



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: January 25, 2022

From: Chris Oliver, Senior Planner

Subject: **BC Transit Ridership and Service Update**

STRATEGIC AREA(S) OF FOCUS

Economic Growth and Prosperity – Support initiatives that promote the community's livability, local business growth, agriculture, wineries, natural beauty, amenities, rich culture, and other attributes that position West Kelowna as a place to live, invest, work and play.

Foster Safety and Well-Being – Support efforts, taken in collaboration with provincial ministries, Interior Health, BC Housing, Westbank First Nation, non-profit societies, and others, aimed at creating a safe and healthy community for all residents.

BACKGROUND

COVID-19 is continuing to influence ridership and the service delivery of transit in British Columbia. The Kelowna Regional Transit system is no exception to these issues, experiencing reduced ridership, challenges with staffing and the delivery its full schedule.

This report includes a brief introduction to the 2020/2021 Annual Performance Summary and information regarding two service delivery changes that have resulted in minor adjustments to the Annual Operating Agreement.

2020/2021 Annual Performance Summary

Each year BC Transit provides an Annual Performance Summary. It is a key communication shared with local governments and provides a snapshot of transit investment and performance within our transit system.

Throughout 2020/2021, BC Transit provided essential transit service to communities around BC in the midst of the COVID-19 pandemic. Transit service allowed students to travel to school, seniors to access health care services, and front line workers to get to their jobs safely. As part of maintaining service for the community during a pandemic, there was a dramatic drop in ridership at the outset of the pandemic, but by the end of 2020/2021 service period, there was encouraging signs of recovery (Attachment 1).

BC Transit has offered to present the 2020/2021 Annual Performance Summary in more detail, including information available on pandemic recovery if desired by Council.

Service Delivery Changes

In response to labour shortages faced in the last quarter of 2021, BC Transit's operating company, First Canada, was forced to alter schedules on short notice to reflect changing conditions. First Canada was communicating these changes to customers as quickly as possible; however, in some cases, this posed challenges to the service reliability our customers count on. To minimize the impacts to riders and to provide a more consistent, reliable service, a 15% service reduction in the Kelowna Regional Transit System was implemented on January 2, 2022. The reduced service level is similar to what was provided in Spring 2021, with modifications to accommodate schools being in full session (Table 1 and Attachment 2).

Table 1. West Kelowna Service Level Reductions

Route Number	Changes
20 – Lakeview	Summer Service. Cut Trips from WBKA at 10:10, 12:18, 14:29. Cut Trips from MTBX at 10:37, 12:45.
21 – Glenrosa	Summer Service. Cut Trips from WBKA at 11:04 and 13:13
24 – Shannon Ridge	Summer Service. Cut Trips from WBKA at 09:24, 11:36, 13:46. Cut Trips from MTBX at 09:49, 11:56, 14:07.
25 – East Boundary	Summer Service Levels
26 – Old Okanagan	Summer Service Levels. AM vehicle assignment changed to HD from CSV (AM School trips pass ups)
28 – Shannon Lake	Summer Service Levels. AM vehicle assignment changed to HD from CSV (AM School trips pass ups)
29 – Bear Creek	Summer Service Levels
97 – Okanagan	Route Reschedule. Schedule adjustments reduced from proposed Jan.2022 Service (includes Weekday RT adjustments). Short turn trips eliminated. AM peak (06:00-10:00) 15 minute headway, Mid-Day (10:00-13:30) 30 minute headway. PM peak (13:30-18:00) 17-18 minute headway. Evening (18:00-20:00) 20 minute headway. Late evening transition from 25-50 Minute headway. Time interval specifications differ direction wise based on demand.
WBKA – Westbank Exchange MTBX – Mt. Boucherie Exchange HD – Heavy Duty Bus (full-size) CSV – Community Service Vehicle (light-duty bus)	

BC Transit has communicated the new schedule to the public, ensuring there was sufficient notice for customers to plan accordingly. Since the change in service levels on January 2, 2022 there have been no comments submitted to the City of West Kelowna from the customer feedback forum.

FINANCIAL IMPLICATIONS

As part of the Kelowna Regional Transit System, West Kelowna is billed for transit service delivered, so when service levels change, so do the associated costs. As part of the 2021/2022 service period there were two key changes to the original Annual Operating Agreement (AOA):

1. Service level increase in Fall for school – 3100 hours of additional service
2. Service level reduction due to labour shortages and COVID-19 related impacts

Following the service level reduction, an amended Annual Operating Agreement was sent to the City of West Kelowna, with the amendment reflecting both changes noted above. The two service level changes resulted in the conventional bus system cost increasing from \$819,787 to \$827,691 (1% increase) and the community bus system reducing from \$593,808 to \$576,468 (3% decrease). These changes are reflective of the minor changes to the overall impact of the reduced service level in West Kelowna.

