

Draft Public Engagement Report

South Nanaimo Local Area Transit Plan Phase II



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1. Introduction

The Regional District of Nanaimo and BC Transit are developing the South Nanaimo Local Area Transit Plan. The plan builds from priorities identified in the Transit Future Plan (2014). The plan's primary goals include:

- A. Define interim improvements for transit service and infrastructure over the next seven years.
- B. Simplify Route 5,6,7, 30 and 40 to provide more convenient service between neighborhoods and key destinations.
- C. Continue to support the Regional District of Nanaimo's Transit Future Plan goal to increase the transit mode share to 5 per cent.

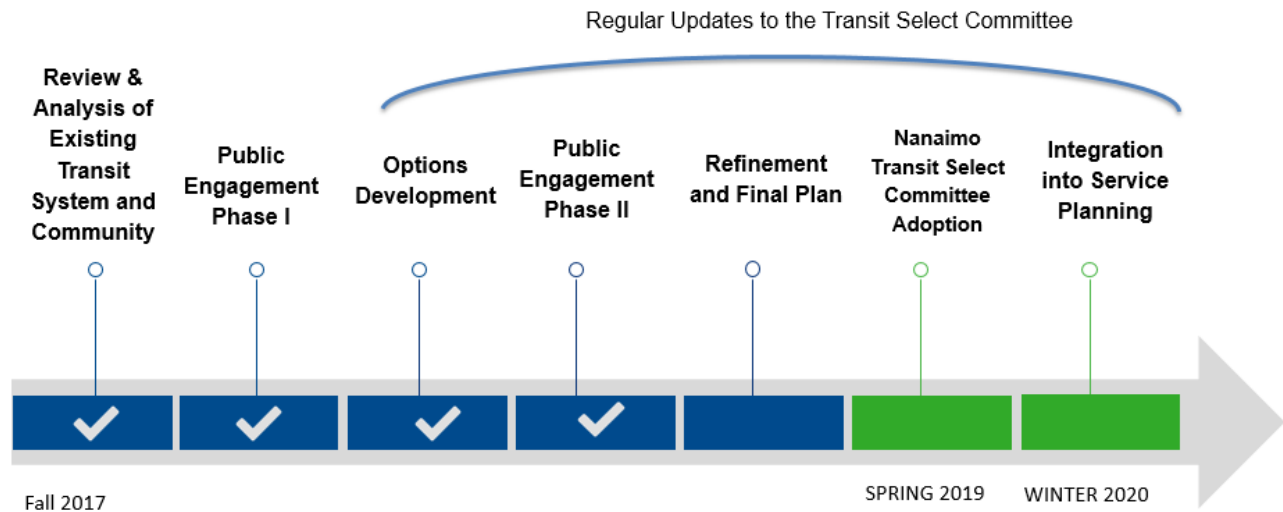
Background

The development of the Local Area Transit Plan began in fall 2017. The first step included discussions to ensure transit priorities still aligned with the Official Community Plan, Transportation Master Plan, and neighborhood plans. Next, a detailed review and analysis of the existing transit service was conducted. Using this information, in February and March 2018, BC Transit and the Regional District of Nanaimo facilitated public engagement sessions to help inform the development of short and medium service options. The South Nanaimo Local Area Transit Plan - Phase I Public Engagement Report¹ details these results. In June 2018, a stakeholder workshop was held to ensure residents were heard correctly in Phase I of public engagement. The results of this workshop are detailed in the South Nanaimo Local Area Transit Plan - Workshop I Summary². Using the information gathered in the first phase of engagement, five route alignments and 2 additional routes were developed, with the primary objective to improve travel time for customers. In November and December 2018, the Regional District of Nanaimo and BC Transit staff undertook an engagement process including open houses and an online survey to solicit feedback on the service improvements. The remainder of this document presents the results of public engagement sessions and the next steps.

¹ [Phase I South Nanaimo Local Area Transit Plan Public Engagement Report](#)

² [South Nanaimo Local Area Transit Plan Workshop I Summary](#)

Project Timeline



2. Engagement Methods

In November and December of 2018, an online survey was administered and seven open houses were hosted to gather feedback on proposed route alignments and general feedback for transit in South Nanaimo. In total, approximately 550 people participated in the engagement process. This information is further summarized on the following page. An extensive media awareness initiative was conducted to promote the open houses. Media included: Website Customer Alerts, Fare Page Alerts, Facebook, Twitter, Rack Cards, Interior Bus Cards, and radio advertisements.

The engagement boards and survey instrument are included in Appendix A and B.



Figure 2- Port Place Mall engagement

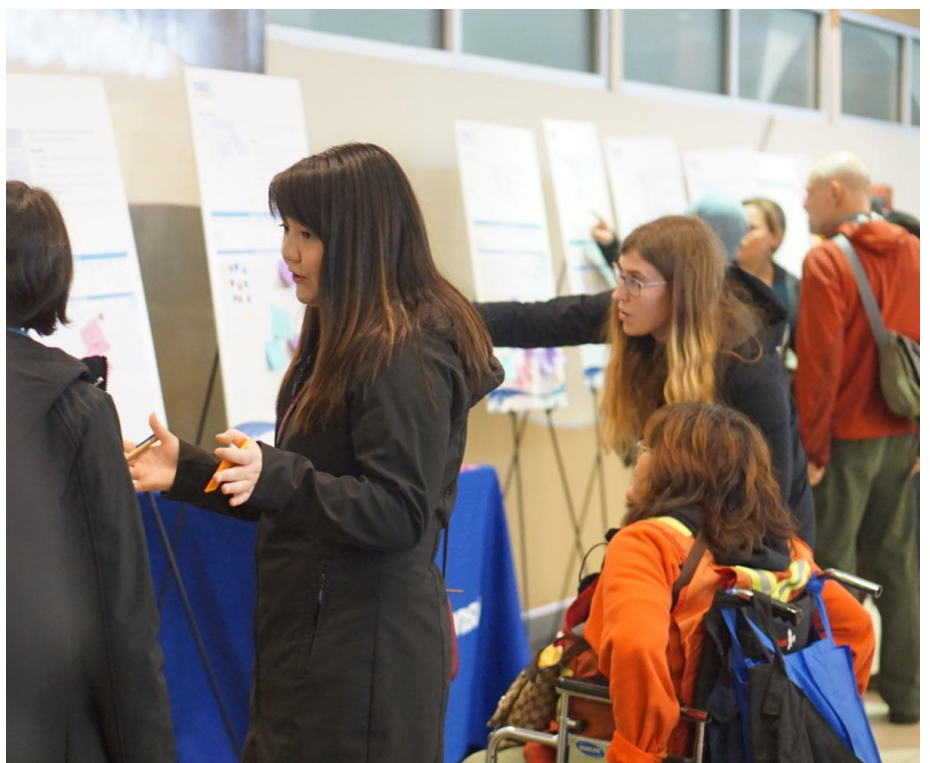
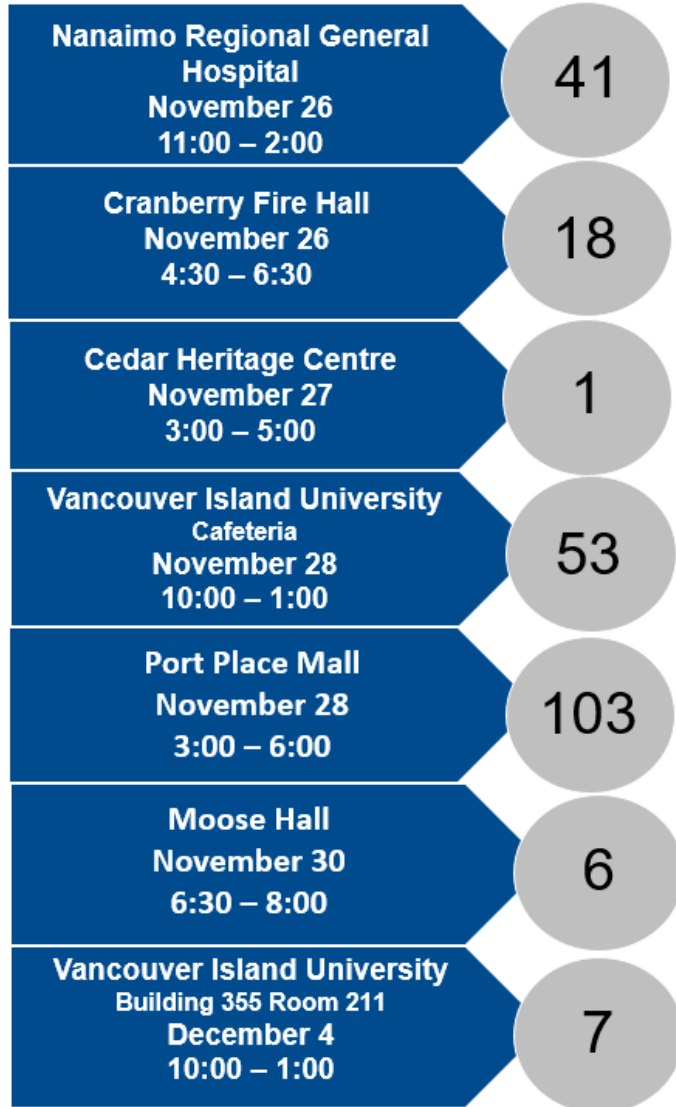



