



Elected Officials Seminar Series

BC Transit Orientation

February 9, 2023



LOWER MAINLAND
LOCAL GOVERNMENT ASSOCIATION



Agenda

- Introduction
- Overview of BC Transit Model
- Roles and Responsibilities
- Annual Communication Calendar
- Ridership Recovery
- BC Transit Corporate Initiatives

Introduction

Senior Manager, Government Relations

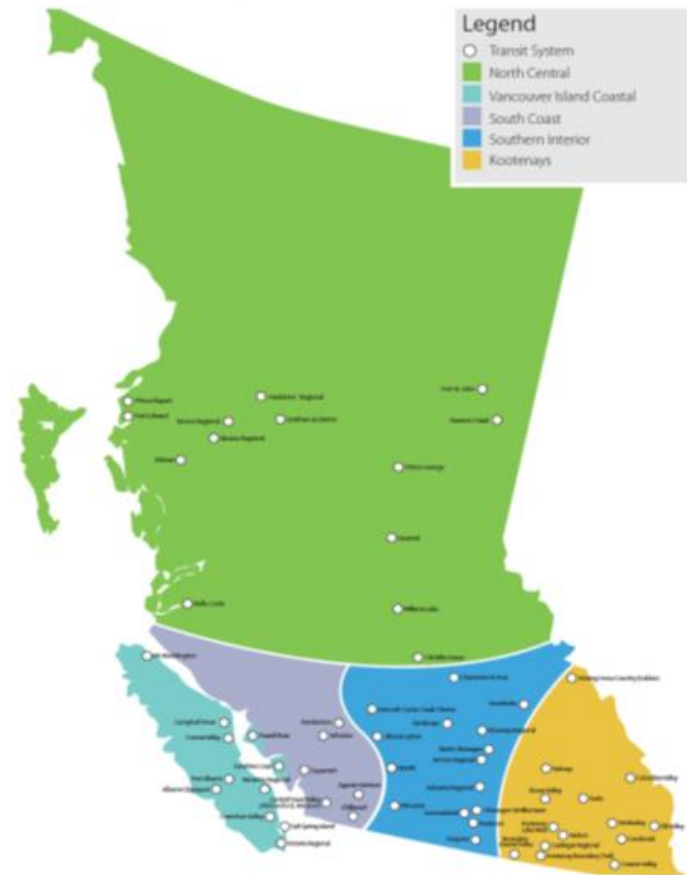
- Main point of contact to local government partners
- Supported by a team of subject matter experts
- Leads Annual Partner Communication process
- Monitors and communicate transit system performance
- Monitors and identifies program and reputational risks to BC Transit, its leadership, and our local government partners



