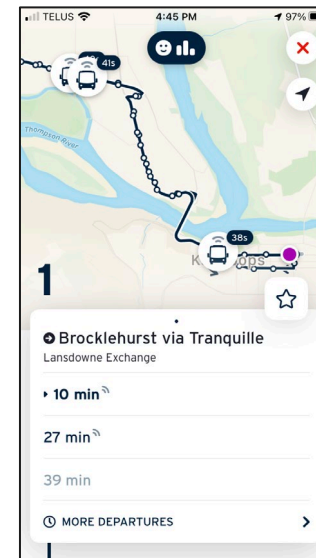
- BC Transit introduced a program to assist local governments in acquiring a standardized suite of shelters
- The program provides local governments with access to capital funding with 80% joint funding between Federal and Provincial Funding
- Local governments are responsible for prepping the site for installation and on-going maintenance of the shelter



# BC Transit Corporate Initiatives

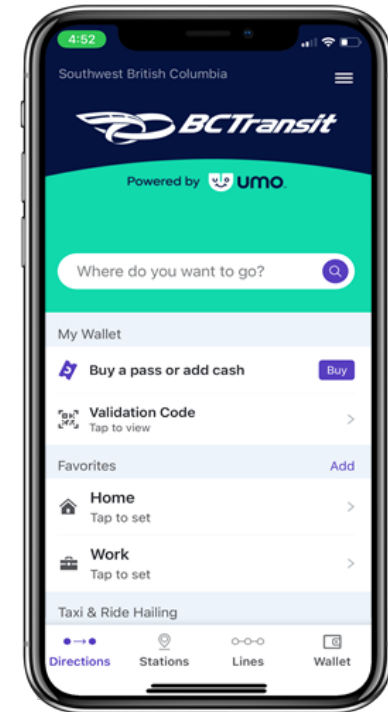
# NextRide

- NextRide uses automatic vehicle location technology to allow customers to see real time bus locations and anticipated arrival times
- NextRide has been installed in 34 transit systems across BC
- Visual displays and audio announcements provide information for the visual and hearing impaired



# Electronic Fare Collection System (Umo)

- BC Transit's new fare collection technology
  - Replacing end-of-life and costly fare technology
  - Better meets the expectations of riders
- Reduces barriers to fare payment and transit access
- Primary customer-facing components:
  - Mobile app
  - Reloadable fare card
  - Onboard fare validator
  - Dedicated customer call centre
- Future ability to enable onboard credit and debit card tap payments
- Increased and improved data to inform recommendations
- Introducing to Regional Systems in 2023
- Comprehensive customer and operator engagement



# Thank-you!