Figure 1 - Port Place Mall Engagement

Public Engagement Overview

Public Engagement Overview


Seven Open Houses




Online Survey 

November 13th–
December 13th

369 respondents

229 Open House Attendees 

Over 500 Total Comments 

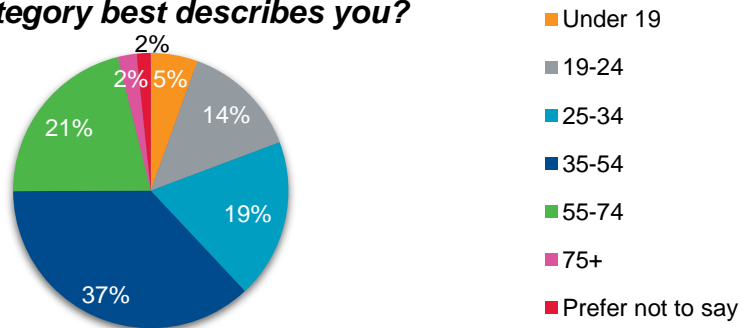
3. Findings

The online survey introduced participants to the proposed route alignments and service levels for routes 5 Fairview, 6 Harewood, 7 Cinnabar/Cedar, 30 NRGH, 40 VIU Express, and the addition of two new routes. Participants were asked to provide feedback on alignments and service levels, and were also provided a space for open-ended feedback. (See Appendix B).

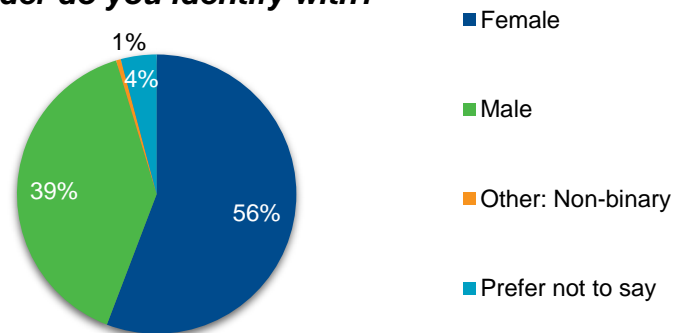
3.1 Demographics

The online survey asked detailed demographic and travel patterns to help inform service design by building a picture of how and which residents use transit.

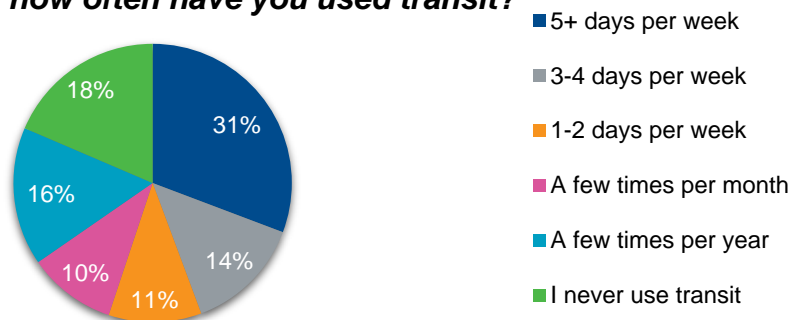
Which age category best describes you?



Which gender do you identify with?



In the past 6 months, how often have you used transit?

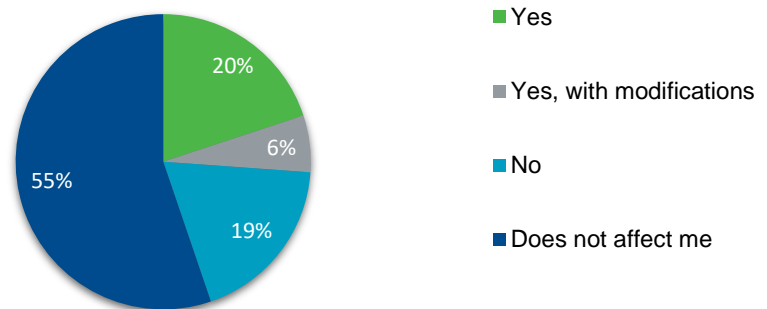


3.2 Route Alignments

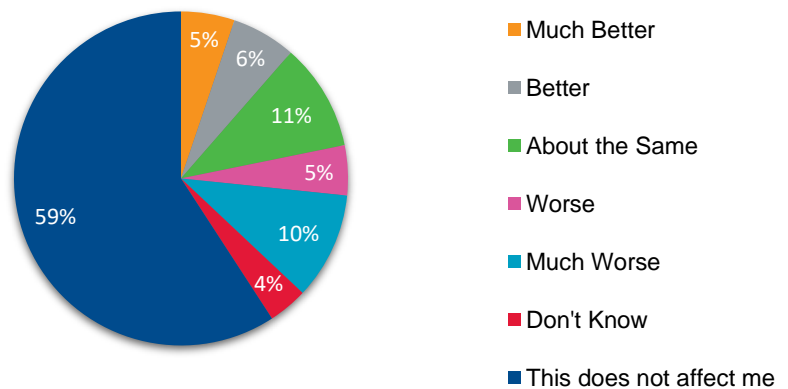
Participants were asked to provide feedback on each route alignment and service levels. They indicated their level of support and how the new alignment would work compared to current routing. The survey and open house boards also asked respondents to provide any additional feedback on each alignment.

Route 5

Do you support these proposed changes?



Compared to today, how does this proposed routing work for you?

