



DEVELOPMENT SERVICES COUNCIL REPORT

To: Mayor and Council

Date: September 10, 2024

From: Ron Bowles, CAO

File No: P 24-07

Subject: **P 24-07, 2024 Transit Service Review Proposed MOU**

Report Prepared By: Carla Eaton, Senior Planner

RECOMMENDATION

THAT Council authorize the signing of the Memorandum of Understanding with BC Transit for the proposed 3-year Transit Improvement Plan (2025-2028), which includes a financial commitment for Year 1 expenditures.

STRATEGIC AREA(S) OF FOCUS

Invest in Infrastructure – We will invest in building, improving and maintaining infrastructure to meet the needs of, and to provide a high quality of life for, current and future generations.

Pursue Economic Growth and Prosperity – We will work with stakeholders throughout the region to advocate for and support efforts aimed at helping West Kelowna businesses prosper. With a focus on the future, we will advance opportunities to expand our economy, increase employment, and develop the community in ways that contribute towards prosperity for all.

Foster Safety and Well-Being – We will pursue through direct action, advocacy, and collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

BACKGROUND

The 2024 Transit Service Review workshop was held on June 25, 2024, where Council was presented with a comprehensive overview of the Kelowna Regional Transit System, a detailed analysis of the City's operational and financial framework related to Transit Planning, and a summary of opportunities and challenges to the system. A draft 3-year Transit Improvement Plan with preliminary costing was also presented for Council feedback, including clarification of the time frame affecting transit planning as it relates to the City's budgetary framework and deadlines related to the BC Transit Annual Operating

Agreements and 3-year planning process. A goal of the review was to outline potential opportunities to enhance transit service delivery within the City.

The purpose of this report is to advise Council on several issues highlighted at the workshop, and to present the proposed 3-year Memorandum of Understanding for Transit Improvements specific to West Kelowna for Council's consideration. The Memorandum of Understanding includes a financial commitment for Year 1 and expresses interest in potential further improvements for Year 2 and 3. Based on Council's previous feedback, a summary of previous public engagement has been summarized below.

Public Engagement Processes related to Transit Service

It was noted incorrectly at the June 25th Workshop that public engagement regarding transit service has not been completed since 2015¹, with resulting discussion around the need to ensure that proposed transit improvements correlate with public feedback and specific targets regarding transit service within the City. As such, the following section has been provided to elaborate on the types of public engagement completed by either the City or BC Transit within the more recent past where the public had the opportunity to make comments on transit and to provide a summary of the feedback received in support of the 3-year Transit Improvement Plan (2025-2028).

Infill Housing Strategy (CWK – June/July 2024)

While the focus of this engagement was not on transit, open ended responses related to infill housing allowed the public to express their perspective on the connection between transit and housing. The two following feedback summaries² highlight the public's support for increased transit service within areas proposed for higher density:

- “Respondents stressed *the importance of creating infill housing near existing transit services* and amenities in West Kelowna but withheld strong support for the location of fourplexes and similar types of infill throughout the City. Respondents indicated that fourplexes were preferred in areas close to amenities and/or transit.”
- “Many respondents highlighted concerns with parking and traffic flows with the addition of increased housing density. The *expansion of West Kelowna's transit network* and *frequency of service* was highlighted as a potential avenue to alleviate parking demands and ensure safe and equitable access to public transit.”

Annual Customer Satisfaction Survey (BC Transit - Dec 2023)

BC Transit completes an annual customer satisfaction survey with the most recent one finalized in December 2023. Portions of this survey have been summarized in the 3 Year

¹ BC Transit initiated public engagement in 2015 that continued into 2016 and then was finalized as part of the Transit Future Action Plan in March 2018. However, more recent public engagement has resulted in public feedback related to transit.

² Infill Housing Strategy What We Learned Summary, August 2024, full report to be presented at future Council meeting

West Kelowna Outlook report which was attached to the June 25th workshop. The survey is intended to identify satisfaction levels, determine what factors are most important to their use of transit service, and to explain the relationship between customer satisfaction and the importance of some of the key factors within a transit system. The compelling use of this data is to help drive decisions around what impact certain transit expenditures or policy decision have on transit ridership.

