

Pender Island Community Bus Pilot Project Report Bussa-Nova 2016-2018

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SUMMARY:

Bussa Nova, the Pender Island Community Bus has had a successful second year thanks to dedicated volunteers and support from the community and bus riders. December 31st 2018 will mark the end of the 2.5 year long pilot project and the future of the service is unclear at this time. (See [FUTURE OPTIONS](#) below). This report covers the two year period between September 1st, 2016 and August 31st 2018. An addendum will provide data for the final 4 months of the project.

There are many factors involved in determining Bussa-Nova's ongoing sustainability – passenger numbers, vehicle costs, volunteers and finances. Passengers and community members have provided us with helpful feedback throughout the year as well as enthusiasm for Bussa-Nova's service.



There has been a slow but steady increase in ridership over the two years of operation and some Penderites have come to rely on the bus and have incorporated the service into their regular routine.

The Bussa-Nova team, both volunteers and a Coordinator who receives a modest stipend, have worked well together to manage the system, drive the bus and carry out a myriad of other tasks. Bussa-Nova has already had positive environmental and social impacts on the community. Growing ridership has the potential to save individuals and families time and money as their transportation costs are defrayed by no longer having to use a car all the time, use Car Stops or taxis to commute to work, go shopping, or for recreation—on island or off. The Car Stop program is a great and valued service but a scheduled bus guarantees that you can make the Ferry or other appointments, which the car stop program can't do. Business owners are positive about the bus service and have supported the increased access to their goods and services it provides.

HISTORY

Bussa-Nova, the Pender community bus is operated by Moving Around Pender Alternative Transportation Society [MAP]. MAP is a BC certified Society that was formed to promote alternative forms of transportation on the Penders. These include bike and pedestrian routes, car-sharing (eg Car Stops), a network of multi-use trails and inter-island travel using vessels

suiting for walk-on passengers with or without bicycles and pets. A major goal of MAP was the establishment of the Community Bus.



In April 2016 MAP received \$25,000 from the CRD's Community Works Fund to purchase a bus (buses) for a 2 year pilot project. MAP purchased a 21 and a 10 seat bus for the project and has operated a regularly scheduled service on Pender since September 2016. Between September 2016 and the beginning of 2017 the Service was limited to Friday only. In January 2017 it

expanded to a Friday-Saturday service and for the summer months (June 22-Sept 7) a 4 days-a-week regularly scheduled service was provided. Similarly in 2018 a Friday-Saturday schedule was maintained for the spring and fall with a Thursday-Sunday summer service. The bus meets most Ferries from Swartz Bay and Tsawwassen on the days it operates.

Appendix 1 shows the route map and Appendix 2 some schedules for the different periods of 2016-18. Separate routes and schedules were developed for the Tour des Isles in 2017 and 2018 (Appendix 3).

The regular service has been provided by the 21 seat (driver +20) 2008 Ford 450 diesel bus (Bus21). The 10 person 2009 350 Ford diesel bus (Bus10) which was also purchased with the remainder of the Community Works Fund dollars has served as a backup. It is insured only when needed for the regular route or for special events. The 21 seat bus is equipped with a bike rack that can carry two bikes and both vehicles have a functioning wheel chair lift. When Bus21 was out of service for repairs or maintenance we also took advantage of our close working relationship with Pender Island Cab Company and rented their 15 seater van.

Sixteen individuals have participated as volunteer bus drivers over the course of the project. All had, or acquired their Class 4 unrestricted license, making them eligible to drive a passenger bus with a capacity up to 25. Six of the 16 volunteer drivers obtained their Class 4 specifically to drive the Pender Community Bus. MAP assisted them in obtaining their licenses by providing training, support and covering the cost of their tests and medical exams.

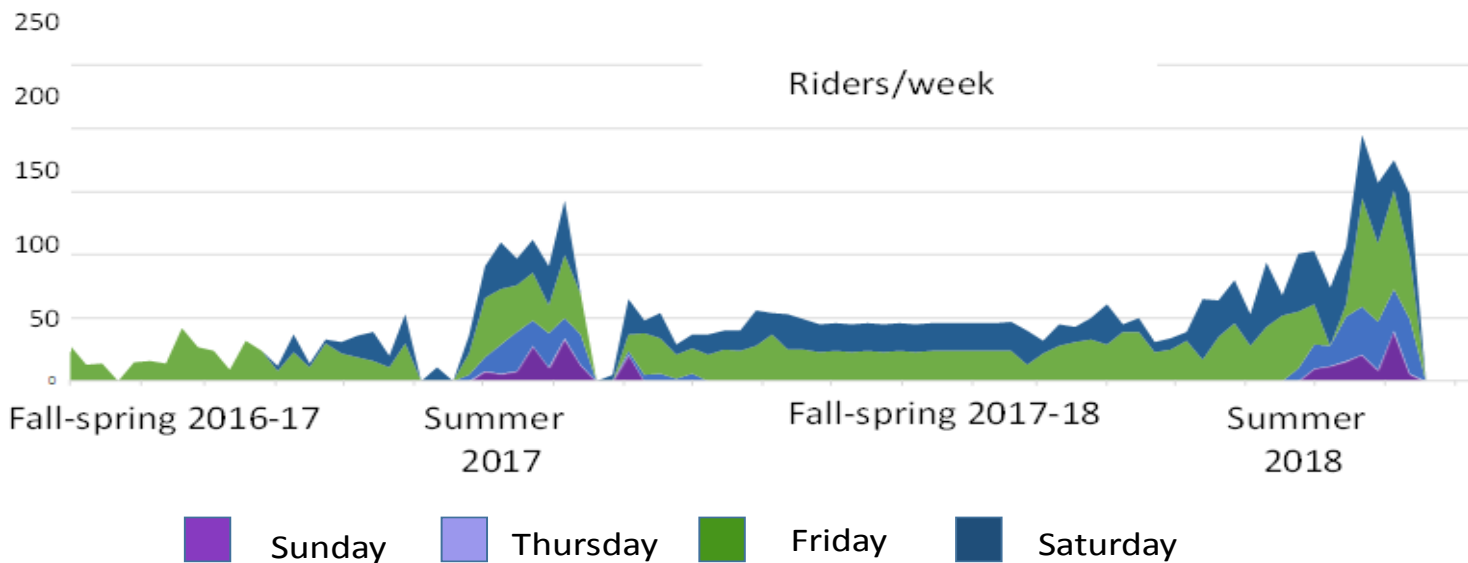


Bussa- Nova has tried to serve both residents and visitors to Pender Island. The rationale behind the regular route and schedule is that it serves the major population centers, public places and businesses on North Pender. The bus does a circle route around Magic Lake Estates coming within easy walking distance of many residents of this densely populated region. It then goes to Medicine Beach Market, The Health Center and School, Browning Harbour, the Driftwood Center, the Community Hall, the Auchterlonie Center (Nu to Yu, Library and Epicenter), the Home Hardware and South Ridge Store before going to the Otter Bay Ferry Terminal. On its return trip from the Ferry it goes to Hope Bay. Its route passes the Otter Bay

Marina and people staying on boats there have been regular riders. The bus does not go to Trincomali, South Pender, Razor Point Road, Hoosen Road or Stanley Point.

The Community Bus has used the well-established Car Stops as de facto bus stops and, in addition will stop anywhere that is safe when flagged by passengers. There is no fixed fare for the bus but the suggested donation is \$2.00. Although many riders donate generously the percentage of the operating costs covered by on board donations is small (See Finances below). This is not surprising since fares normally make up only ~15-20% of operating costs on most public transportation services. The bus has been well accepted by the community and visitors; most people wave as it passes! Another indicator of community support is the many personal and business donations that have been provided to keep the service going. The community also contributed with a successful silent auction at the 2016 Yuletide Faire and the *Fuss for the Bus* benefit concert raised over \$1500. The local gas station organized a matching scheme whereby they matched a loonie donated for the bus with another loonie. Penderites and visitors provided vigorous support of the 2018 Penducky Derby and a portion of the proceeds of the Derby went to support the bus. In August 2018 a *Go Fund Me* campaign for support of the bus was established and proceeds to November 11th are \$2,735. The bus has provided the opportunity for local organizations to post ads for events and there is an on board display of Pender children’s art as well as a poems from the Speak Easy group. Penderosa Pizza has advertised with attractive posters on the side of the bus.

