



Kelowna Regional Transit System

# **West Kelowna Conventional Transit Three-Year Outlook**

# Kelowna Regional Conventional Transit Three-Year Outlook

February 2024

This report provides an overview of the Kelowna Regional Transit System performance and highlights an actionable, focused plan that will help propel the system to success over the next three years. Improvements over the last 12 months include:

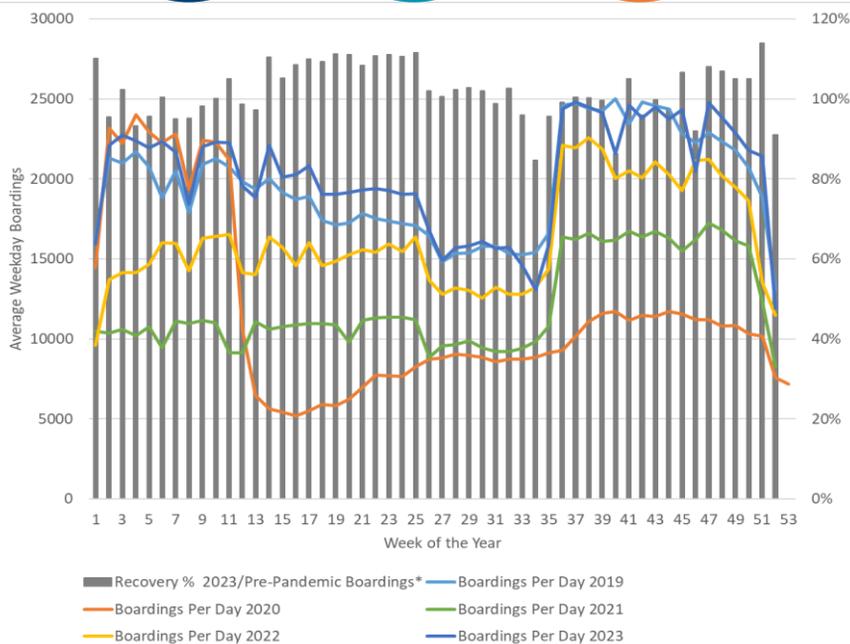
- Service optimization focusing on post-COVID ridership trends as well as improvements to UBCO routes in September 2023
- West Kelowna Official Community Plan (OCP) and Transportation Master Plan (TMP) nearing completion at the end of 2023
- City of Kelowna 2040 TMP and 2040 OCP adopted in 2022

## Your Transit System 2023

29 Routes

208,000  
service  
hours

5,587,000  
Annual  
Rides



Ridership has continued to return to pre-COVID levels with consistent month to month improvement and a 95% recovery rate. The fall weeks 36 to 45 continue to be the most productive.



## Looking Forward



### Service Expansion

Weekend service improvements on routes 1, 5, 8, 10, 11, and 97

Improvements to route 8 University

Improvements to route 4 UBCO Express



### Announcements

UMO Electronic Fare Collection to launch Spring 2024

Kelowna On-Demand to launch April 2024



### Growth

Hardy St. Operations and Maintenance Facility improvements

# Integrating Transit and Land Use

## Bill 44: Small-scale, Multi-unit Housing

The Provincial government recently released two key pieces of legislation that impact how local municipalities align growth with existing and planned transit service. Bill 44 focuses on small-scale, multi-unit housing (SSMUH).

### What is Bill 44?

Bill 44 outlines where local governments are required to permit small-scale, multi-unit housing (SSMUH) on lots zoned for single-family homes or duplexes. The exact number of units is based on several criteria, including proximity to frequent transit service. The minimum number of storeys and units a municipality must permit depends on the size of the lot and its proximity to a stop served by frequent transit. Parking minimums – save for accessible parking – are either reduced or not permitted, again depending on the lot size and proximity to frequent transit.