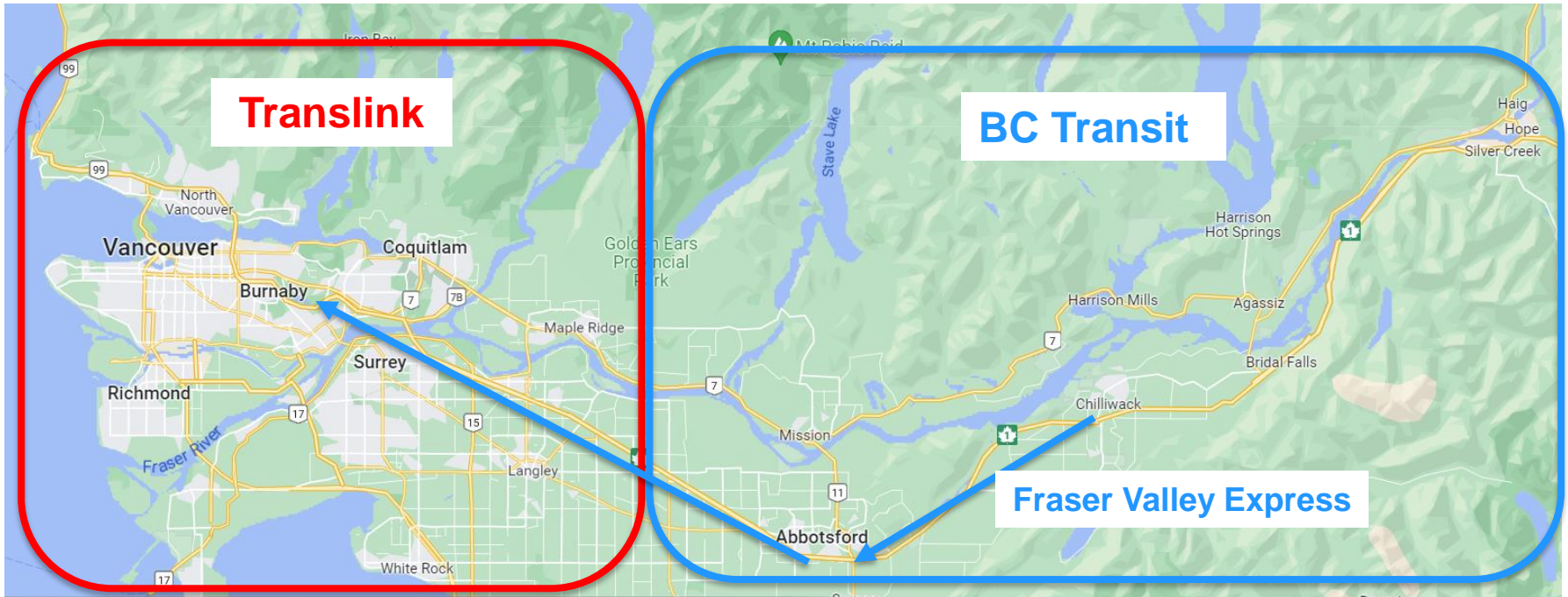
BC Transit Overview



Map of BC Transit Systems



Lower Mainland Overview



Also:

- Squamish, Pemberton, Whistler
- Sunshine Coast
- Powell River and qathet RD

BC Transit Strategic Plan

OUR VISION

Your best transportation solution

OUR MISSION

**Delivering transportation services
you can rely on**

OUR OBJECTIVES

Always Safe: We will put safety first in everything that we do

Engaged People: We will support our people to achieve success

Satisfied Customers: We will grow ridership by making mobility accessible and enjoyable

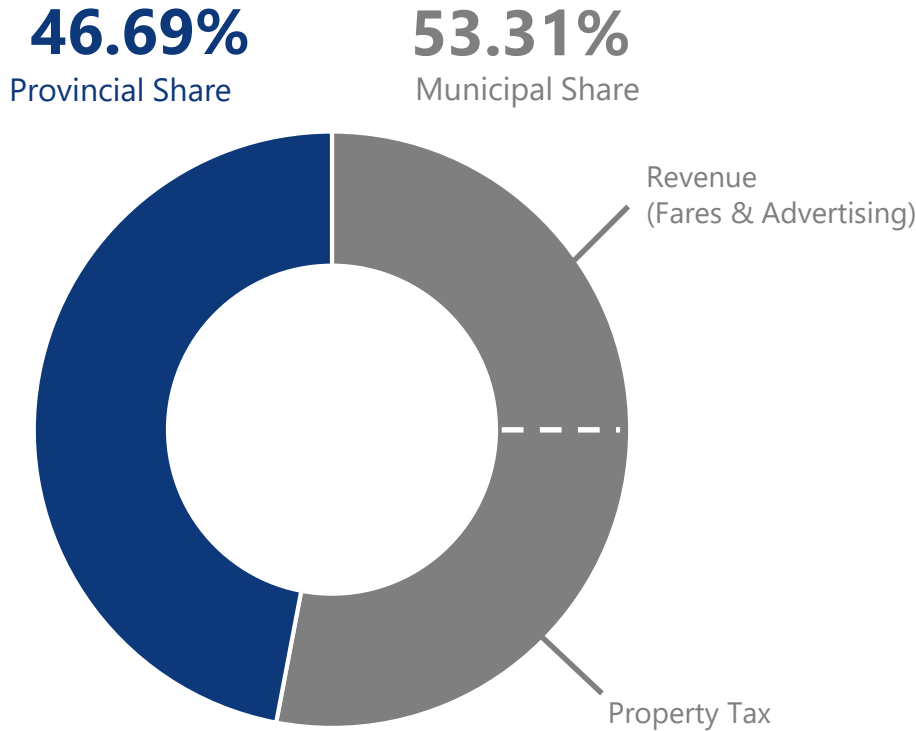
Thriving Communities: We will work with Local Government and First Nations partners to improve livability