Ridership has increased steadily as shown in the graph below. (See also Figure 1 – Page 18)



The other way to measure ridership is in passengers embarking the bus per hour of operation. These data are shown below and support the slow but steady increase in ridership. (See also Figure 2 – Page 18)

	Riders / hour			
	Sunday	Thursday	Friday	Saturday
Spring 2017			1.4	2.3
Summer 2017	1.5	2.0	3.1	2.2
Fall 2017			2.1	1.6
Spring 2018			2.5	2.3
Summer 2018	4.1	4.0	3.8	5.4

Ridership has been maintained through the Fall of 2018 at levels comparable to the summer months as shown by the hourly ridership data between June and November 2018:

Manually Recorded Ridership 2018

Shift 1	Shift 2	Shift 3	Total	Comment
Avg Riders per Hour in November			4.1	
4.1	4.0		4.0	Fridays
3.1	5.3		4.2	Saturdays

Shift 1	Shift 2	Shift 3	Total	Comment
Avg Riders per Hour in October			3.8	
3.8	4.0	3.3	3.8	Fridays
3.4	3.9		3.7	Saturdays

Shift 1	Shift 2	Shift 3	Total	Comment
Avg Riders per Hour in September			4.1	
3.3	3.9	2.1	3.1	Fridays
5.9	4.0		4.9	Saturdays

Avg Riders per Hour in August			4.3	
1.9	5.0		3.5	Thursdays
2.9	6.4	2.8	4.1	Fridays
5.9	6.0		5.9	Saturdays
	3.7		3.7	Sundays

Avg Riders per Hour in July			3.7	
1.4	4.6		3.0	Thursdays
2.4	4.6	3.3	3.4	Fridays
4.7	5.8		5.3	Saturdays
	2.8		2.8	Sundays

Avg Riders per Hour in June			3.8	
0.5	1.5		1.0	Thursdays
3.8	4.7	2.7	3.8	Fridays
4.3	4.6		4.4	Saturdays

We have had input from experts in transportation who have reported that altering people's behavior with respect to transportation is difficult and will take time. A key to increased ridership is provision of a regular, reliable service. We have been diligent in (almost) never missing a shift and being on time! (Ferry delays notwithstanding). Only one shift was cancelled due to heavy snowfall in the winter of 2018.

When disruptions in the schedule do occur due to late Ferries (more frequently during the busy summer months), potential riders, or anyone expecting someone via the bus service, can see the current position of the bus on the Pender Bus Web site (penderbus.org) moving map feature, which is updated every 8 - 10 seconds. Quite a few of our riders are aware of this bus tracking system and use this service. Several positive comments about it were also received from tourists this summer. Our IT guru has also installed a monitor at our local grocery store which displays a live map of the bus route and the location of the bus (when it's running). This was done with the generous support of the store's manager, further indicating the positive support of the bus service that's prevalent in the community.

The potential benefits of a Pender Community Bus are many: for many islanders it's too far to walk to the ferry, buy groceries or get to the Community Hall, Library or Shopping Centre without driving. Pender Bus potentially allows seniors to remain on the island when they can no longer drive, and helps individuals and young families who may not be able to afford to own a vehicle to work and live on Pender. By getting



cars off our roads we will reduce our carbon footprint and improve the walkability and bike-ability of the roads. In addition businesses benefit from increased numbers of clients and the bus benefits visitors to our Marinas. During the summer we have had a lot of passengers who were staying on boats in the two North Pender Marinas; Browning Harbour and Otter Bay. These individuals don't have access to land transportation and the bus allowed them to visit island recreational opportunities and businesses. Many just took the bus to get a scenic tour!

As shown by the success of the Tour des Iles project, there is an appetite for inter-island exploration. MAP provided the Pender Community Bus to meet the inter-island water transportation for the 3 day Festival in 2017 and 2018.

FINANCES

As indicated in the attached budgetary information we have been very successful in raising funds from a variety of local sources. Sources of operating funding over the course of the project include: \$1100 from Green Angels, \$1200 from the Lions Club, \$1792 from a Silent Auction at the 2016 Yul tide Faire, \$1100 from the Legion, \$1414.95 from the *Fuss for the Bus* Concert, ~ \$300 from a one-to-one Loonie match organized by the Driftwood Gas Station, \$5368 from the Island Savings Foundation, \$15,000 from the Union of BC Municipalities Age Friendly program, \$3000 from the Pender Health Center, \$1000 from advertising and

\$17,751 in personal and business donations including \$2000 from Woods on Pender. We also received, \$5000, \$4907 and \$3883 as grants-in-aid from CRD. Charters for local nonprofit groups brought in \$13,728. On board donations totaled \$ 4439.

REVENUE					FALL 2018 ADDENDUM	
Item	2017-18	% of Total	2016-17	% of Total	Sept-Dec 2018	% of Total
Fares	\$2,961.99	8.0	\$1,477.47	4.8	\$1,871.36	19.3
Charters	\$5,908.00	16.0	\$5,820.00	18.9	\$1,728.00	17.8
Island Savings Grant	\$0.00	0.0	\$5,000.00	16.2	\$0.00	0.0
CRD Grants in Aid	\$8,789.72	23.9	\$5,460.77	17.7	\$0.00	0.0
Union of BC Municipalities	\$10,500.00	28.5	\$0.00	0.0	\$0.00	0.0
Personal, society and business donations	\$7,052.82	19.1	\$10,697.95	34.7	\$4,415.36	45.5
Fundraising events	\$1,373.80	3.7	\$1,414.95	4.6	\$500.00	5.1
Advertising	\$0.00	0.0	\$1,000.00	3.2		0.0
Other	\$250.00	0.7	\$0.00	0.0	\$1,200.00	12.4
TOTAL	\$36,836.33	100.0	\$30,871.14	100.0	\$9,714.72	100.0

Expenses include fuel, printing and advertising, insurance (ICBC, commercial liability and directors insurance), safety inspections, Passenger Transportation Branch licensing fees, repairs and maintenance, driver training and certification, stipends for those volunteer drivers who did more than 3 shifts per month and/or drove charter shifts and support for a part time coordinator.

EXPENDITURES					FALL 2018 ADDENDUM	
Item	2017-18	% of Total	2016-17	% of Total	Sept-Dec 2018	% of Total
Coordinator Stipend	\$4,800.00	12.9	\$3,500.0	12.00	\$1,200.0	14.62
PTB License	\$200.00	0.5	\$200.0	0.69	\$0.0	0.00
IT Stipend	\$1,200.00	3.2	\$1,000.0	3.43	\$400.0	4.87
Fuel DW	\$8,937.99	24.1	\$4,615.7	15.82	\$2,820.2	34.36
Maintenance and Repairs	\$9,672.30	26.1	\$3,933.8	13.49	\$0.0	0.00
Driver Stipends extra shifts	\$5,000.00	13.5	\$9,000.0	30.85	\$2,800.0	34.12
Driver Stipends Charters	\$1,450.00	3.9	\$2,335.5	8.01	\$475.0	5.79
ICBC	\$2,123.00	5.7	\$3,731.0	12.79	\$0.0	0.00
Medicals and Licensing	\$437.56	1.2	\$705.0	2.42	\$92.2	1.12
Parking PIPRC	\$525.00	1.4	\$0.0	0.00	\$420.0	5.12
Van Rental, Insurance	\$1,333.36	3.6		0.00	\$0.0	0.00
Marketing, printing etc	\$226.78	0.6	\$150.0	0.51	\$0.0	0.00
IT software, etc	\$126.59	0.3	\$0.0	0.00	\$0.0	0.00
Commercial Liability and Directors Insurance	\$1,070.00	2.9	\$0.0	0.00	\$0.0	0.00
TOTAL	\$37,102.58	100	\$29,170.97	100	\$8,207.40	100

VEHICLE COSTS:

FUEL

Total fuel costs for year one (2016-17) were \$3115.73. Because of increased scheduled runs and charters the 2017-18 fuel costs were considerably higher at \$8,937.99 Pender Island has a very high price for diesel. The vehicle averages 4.1km/liter

INSURANCE

The cost of insurance is based on the size of the vehicle, the discount and surcharge available from ICBC, and the designation (or not) of a principle driver. With multiple drivers we were not eligible for any safe driving discount. The cost to insure Bus21 for 2016-17 was \$3522.26 and for the 18 months till end of the pilot project was an additional \$5800. Bus10 was only insured with temporary operating permits when Bus21 was being serviced or when it was used instead of Bus21 or for a charter. Insuring Bus10 for one day using a temporary operating permit costs ~\$65/day. Additional insurance expenses were \$860 for Commercial Liability Insurance and \$215 for Directors insurance.