This survey, as well as previous surveys, have confirmed that the *reliability, connections, and frequency* of transit service are the most important factors influencing continued and new ridership. Conversely, the latest quarter in 2023 also reported that two of the top four reasons not to use the bus are if the bus takes too long or the bus is not frequent enough. Therefore, it is recommended that transit service plans focus improvements on these areas.

Transportation Master Plan (CWK – Feb/Mar 2022)

The Transportation Master Plan (TMP) update included extensive partner, stakeholder and public consultation³ in early 2022, which included significant feedback specifically related to transit service. In general, people expressed that they wanted the TMP to set the direction for improved transit, which was defined as transit that is easier for people of all ages and disabilities to use, *more frequent* and *accesses more places efficiently* to increase ridership and help reduce travel by car.

More specifically, it is noted that the *rapid bus service to UBCO, OK College, and Kelowna* provides a vital connection, and that many people choose to not take transit because it does not run frequently enough. Concerns were expressed about safety at night by youth and seniors, and it was noted that vulnerable users could benefit from education programs to support users. As an example, the following specific bus routes and areas were also noted as needing improvement:

- Increase the *frequency and speed of Highway 97* bus over the bridge
- Better connection from West Kelowna to the airport
- Add *bus route connecting Boucherie Road to Gellatly Road to Glenrosa Road*
- Increase the *frequency of Shannon Lake Route 28* along Shannon Lake Road
- Sidewalks to Boucherie Mountain Exchange

Official Community Plan (CWK – Oct 2021)

While engagement for the OCP continued over a large period from 2021 into 2022, the workshop and public survey completed in October 2021 contained transit related feedback⁴ that supports the proposed transit improvements. This included more general comments, as well as specific routing comments, such as:

³ Transportation Master Plan Update What We Heard Report Launch and Ideas – Summary of Phase 1 Consultation, April 2022, report previously presented to Council and available from the City's website at [OurWK.ca/TMP](https://www.ourwk.ca/TMP)

⁴ This report, as well as the other engagement reports, are available from the City website at: <https://www.ourwk.ca/ocp>

- “Public transit needs to be more of a priority.”
- “I hope [additional density in Boucherie is] supported by increased transit service as well.”
- “Westbank needs to grow but it also needs to NOT be so reliant on cars. If there can be more consideration for people getting around on transit / bikes / walking then that would be good.”
- “I think West Kelowna needs more often bus routes and city bus coming into Tallus Ridge.”
- “I completely agree with the Urban growth centers in West Kelowna and Mt. Boucherie...would love to see some more shopping and food venues near the Mt Boucherie Transit exchange, especially a coffee shop that is open in the evenings.”

Ongoing Public Feedback (CWK & BC Transit)

Public feedback is received by City staff and BC Transit on an ongoing basis through a variety of mechanisms such as public inquiries, complaints, and requests for services that are received and forwarded to applicable planning and engineering departments and shared between member municipalities and BC Transit, as applicable. While statistical data collection is not available for this feedback, most service requests are addressed by staff and BC Transit where possible within existing service level opportunities such as aligning bus connection times, bus stop safety or location adjustments, etc. It is noted that two inquiries have been received by staff in the last year regarding the potential for service extensions to the Horizon Drive area which is currently not serviced by transit⁵. This request has been noted as part of the planning process for consideration in future years.

Additionally, BC Transit has annual and ongoing engagement with UBC Okanagan and Okanagan College student unions and during orientation days. As these groups represent a large majority of bus users arriving from all member municipalities, the ongoing engagement provides critical feedback with respect to the overall system.

Future Public Engagement Triggered by Route Realignments (BC Transit)

In response to Council’s questions about the process associated with the two proposed minor route realignments (one in Year 1 and two in Year 2), the following section outlines the BC Transit process.

During typical service changes, BC Transit’s engagement focus is on informing the public of the coming change before it happens and let them know where more detailed information can be found if they desire it. This would include the following list of tasks:

- Collaborate with the City to identify key stakeholders / target audiences
- Work with the BC Transit Marketing team to complete marketing deliverables which may include:

⁵ Former Route 27 Horizon Drive that serviced this area was reallocated and rerouted with other changes to Route 29 Bear Creek following the recommendations of the 2018 Transit Future Plan based on poor performance of the two routes leading up to 2018.

- Radio ads, poster boards, social media posts, maps, etc.
- Incorporate any required marketing materials on engagement website or the BC Transit system website

Depending on the nature of the change, BC Transit may also reach out to the Operating Company so that operators can be made aware of a coming change. Although ideally, operators are engaged at the point in the process when a service change is still being planned. In this approach, operator feedback can directly inform the final deliverable.