### What is frequent transit?

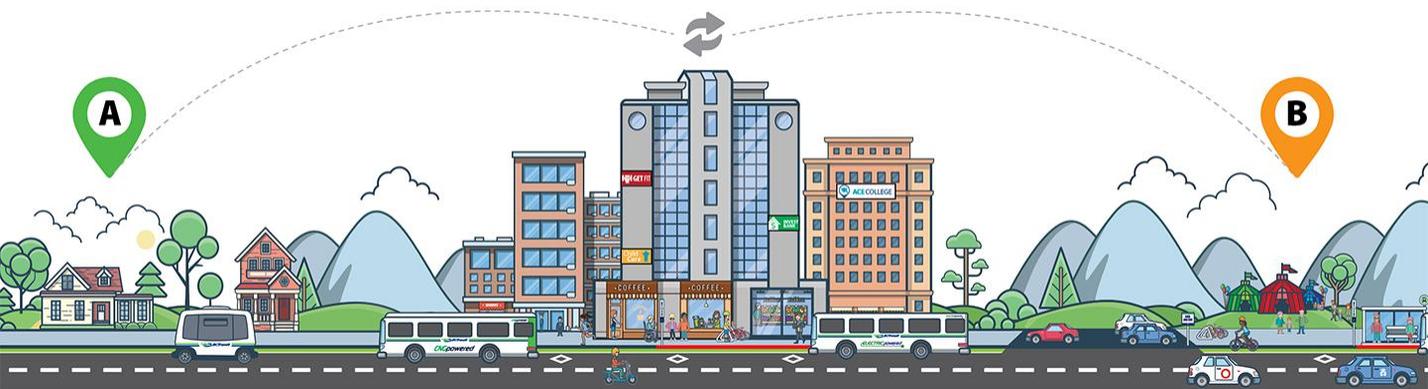
In Bill 44, frequent transit is defined as routes that operate every 15 minutes, on average, between 7 a.m. and 7 p.m. Monday through Friday and between 10 a.m. and 6 p.m. on Saturdays and Sundays.

### How are land parcels measured?

Proximity is measured as the crow flies, and parcels that are both wholly or partially within the buffer are captured in both Bill 44 and Bill 47.

### What are the West Kelowna's frequent routes?

No routes within West Kelowna currently meet the Provincial definition of frequent. Route 97 Okanagan is close to qualifying as frequent transit but requires additional service during all service periods in order to align with the Provincial definition. Expansions are facilitated through BC Transit's annual Transit Investment Program (TIPs). A final and comprehensive analysis of Kelowna routes will be conducted once clarification on how to apply this legislation has been received from the Province.



# Integrating Transit and Land Use

## Bill 47: Transit-oriented Areas

The second piece of legislation that is important in linking transit and land use is Bill 47, which establishes transit-oriented areas (TOAs) across British Columbia.

### What is Bill 47?

Bill 47 identifies transit-oriented areas (TOAs) across the province, based on the location of transit exchanges. Similar to Bill 44, depending on the proximity of a parcel to the transit exchange, the minimum allowable height and density varies. In TOAs, any parcels zoned for residential or another prescribed use must permit certain minimum densities depending on how close they are to a transit exchange. Residential parking minimums are prohibited in TOAs, save for accessible stalls.

### Where are West Kelowna's TOAs?

In West Kelowna, there are no exchanges that have been identified as a transit-oriented area. Please refer directly to Provincial legislation and associated mapping for information as to how this policy applies on a property-by-property basis.