REPAIRS AND MAINTENANCE

In the first year of operation \$3933.78 was spent on repairs and maintenance. In year 2 maintenance and repairs cost \$9,672.30. Year one expenditures included: 4 new tires, brakes, exhaust repair, wheel seals, burnt out light bulbs and oil/fuel filter replacement which are expected maintenance. In addition Bus21 needed repair of front suspension components consisting of (right) upper and lower ball joints. In year 2 major repairs were needed for the engine cooling system and the transmission which was replaced at our local Garage by certified mechanic Jonathon Stevens. Additional repairs and maintenance were for brake pads, right front tires, and exhaust system.

Some of the repairs may be a result of the design of our route since it is laid out to reduce/eliminate backing up and 3 point turns - thereby resulting in some 'tight' left turns such as: a) the ferry terminal b) the left turn from Port Wash road onto Otter Bay Rd c) the school parking lot and d) the turn into the Buccaneers bus loop (to name a few). However this expense is more than offset by reducing the likelihood of adverse incidents that may occur if more 3 pt/backing up is required. This results in a better working environment for our volunteer drivers (reduced workload) and additionally, over the long term we could realize further savings by having fewer insurance claims.

THE BUSSA-NOVA TEAM

The Community Bus Team operates as a non-hierarchical group of volunteers including one part-time paid coordinator who receives a modest monthly stipend (\$400) for a lot of work! In the summer of 2017 and monthly thereafter we also employed an information technology expert to create and maintain our web site and to develop and implement scheduling and bus tracking software. Other volunteers are in charge of driver training, cleaning and minor maintenance, driver documentation, marketing, finances and grant writing.



ORGANIZATIONAL PROCESS

The Bussa-Nova team operates as a subcommittee of Moving Around Pender. The volunteer management group and the coordinator meet regularly to update each other on the status of specific aspects of the operation and to make decisions that require the full team. To date this team has worked effectively together to implement a bus service that meets the needs of the community. The part time coordinator organizes the drivers, develops, prints & distributes the schedule and runs the chartering services.

VOLUNTEER MANAGEMENT

THERE ARE MANY TYPES OF ONGOING MANAGEMENT work required.

- Accounting
- Coordinating drivers
- Ticket printing and delivery to vendors
- Collection, counting and depositing on-board donations
- Revising and posting schedule
- Communications: newspaper articles, website, posters
- Compiling statistics
- Arranging charters
- Training volunteer drivers
- Grant applications and reporting
- Fundraising for donations
- Volunteer recruitment
- Communication with regulatory agencies
- Maintaining and cleaning buses
- Erecting and maintaining Bus Shelter
- Long range planning and analysis
- Evaluation
- Community engagement
- Operational policies (e.g. dogs, strollers, stat holidays)



A multitude of volunteer hours have gone into creating the schedules, website design and maintenance, bus tracker, maintaining the bus and of course our hero bus drivers!

VOLUNTEER DRIVERS

Fundamental to the service are the volunteers that drive the buses. Up to 40 hours a week of volunteer time has been contributed to driving Bussa-Nova over the past 2.5 years. Sixteen volunteers have done all of the driving and when doing more than 3 volunteer shifts a month they were provided with a modest stipend. As expected there has been turn over in active drivers. One driver has left the island and 6 others have stopped or markedly limited their shifts due to a variety of reasons including injury and other commitments. Six people trained specifically to be able to drive the Pender Community Bus. The cost of training a driver includes the fee for the tests (\$ 68.00), the medical exam (\$35-\$135), the rental of a vehicle to do the test (\$75) and the cost of Ferry transportation for the trainees and the vehicle (\$47.20) Throughout the 2.5 years there were challenges scheduling drivers due to the fluctuations in availability; amazingly we filled all the shifts!

Coordinating the service has been done by 3 excellent herders of cats.

CHARTERS

There has been an increasing number of requests for charters over the period of operation both from community organizations and businesses. Since Pender has its own Pender Island Cab Company which includes large vans for rent, we have limited the charter bus services to non-commercial events. We met on a number of occasions with the owner of the Pender Island Cab Company, Marty Swan, and worked out a mutually satisfactory agreement for handling charters (Appendix 4). The Cab Company has rented Bus21 on a number of occasions for larger groups than they can accommodate with their vehicles.

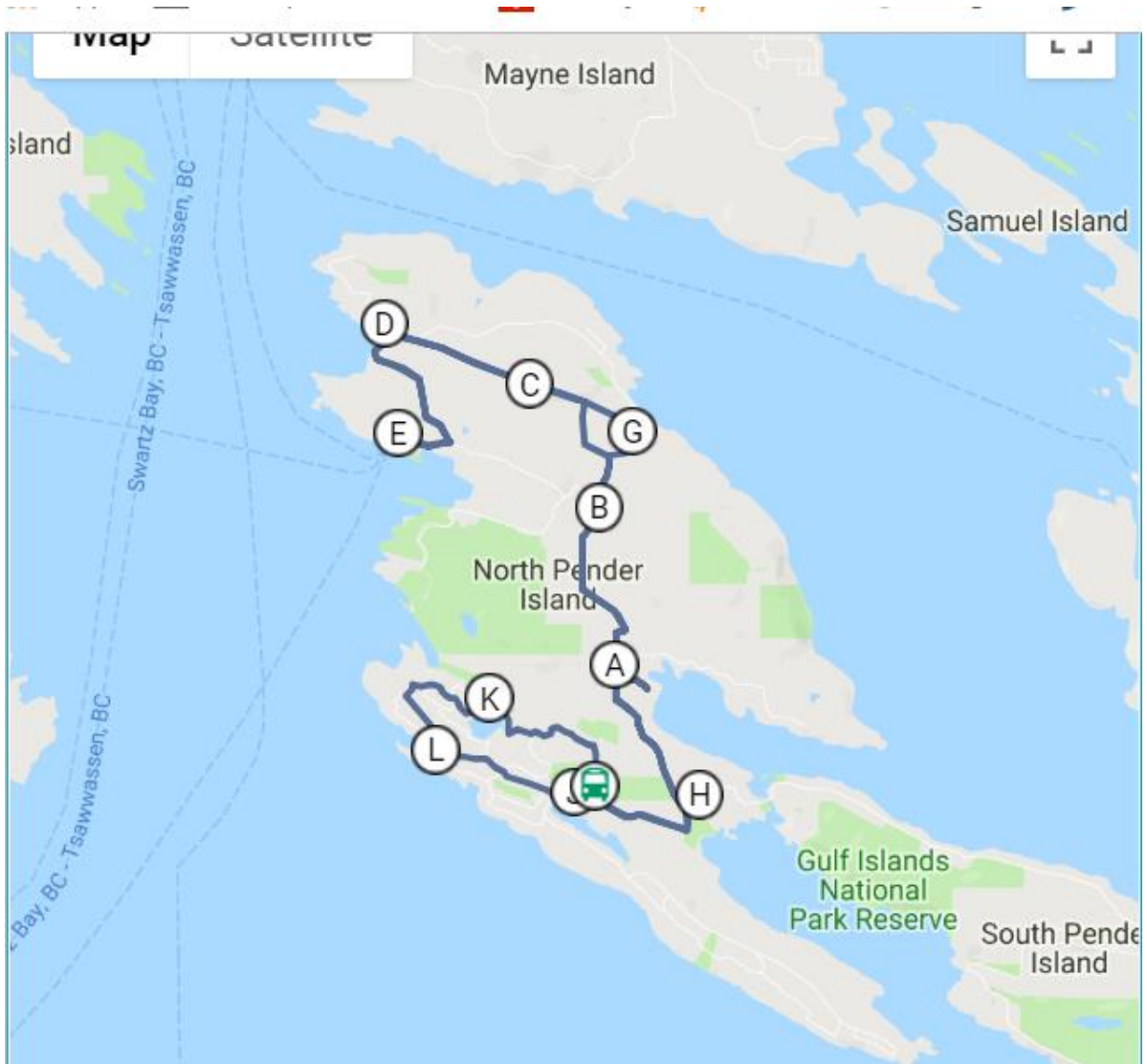
The cost recovery formula for use of the bus covers diesel fuel, insurance and maintenance. The cost for a non-profit society or group is \$50 for a three hour block and \$25 for each additional hour up to a maximum of \$120 per 8 hrs (per day). Fuel is included in fee if the total distance traveled is less than 30 km. Thereafter, a \$0.30 per km charge applies.

INFORMATION TECHNOLOGY

Bussa Nova has benefitted greatly by having a dedicated IT expert who developed, upgraded and maintained the Penderbus.org web site, and installed an onboard system for tracking the number and site of passenger embarkations and dis-embarkations. This allowed us to recover

data on how many, passengers got on and off the bus at specific sites. Example of these data are shown in graphical form in Figures 3 and 4 below.