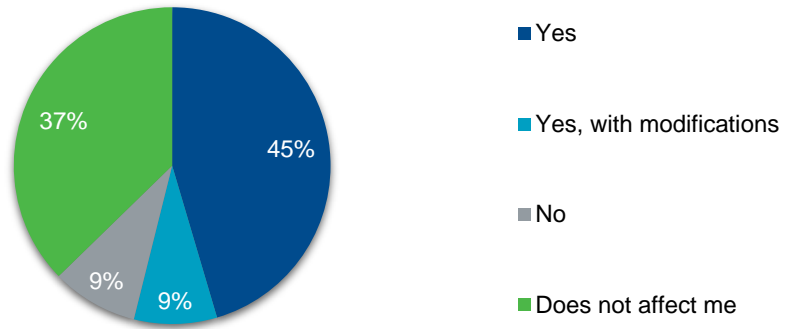


Key themes that arose from additional comments about the proposed route alignment included:

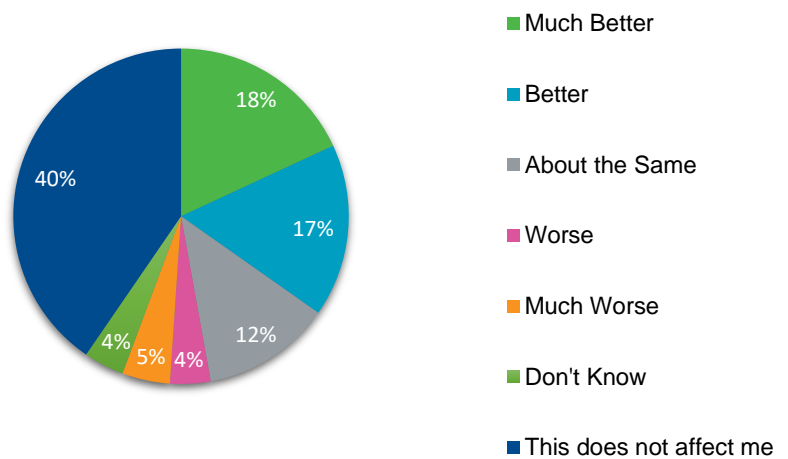
- Increased frequency, specifically during peak times (7-9am, 3-6pm)
- Continue servicing Vancouver Island University and Nanaimo District Secondary School
- Service College Heights

Route 6

Do you support these proposed changes?



Compared to today, how does this proposed route work for you?

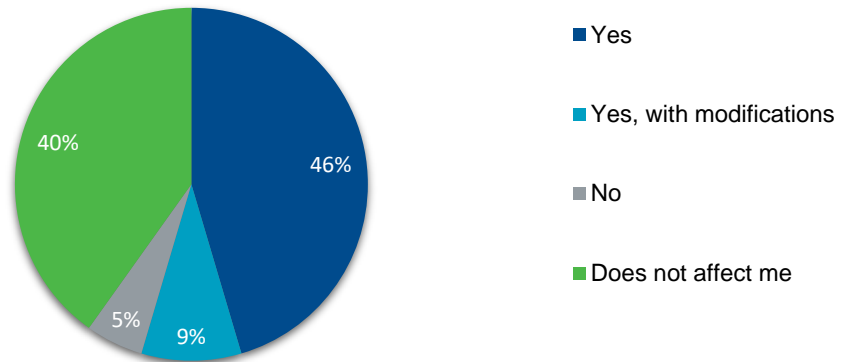


Key themes that arose from additional comments about the proposed route alignment included:

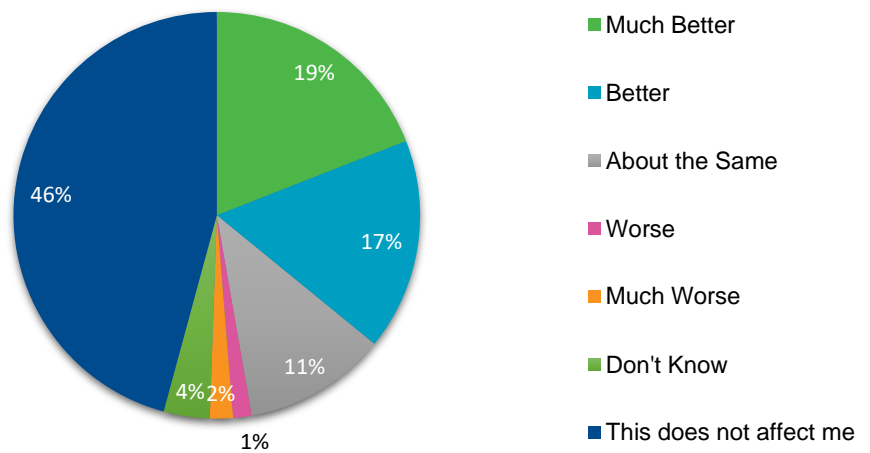
- Increase frequency, specifically during midday and PM Peak (9pm-3pm, 3pm-6pm)

Route 7

Do you support these proposed changes?



Compared to today, how would this proposed route work for you?

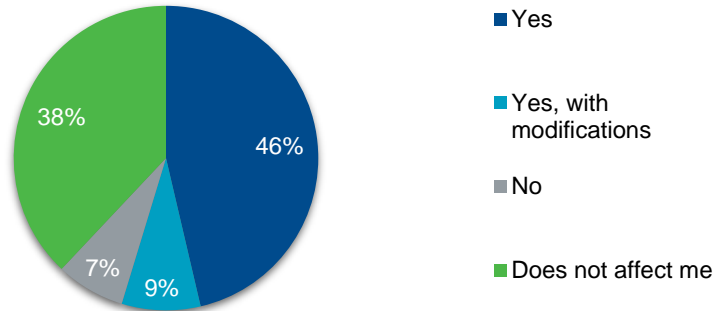


Key themes that arose from additional comments about the proposed route alignment included:

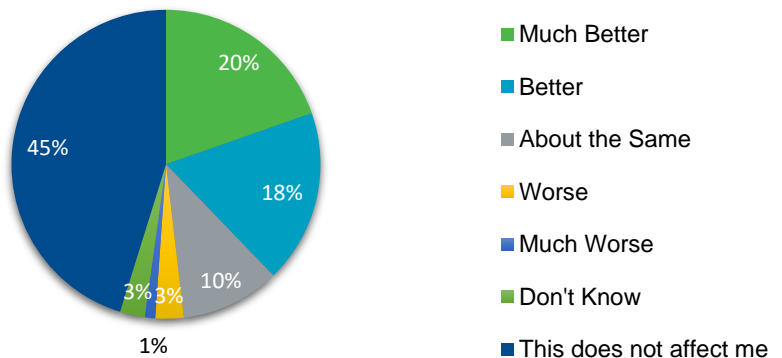
- Increase frequency, specifically between 7-9am
- Connections to Vancouver Island University

Route 8

Do you support these proposed changes?



Compared to today, how does this proposed routing work for you?

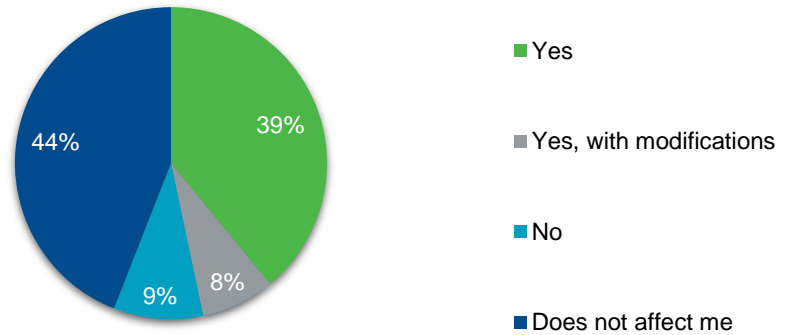


Key themes that arose from additional comments about the proposed route alignment included:

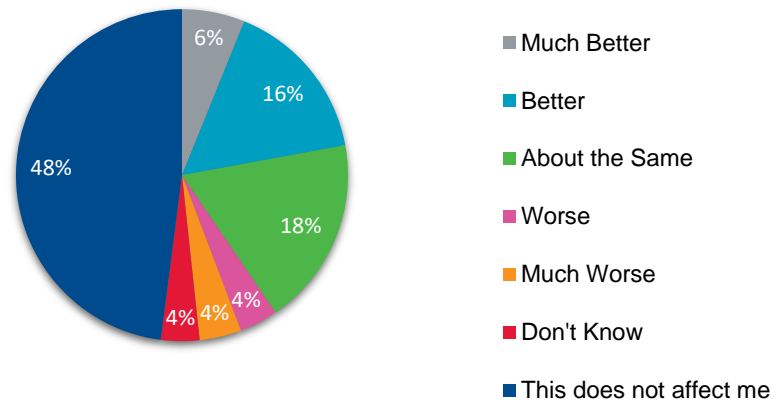
- Increase frequency, specifically between 7-9am
- Earlier service span

Route 30

Do you support these changes?