# Measures that Matter

## Service Quality

### Customer Satisfaction Survey and Operations Data

2020-2023

#### Highlights

- Customer satisfaction has been increasing since 2020 with the latest survey being completed in 2022
- On-time performance is on par with rest of tier 1 systems, up 2% from 2019 but below system target by 12%
- Key opportunities for improving customer satisfaction include improving frequency of transit service as well as transfer connections with reasonable wait times

#### Key Metrics

74%

Customers Indicated Satisfaction with Transit (2022)

97%

of Trips on Average Meet Passenger Comfort Guidelines

61%

System-Level On-Time Performance

## Land Use Integration

### Referral Tracker

2023

#### Highlights

- 25 development referrals in 2023 (Central Okanagan)
- City of Kelowna OCP completed in 2022
- City of West Kelowna OCP completed in 2023
- Westbank First Nation Comprehensive Community Plan completed in 2020

#### Key Metrics

129.4 persons/  
km<sup>2</sup>

Population Density of Lake Country

295.5 persons/  
km<sup>2</sup>

Population Density of West Kelowna

682.4 persons/  
km<sup>2</sup>

Population Density of City of Kelowna

1.23

Service hours per capita\*

\*BC Transit average for systems with population greater than 70,000 is 1.5

# Route Performance Summary

Below is a chart with ridership productivity calculations scoring each route. Based on a decided ranking, routes would be allocated to one of three groupings – A) Continuous improvement, B) Preventative action, or C) Corrective action.

## Productivity

98% of trips meeting capacity guidelines

Route Information		Ridership				Passenger Comfort 2022-2023	
Route Class	Route	Boardings Per Revenue Hour			2022-2023	% Trips Meeting Passenger Capacity Guideline**	
		2022-2023	Graph	Target	Trend		Average Daily Boardings
FTN	1	43.5		45	↑	1266	99%
LTN-C	2	17.7		15	↑	75	100%
LTN-C	3	12.7		15	↑	56	100%
LTN-R	4	53.0		25	↑	449	82%
FTN	5	35.4		45	↑	596	98%
LTN-R	6	32.0		25	↑	425	98%
FTN	8	58.0		45	↑	4143	90%
LTN-C	9	13.2		15	↑	26	100%
FTN	10	45.3		45	↑	1898	99%
FTN	11	35.9		45	↑	1330	99%
LTN-C	12	12.0		15	↑	64	100%
LTN-R	13	24.1		25	↑	109	100%
LTN-C	14	18.3		15	↑	87	100%
LTN-C	15	11.0		15	↑	31	100%
LTN-R	16	17.5		25	↑	146	100%
LTN-R	17	35.1		25	↑	254	97%
LTN-R	18	19.4		25	↑	235	100%
LTN-R	19	29.3		25	↑	413	100%
LTN-R	20	11.7		25	↑	151	100%
LTN-R	21	26.8		25	↑	221	97%
LTN-C	22	7.2		15	↑	82	100%
FTN	23	21.5		45	↑	623	99%
LTN-R	24	13.6		25	↑	136	98%
LTN-C	25	11.4		15	↑	64	100%
LTN-R	26	11.6		25	↑	80	100%
LTN-C	28	10.2		15	↓	49	100%
LTN-C	29	10.4		15	↑	51	100%
LTN-C	32	9.9		15	↑	65	100%
LTN-C	88	39.5		15	↓	24	100%
RTN	97	43.5		45	↑	3473	97%