In addition the bus tracking software was developed and maintained by our IT expert. As mentioned above this tracked the bus and updated every 8-10 seconds so that passengers who were able to use this software on their smart phone would know exactly where the bus was and when to expect it. The figure below shows the display users see when using the tracker. It shows the bus route and its current location is indicated by the green bus symbol.



IMPACT

The bus has already impacted people's lives on Pender. Some elderly (and not so elderly) people rely on it to go to the Driftwood to do their shopping or get to work. Some regularly use it to go to, and return from the Ferry. It is difficult to judge how many of the potential benefits have been achieved during the pilot project. However below is a list of testimonials and stories from some regular riders,

drivers and merchants which illustrate how impactful the bus service has been. Robert Lannon one of our bus volunteers is especially appreciate of the bus.

1. Robert is disabled by chronic arthritis and takes his electric wheel chair on the bus to go to local businesses and to the Ferry Terminal.

“Since I discovered the Pender Island Community Bus my life has taken a rather dramatic turn toward the lovely. Not that it was not before the bus. I live on Pender, after all.

Truth is, I don’t walk very well due to a severe arthritic condition. Boo-hoo. My antidote is an electric wheelchair. It’s more fun than walking. Just not as versatile. And not as safe. Especially on Pender roads, especially in winter, especially with me driving.

When I heard about the pilot project to bring a community bus to Pender, I got on board immediately. Finally I can get out on my own and go places where before I could not go alone. Victoria B.C., The Driftwood Centre, Port Browning Marina, Penderosa Pizza, and Medicine Beach, to name a few.”

Robert has been active in fund raising for the bus and organized the Fuss for the Bus Concert.



2. Dave and Alison have an on-island wood carving business manufacturing exquisite hand crafted items. They report:

“Today Alison and I had 2 different clients that came by bus to the market. One fellow came to Pender by boat and boarded the bus at Browning Harbour. He stopped at our table and bought a pepper mill and while we chatted he said “you must have made that cash box on the bus” he said he likes coming to Pender because of things like that.

The second clients were a couple from Seattle area and they too came by boat. They took the bus and toured the island and commented how friendly and helpful their driver was. They were thrilled he dropped them at Hope Bay then returned on his break time to pick them up. They love the hospitality and people they meet, they also stopped by the market and purchased one of our wood hats. I believe our community bus goes a long way to improve tourism and creates a positive memorable experience for folks and our friendly drivers make all the difference.”

3. Bikers use the bus:

“I love to bicycle; before I moved to Pender I biked every day to get to work and extra on the weekends just for the fun of it. I used to be in great biking shape and when I moved to Pender I could have managed the hills but the lack of shoulder really intimidated me so I stopped.

Eventually I got used to the traffic and unsafe road, or perhaps my love of biking helped me overcome it. Unfortunately I had stopped biking for so long I had lost my capacity to manage the hills and as I live at the bottom of two giant hills this was a problem.

When the bus came I started using it to take me and my bike to flatter areas, wear myself out then catch the bus home again. Over time I built up my strength and endurance, explored the beautiful nooks and crannies of the island and was able to travel further and further before I wore out.

Now I’m biking to work nearly daily and going for occasional extra-long fun weekend rides. I’m also feeling so much better and happier. I’d like to thank the Community Bus for helping me get back on my bike and making me a healthier happier person.”

4. One of our initiators of the project writes:

“I got involved with the community bus project near the beginning. At the time I was hoping that we could find an electric bus that could work on the Pender Island hills. Electric vehicle technology has come a long way in just two years and while it was only a marginally realistic dream then, it’s an ABSOLUTELY REALISTIC possibility now. The cost of an electric bus is a hurdle of course, but I know what our community is capable of when we put our collective minds to something. And the best part is, that while the upfront cost is high, we would quickly see that investment return as the fuel and maintenance costs would be marginal compared to diesel or gas. And of course we would have the added benefit of having years of emissions free community transportation; what a breath of fresh air that would be!”

5. Young people use the bus:

“This summer I had my very first job. It was a lot of work but I think I learned a lot and my boss said I was a really big help. Also, I really want to go to University when I graduate in five years (hopefully) and almost all the money I earned will be saved up for that. I was really lucky to have such a good boss, my boss made my schedule so that I could use the bus to get to work and back home which is good because my mom couldn’t take me most of the time. I’d really like to thank the volunteer bus drivers for getting me to work and back this summer. Thank you SOO MUCH.”

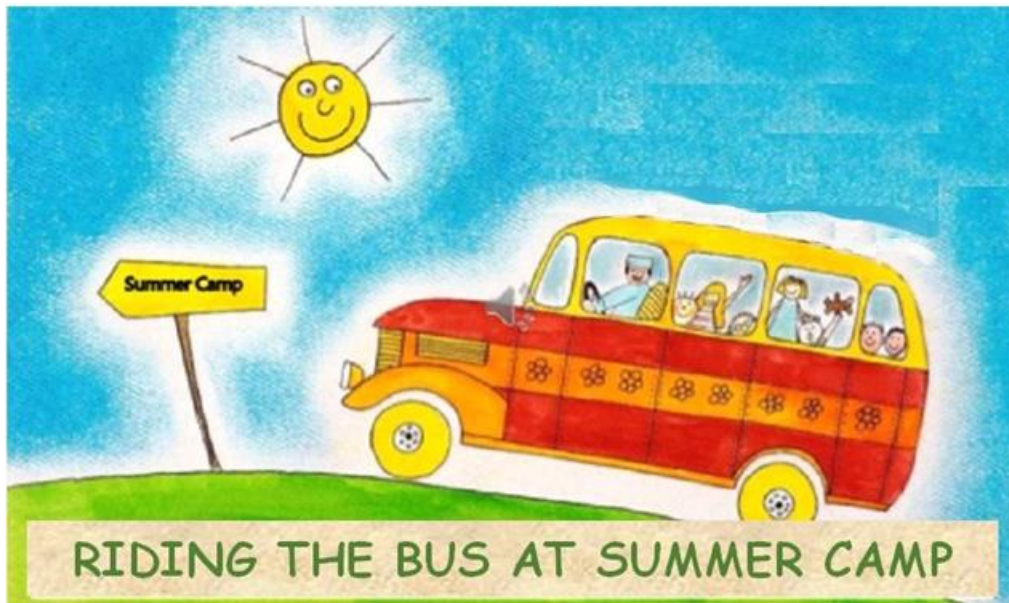
6. A HAPPY Driver:

“I love driving the bus. I have met so many interesting locals and visitors who appreciate having a safe and regular way to get around the island. I appreciate hearing the stories they tell each other and seeing new acquaintances being made or when people meet up again and reconnect. Beauty-wise, my favourite part of the bus route is between the Library and the Golf Course. Sometime in the late summer and early fall, the leaves turning, the angle of the light and the mist that often hits

are just magnificent.”

7. One of our charter users:

“This summer I went to three different summer camps, it was really fun. I got to play lots of games, go on hikes, make crafts and friends. I also got to ride the bus with all the other campers. One time we went to Magic Lake swimming hole, our teacher made us hurry because it was a normal run and we didn’t want to keep it waiting. Another time we went to the swimming pool at Browning and back. Both of these times were fun because there were other riders and they sang with us and we talked with them. The last camp we got to ride the bus with just us, it was a special bus and took us to a nice beach I hadn’t been to before. The drivers were really nice so I’d like to say thank you to them for taking us around.”



8. Another innovator and volunteer driver:

“The thought of a Community Bus had been percolating in my mind for some time. I knew so many elder seniors who were beginning to worry about losing their license and wondering how they could possibly manage afterwards.

I remember the day it viscerally hit me and I realized something needed to happen as soon as possible. A wonderful, independent, vivacious elderly woman I knew who had lived on Pender for many decades had recently lost her license. I wasn't worried as she seemed to have resources and loads of friends, I was sure she would manage. But I imagine a natural frugality and a dislike for feeling like a burden and asking friends for lifts, especially friends who were also finding driving more of a challenge, plus an adventurous spirit led her to choose to use the car stops.

It must have worked for a while because she said her license had been revoked for a few months the day I picked her up on that chilly wet autumn day. She was quite damp and her groceries looked heavy and unwieldy. While she put on a cheerful front, it was obvious that she was frustrated and saddened that it took her so long to

get a ride. I was surprised too, she was a well-loved member of the community; there must have been a dearth of drivers that day or perhaps everyone who passed was in a rush.