Compared to today, how would this proposed route work for you?

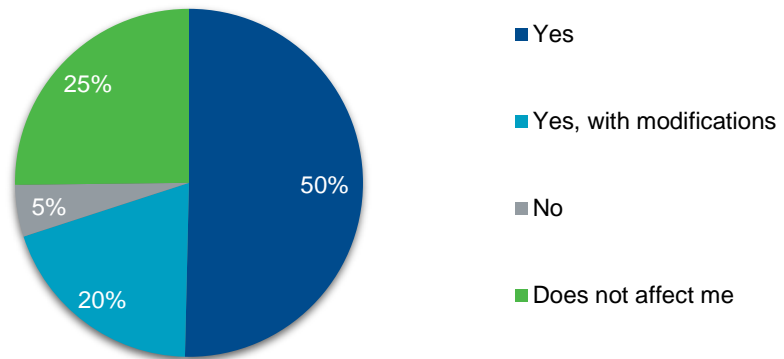


Key themes that arose from additional comments about the proposed route alignment included:

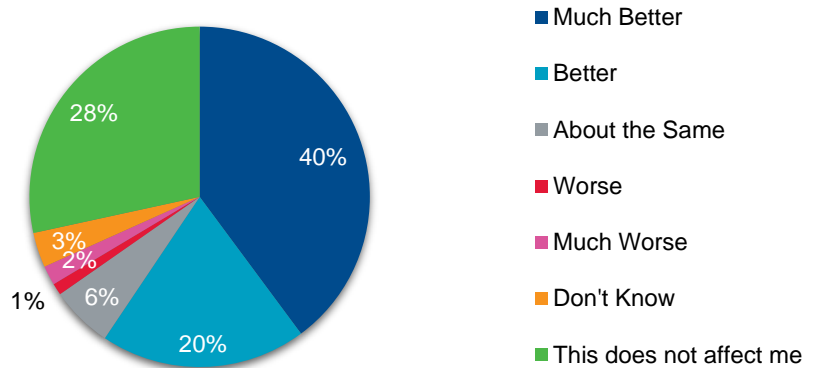
- Increase frequency, specifically on weekends
- Earlier and later service span for hospital employees
- Continue servicing Meredith and Rosstown Road

Route 78

Do you support these proposed changes?



Compared to today, how does this proposed routing generally work for you?



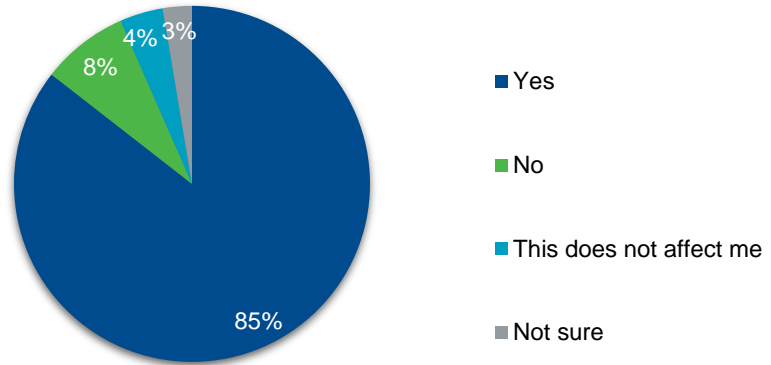
Key themes that arose from additional comments about the proposed route alignment included:

- More service days and increased frequency
- Service South Wellington
- Service Duke Point

3.2 Area C HandyDART

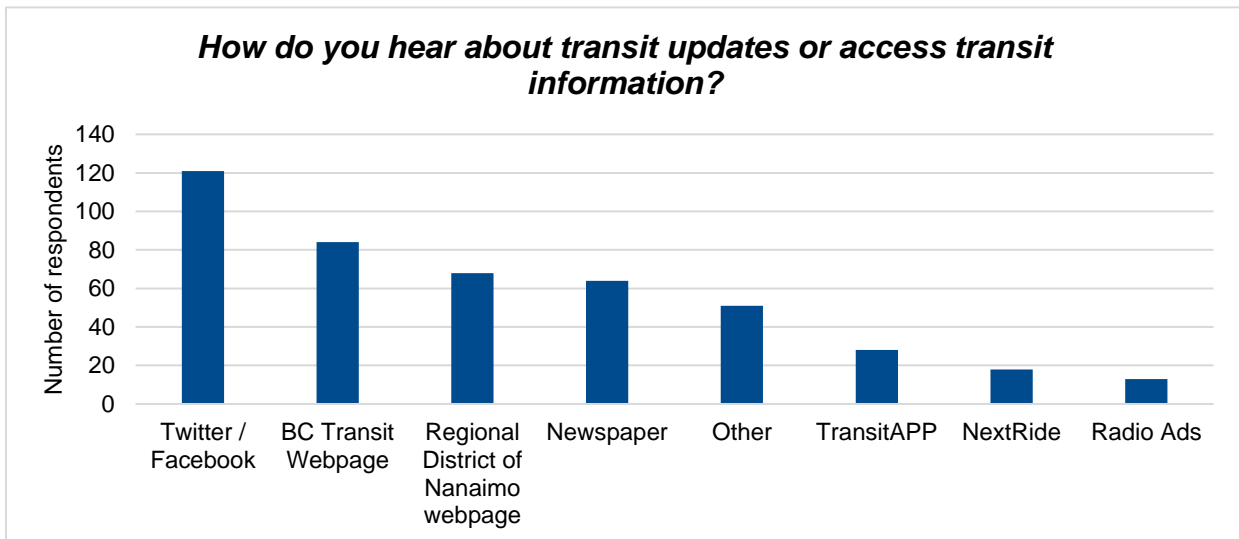
HandyDART provides door-to-door service for those unable to use the conventional transit system without assistance. This service is typically more expensive to operate and is less productive in terms of ridership. As the ageing population will increase the demand for handyDART, residents of Electoral Area C were asked to indicate their level of support for future handyDART increases.

Do you support handyDART increases in Electoral Area C?



3.5 Transit Media Awareness

As part of the engagement, visitors were also asked about their source of information for transit updates. This will help both BC Transit and the Regional District of Nanaimo staff more effectively communicate and disseminate information.



3.6 Open-ended Feedback: Comments & Suggestions

Both the online survey and open houses provided opportunities for respondents to provide open-ended comments and general feedback. Overall, participants were supportive of service improvements to the south Nanaimo area. Key themes that emerged through these comments included:

- **Duke Point Service:** Respondents requested service expansion to the Duke Point area, an area currently unserved by transit.
- **South Wellington Service:** Respondents indicated a route servicing South Wellington is a priority.
- **Ladysmith Service:** Inter-regional service to Ladysmith was identified as a desired connection.
- **Direct Airport Service:** Respondents indicated a route directly servicing the airport is a priority.
- **Increased frequency:** Respondents identified increased frequency as a priority for routes servicing the South Nanaimo area.
- **Earlier and later service span:** Respondents indicated a desire for service to begin earlier and end later for South Nanaimo routes, especially routes 7,8 and 30.

4. Next Steps

The engagement process for the South Nanaimo Local Area Transit Plan has been a collaborative process between the Regional District of Nanaimo and BC Transit.