Responsible Stewardship: We will use our resources wisely and develop the most sustainable solutions

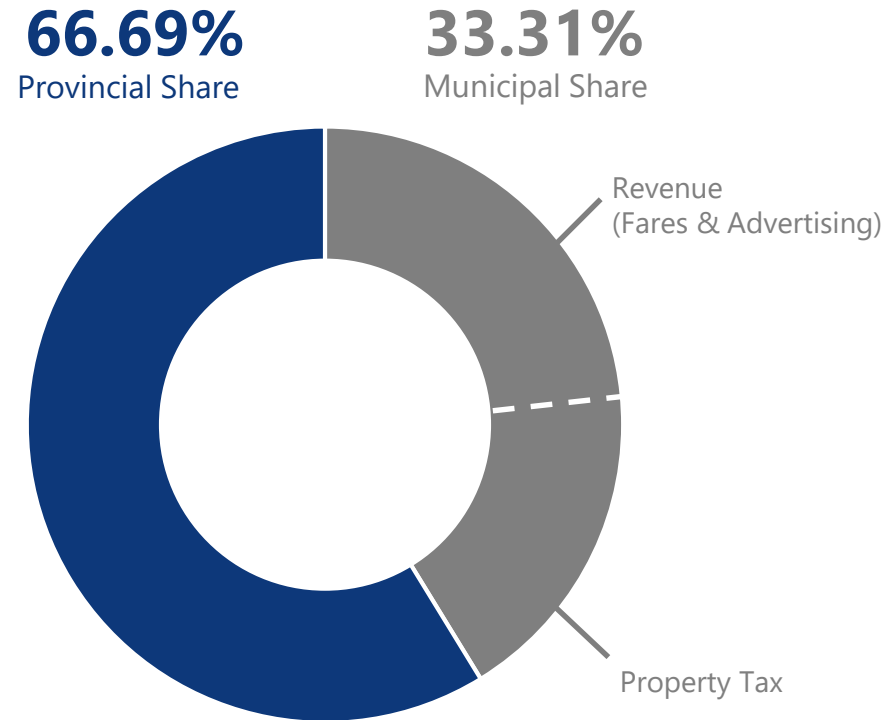
BC Transit Shared Services Model



BC Transit Shared Services Model



Conventional Transit



Custom Transit (handyDART)

Local Government retains 100% of revenue to offset local costs

Roles and Responsibilities

BC Transit

- Allocates Provincial operating funding
- Plans transit systems to achieve local & provincial objectives
- Arranges for the operation of transit systems by contract or partnership
- Determines the fleet & facilities requirements of local transit plans
- Develops and manages capital budget and asset acquisition
- Provides financial and accounting services
- Provides contract management and overall operator / operations oversight
- Marketing, (media & public) relations and strategic branding
- Environmental Management Services
- Training, Safety & Security

Roles and Responsibilities

Local Government

- Approves OCP, transit vision, expectations and policies
- Sets fares and manages the sale of fare products
- Approves transit related agreements and budgets
- Determines service priorities
- Sets routes and service levels
- Sets local funding
- Transit service consultation
- Establishes and maintains bus stops
- Manages the local roadway system

Operating Company

- Delivers specified transit services as directed by BC Transit
- Provides customer service (lost and found, transit phone line)
- Hires and trains drivers, mechanics and other staff and manages labour relations
- Collects passenger revenue
- Serve the needs of customers

Annual Communication with Local Governments



Annual Operating Agreement

- Defines the service to be delivered
- Outlines provincial and municipal funding contributions



Annual Performance Summary

- Offers a high-level analysis of the system's performance, in comparison to prior 2 years
- Offers tier comparison against other systems



Three-Year Budget

- Provides budget expectations for base service levels
- A separate expansion budget is also provided



Transit Improvement Program

- Communicates expansion initiatives proposed for the next three years
- Seeks commitment from local government, allowing BC Transit to proceed with securing Provincial funding