I heard soon after that her family had once again argued that her living situation was too dangerous. I suppose her experience that day led her to finally break down and agree to the type of 'help' she insisted she would never allow. I don't think things went well from then onward. I've seen many times what the loss of one's personal independence can do to people (both the elderly and also younger people recovering from serious injury or illness), it's like a door closes, and while it shouldn't mean that all independence is lost, it seems that one thing usually cascades into all other parts of their lives. Often the youth find ways to overcome this, but it takes time to negotiate the new reality and our elders don't usually have enough time for that.

When the Community Bus finally came to Pender, I was eager to become one of the first volunteer drivers. Still, I occasionally think back on her and wonder 'if we had the bus then, how would things have turned out differently for her' because I'm certain they would have and it brings me to tears every time I think about it. My hope for the Community Bus, it will continue and grow and will allow others in her shoes to have more options to age in place and choose how they want to move forward."

9. *Visitors at Pender Marinas use the bus:*

" We are not your typical winter visitors to Pender Island. You see, we are on a sailboat and just fell in love with Otter Bay and Pender a couple of years ago while cruising the gulf islands and now use it as our winter anchorage. When we first stopped here, we had no idea what was in store, we just needed to restock and get groceries... and that's how the fun began.

Being boat people means we have no car, a serious problem on a hilly island if you want to get around. In searching for transportation options, we saw there was a community bus. That was perfect! We walked down to the ferry, climbed onto the bus, and changed our whole world. I know that sounds like a big statement, but it's true.

Without the bus, we would be anonymous boat people, just in for a few days and gone again. But the bus connected us to a whole community of wonderful people that we would never have found on our own. We met engaging drivers who were interested in us and in telling us things about Pender. We met fellow riders who regaled us with fascinating personal stories, or pointed out favorite things of the island. It truly opened up a whole community for us. We rode the bus just for a fall tour of the island, did soup day at the community center, learned about the Pender Post, joined clubs, teach classes now and have made life long friends just because of the bus. Its one of the reasons we're back every winter now, we look forward to catching a Friday bus, and seeing who's out and about and what's up with our island friends.

The little Pender bus was such a surprise. Now that we know more people here, friends will offer us their car to grocery shop, but we say "no thank you, we want to

ride the bus!" We hope this wonderful service on Pender continues for a very long time and we look forward to meeting you on the bus!"

FUTURE OPTIONS

This pilot project was designed in part to address questions raised in a BC Transit Review of the feasibility of bus services on the Southern Gulf Islands conducted in 2014 (Appendix 5). This study concluded that the relatively low population size made the viability of establishment of a BC Transit system on the Southern Gulf Islands borderline. It was noted that Pender, as the most populated of the SGIs, had the greatest potential.

In response to this report, pilot community bus projects were started on the 4 Southern Gulf Islands and these were reviewed by a consultant in 2016 (Appendix 6). A transportation consultant is presently reviewing the pilot data and is expected to make recommendations before the end of the year.

The options following completion of the Pender Island Community Bus Pilot Project are:

1. Conclude that there is not sufficient demand or resources to operate a public transportation system on Pender.
2. Stop the regularly scheduled bus service but retain the bus for the increasingly popular charter service. This option could also include running a regularly scheduled service during the busy summer months.
3. Continue operating as a largely volunteer Community Bus Service funded by grants and donations as we have been doing during the pilot.
4. Seek funding through additional taxation to continue to operate the community bus but with sufficient funds to pay drivers and hire a competitively compensated bus coordinator or coordinators.
5. Establish a BC Transit bus service on Pender Island. This would also require a contribution by taxation from the community.

While the bus service has been welcomed by the community and supported financially ridership is modest. Although ridership is steadily increasing the demographics of the users is not as we had initially predicted. We had anticipated that seniors would be our predominant users since they form the major population group on the Pender Islands and some are uncomfortable driving or even unable to drive. Although there are some seniors who regularly use the bus our ridership is predominantly younger people and indeed youth makes up a substantial portion of our ridership. Pender Island is a very safe and supportive community and young people have increasingly accessed the bus, without accompanying adults, especially on Friday when there are no elementary school classes.

Commuters make up a small proportion of the ridership. This is related to 1) the low number of commuters on Pender, 2) the fact that the bus does not always meet the early morning Ferry to Swartz Bay and 3) the fact that the bus does not run every weekday. This contrasts

with the other successful Gulf Island Community Bus Service, Gertie, on Gabriola Island, where there a much larger group of commuters to Nanaimo.

It is our recommendation that the working arrangement during the pilot, a community volunteer run bus supported predominantly by grants and donations, is not a viable plan for the future. Of the remaining options we believe that a subsidized community bus model is the best option. This would mirror the development of the successful subsidized community bus on Gabriola Island. We have developed a couple of potential budgets for such a model. Both would require funding of approximately \$80,000 per year (see below).

1. Stipend Model

	Unit Cost	Unit	Annual Cost
Coordinator Stipend	\$1,000	month	\$12,000
IT Stipend	\$200	month	\$2,400
Maintainence and Repairs	\$500	month	\$6,000
Parking PIPRC	\$105	month	\$1,260
Contingency	\$200	month	\$2,400
Driver Stipends	\$100	shift (x D 31)	\$35,600
Volunteer appreciation	\$417		\$5,000
Fuel DW	\$30	shift (x E 31)	\$10,680
Comercial Vehicle Inspection (CVIP)	\$240	six months	\$480
ICBC	\$4,400	year	\$4,400
Medicals and Licensing	\$600	year	\$600
Marketing, printing etc	\$800	year	\$800
IT software, etc	\$200	year	\$200
Comercial Liability and Directors Insurance	\$1,200	year	\$1,200
TOTAL			\$83,020

2. Staff Model

	Unit Cost	Unit	Annual Cost
Staff	\$3,750	month	\$45,000
IT Stipend	\$200	month	\$2,400
Maintainence and Repairs	\$500	month	\$6,000
Parking PIPRC	\$105	month	\$1,260
Contingency	\$200	month	\$2,400
Volunteer appreciation	\$308	month	\$3,700
Fuel DW	\$30	x total shifts	\$10,980
Comercial Vehicle Inspection (CVIP)	\$240	six months	\$480
ICBC	\$4,400	year	\$4,400
Medicals and Licensing	\$600	year	\$600
Marketing, printing etc	\$800	year	\$800
IT software, etc	\$200	year	\$200
Comercial Liability and Directors Insurance	\$1,200	year	\$1,200
TOTAL			\$79,420

Figure 1. Weekly passengers comparing 2017 and 2018. The blue line shows weekly passengers during 2017 and the red line shows weekly passengers for the same periods for 2018. The difference in number of weekly passengers between 2017 and 2018 is shown in orange and the scale on the right side of the graph. These data clearly show that there are more passengers in 2018.