For large scale service changes where significant changes to the network are being made, BC Transit sometimes provides staff resources for ‘Boots on the Ground’ engagement in each community. In this approach, handout materials and display boards are prepared, and BC Transit / the City / Operating Company are located at key stops or exchanges during the morning and afternoon peak travel times to reach out to riders and inform them of a coming change. This has the added benefit of receiving direct feedback from riders regarding their BC Transit riding experience, their commuting patterns, and their suggestions for future changes to routes or the network at-large⁶.

Additional Public Engagement Consideration (CWK)

While the proposed transit improvements within the 3-year Transit Improvement Plan are supported by public engagement processes to date that include:

- Current ridership data (data generated by daily users),
- Public feedback through the City’s and BC Transit’s master planning processes,
- Detailed mapping analysis regarding new road network connectivity, and
- Current customer satisfaction survey data,

Council may wish to direct staff to examine opportunities for additional public consultation specific to West Kelowna regarding the proposed transit improvements. However, it should be noted that if Year 1 improvements are not approved by the September 20th, 2024, deadline that any transit service level improvement will not be possible until 2026/2027. Therefore, it is recommended that if Council wishes to direct staff to examine additional transit related public consultation that the focus of the engagement would be focused on future Years 2 to 3, and beyond (Alternate Motion 1).

On-Time Performance – Factors and Indicators

BC Transit defines a bus as being on-time if it arrives between no more than one minute early or no more than 3 minutes late. It is recognized the service reliability can have a significant impact on peoples travel choices. Consistent adherence to scheduled times ensures that passengers can depend on buses to arrive and depart as expected, reducing wait times and minimizing disruptions to daily routines. High on-time performance enhances rider satisfaction, encouraging greater use of public transit and contributes to

⁶ This is the approach being taken for significant service changes being implemented in the City of Kelowna starting September.

reduced traffic congestion and environmental impact. Furthermore, it reflects the overall effectiveness of the transit system in managing its resources, routes, and schedules.

On-time performance can be impacted by a number of factors. These include but are not limited to:

- **Passenger Load:** High numbers of boarding and alighting passengers can increase stop times and therefore cycle times for a route.
- **Traffic Congestion:** Heavy traffic can cause delays, especially during peak hours or in the absence of transit priority measures like queue jumpers, signal priority, or bus-only lanes.
- **Route and Network Design:** The overall design of routes and the complexity of transfers can impact the ability to maintain schedules and on-time performance.
- **Signal Timings:** Traffic light patterns and delays at intersections can cause buses to fall behind schedule. This is especially true for busses that need to make a left turn onto or from a busy arterial.
- **External Events:** Special events like parades, protests, construction closures, or sports games can cause route disruptions and delays.

The list of factors outlined above includes elements that are both internal and external to BC Transit or City control. The scheduling and planning teams do regular assessments of on-time performance seeking ways and means to improve on-time performance. As cities grow, it should be expected that a small number of additional service hours will need to be added on a regular basis not for the purposes of improving service, but to retain service levels and system performance as they currently exist. Retaining a static number of service hours in a growing community without the benefit of transit priority measures will in most cases result in a continual degradation of on-time performance or widening of timing between stops.

Based on these factors, the proposed transit service level improvements have the potential to contribute to *increased on-time performance* as increased frequencies can decrease passenger loads speeding up loading times, as well as provide routing options that allow buffer time between trips to reduce delays. The 3-Year West Kelowna Outlook also recommended that an analysis of running time be completed on all West Kelowna routes in the 2025/2026 fiscal year. The Transit Future Action Plan 2018 had recommended that a up to 1% of additional resources⁷ be invested annually to address service reliability issues.

Should Council wish to consider additional improvements targeting on-time performance, future budget deliberation could include items such as signal timings, or route enhancements that require special equipment and/or dedicated turning or travel lanes.

⁷ In 2018 this was estimated at approximately 180 service hours per year at minimum. As noted in the June workshop, no new service hours have been allocated to this specific function since 2018.