Figure 1 below illustrates the original 2021/2022 AOA approved by Council, and Figure 2 illustrates the amended AOA.

KELOWNA/CENTRAL OKANAGAN CONVENTIONAL						
	OFFICIAL AOA 2021/22	CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF LAKE COUNTRY	CORD / ELLISON
TOTAL REVENUE	\$4,752,590	\$4,752,590				
TOTAL OPERATING COSTS	\$20,562,002	\$17,007,475	\$1,964,182	\$388,375	\$1,161,076	\$40,895
TOTAL COSTS (including Local Government Share of Lease	\$22,688,079	\$18,768,451	\$2,164,652	\$427,811	\$1,282,011	\$45,154
NET LOCAL GOVERNMENT SHARE OF COSTS	\$3,885,201	\$2,407,765	\$819,787	\$163,265	\$477,476	\$16,908
REVENUE SHARE		100.00%	0.00%	0.00%	0.00%	0.00%
COST SHARE (Not Including BRT)		82.83%	9.43%	1.85%	5.69%	0.20%
BRT SHARE		67.15%	26.34%	6.51%	0.00%	0.00%

KELOWNA COMMUNITY BUS CONVENTIONAL						
	OFFICIAL AOA 2021/22	CITY OF KELOWNA	DISTRICT OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY
TOTAL OPERATING COSTS	\$3,002,624	\$1,185,355	\$1,019,832	\$484,202	\$138,183	\$175,053
TOTAL COSTS (including Local Government Share of Lease	\$3,221,601	\$1,271,801	\$1,094,206	\$519,514	\$148,260	\$187,820
NET LOCAL GOVERNMENT SHARE OF COSTS	\$1,748,991	\$690,483	\$593,808	\$282,210	\$80,507	\$101,983
Cost Share		39.48%	33.96%	16.13%	4.60%	5.83%

Figure 1. Original 2021-2022 Annual Operating Agreement

KELOWNA/CENTRAL OKANAGAN CONVENTIONAL						
	OFFICIAL AOA 2021/22	CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF LAKE COUNTRY	CORD / ELLISON
TOTAL REVENUE	\$4,752,590	\$4,752,590				
TOTAL OPERATING COSTS	\$20,202,666	\$16,687,964	\$1,985,058	\$403,435	\$1,088,527	\$37,682
TOTAL COSTS (including Local Government Share of Lease Fee	\$22,328,743	\$18,445,701	\$2,191,850	\$445,278	\$1,204,226	\$41,688
NET LOCAL GOVERNMENT SHARE OF COSTS	\$3,735,215	\$2,277,850	\$827,691	\$170,309	\$444,029	\$15,337
REVENUE SHARE		100.00%	0.00%	0.00%	0.00%	0.00%
COST SHARE*		82.68%	9.73%	1.97%	5.44%	0.19%
MAJOR OPERATING PROJECT		100.00%	0.00%	0.00%	0.00%	0.00%
BRT SHARE		67.15%	26.34%	6.51%	0.00%	0.00%
* Not Including BRT, MOP						

KELOWNA COMMUNITY BUS CONVENTIONAL						
	OFFICIAL AOA 2021/22	CITY OF KELOWNA	DISTRICT OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY
TOTAL OPERATING COSTS	\$3,027,976	\$1,270,202	\$993,920	\$472,600	\$135,845	\$155,409
TOTAL COSTS (including Local Government Share of Lease Fee	\$3,246,953	\$1,362,060	\$1,065,798	\$506,778	\$145,669	\$166,648
NET LOCAL GOVERNMENT SHARE OF COSTS	\$1,762,506	\$741,738	\$576,468	\$276,861	\$78,134	\$89,305
Cost Share		41.95%	32.82%	15.61%	4.49%	5.13%

Figure 2. Amended 2021-2022 Annual Operating Agreement

REVIEWED BY

Warren Everton, Director of Finance/CFO

Brent Magnan, Planning Manager

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

PowerPoint: Yes ☐ No ☒

Attachments:

1. Kelowna Regional Transit System Annual Performance Summary 2020-2021
2. January 2, 2022 Service Changes by Route for the Kelowna Regional Transit System