### \*Boardings per Revenue Hour:

**Green** : Value is  $\geq 125\%$  of Target

**Red** : Value is  $< 75\%$  of Target

### \*\*Trips meeting Capacity guidelines:

**Green**: 99-100% of trips are meeting capacity guidelines

**Orange**: 75-100% of trips are meeting capacity guidelines

**Red**: Below 75% of trips are meeting capacity guidelines

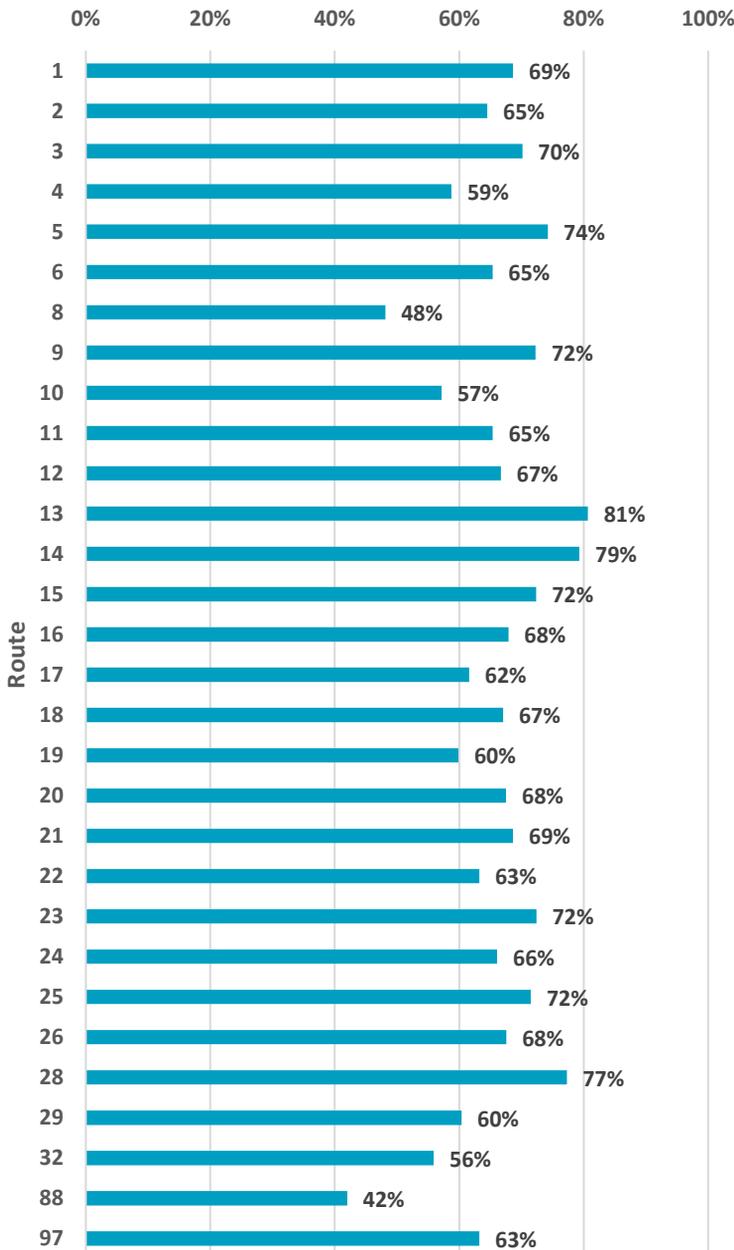
# On-Time Performance

Service reliability is crucial for transit service as it ensures that vehicles and routes run on schedule, leading to increased customer satisfaction and ridership.

A trip is considered on-time if it arrives between one minute early and three minutes late of the scheduled arrival time.

System Level  
On-Time Performance  
61%

## Percent On-Time Departures By Route



## On-Time Performance Plan:

- Short Term: At the beginning of January 2024, adjust running time on route 97 Okanagan to respond to changing traffic patterns as the community rebounds from the pandemic. Additionally, look to access the function of the transit signal priority in place along the route. Furthermore, complete a run time performance assessment on routes 1 and 4.
- Medium Term: In the 2024/25 fiscal year, results from a run time performance assessment will be implemented. Routes 8, 11, 16, 17 and 23 will likely be the routes requiring the most improvement.
- Long Term: In the 2025/26 fiscal year an analysis of running time should be completed on all the routes in West Kelowna.

# Service Change

## Road Map 2024

### Kelowna On-Demand

- Date: April 28, 2024
- New type of transit service to be introduced in Crawford
- 12-month project
- Shown interest in phase two for implementation in other areas

### Spring

- Date: April 28, 2024
- Seasonal change to coincide with post-secondary school's summer break
- Additional service on route 13 Quail Ridge through summer

### Summer

- Date: June 30, 2024
- Seasonal change to coincide with secondary school's summer break

### Fall

- Date: September 1, 2024
- Expansion including critical fix improvements to 8 University as well as implementing priorities from the Rutland Local Area Transit Plan
- Weekend service improvements on key FTN routes

# Service Change Proposals

Expansion and optimization of transit services are guided by the [Central Okanagan Transit Future Action Plan](#) as well as the system's Service Design Standards and Performance Guidelines. Implementation of service expansions are subject to the availability of funding from both Provincial and Local Government Partners. Seasonal service changes are responses to changing demand for transit service throughout the year.

