



## Kelowna Regional Transit System

City of West Kelowna

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Chelsea Mossey

Senior Manager, Government Relations

## Presentation Topics

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  - ☐ Kelowna Regional Transit System
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  - ☐ Safe Restart Funding
- ☐ Looking Ahead
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  - ☐ Electronic Fare Collection
  - ☐ Low Carbon Fleet Program
  - ☐ Facility Master Plan



# BC Transit Overview

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## Who is BC Transit?

- Provincial authority responsible for the planning, funding and operation of all transit throughout the Province outside of Metro Vancouver
  - » 51+ million passenger trips
  - » 1,013 buses in a range of sizes
  - » 1.5 million British Columbians served
  - » 130 Communities, 81 transit systems

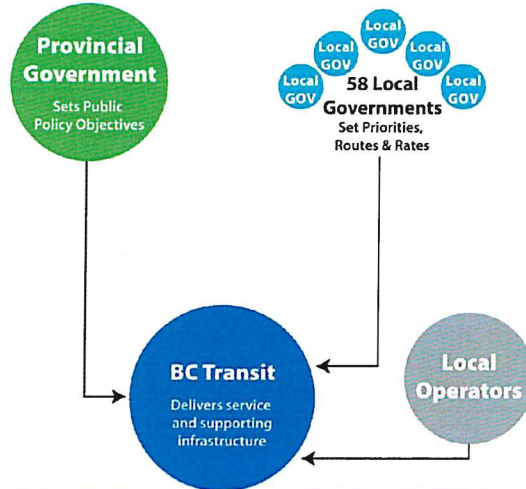
### Partnerships:

- 58 local government partners
- 18 private management companies, 5 public organizations, 14 non-profits



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## BC Transit Partnership Model



## Roles and Responsibilities

### BC Transit

- Allocates provincial funding
- Plans transit systems to achieve local and provincial objectives
- Arranges for the operation of transit systems by contract or partnership
- Procures & owns fleet - Determines the fleet & facilities requirements
- Marketing (Rider's Guides) / website branding, media & public relations
- Provides contract management and overall operator/operations oversight
- Develops and manages capital budget and asset acquisition
- Provides financial & accounting
- Other professional services required to plan, finance and implement transit systems

### Local Government

- Sets local funding
- Sets routes and service levels with BC Transit, ongoing review
- Sets fares and manages the sale of fare products
- Establishes and maintains bus stops, shelters and amenities
- Approves Official Community Plan, Transit vision and expectations, and transit supportive policies
- Determines service priorities with BC Transit
- Approves transit related agreements and budgets
- Promotes ridership with BC Transit marketing/branding
- Transit service education and consultation

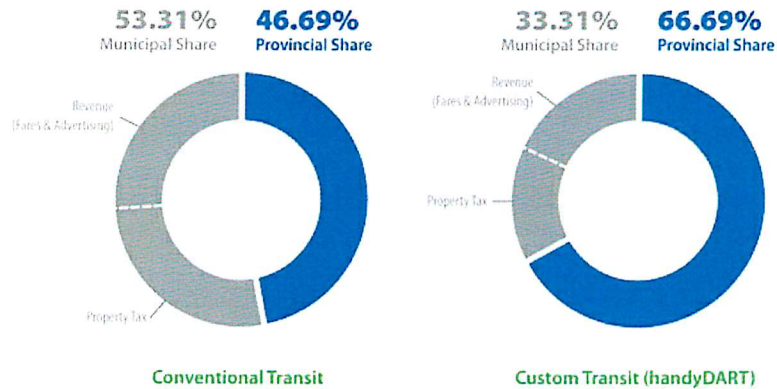
### Local Operating Company

- Delivers specified transit services as directed by BC Transit
- Hires, trains and provides drivers
- Manages labour relations
- Collects fare revenue on behalf of the Local Government
- Provides day to day customer service (info line, lost & found inquiries, etc.)
- Assists with data collection
- Helps promote the transit service



## Shared Services Model

### Regional Transit System – Legislated Funding Formula



- Local Government retains 100% of revenue to offset local costs

## Kelowna Regional Transit System

- Conventional/Community Transit & Custom Transit (handyDART)
  - » 6 local governments
- Operated by First Canada
- Fleet:
  - » 75 conventional buses;
  - » 12 community buses;
  - » 23 custom transit buses



## Kelowna Regional Transit Governance Structure

- **Local Cost Sharing** – determined by the total percentage of service hours delivered in each local government jurisdiction.
- **Local Revenue Sharing** – split by total percentage of ridership (75%) and service hours (25%) in each local government jurisdiction.
- **Change Mgmt.** – service changes requested by each LGP to BCT, revenue and cost %'s adjusted accordingly.

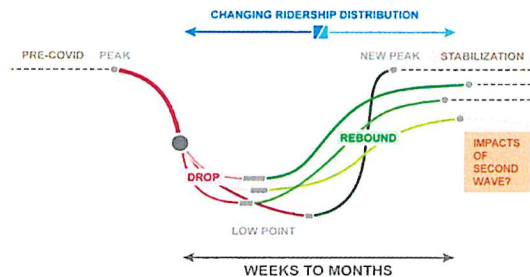


## COVID-19: Response and Impacts



## COVID-19: Response, Recover, Rebuild

- **Response:** Emergency scale down of transit service
- **Recovery:** Scaling back up
- **Rebuild:** Ensure long-term sustainability



### Response (March – mid-May)

- Capacity limited to 40% on buses
- Front door boarding/no fare collection
  - » Decrease in ridership and loss of revenue
- Enhanced cleaning protocols
- Additional PPE for handyDART operators
- 2020/21 expansions deferred