Transit Safety – What Influences Perception and Reality

As noted in previous Customer Satisfaction surveys, transit customers rank safety as being highly important to them. While older survey results noted that customers were currently satisfied with safety, more recent feedback through the TMP consultation noted concerns from youth and seniors about safety with specific comments focused on safety at night. It should be noted that while BC Transit has control over how safety is administered and promoted when a customer is riding the bus, the City has control over the majority of factors affecting the customer experience while waiting for or after leaving the bus. This is primarily through the design of our streets through sidewalks, lighting, bus shelters, cleanliness of the bus stops, and contracted security sweeps.

As noted in the June 25th workshop report, it is recommended that Council consider a review of the operational budget for transit related functions such as staffing levels, equipment and cleaning/maintenance allocations. As the perception of safety is impacted by the state of repair and cleanliness of an area, this is a safety related factor for consideration. Funding for increased transit security will also be brought separately into the 2025 budget deliberation process. Additionally, in accordance the 2020 Transit Service Guidelines Central Okanagan Region⁸, City and developer driven infrastructure projects are recommended to be designed to the standards outlined which consider safety elements. Ensuring that design standards incorporate consideration for transit safety at night will enhance the customer experience.

DISCUSSION

Any changes to the local transit system such as new routes or additional service hours will require funding outside the Annual Operating Agreement (AOA) and need to be incorporated into BC Transit's Transit Improvement Process (TIPs), which includes a projection over three fiscal years. Based on preliminary feedback from Council, the costing for the proposed 3-Year Transit Improvement Plan is attached to this report in the draft Memorandum of Understanding (MOU) (*Attachment 1*) for Council's consideration.

Any costs in Year 1 are financial commitments once the MOU is signed, while costs in Years 2 and 3 from BC Transit's perspective are shown for longer range planning purposes and are re-evaluated the following year. All expansion initiatives are subject to provincial funding, which is released to BC Transit each February as part of the Provincial Budget.

⁸ This document is available from the BC Transit website at: <https://www.bctransit.com/wp-content/uploads/604/447/2020-01-16-Central-Okanagan-Transit-Service-Guidelines-FINAL-DRAFT.pdf>

Proposed Improvements – Pulling it all Together

The following section outlines the proposed transit improvements for Years 1 – 3, including required resources, annual cost estimate for the service and supporting information.

Table 1: Service Improvements Proposed for Year 1

Year 1 (2025-2026)			
Route	Service Description	Estimated Resources	Estimated Annual Net City Share*
97 Rapid Bus	Improve service frequency, weekend service, and on-time performance	3600 hours, 3 buses	\$312,760
28 Shannon Lake & 29 Bear Creek	Introduce evening service (currently limited to 5:42 pm and 7:14 pm)	550 hours	\$47,783
21 Glenrosa	Extend evening span	300 hours	\$26,063
29 Bear Creek	Minor route changes (potential access to 100 more residents)	100 hours	\$8,688
Year 1 Totals		4550 hours, 3 buses	\$395,294

1. Hwy 97 Rapid Bus – Why this is so Critical to the System and Why Year 1?

The primary benefits of investing in high ridership routes such as Highway 97 are more immediate and obvious which is reflected in public engagement feedback to increase the frequency and reliability of this service. However, there is an additional trickle-down effect that can lead to improvements in other lower ridership routes which strengthen the transit system as a whole. For example, investing in high ridership routes along key corridors can create a more robust and interconnected network. This works in 2 steps:

- **Core Network Strengthening:** Increasing service on high ridership routes enhances the core transit network, making it more reliable and attractive to users. This core network acts as the backbone of the entire transit system.
- **Improved Connectivity:** With a stronger mainline service, lower ridership routes, often serving more remote or less populated areas, can be better integrated into the system. Passengers on these routes can transfer more easily to frequent services, making their overall journey faster and more convenient.

The overall effect results in a more reliable and efficient transit network which encourages more people to use public transit. As the high-frequency routes become more popular, they can draw in passengers who initially start their journeys on lower ridership routes, increasing usage across the entire system. Additionally, as the City anticipates large growth in key areas of the City along the Highway 97 Rapid Bus route, a stronger transit system will encourage new residents to use the transit system as they make transportation decisions as part of their location choices.

2. 28 Shannon Lake & 29 Bear Creek – Why Extend the Evening Span?