Ridership Recovery

COVID-19 Impacts

COVID-19 Respond, Recover, Rebuild

Respond Phase

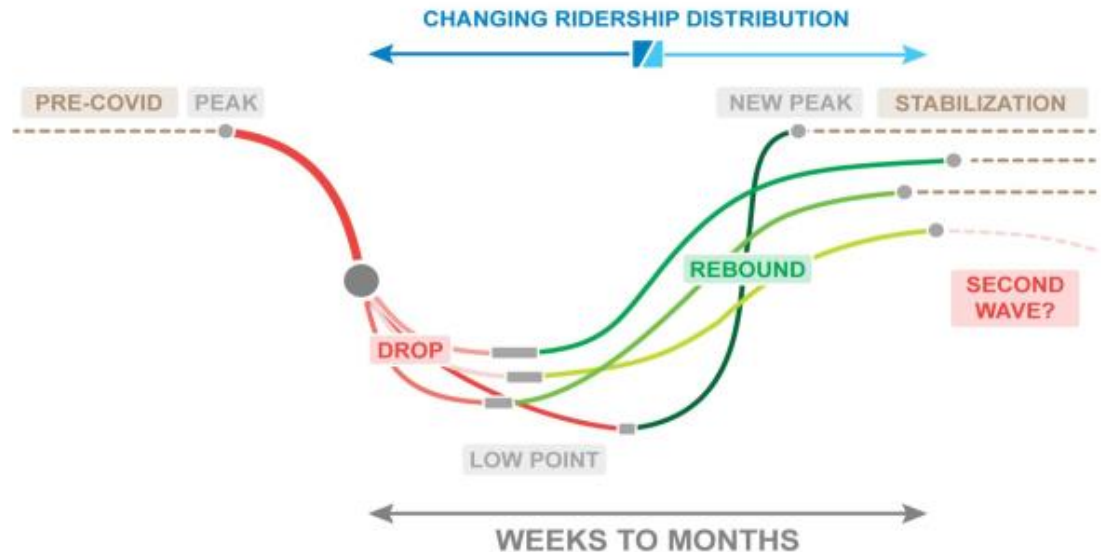
- Emergency Scale-Down

Recovery Phase

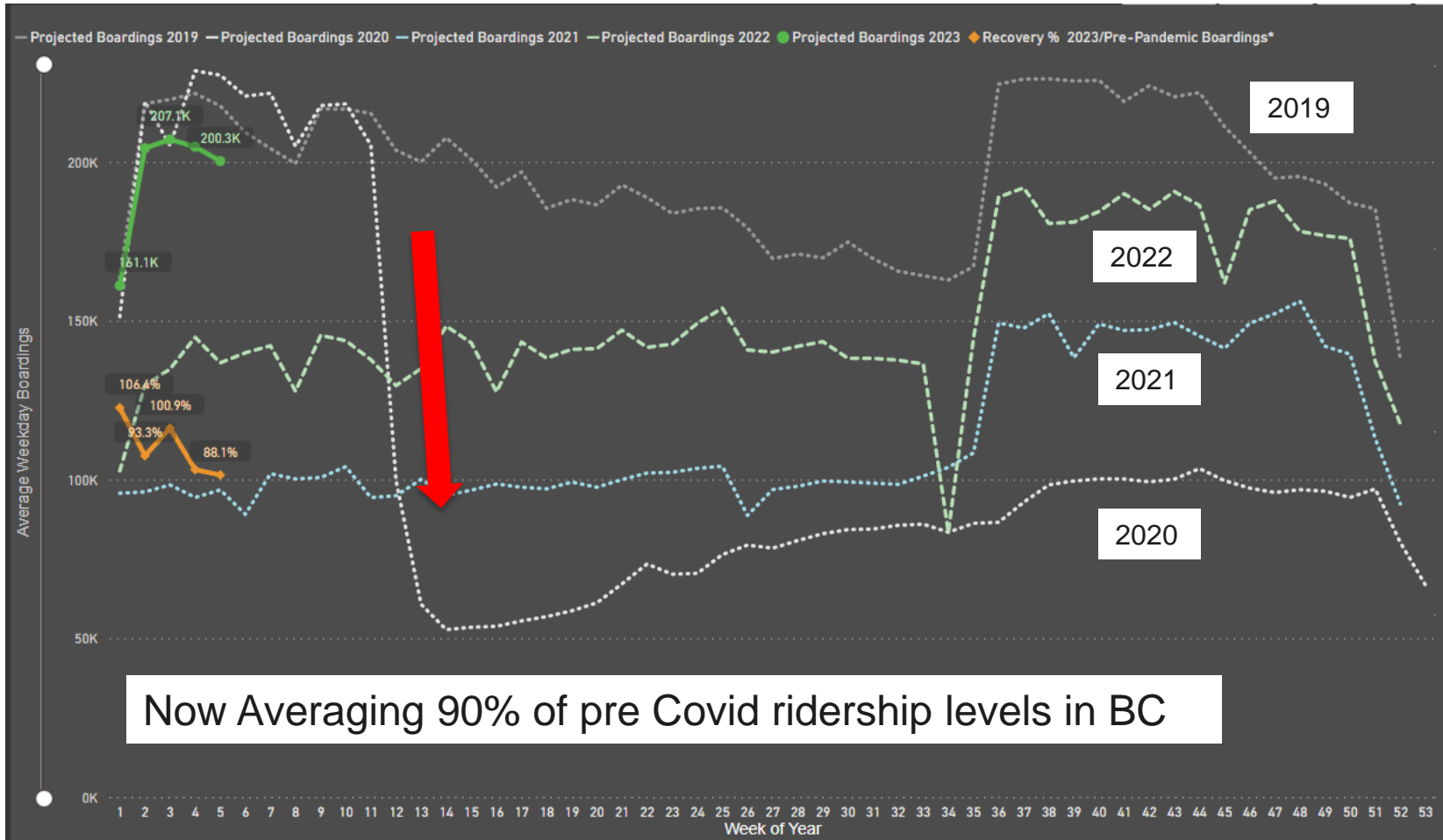
- Scaling Back Up

Rebuilding Phase

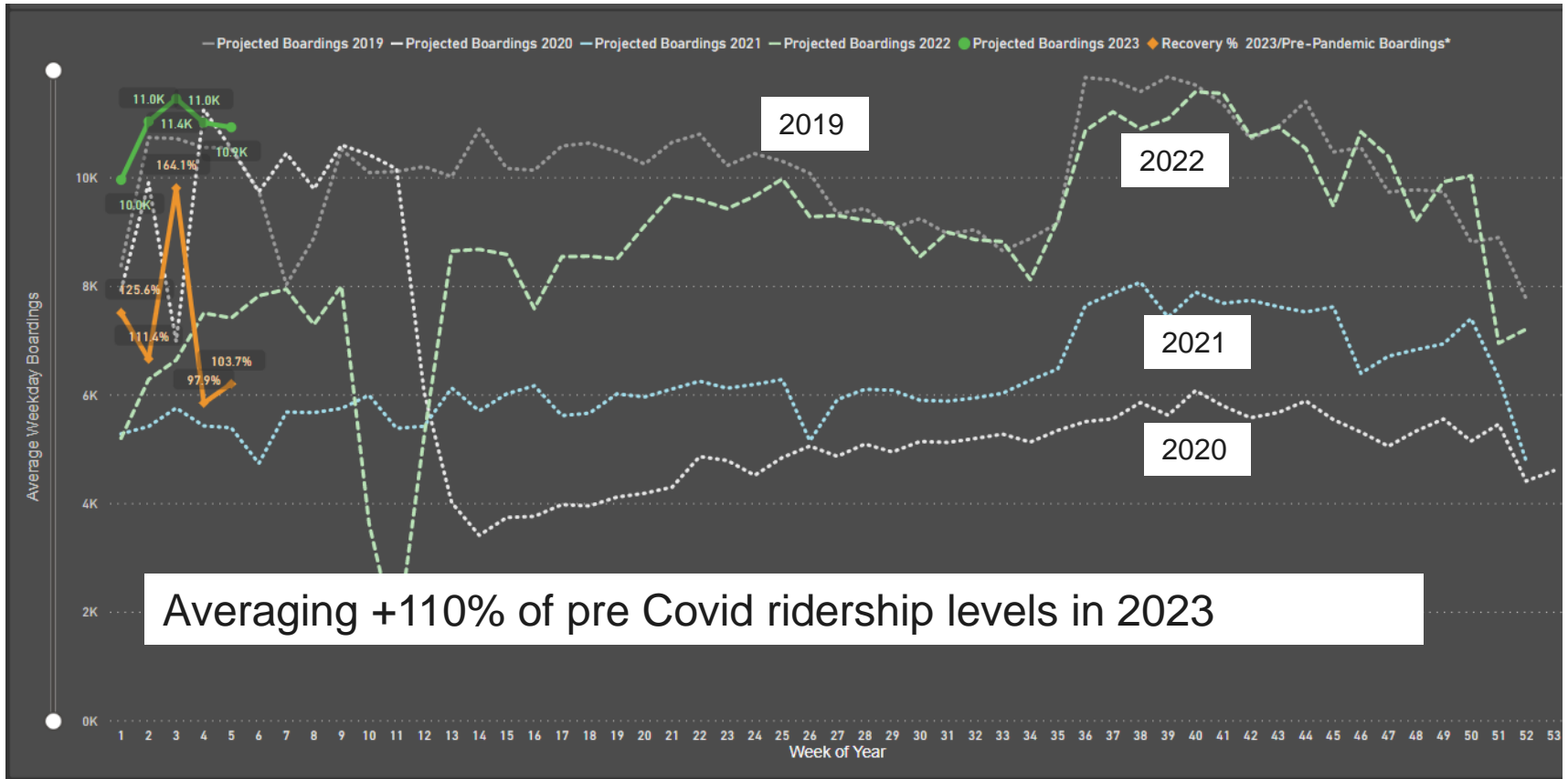
- Long-Term Sustainability



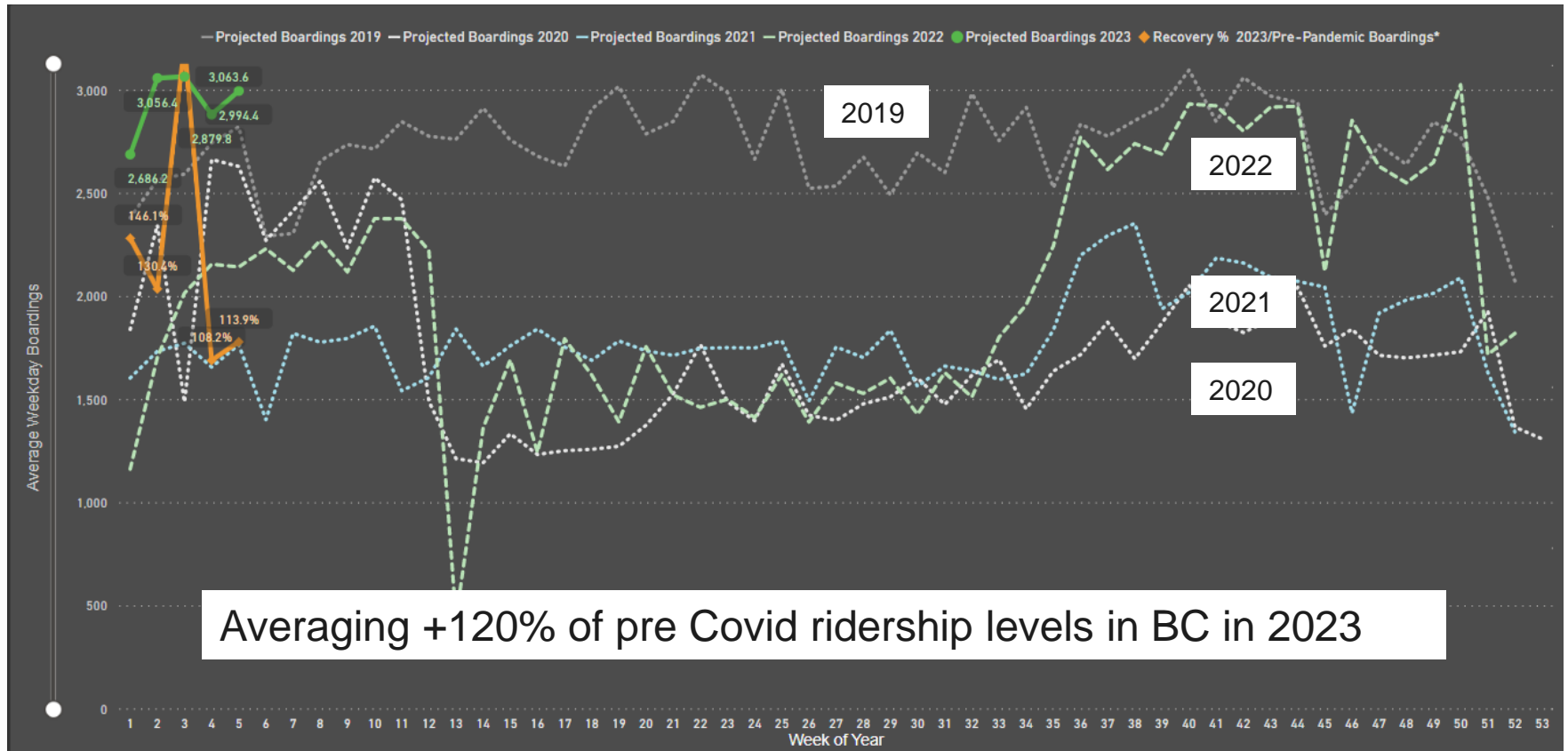
Ridership Recovery - Province



Ridership Recovery – Central Fraser Valley



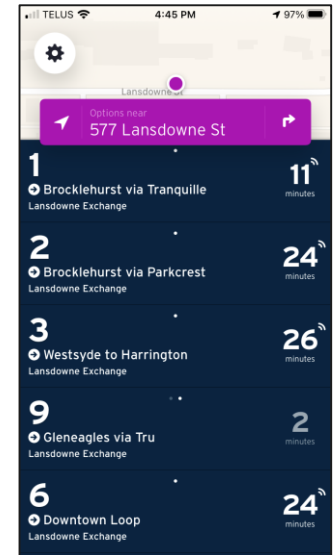