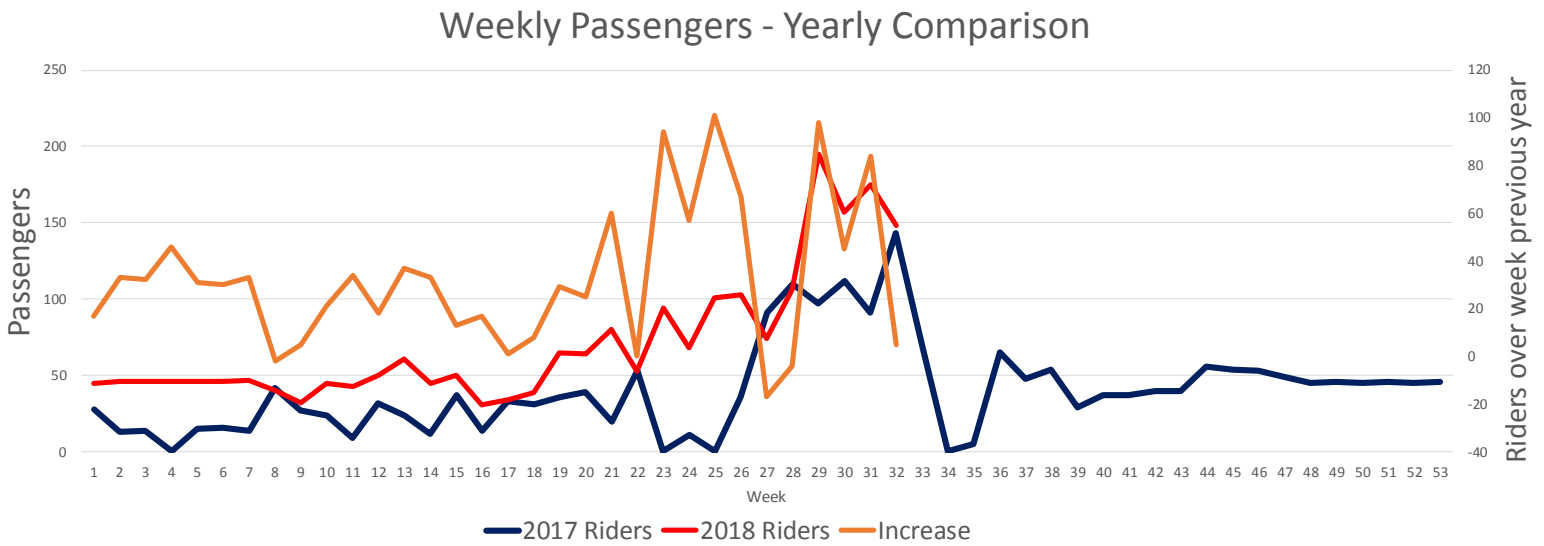


Figure 2. Passengers embarking per hour of operation over the course of the pilot project. During the fall of 2016 the bus only operated on Friday (red line). Thereafter it operated on Friday and Saturday (red and yellow lines) with the addition of Thursday and Sunday during the summer months (green and blue lines).

Figure 3. The number of passengers embarking at specific locations is indicated by the colored circles for one Friday-Saturday in mid May 2018.

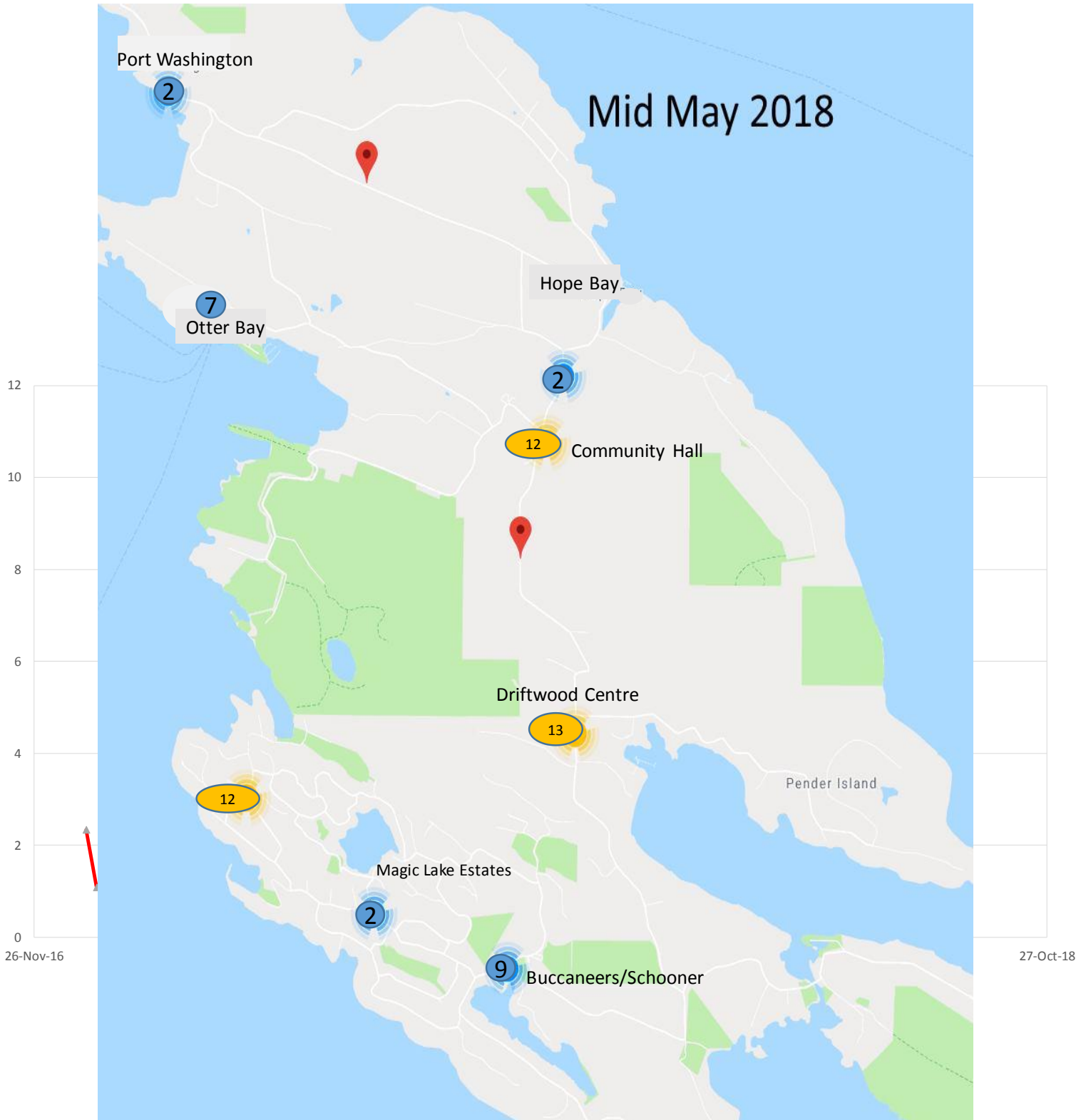
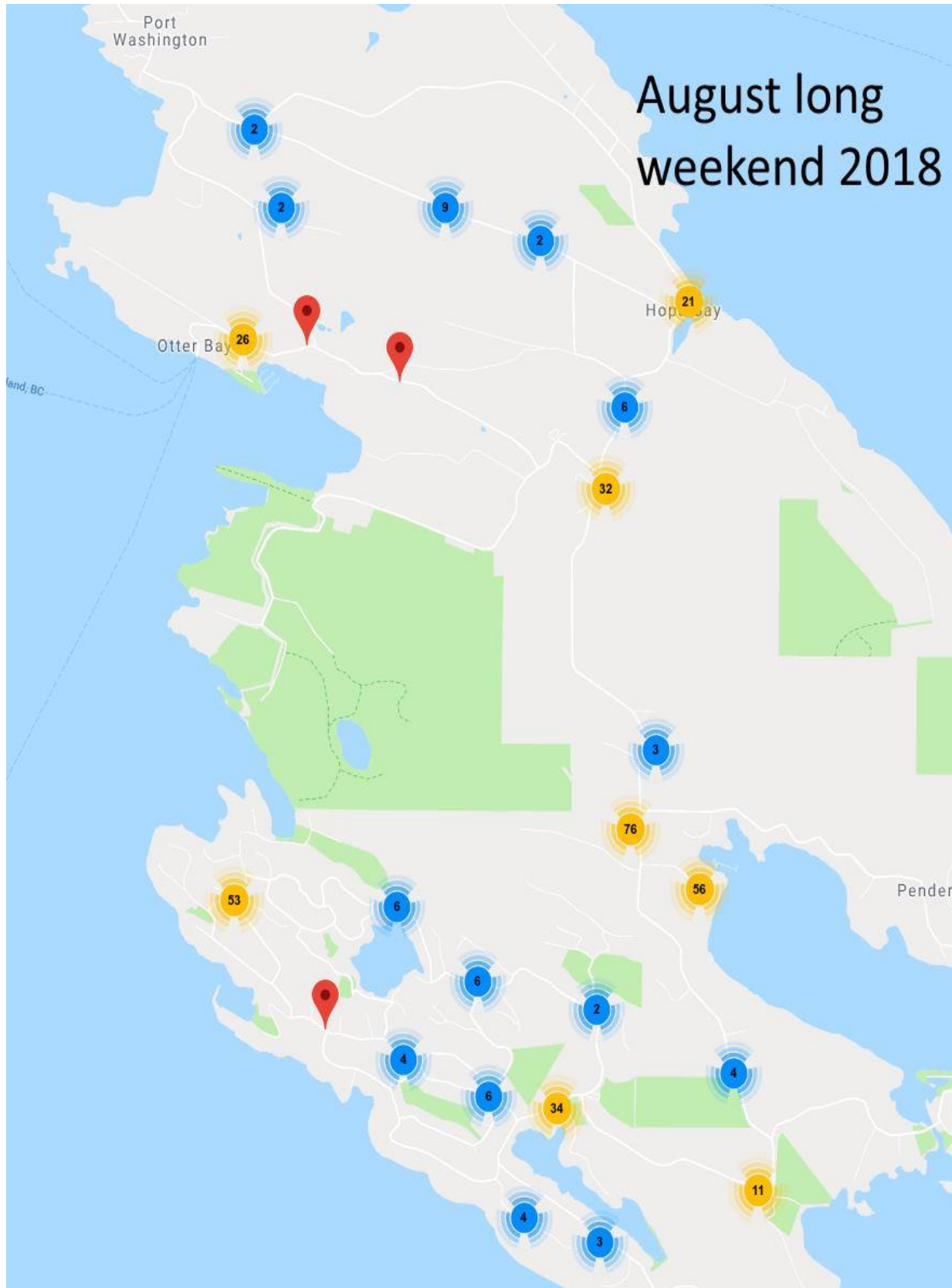


Figure 4. The number of passengers embarking at specific locations is indicated by the colored circles for the 4 days of operation over the August 2018 long weekend.