This change proposes to introduce evening service weekdays to Route 28 Shannon Lake, which currently ends at 5:42 pm, and to Route 29 Bear Creek, which currently ends at 7:14 pm. The change proposes to extend the evening span to more closely match with hours of service provided along the Highway 97 route. The intention is to address safety concerns with transit users and support generating additional ridership with evening service along these newer routes⁹. For example, enhanced evening services allows students with evening classes at UBCO and Okanagan College, as well as afternoon/evening shift workers, to return home at the end of their day.

3. 21 Glenrosa – Why Extend the Evening Span?

This route is the most successful route, outside of the Highway 97 route, within West Kelowna. The change proposes to extend the evening span to more closely match with hours of service provided along the Highway 97 route. The intention is to address safety concerns with transit users and support generating additional ridership with evening service along this popular route. For example, enhanced evening services allows students with evening classes at UBCO and Okanagan College, as well as afternoon/evening shift workers, to return home at the end of their day.

4. 29 Bear Creek – Why Consider Route Re-alignments?

This change proposes a very minor route adjustment to expand the service along a more populated street segment allowing potential access to approximately 100 more residents and would operate at similar frequencies as the existing route. Route realignments should be considered as the City continues to develop residential neighbourhoods, especially where infill development may create variable densities and/or new road network connections are made with new development. Expanding service or realigning routes into more populated routes support generating additional ridership.

Feedback received through numerous public engagement processes indicates strong support for transit improvements for the Highway 97 Rapid Bus route, as the key spine to the West Kelowna portion of the larger Regional Transit Network. Additional feedback and detailed routing/ridership analysis also indicates support for the three other changes proposed within Year 1, one of which is just a minor route adjustment.

There are five proposed changes in Year 2, and two proposed changes in Year 3, as outlined in Table 2 and 3, with additional detail and rationale provided in *Attachment 2*:

⁹ Route 28 and Route 29 were adjusted in 2019 during the height of covid and included major route realignments removing service from the former Horizon Route 27 to combine it with Route 29 Bear Creek, and to make adjustments to Route 28 Shannon Lake along new road network connections.

Table 2: Service Improvements Proposed for Year 2 as Expression of Interest

Year 2 (2026-2027)			
Route	Service Description	Estimated Resources	Estimated Annual Net City Share*
28 Shannon Lake & 29 Bear Creek	Introduce weekend service	1600 hours	\$149,832
NEW	Introduce Goat’s Peak/Gellatly service	650 hours, 1 bus	\$60,869
21 Glenrosa	Increase morning and afternoon peak service	500 hours, 1 bus	\$46,822
28 Shannon Lake	Minor route changes (potential access to 200 more residents)	150 hours	\$14,047
20 Lakeview	Minor route changes (potential access to 200 more residents)	150 hours	\$14,047
Year 2 Totals		3050 hours, 2 buses	\$285,617

Table 3: Service Improvements Proposed for Year 3 as Expression of Interest

Year 3 (2027-2028)			
Route	Service Description	Estimated Resources	Estimated Annual Net City Share*
20 Lakeview	Increase morning and afternoon peak service	550 hours, 1 bus	\$63,769
25 East Boundary & 26 Old Okanagan	Extend evening span	450 hours	\$52,175
Year 3 Totals		1000 hours, 1 bus	\$115,944

Feedback through the wide range of City and Transit public engagement processes and detailed routing/ridership analysis also indicates support for the transit improvements proposed within Years 2 and 3. It is also noted that 2 of the 5 changes proposed within Year 2 are minor route adjustments. Given that these changes are noted as expressions of interest within the current draft MOU, Council has the opportunity to make changes to Years 2 and 3 through updates to the rolling 3-Year Transit Improvement Plan next spring as the process continues annually. As such, it is recommended that Council support the expression of interest for the proposed Year 2 and 3 transit improvements. Should Council defer support for the proposed transit improvements to Year 2 and 3 beyond September 20th, 2024, improvements for future years will have to be re-introduced as part of next year’s annual Transit Improvement Process (TIPs). However, it should be noted that the longer 3-year process is intended to guide both BC Transit and the Provincial government with anticipated budgetary requests and is helpful in ensuring that West Kelowna receives a fair allocation of funding within the process.

Proposed Improvements - Competition for Provincial Transit Funding

It should also be noted that BC Transit has commented that they “expect to see significant demand for expansion resources coming from local governments this year” and that “we

expect that we will be unable to fulfill all requests we received through this process.” Given this, the City is competing with other municipalities for transit expansion dollars from the Province. Committing to the proposed improvements in the MOU does not guarantee the City’s success in receiving the requested transit service but is an important step in proclaiming our keen interest in seeing much needed transit investment to support the anticipated growth of our community.