## **Recovery (mid-May – onwards)**

- Fare collection resumed (June 1)
- Allowable capacity on buses increased (“comfortable load”)
- Face coverings mandatory as of August 24
- Signage encouraging personal etiquette
- Installation of full driver doors
- Continuation of enhanced cleaning protocols
  - » Stage 3 cleaning in effect



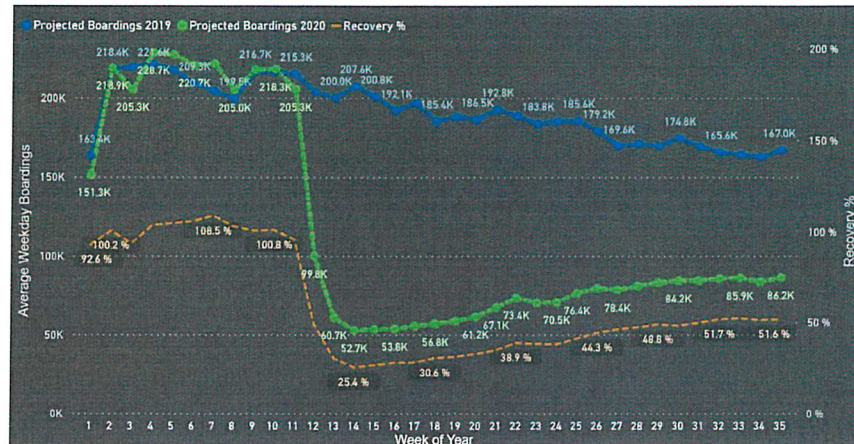
## **Rebuild Phase: Future of Transit**

- Support economic recovery
- Address community challenges – climate change, social isolation, access to essential services
- Contribute to vibrant and thriving communities





## Impacts of COVID-19: Ridership in BC

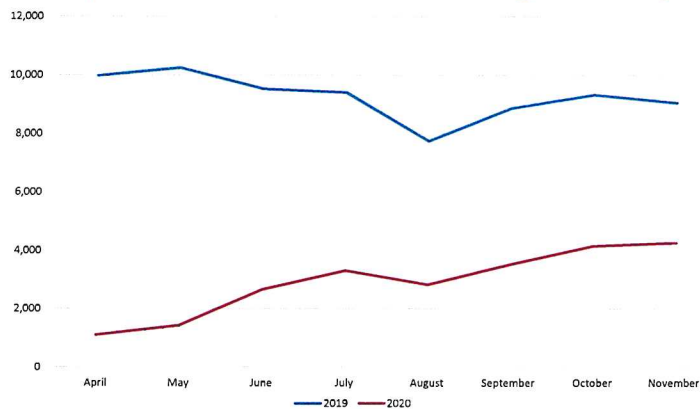


## Impacts of COVID-19: Ridership in the Kelowna Regional Transit System (Conventional Transit)





## Impacts of COVID-19: Ridership in the Kelowna Regional Transit System (Custom Transit/handyDART)



Custom Transit is available in the City of West Kelowna, City of Kelowna and District of Lake Country

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## West Kelowna Ridership

Rides per service hour 2019 vs 2020

Route	Fall 2020 Rides per Hour	Fall 2019 Rides per Hour
20 Lakeview	10.65	28.00
21 Glenrosa	21.63	22.26
24 Shannon Ridge	9.82	13.99
25 East Boundary	5.92	8.01
28 Shannon Lake	4.20	Not Available
29 Bear Creek	4.66	12.77
97 Okanagan	33.51	35.66

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## Amended Current Financial Budget

- **Amended 2020/21 Annual Operating Agreement included:**
  - Revised ridership and revenue projections
  - Lease Fee Holiday: 6 months lease fees waived
  - Federal/Provincial “Safe Restart ” funding
    - Compensation for lost revenue
    - Compensation for COVID-19 related operational costs



## Looking Ahead



## Service Changes

- Guided by 2018 Transit Future Action Plan
- 2021/22 expansion proposed for Kelowna Regional Transit System
- Planning for potential 2022/23-2024/25 expansions
- Maintaining existing service levels and fares
  - » As per Safe Restart Funding conditions



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## Digital On-Demand Transit

- Uses technology to dynamically dispatch a vehicle to a locations dictated by the rider
- As part of Strategic Plan, we are looking at on-demand and flexible delivery models
- RFI posted to find out from vendors and consultants how/why it could benefit BC Transit



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## Electronic Fare Collection System

- Introduce new ways to pay including contactless and contactless via mobile device
- Improve planning and decision making by utilizing additional data sources
- Improve the transit experience
- Multi-phased evaluation of NRFP submissions currently underway



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## Low Carbon Fleet Program

- Approved in November 2018 to support provincial targets for GHG emissions
- Transitioning vehicles to electric propulsion based on fleet replacement plan
- Bridging transition to electric with renewable fuels
- RFP released in November 2020



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## Facility Master Plan Study

- Current facility at capacity
- 25-Year Operations and Maintenance Facilities Master Plan underway
- 1<sup>st</sup> phase: functional planning for future sites
- 2<sup>nd</sup> phase: comprehensive report covering a 25-year timeframe
- New site(s) in service in next 3 to 5 years



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## Questions?



Chelsea Mossey – Senior Manager, Government Relations  
[Chelsea\\_Mossey@bctransit.com](mailto:Chelsea_Mossey@bctransit.com)  
250-880-2520



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