

# Memo



**Date:** November 16, 2010  
**File:** 1405-01  
**To:** City Manager  
**From:** Director, Financial Services  
**Subject:** Transit - 2010/11 Annual Operating Agreement Amendments

---

## **Recommendation:**

THAT Council approve the 2010/2011 Annual Operating Agreement Amendments for conventional and custom transit services for the City of Kelowna;

AND THAT the Mayor and City Clerk be authorized to execute the Operating Agreement Amendments between BC Transit, the City of Kelowna and FirstCanada ULC covering the period April 1, 2010 to March 31, 2011 based on the recommendations contained in the November 15, 2010 letter from BC Transit, which is attached to the Report of the Director, Financial Services dated November 16, 2010.

## **Purpose:**

To request Council support for Transit expansions for Conventional and Custom Transit starting January 2, 2011.

## **Background:**

These amendments to the Annual Operating Agreements reflect service expansions that are proposed to begin on January 2, 2011. The 2010 budget included expansion hours for both Conventional and Custom Transit that will cover these amendments. For the Conventional Transit there are a number of smaller modifications to routes but the main expansion is the addition of a route from the Mission/Pandosy area to UBCO. For Custom Transit the expansion adds an additional bus to extend weekday service along with additional service for the weekday peak periods and Saturdays.

The cost increase for the Conventional Transit service is \$261,900 with revenue recovery of \$39,300 and 2,500 additional service hours. Transit ridership is expected to increase by 36,400 rides and the net municipal cost will be \$114,800. The Custom Transit service will cost \$127,800 and the revenue change is \$7,100. This will provide an additional 2,000 service hours with a net municipal impact of \$46,300.

Attached is more detailed information from BC Transit on these proposed expansions.

## **Internal Circulation:**

Director, Regional Services

## **Legal/Statutory Authority:**

The Annual Operating Agreement amendment is required to authorize funding for payment to the transit contractor.

A handwritten signature in black ink, located in the bottom right corner of the page.

**Financial/Budgetary Considerations:**  
Existing budget provides for these transit expansions.

Considerations not applicable to this report:

**Legal/Statutory Procedural Requirements:**  
**Existing Policy:**  
**Personnel Implications:**  
**External Agency/Public Comments:**  
**Community & Media Relations Comments:**  
**Alternate Recommendation:**

Submitted by:



K. Grayston, Director, Financial Services

Approved for inclusion:



P. Macklem, *General Manager, Corporate Sustainability*

CC: Director, Regional Services

November 15, 2010  
File: KEL.1

Ron Westlake  
Director of Regional Services  
City of Kelowna  
1435 Water Street  
Kelowna, BC V1Y 1J4

Keith Grayston  
Director of Financial Services  
City of Kelowna  
1435 Water Street  
Kelowna, BC V1Y 1J4

Dear Sirs:

**SUBJECT: Kelowna Regional Transit Expansion Conventional and Custom -  
January 2011**

In September 2010 the Kelowna Regional Transit System took the first steps in its transformation to a large urban transit system. One that will attract choice riders by providing fast, frequent, and direct trips with the launching of the first RapidBus route within BC Transit. This express route between downtown Kelowna and UBCO has been hugely successful.

Ongoing work on the Master Plan will continue to enhance the current service and assist in increasing the level and quality of transit both in coverage and frequency. Currently City staff and BC Transit are working to develop the next steps, the prioritized implementation plan for the Kelowna Region. The next series of public open houses are scheduled for early December with a tentative completion date for the Master Plan of January 2011.

The available hours for Kelowna expansion for the fiscal year 2010/2011 are 2,500 hours for Conventional and 2,000 hours for Custom.

The following provides a summary of transit service changes for the Kelowna Regional Transit System in January 2011 for the review and approval by the City of Kelowna council.

**1.0 2010/11 Transit Service Expansion January 2011- Conventional**

As with any change to established routes there has been a shift in travel patterns by the public. This shift has resulted in increased pressures on a number of routes during the peak morning and afternoon hours. BC Transit along with City staff and the transit operator have been carefully monitoring the feedback and responding to those who have found this transition challenging.

The three partners met in October to review findings and develop plans to address the issues that have arisen from the September service changes.

I am happy to report that, given the limited availability of additional expansion hours, the following recommendations address the issues brought forward and lay the foundation for improved transit service for the residents of Kelowna. The following improvements to the conventional transit portion of the Kelowna Regional Transit System are recommended:

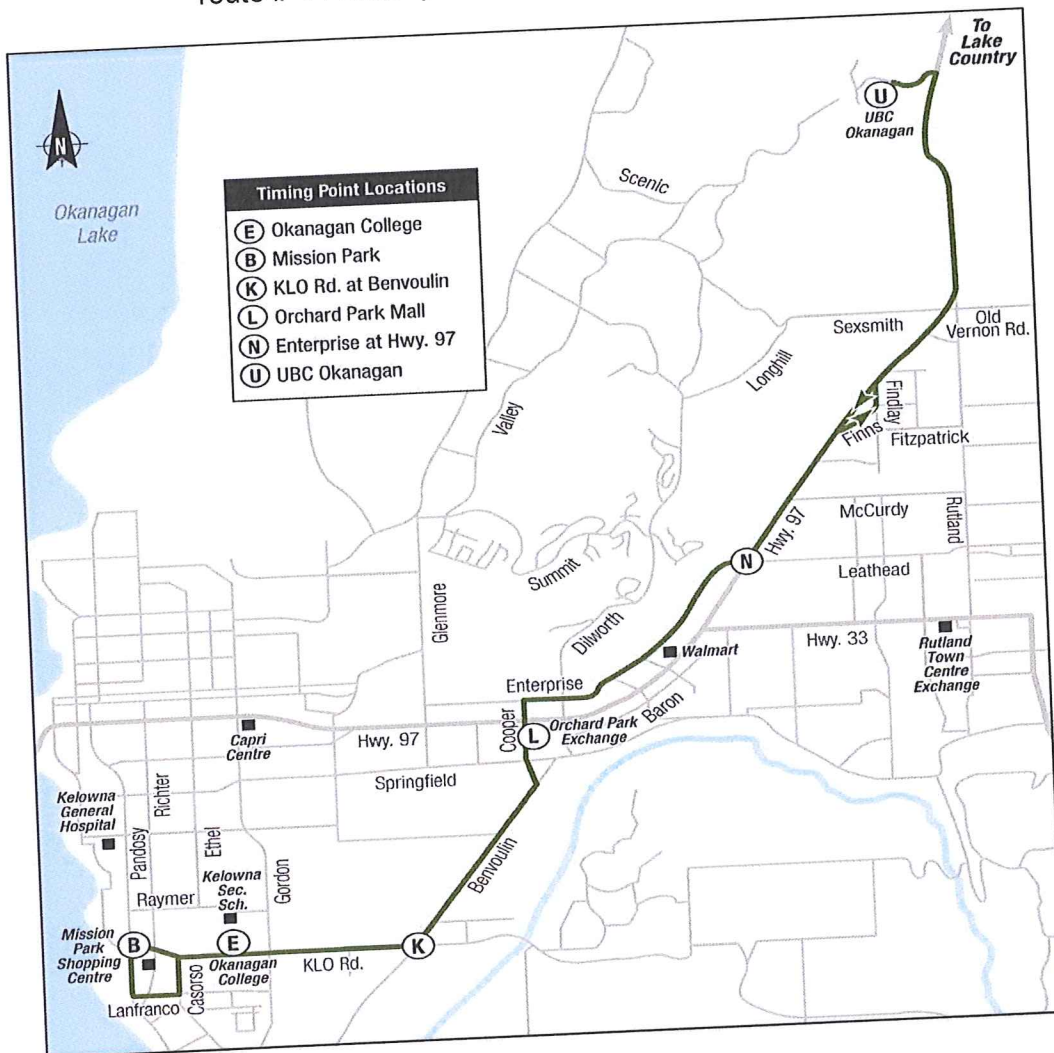


### Minor Changes

- Modified times of the #97 RapidBus so that it is the last bus leaving downtown Kelowna in the evenings
- Modified times on Route # 1 Lakeshore to improve connections to the #97.
- Modified times on Route # 7 Glenmore to improve connections to the #97.
- Establish an individual identity to the express trips to UBCO performed by the #7 Glenmore by creating a new route # 6 Glenmore/UBCO Express.

### Major Change

- The addition of a new route connecting the Mission/Pandosy area to UBCO, route # 4 Pandosy/UBCO Express.



This route has been discussed in one form or another for a number of years. The route initiates a vital link between the Mission Town Centre, Orchard Park, and UBCO. The route will operate between the hours of 630am to 900am and from 400pm to 630pm weekdays only. There will be 4 round trips in each of the AM and PM with limited stops along the route.

The route addresses the following issues:

- Returns service to a small stretch of Enterprise where service was removed in September.
- An alternate route to provide an additional option for those who currently use the # 8 University, which experiences overloads on a daily basis.
- Route along Finns and Findlay outbound to allow for connections to route # 10 North Rutland
- Direct connections from UBCO to the Orchard Park Exchange

### 1.1 2010/11 Transit Service Expansion January 2011- Custom (handyDART)

The following improvements to the custom transit portion of the Kelowna Regional Transit System are recommended:

- An additional handyDART vehicle and associated hours to extend weekday service from 6pm to 8pm.
- The scheduling of these hours will also increase the amount of service available during the afternoon rush.
- Additional service on Saturdays to manage the current excess demand.

### 1.2 2010/11 Expansion Proposal Summary

The following provides a financial and performance summary for the recommendations outlined in the previous sections. Part-year 2010 impacts are based on the AOA calendar year which ends March 31, 2011 and assumes an implementation date of January 2, 2011.

<b>Kelowna Regional Transit System Proposed Expansion Plan - January 2011</b>						
	Hours	Rides	Total Revenue	Total Costs	Net Municipal Share	BCT Share
<b>Conventional-Annual</b>	2,500	36,400	\$ 39,312	\$ 261,866	\$ 114,755	\$ 105,539
<b>Conventional-Part Year</b>	625	9,100	\$ 9,828	\$ 65,467	\$ 28,689	\$ 26,385
<b>Custom-Annual</b>	2,000	4,200	\$ 7,140	\$ 127,805	\$ 46,330	\$ 73,238
<b>Custom-Part Year</b>	500	1,050	\$ 1,785	\$ 31,951	\$ 11,583	\$ 18,310

**2.0 Recommendations**

**That the City of Kelowna Council approve the recommendations contained in this report.**

Please feel to contact me if you have any questions on the above.

Sincerely,



Steve Harvard  
Regional Transit Manager Southern Interior  
BC Transit Municipal Systems Program

Cc: Jerry Dombowsky, Mike Kittmer: City of Kelowna