Proposed Improvements – Is there a need for Additional Public Feedback?

Should Council have concerns that the public feedback received to date, as well as the detailed routing and ridership analysis does not support the transit improvements for Year 1, 2 or 3, options for “Additional Public Engagement Consideration” have been provided as Alternate Motion 1.

FINANCIAL IMPLICATIONS

The focus of this report is on the proposed Year 1 portion of the Memorandum of Understanding given that it requires a financial commitment from Council for the 2025/2026 year prior to budget deliberation this fall. Pending Provincial approval¹⁰ for BC Transit’s portion of the cost-shared¹¹ amount (46%), an Annual Operating Agreement (AOA) will be presented to Council in the spring of 2025 that reflects the Year 1 amount for the City’s portion of the transit service hours (estimated at \$395,294).

Budget and Timing – Align Transit Process with City Process

In coordination with the Finance Dept. staff intend to present Year 1 and a portion of Year 2 estimates to the budget process this fall. This will bring transit planning timing into alignment with the City’s budgetary process. As such, the 2025 budget ask will be approximately \$296,470, and the 2026 budget ask will be approximately \$313,037.

Table 4: Anticipated Budget Implications for 3 year MOU

BCT Year 1 (25/26)		BCT Year 2 (26/27)		BCT Year 3 (27/28)	
CWK 2025	CWK 2026	CWK 2026	CWK 2027	CWK 2027	CWK 2028
\$296,470	\$98,824	\$214,213	\$71,404	\$86,958	\$28,986

The City’s portion of Year 2 improvements (estimated at \$285,617) are only expressions of interest at this time, and Council will have until May to September of 2025 to decide if they wish to advance Year 2 improvements. However, the intention is to ensure that the

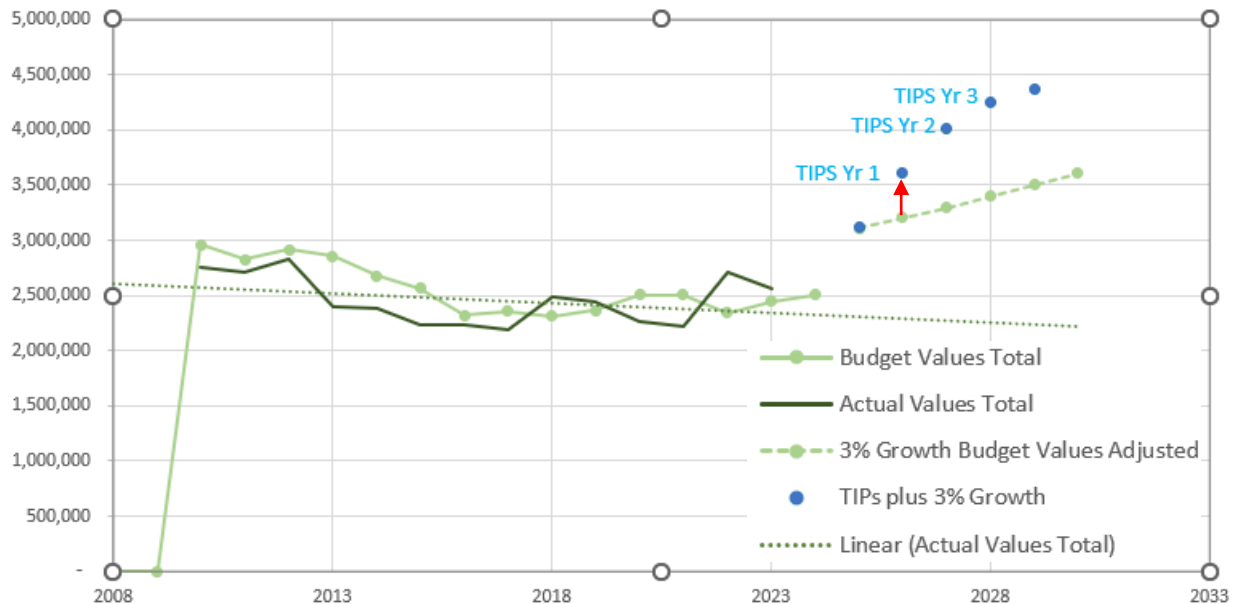
¹⁰ If expansion requests exceed available provincial funding or vehicle availability, BC Transit’s expansion prioritization process will be used to determine which service priorities receive funding. Given that the City of West Kelowna has not received any improvements for a number of years, service within our area should be a priority but is not guaranteed.