APPENDICES:

1. BUS ROUTE
2. BUS SCHEDULES
3. TOUR DES ILES SCHEDULES
4. CHARTER SERVICE
5. BC TRANSIT FEASIBILITY
STUDY
6. SGI COMMUNITY BUS STUDY

APPENDIX 1

BUS ROUTE



Wave us down.. We can stop anywhere safe!



**Pender Island
Community Bus
Schedule**

Oct 9 to Dec 31, 2018

penderbus.org info@penderbus.org





Making a difference...together





Union of BC Municipalities



Greenangels Foundation




APPENDIX 2

BUS

SCHEDULES

PENDER BUS...

WAVE US DOWN...

WE CAN STOP ANYWHERE SAFE

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers	
FRIDAYS				FRIDAYS (October 9 to December 31, 2018)										FRIDAYS	
9:30a	9:35a	9:40a	9:45a	9:49a	9:55a	10:00a	10:04a	10:08a	10:13–10:15a	10:20a	10:25a	10:30a	10:35–10:45a	10:55a	
10:55a	11:00a	11:05a	11:10a	11:14a	11:20a	11:25a	11:29a	11:33a	11:38–12:05p	12:10p	12:15p	12:20–12:45p	12:50p	1:00p	
1:00p	1:05p	1:10p	1:15p	1:19p	1:25p	1:30p	<i>turn around at Hall</i>					1:30p	1:35p	1:45p	
1:45p	1:50p	1:55p	2:00p	2:04p	2:10p	2:15p	2:19p	2:23p	2:28–2:45p	2:50p	2:55p	3:00p	3:05–3:35p	3:45p	
3:45p	3:50p	3:55p	4:00p	4:04p	4:10p	4:15p	4:19p	4:23p	4:28–4:45p	4:50p	4:55p	5:00p	5:05p	5:15p	
5:15p	*5:20p	*5:25p	*5:30p												

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers	
SATURDAYS				SATURDAYS (October 9 to December 31, 2018)										SATURDAYS	
8:10a	8:15a	8:20a	8:25a	8:29a	8:35a	8:40a	8:44a	8:48a	8:53–9:00a	9:05a	9:10a	9:15a	9:20a	9:30a	
9:30a	9:35a	9:40a	9:45a	9:49a	9:55a	10:00a	10:04a	10:08a	10:13–10:25a	10:30a	10:35a	10:40a	10:45	10:55a	
10:55a	11:00a	11:05a	11:10a	11:14a	11:20a	11:25a	<i>turn around at Hall</i>					11:25a	11:30	11:40a	
11:40a	11:45a	11:50a	11:55a	11:59a	12:05p	12:10p	12:14p	12:18p	12:23–12:30p	12:35p	12:40p	12:45p	12:50–12:55p	1:05p	
1:05p	1:10p	1:15p	1:20p	1:24p	1:30p	1:35p	<i>turn around at Hall</i>					1:35p	1:40–2:15p	2:25p	
2:25p	2:30p	2:35p	2:40p	2:44p	2:50p	2:55p	2:59p	3:03p	3:08–3:25p	3:30p	3:35p	3:40p	3:45–3:50p	4:00p	
4:00p	*4:05p	*4:10p	*4:15p												

* If no passengers on last run, bus finishes at Buccaneers, skipping the last loop around Magic Lake.

** Driftwood stop is on gravel south of gas station. Browning stop is on road above parking area. Clinic/School by request on return to Magic Lake.

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[see our Bus Tracker, route map and more at PenderBus.org](http://PenderBus.org)

PENDER BUS...

WAVE US DOWN...

WE CAN STOP ANYWHERE SAFE

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers
FRIDAYS				FRIDAYS (September 4 to October 8, 2018)							FRIDAYS			
8:15a	8:20a	8:25a	8:30a	8:35a	8:40a	8:45a	8:50a	8:55a	9:00–9:20a	9:25a	9:30a	9:35a	9:40–10:00a	10:10a
10:10a	10:15a	10:20a	10:25a	10:30a	10:35a	10:40a	turn around at Hall					10:40a	10:45–11:00a	11:10a
11:10a	11:15a	11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50a	11:55–12:20p	12:25p	12:30p	12:35–1:10p	1:15p	1:25p
1:25p	1:30p	1:35p	1:40p	1:45p	1:50p	1:55p	turn around at Hall					1:55p	2:00p	2:10p
2:10p	2:15p	2:20p	2:25p	2:30p	2:35p	2:40p	2:45p	2:50p	2:55–3:15p	3:20p	3:25p	3:30p	3:35–3:50p	4:00p
4:00p	4:05p	4:10p	4:15p	4:20p	4:25p	4:30p	4:35p	4:40p	4:45–5:00p	5:05p	5:10p	5:15p	5:20p	5:30p
5:30p	5:35p	5:40p	5:45p	5:50p	5:55p	stay at Driftwood						5:55–6:25p	6:35p	
6:35p	6:40p	6:45p	6:50p	6:55p	7:00p	7:05p	7:10p	7:15p	7:20–7:35p	7:40p	7:45p	7:50p	7:55p	8:05p
*8:05p	*8:10p	*8:15p	*8:20p											

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers	
SATURDAYS				SATURDAYS (September 4 to October 8, 2018)							SATURDAYS				
8:15a	8:20a	8:25a	8:30a	8:35a	8:40a	8:45a	8:50a	8:55a	9:00–9:10a	9:15a	9:20a	9:25a	9:30–9:35a	9:45a	
9:45a	turn around . . .			9:45a	9:50a	9:55a	10:00a	10:05a	10:10a	10:15–10:20a	10:25a	10:30a	10:35a	10:40a	10:50a
10:50a	10:55a	11:00a	11:05a	11:10a	11:15a	11:20a	turn around at Hall					11:20a	11:25	11:35a	
11:35a	11:40a	11:45a	11:50a	11:55a	12:00p	12:05p	12:10p	12:15p	12:20–12:35p	12:40p	12:45p	12:50p	12:55–1:00p	1:10p	
1:10p	1:15p	1:20p	1:25p	1:30p	1:35p	1:40p	turn around at Hall					1:40p	1:45–2:15p	2:25p	
2:25p	2:30p	2:35p	2:40p	2:45p	2:50p	2:55p	3:00p	3:05p	3:10–3:25p	3:30p	3:35p	3:40p	3:45–3:50p	4:00p	
4:00p	*4:05p	*4:10p	*4:15p												

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PENDER BUS... WAVE US DOWN... WE CAN STOP ANYWHERE SAFE

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers
THURSDAY (June 27 to September 3, 2018)														
9:50a	9:55a	10:00a	10:05a	10:10a	10:15a	10:20a	10:25a	10:30a	10:35a	10:40a	10:45a	10:50a	10:55a	11:05a
11:05a	11:10a	11:15a	11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50-12:05p	12:10p	12:15p	12:20p	12:25-12:45p	12:55p
12:55p	1:00p	1:05p	1:10p	1:15p	1:20p	1:25p	1:30p	1:35p	1:40p	1:45p	1:50p	1:55p	2:00-2:20p	2:30p
2:30p	2:35p	2:40p	2:45p	2:50p	2:55p	3:00p	3:05p	3:10p	3:15-3:35p	3:40p	3:45p	3:50p	3:55-4:05p	4:15p
4:15p	4:20p	4:25p	4:30p	4:35p	4:40p	4:45p	4:50p	4:55p	5:00-5:15p	5:20p	5:25p	5:30p	5:35p	5:45p
*5:45p	*5:50p	*5:55p	*6:00p											