The responses for the engagement process have been tabulated and analyzed to support the development of the final South Nanaimo Local Area Transit Plan. The next step in the process is to use this information to finalize route alignments and identify a timeline and implementation plan for transit service improvements.

For more information on this project, please contact NanaimoPlanning@BCtransit.com

Appendix A Open House Boards



The Regional District of Nanaimo Transit Future Plan envisions the transit network long-term and describes the services, infrastructure and investments that are needed to get there.

South Nanaimo Area Transit Plan

Your input will shape the Local Area Transit Plan for South Nanaimo. This plan will:

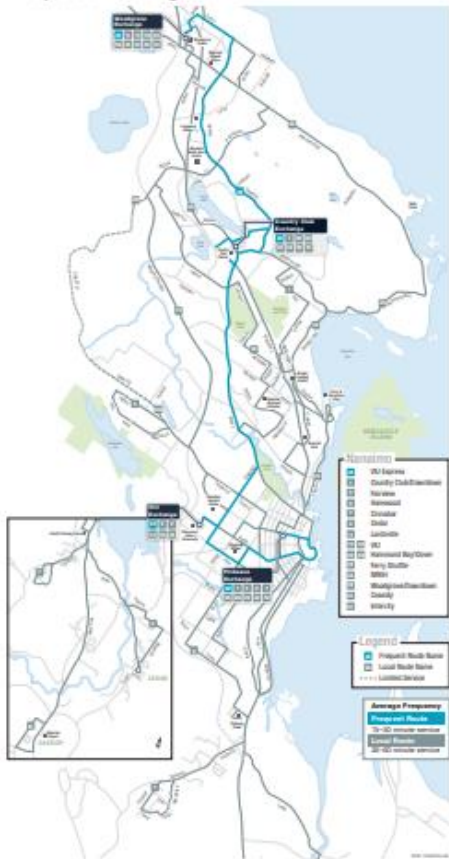
- Determine transit service and infrastructure priorities over the next 1–7 years.
- Support the Regional District of Nanaimo’s Transit Future Plan goal to increase the transit mode share to 5%.



Current Transit Network



Proposed Changes





Route 5 Fairview



Route 5 provides service between Prideaux Exchange and Westwood Lake.

Benefits:

- More direct service to downtown

Considerations:

- Does not provide service to VIU or Howard Avenue

Route 5 Fairview Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	40 min	70 min	70 min	30 min	60 min	6am-12am
Saturday	-	40 min	70 min	70 min	60 min	70 min	7am-12am
Sunday	-	60 min	70 min	70 min	60 min	-	7am-8pm

Do you support these changes?		
Yes	Yes, with modifications	No

Don't forget to vote!

Don't forget to vote for comments!





Route 6 Harewood



Route 6 provides service between Prideaux Exchange, South Parkway Plaza and Vancouver Island University.

Benefits:

- Provides service to South Parkway Plaza
- Services 10th Street and Bruce Street

Considerations:

- Does not provide service via Park Avenue (Route 8 will provide service)

Route 6 Harewood Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	30 min	70 min	70 min	60 min	60 min	6am-12am
Saturday	-	70 min	70 min	70 min	70 min	70 min	7am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-8pm

Do you support these changes?		
Yes	Yes, with modifications	No

Use this data to vote

Use this data to vote





Route 7 Cinnabar



Route 7 provides service between Cinnabar and Prideaux Exchange (Downtown).

Benefits:

- Cinnabar residents do not need to travel through Cedar
- Provides connection to Downtown Nanaimo
- Potential opportunities to continue as route 30 at Prideaux Exchange
- Transfer to route 8 for service to VIU, NDSS and John Barsby

Route 7 Cinnabar Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	60 min	70 min	30 min	60 min	60 min	6am-12am
Saturday	90 min	70 min	70 min	70 min	70 min	70 min	6am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Do you support these changes?		
Yes	Yes, with modifications	No

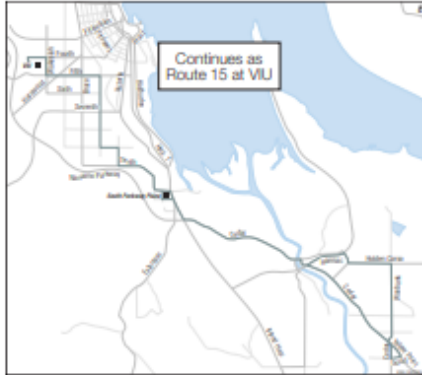
Click here to view

Get ready to vote





Route 8 Cedar



Route 8 provides service between Cedar and Vancouver Island University.

Benefits:

- Provides more frequent service to and from Cedar to Vancouver Island University
- Potential opportunities to continue as route 15 at Vancouver Island University
- Transfer to route 7 at South Parkway Plaza for service to downtown

Route 8 Cedar Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	60 min	70 min	30 min	60 min	60 min	6am-12am
Saturday	90 min	70 min	70 min	70 min	70 min	70 min	6am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Do you support these changes?		
Yes	Yes, with modifications	No

Use this to note

Use this to note for comments





Route 30 NRGH



Route 30 provides service between Woodgrove Exchange and Prideaux Exchange via Nanaimo Regional General Hospital.

Benefits:

- More direct service
- Potential opportunities to continue as route 7 at Prideaux Exchange

Considerations:

- Does not provide service via Rosstown Road or Meredith Road

Route 30 NRGH Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	15 min	30 min	30 min	60 min	60 min	6am-12am
Saturday	60 min	30 min	30 min	30 min	60 min	60 min	7am-11pm
Sunday	-	70 min	70 min	70 min	70 min	-	7am-8pm

Do you support these changes?		
Yes	Yes, with modifications	No





Route 40 VIU Express



Route 40 provides service between Woodgrove Exchange, Vancouver Island University and Prideaux Exchange.

Benefits:

- Avoids route duplication around downtown
- More direct service between Port Place and Vancouver Island University

Considerations:

- Continues to utilize Prideaux Exchange, which is operating at capacity

Route 40 VIU/Downtown Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	15 min	15 min	15 min	30 min	30 min	6am-12am
Saturday	-	30 min	30 min	30 min	60 min	60 min	7am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Do you support these changes?		
Yes	Yes, with modifications	No





Route 78 Cassidy



Route 78 provides limited on-request paratransit within the request zone.

Benefits:

- Provides service to Cassidy, which is currently unserved by transit
- On Request Zone in Cassidy, where bus will deviate up to 1.5 kilometres off the route to provide curb-to-curb service

Frequency:

Monday, Wednesday, Friday
Every 3 hours from 9:00 am–6:00 pm.

Do you support these changes?		
Yes	Yes, with modifications	No

Use this to vote

Use this to vote for comments

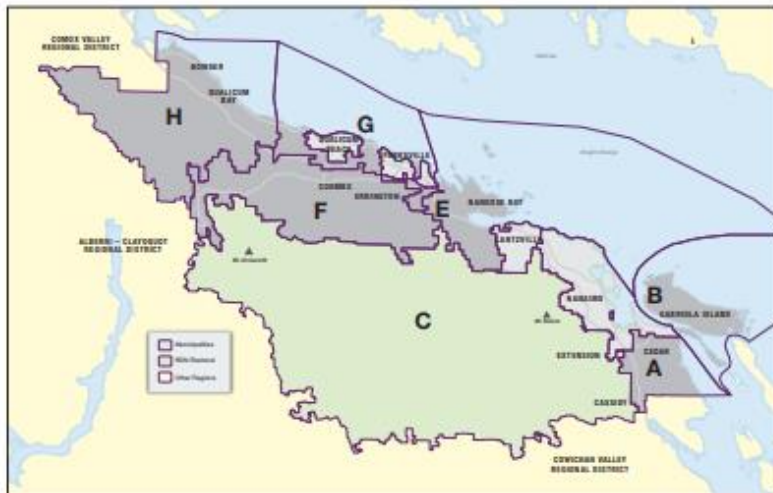




If you are a resident of Electoral Area C, do you support service increases for handyDART?