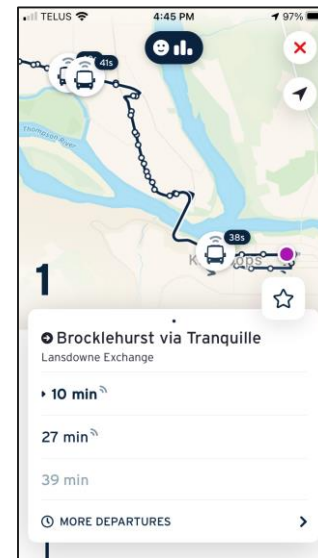
Ridership Recovery – Chilliwack



BC Transit Corporate Initiatives

NextRide

- NextRide uses automatic vehicle location technology to allow customers to see real time bus locations and anticipated arrival times
- NextRide has been installed in 34 transit systems across BC
- Visual displays and audio announcements provide information for the visual and hearing impaired
- Trip Planning that can be tied into Translink



NextRide Benefits



**Our
Riders!**



**Ridership
Recovery**



**Data
Intelligence**



**Operational
Effectiveness**



**Mobility
Partnerships**



Electronic Fare Collection System (Umo)

- BC Transit's new fare collection technology
 - Replacing end-of-life and costly fare technology
 - Better meets the expectations of riders
- Reduces barriers to fare payment and transit access
- Primary customer-facing components:
 - Mobile app
 - Reloadable fare card
 - Onboard fare validator
 - Dedicated customer call centre
- Future ability to enable onboard credit and debit card tap payments
- Increased and improved data to inform recommendations
- Introducing to Regional Systems in 2023
- Comprehensive customer and operator engagement



Low Carbon Fleet Program

Program was announced in 2019 based on:



Provincial carbon emission reductions targets:

- 16% by 2025
- 40% by 2030
- 60% by 2040
- 80% by 2050



BC Transit has committed to transition to an electric fleet by 2040

Why Electrification?