¹¹ All conventional fixed-route transit service is cost-shared between BC Transit and the local government(s) according to a legislated formula whereby 54% is allocated by the local government(s), and 46% by BC Transit. In the Kelowna Regional Transit System, the local share is split between the Kelowna Regional local government partners according to the hours provided in each jurisdiction.

amounts for Year 2 have been deliberated in fall of 2024 in advance of the decision to proceed with a new MOU in 2025.

The Year 1 improvements represent an increase in the City's annual budget of \$395,294 (as shown by the red arrow on Figure 1).

Figure 1: 2008 – 2023 Transit Total Budget vs. Actual Values (with 5-year projected budget and potential TIPs Impact)



Other Future Budget Considerations

Based on Council direction at the workshop, additional opportunities to support transit service through revision to the capital investment program and operational budget, and consideration of transit promotional initiatives will be addressed through the budgetary review process this fall. This is anticipated to include additional consideration of safety around the transit hubs and other transit infrastructure that is within the control of the City. Further review of development contributions towards transit improvements are also anticipated with updates to the City's development standards, regulatory and development or amenity cost charge bylaws, which would include engagement with the development community. These regulations or development standards would be presented for Council's future consideration with the applicable bylaw, although timelines are not known at this time.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Jun 25, 2024	2024 Transit Service Review Information Only Report	N/A

CONCLUSION

The proposed Memorandum of Understanding (MOU) presents transit improvements that enhance transit service delivery within the City in line with goals outlined in Council's Strategic Priorities and Transit Master Plan. As Year 1 expenditures in the MOU are primarily focused on key improvements to the Highway 97 Rapid Bus route as the major supporting spine to the City's entire transit network, these improvements are strongly recommended by both BC Transit and staff.

Given the above information, it is recommended that Council authorize the signing of the MOU, which commits the City to the Year 1 expenditures and expresses interest in the following Year 2 and 3 proposed improvements.

Alternate Motions

1. **THAT** Council authorize the signing of the Memorandum of Understanding with BC Transit for the proposed 3-year Transit Improvement Plan (2025-2028), which includes a financial commitment for Year 1 expenditures, and

THAT Council direct staff to examine opportunities for additional public consultation specific to West Kelowna regarding the proposed transit improvements for future Years 2 to 3, and beyond.

Council has the opportunity to authorize the signing of the MOU, and to rely on BC Transit public engagement processes that are intended to capture both the larger regional understanding of the Kelowna Regional Transit System, as well as route specific engagements as part of their regular consultation processes. Should Council have concerns regarding additional public engagement before pursuing improvements within Year 2 and 3 that are more specific to neighbourhoods and routing details, additional public engagement opportunities may be examined with further updates to be provided to Council prior to finalizing any future MOU's related to future years.

2. **THAT** Council authorize the signing of a revised Memorandum of Understanding with BC Transit for the proposed 3-year Transit Improvement Plan (2025-2028), which includes a financial commitment for a revised Year 1 expenditure as directed by Council.

Council has the opportunity to authorize the signing of a revised MOU, and to direct staff to work with BC Transit to make any directed changes prior to the September 20th, 2024 deadline to enable potential transit service level improvements proposed for the Year 1 (2025) time period.

3. **THAT** Council does not support the proposed 3-year Transit Improvement Plan (2025-2028) and does not authorize any financial commitments to BC Transit for transit improvements for 2025.

Should Council not support the proposed 3-year Transit Improvement Plan (2025-2028), no transit service level improvements will be possible until the 2026-2027 time period pending future consideration of a Transit Service Review in 2025.

REVIEWED BY

Brittany Nichols, Manager of Long Range Planning

Brent Magnan, Director of Development Approvals

APPROVED FOR THE AGENDA BY

Trevor Seibel, Deputy CAO

Powerpoint: Yes No

Attachments:

1. Draft Memorandum of Understanding for 3-Year Transit Improvement Plan (2025-2028)
2. Supporting Detail Summary - Year 2 and 3 Proposed Transit Improvements