## Service Expansion Proposals Per TIPs MOU 2023

### Aimed Implementation 2024/2025

Proposed Expansion or Optimization	Rationale	Expansion Resources
Optimize service in West Kelowna (20, 21, 24, 25, 26, 28 and 29).	Each route has lower ridership in off-peak hours. The goal will be to shift trips to accommodate more ridership without impacting school trips.	n/a

## Expansion Opportunities

### Suggested Implementation 2025/2026

Proposed Expansion or Optimization	Rationale	Expansion Resources
Improve service frequency on 97 Okanagan.	Outlined in the West Kelowna Transportation Master Plan	3600 service hours and 1 bus

## Expansion Opportunities

### Suggested Implementation 2026/27

Proposed Expansion or Optimization	Rationale	Expansion Resources
Add weekend service on routes 28 Shannon Lake	Currently no service exists on weekends, and should have parity with other routes in West Kelowna	500 service hours
Add additional peak service on 21 Glenrosa	Currently 21 Glenrosa is the busiest West Kelowna route, and requires additional service to reduce the number of passups.	500 service hours and 1 bus

# Scheduled and Planned Projects

## 2024/25 Planned Projects

- Seasonal service changes: April 2024, June 2024, September 2024, January 2025
- Service optimization: Timing and routing adjustments to improve on-time performance and reduce overcrowding and pass-ups
- Improvements to Hardy Street Operations and Maintenance Facility to add capacity
- UMO contactless fare program rollout
- On-Street Charging and Transit Priority Study

## 2025/26 Planned Projects

- Seasonal service changes: April 2025, June 2025, September 2025, January 2026
- On-Street Charging and Transit Priority Study
- Hollywood Road Operations and Maintenance Planning and Design

## Other Projects – Dates TBC

- Battery Electric Bus rollout
- Construction of new Operations and Maintenance Facility

# Bus Stops

This page provides an overview of the highest performing bus stops in the Kelowna Regional Transit System, along with recommended investments in bus stop infrastructure over the next 3 years.

The top 10 stops account for 5% of all boardings in West Kelowna.

Waiting amenities at the top 10 stops:



100% have seating and/or shelter



100% have schedule holders



90% have garbage bins

## Top Performing Stops in West Kelowna

Stop Location	Avg Sample Boardings	Percentage of Total System Boardings	Accessibility	Shelter and Seating	Schedule	Garbage
Westbank Exchange Bay A	284	(2%)	♿	◆	●	■
Boucherie Mountain Exchange Bay A	182	(1%)	♿	◆	●	■
Westbank Exchange Bay C	133	(1%)	♿	◆	●	■
Boucherie Mountain Exchange Bay B	71	(0%)	♿	◆	●	■
Hwy 97 at Westlake (EB)	59	(0%)	♿	◆	●	■
Boucherie Mountain Exchange Bay D	58	(0%)	♿	◆	●	■
Westbank Exchange Bay B	50	(0%)	♿	◆	●	■
Boucherie Mountain Exchange Bay E	34	(0%)	♿	◆	●	■
Glenrosa at Glen Abbey (SB)	32	(0%)	♿	◆	●	
Hwy 97 at Westlake (WB)	29	(0%)	♿	◆	●	■

## Proposed Improvements



1 New Shelter

- Glenrosa at Miclver Rd W (SB)



3 New Schedule Holders

- Glenrosa at Glen Abbey (SB)
- Ross at Riffington (WB)
- Glenrosa at Miclver Rd W (SB)



2 New Garbage Bins

- Glenrosa at Miclver Rd W (SB)
- Woodstock at Sandstone