- 98%+ reduction in GHG emissions
- Up to 80% fuel cost reduction (vs diesel)
- No engine pollutant emissions
- Quieter and smoother operation with electric motors
- High reliability of electric powertrains
- Strong funding alignment
- Broad market transition to electrification
- **Best option to address climate change, air pollution, and achieve operational cost savings while doing it**

Provincial Fleet Overview

Total fleet size: 1,153 buses* (including contingency)

75 – High-Capacity Buses	543 - Heavy Duty Buses	197 - Medium Duty Buses	338 - Light Duty Buses
 <ul style="list-style-type: none"> • Double Deck • Low floor • Minimum of 2 wheelchair positions • 13-15 year planned lifecycle • 40 feet or greater in length • 77,000 annual kms (1,000,000 km life) • Diesel fuel 	 <ul style="list-style-type: none"> • Low floor • Minimum of 2 wheelchair positions • 13 year planned lifecycle • Greater than 35 feet in length • 77,000 annual kms (1,000,000 km life) • Diesel & CNG fuel 	 <ul style="list-style-type: none"> • Low floor • Minimum of 2 wheelchair position • 10 year planned lifecycle • 35 feet or less in length • 70,000 annual kms (700,000 km life) • Diesel & CNG fuel 	 <ul style="list-style-type: none"> • Low floor or high floor accessible • Cutaway OEM chassis • Capable of having more than 2 wheelchair positions • 5-7 year planned lifecycle • Less than 35 feet in length • 60,000 annual kms (300,000 km life) • Diesel & Gasoline fuel • Include handyDART (Custom) specifications

*as of January 2023

Managing the Transition to Electric

- **Phase 1 (present day to 2025/26)**

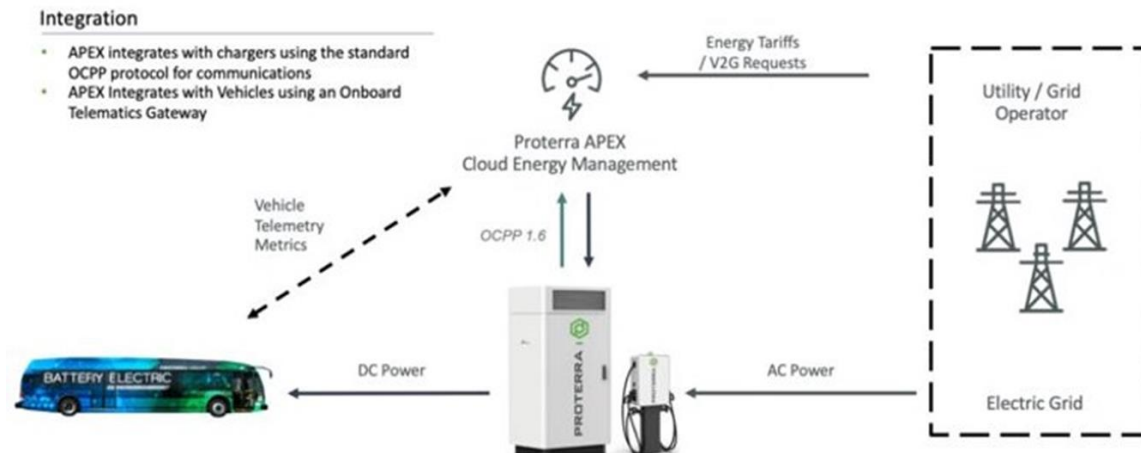
- Renewable fuels will support the near-term greenhouse gas reductions, as the transition to electric buses begins in parallel
- Ten heavy duty battery electric buses will deploy out of the Victoria Transit Centre (VTC) starting late summer 2023, with 10 plug-in chargers and 1 pantograph.
- Pilot deployments of other fleet types targeted for 2025/26 (high capacity and light duty)



Managing the Transition to Electric

- **Phase 2 (2026/27 and beyond)**

- Currently in the planning stages for years 2026/27 onwards
- Increases complexity of operations that rely on daytime charging, layover charging at exchanges, depot management, and third-party locations
- Requires electrification of other fleet types beyond pilots and corresponding maturity of industry options
- Requires more sophisticated software systems to support electric bus operations (charging, yard management, scheduling/dispatch, etc)



Thank-you!