Yes	No

Use this as a guide





Do you have any other comments to improve service in the Regional District of Nanaimo?

A large, empty grey rectangular area intended for public comments.

Use sticky notes for comments

Thank you!



Appendix B Online Survey

South Nanaimo Local Area Plan Survey

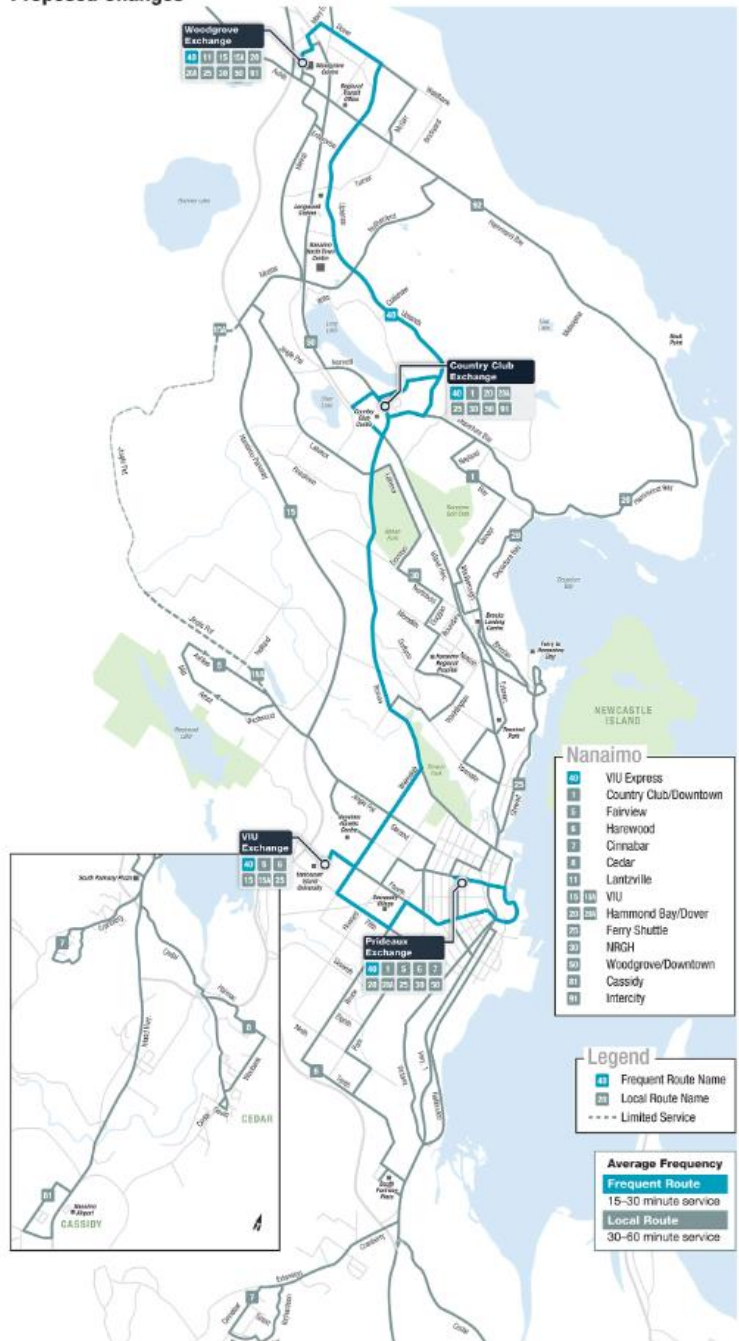
We Want To Hear From You!

South Nanaimo Local Area Transit Plan

The South Nanaimo Local Area Transit Plan is currently being developed and we'd like to hear from you on how to improve existing transit services and identify future service needs. The study area encompasses South Nanaimo, which includes **Routes 5, 6, 7, 30, 40** and the addition of 2 new routes.

The South Nanaimo Local Area Transit Plan establishes a blueprint for how resources could be used over the next 1-7 years. Eight route alignments are proposed to meet customer needs and ridership demand. The plan will identify a timeline and implementation plan for transit service improvements, including the proposed routes.

Proposed Changes



South Nanaimo Local Area Plan Survey

1. Which age category best describes you?

- Under 19
- 19-24
- 25-34
- 35-54
- 55-74
- 75+
- Prefer not to say

2. Which gender do you identify with?

- Female
- Male
- Other
- Prefer not to say

3. In the past 6 months, how often have you used transit?

- 5+ days per week
- 3-4 days per week
- 1-2 days per week
- A few times per month
- A few times per year
- I never use transit

Proposed Routes

Route 40 VIU Express

Route 40 provides service between Woodgrove Exchange, Vancouver Island University and Prideaux Exchange.

Route 40 VIU Express



Route 40 VIU/Downtown Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	15 min	15 min	15 min	30 min	30 min	6am-12am
Saturday	-	30 min	30 min	30 min	60 min	60 min	7am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Benefits:

- Avoids route duplication around downtown
- Simpler to travel between Port Place and Vancouver Island University

Considerations:

- Continues to utilize Prideaux Exchange, which is operating at capacity

4. Do you support these changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

5. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 30 NRGH

Route 30 provides service between Woodgrove Exchange and Prideaux Exchange via Nanaimo Regional General Hospital

Route 30 NRGH



Route 30 NRGH Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	15 min	30 min	30 min	60 min	60 min	6am-12am
Saturday	60 min	30 min	30 min	30 min	60 min	60 min	7am-11pm
Sunday	-	70 min	70 min	70 min	70 min	-	7am-8pm

Benefits:

- More direct service
- Potential to continue as route 7 at Prideaux Exchange

Considerations:

- Does not provide service via Rosstown Road or Meredith Road

6. Do you support these changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

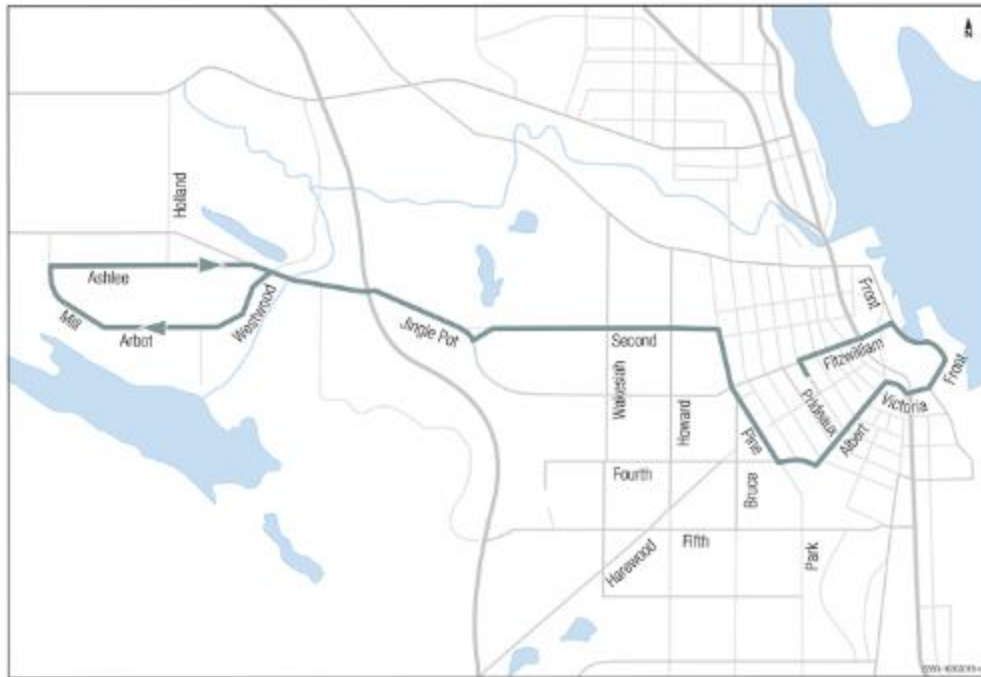
7. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 5 Fairview

Route 5 provides service between Prideaux Exchange and Westwood Lake.

Route 5 Fairview



Route 5 Fairview Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	40 min	70 min	70 min	30 min	60 min	6am-12am
Saturday	-	40 min	70 min	70 min	60 min	70 min	7am-12am
Sunday	-	60 min	70 min	70 min	60 min	-	7am-8pm

Benefits:

- More direct service to downtown

Considerations:

- Does not provide service to VIU

8. Do you support these proposed changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

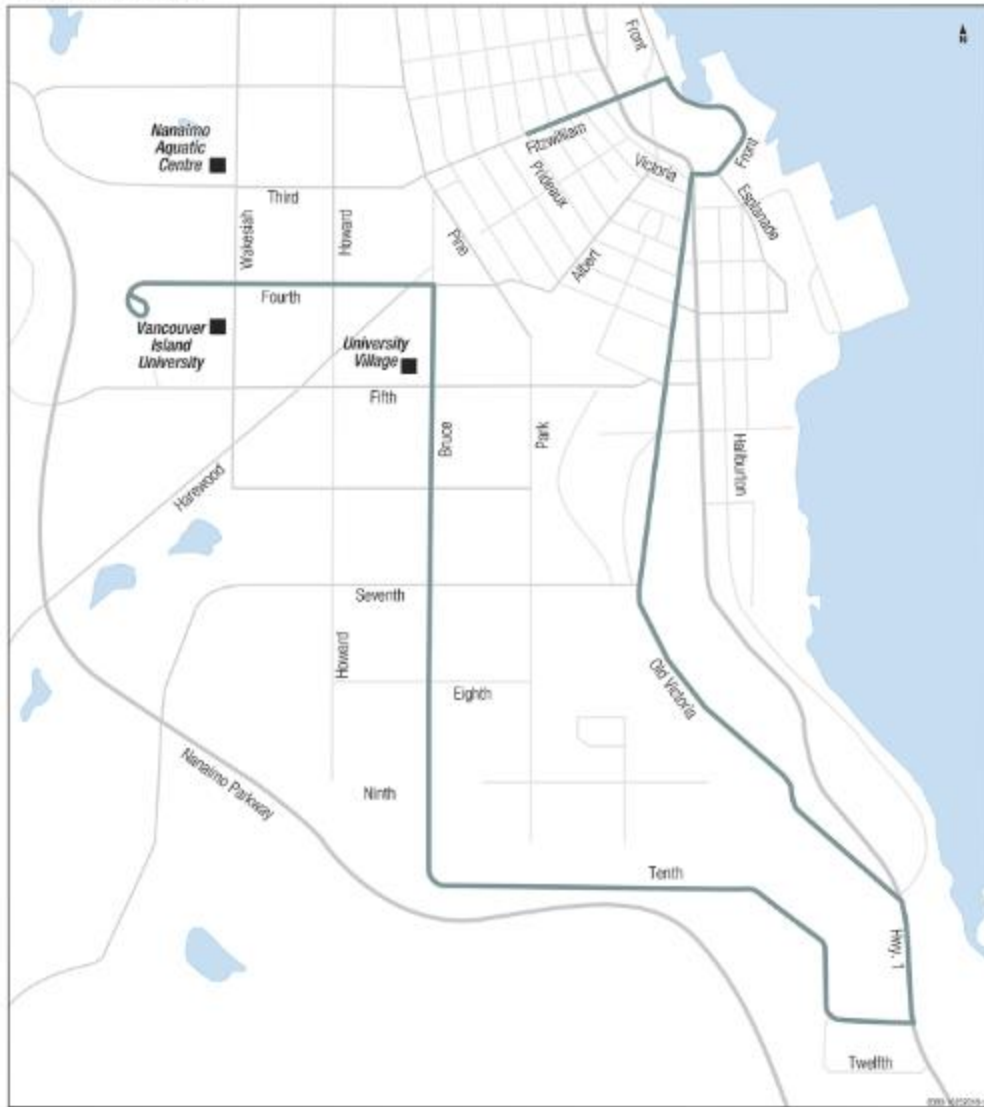
9. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 6 Harewood

Route 6 provides service between Prideaux Exchange, South Parkway Plaza and Vancouver Island University.

Route 6 Harewood



Route 6 Harewood Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	30 min	70 min	70 min	60 min	60 min	6am-12am
Saturday	-	70 min	70 min	70 min	70 min	70 min	7am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-8pm

Benefits:

- Provides service to South Parkway Plaza
- Provides service to 10th Street

Considerations:

- Does not service Park Avenue (route 8 will provide service)

10. Do you support these proposed changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

11. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 7 Cinnabar

Route 7 provides service between Cinnabar and Prideaux Exchange (downtown).

Route 7 Cinnabar



Route 7 Cedar Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	60 min	70 min	30 min	60 min	60 min	6am-12am
Saturday	90 min	70 min	70 min	70 min	70 min	70 min	6am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Benefits:

- Cinnabar residents do not need to travel through Cedar
- Provides connection to downtown Nanaimo
- Potential to continue as route 30 at Prideaux Exchange

12. Do you support these proposed changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

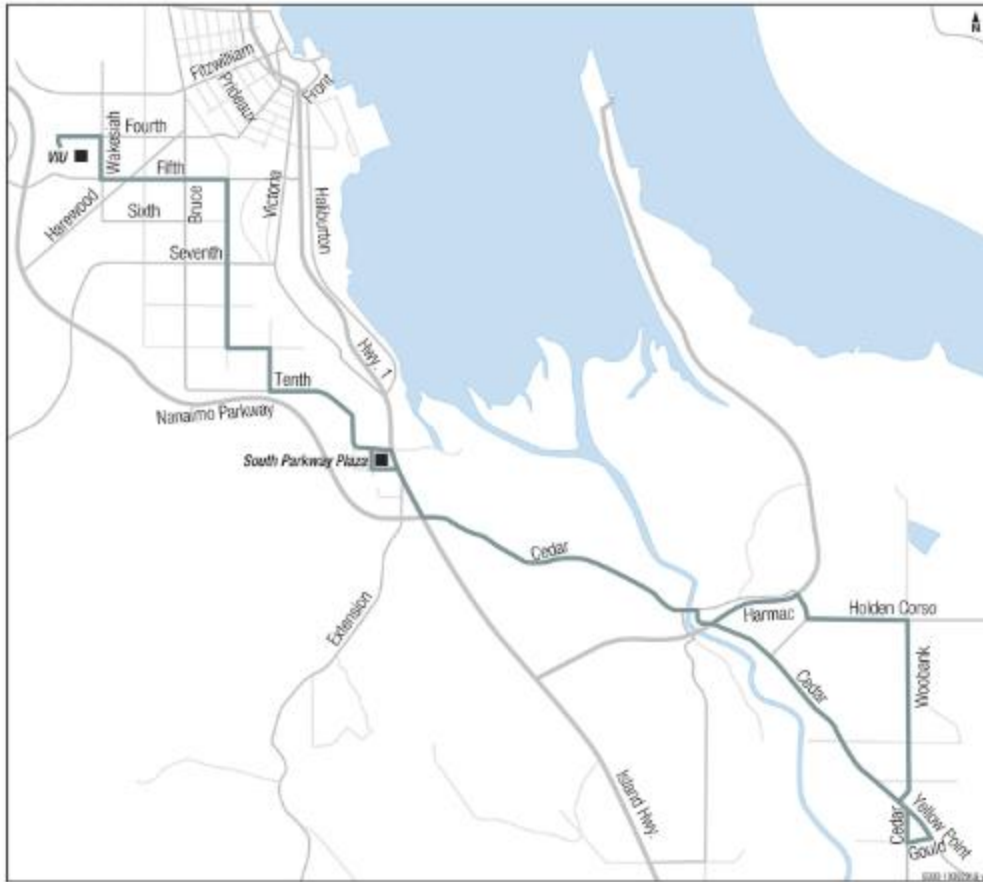
13. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 8 Cedar

Route 8 provides service between Cedar and Vancouver Island University.

Route 8 Cedar



Route 8 Cinnabar Frequency							
Service Day	Early Morning	AM Peak	Midday	PM Peak	Evening	Late Evening	Span
	Before 7am	7AM-9AM	9AM-3PM	3PM-6PM	6PM-10PM	After 10 PM	
Weekday	30 min	60 min	70 min	30 min	60 min	60 min	6am-12am
Saturday	90 min	70 min	70 min	70 min	70 min	70 min	6am-12am
Sunday	-	70 min	70 min	70 min	70 min	-	7am-9pm

Benefits:

- More frequent service to and from Cedar to Vancouver Island University
- Potential to continue as route 15 at Vancouver Island University
- Transfer to route 7 at South Parkway Plaza for service to downtown

14. Do you support these proposed changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

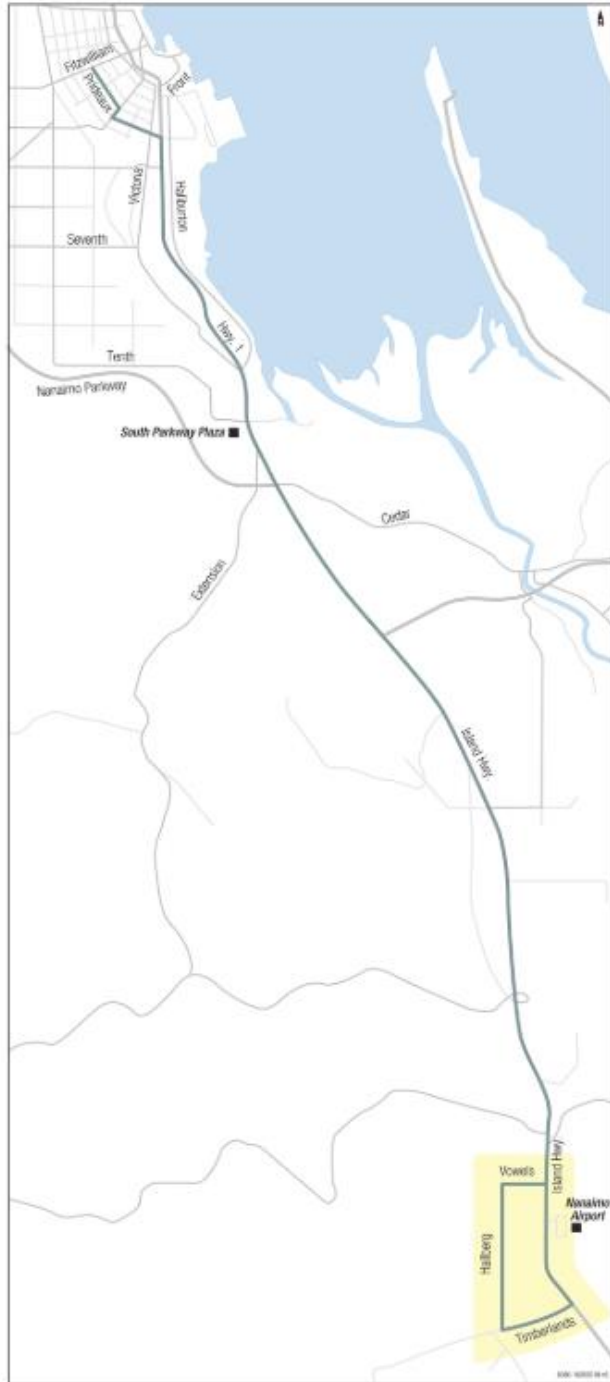
15. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me

Route 78 Cassidy

Route 78 provides limited flex-routed paratransit service between Cassidy and Prideaux Exchange.

Route 81 Cassidy



Frequency:

Monday, Wednesday, Friday

Every 3 hours between 9:00 am - 6:00 pm

Benefits:

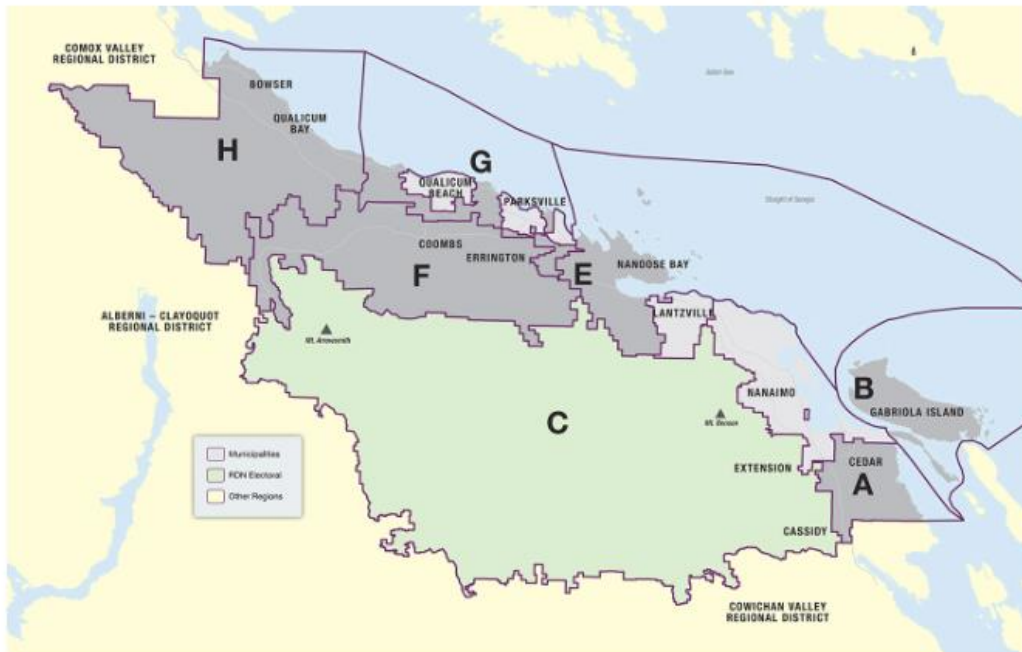
- Provides service to Cassidy, which is currently unserved by transit.
- On Request-Zone in Cassidy, where bus will deviate up to 1.5 kilometers off the route to provide curb-to-curb service

16. Do you support these proposed changes?

- Yes
- Yes, with modifications (please explain)
- No (please explain)
- Does not affect me

17. Compared to today, how would this proposed route generally work for you?

- Much Better
- Better
- About the Same
- Worse
- Much Worse
- Don't Know
- This does not affect me



18. Do you live in Electoral Area C? (Extension, Arrowsmith-Benson, East Wellington, Pleasant Valley)

- Yes
- No

Do you support HandyDART increases in Electoral Area C?

19. How do you hear about transit updates or access transit information? (Select as many that apply)

- Newspaper
- Twitter / Facebook
- Radio Ads
- BC Transit Webpage
- Regional District of Nanaimo webpage
- TransitAPP
- NextRide
- Other (please specify)

20. Do you have any other comments to improve service in the Regional District of Nanaimo?

Appendix C Engagement Photos