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers
FRIDAY (June 27 to September 3, 2018)														
8:25a	8:30a	8:35a	8:40a	8:45a	8:50a	8:55a	9:00a	9:05a	9:10-9:30a	9:35a	9:40a	9:45a	9:50-10:10a	10:20a
10:20a	10:25a	10:30a	10:35a	10:40a	10:45a	10:50a	turn around at Hall				10:50a	10:55a	11:05a	
11:05a	11:10a	11:15a	11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50-12:05p	12:10p	12:15p	12:20-1:10p	1:15-1:35p	1:45p
1:45p	1:50p	1:55p	2:00p	2:05p	2:10p	2:15p	turn around at Hall				2:15p	2:20p	2:30p	
2:30p	2:35p	2:40p	2:45p	2:50p	2:55p	3:00p	3:05p	3:10p	3:15-3:35p	3:40p	3:45p	3:50p	3:55-4:05p	4:15p
4:15p	4:20p	4:25p	4:30p	4:35p	4:40p	4:45p	4:50p	4:55p	5:00-5:15p	5:20p	5:25p	5:30p	5:35p	5:45p
5:45p	5:50p	5:55p	6:00p	6:05p	6:10p	stay at Driftwood						6:10-6:45p	6:55p	
6:55p	7:00p	7:05p	7:10p	7:15p	7:20p	7:25p	7:30p	7:35p	7:40-8:00p	8:05p	8:10p	8:15p	8:20p	8:30p
*8:30p	*8:35p	*8:40p	*8:45p											

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers
SATURDAY (June 27 to September 3, 2018)														
9:00a	9:05a	9:10a	9:15a	9:20a	9:25a	9:30a	9:35a	9:40a	9:45-10:00a	10:05a	10:10a	10:15a	10:20a	10:30a
10:30a	10:35a	10:40a	10:45a	10:50a	10:55a	11:00a	turn around at Hall				11:00a	11:05-11:35a	11:45a	
11:45a	11:50a	11:55a	12:00p	12:05p	12:10p	12:15p	12:20p	12:25p	12:30-1:00p	1:05p	1:10p	1:15p	1:20-1:25p	1:35p
1:35p	1:40p	1:45p	1:50p	1:55p	2:00p	2:05p	turn around at Hall				2:05p	2:10-2:25p	2:35p	
2:35p	2:40p	2:45p	2:50p	2:55p	3:00p	3:05p	3:10p	3:15p	3:20-3:35p	3:40p	3:45p	3:50p	3:55-4:00p	4:10p
4:10p	*4:15p	*4:20p	*4:25p											

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner) via Southridge	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning (Clinic by request)	Buccaneers
SUNDAY (June 27 to September 3, 2018)														
11:45a	11:50a	11:55a	12:00p	12:05p	12:10p	12:15p	12:20p	12:25p	12:30-12:50p	12:55p	1:00p	1:05p	1:10-1:55p	2:05p
2:05p	2:10p	2:15p	2:20p	2:25p	2:30p	2:35p	2:40p	2:45p	2:50-3:05p	3:10p	3:15p	3:20p	3:25-3:45p	3:55p
*3:55p	*4:00p	*4:05p	*4:10p											

rev.A

* If no passengers on last run, bus finishes at Buccaneers, skipping the last loop around Magic Lake.

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Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	Driftwood Shopping	Community Hall	Southridge & Hardware	Port Wash & Otter Bay	Ferry Terminal	Library & Nu-to-Yu	Hope Bay (corner)	Community Hall	Driftwood Shopping	Clinic & School	Buccaneers
FRIDAYS (April 1 to April 30, 2018)															
8:10a	8:15a	8:20a	8:25a	8:30a	8:35a	8:40a	8:45a	8:50a	8:55-9:10a	direct to hall		9:15a	9:20a	9:25a	9:30a
9:30a	9:35a	9:40a	9:45a	9:50a	9:55a	10:00a	bus turns around at Hall					10:00a	10:05-10:20a	10:25a	10:30a
10:30a	10:35a	10:40a	10:45a	10:50a	10:55a	11:00a	bus turns around at Hall					11:00a	11:05-11:10a	11:15a	11:20a
11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50a	direct to ferry		11:55-12:10p	12:15p	12:20p	12:25p	12:30p	12:35p	12:40p
12:40p	12:45p	12:50p	12:55p	1:00p	1:05p	1:10p	bus stays at Hall					1:35p	1:40p	1:45p	1:50p
1:50p	1:55p	2:00p	2:05p	2:10p	2:15-2:20p	2:25p	direct to ferry		2:30-2:45p	2:50p	2:55p	3:00p	3:05-3:30p	3:35p	3:40p
3:40p	3:45p	3:50p	3:55p	4:00p	4:05-4:10p	4:15p	4:20p	4:25p	4:30-4:45p	4:50p	4:55p	5:00p	5:05-5:10p	5:15p	5:20p
5:20p	5:25p	5:30p	5:35p	5:40p	5:45-6:20p	bus stays at Driftwood						6:20p	6:25p	6:30p	
6:30p	6:35p	6:40p	6:45p	6:50p	6:55p	7:00p	7:05p	7:10p	7:15-7:30p	7:35p	7:40p	7:45p	7:50p	7:55p	8:00p
8:00p	8:05p	8:10p	8:15p												

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	Driftwood Shopping	Community Hall	Southridge & Hardware	Port Wash & Otter Bay	Ferry Terminal	Library & Nu-to-Yu	Hope Bay (corner)	Community Hall	Driftwood Shopping	Clinic & School	Buccaneers
SATURDAYS (April 1 to April 30, 2018)															
7:35a	7:40a	7:45a	7:50a	7:55a	8:00a	8:05a	8:10a	8:15a	8:20-8:30a	8:35a	8:40a	8:45a	8:50-9:00a	9:05a	9:10a
9:10a	9:15a	9:20a	9:25a	9:30a	9:35-9:50a	9:55a	bus turns around at Hall					9:55a	10:00a	10:05a	10:10a
10:10a	10:15a	10:20a	10:25a	10:30a	10:35-10:40a	10:45a	10:50a	10:55a	11:00-11:15a	11:20a	11:25a	11:30a	11:35-11:40a	11:45a	11:50a
11:50a	11:55a	12:00p	12:05p	12:10p	12:15-12:20p	bus stays at Driftwood						12:20p	12:25p	12:30p	
12:30p	12:35p	12:40p	12:45p	12:50p	12:55p	1:00p	bus turns around at Hall					1:00p	1:05-1:20p	1:25p	1:30p
1:30p	1:35p	1:40p	1:45p	1:50p	1:55-2:10p	bus stays at Driftwood						2:10p	2:15p	2:20p	
2:20p	2:25p	2:30p	2:35p	2:40p	2:45-2:50p	2:55p	3:00p	3:05p	3:10-3:25p	3:30p	3:35p	3:40p	3:45-3:55p	bus turns around	
					3:45-3:55p	4:00p	4:05p	4:10p	4:15-4:30p	4:35p	4:40p	4:45p	4:50-5:10p	5:15p	5:20p
5:20p	5:25p	5:30p	5:35p												

PENDER BUS... WAVE US DOWN... WE CAN STOP ANYWHERE SAFE

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner)	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning	Clinic & School	Buccaneers
FRIDAYS (May 1 to June 26, 2018)															
8:20a	8:25a	8:30a	8:35a	8:40a	8:45a	8:50a	8:55a	9:00a	9:05–9:20a	9:25a	9:30a	9:35a	9:40–10:00a	10:05a	10:10a
10:10a	10:15a	10:20a	10:25a	10:30a	10:35a	10:40a	<i>turn around at Hall</i>					10:40a	10:45–10:55a	11:00a	11:05a
11:05a	11:10a	11:15a	11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50–12:30p	12:35p	12:40p	12:45–1:10p	1:15p	1:20p	1:25p
1:25p	1:30p	1:35p	1:40p	1:45p	1:50p	1:55p	<i>turn around at Hall</i>					1:55p	2:00p	2:05p	2:10p
2:10p	2:15p	2:20p	2:25p	2:30p	2:35p	2:40p	2:45p	2:50p	2:55–3:10p	3:15p	3:20p	3:25p	3:30–3:45p	3:50p	3:55p
3:55p	4:00p	4:05p	4:10p	4:15p	4:20p	4:25p	4:30p	4:35p	4:40–4:55p	5:00p	5:05p	5:10p	5:15p	5:20p	5:25p
5:25p	5:30p	5:35p	5:40p	5:45p	5:50p	<i>stay at Driftwood</i>						5:50–6:20p	6:25p	6:30p	
6:30p	6:35p	6:40p	6:45p	6:50p	6:55p	7:00p	7:05p	7:10p	7:15–7:30p	*7:35p	*7:40p	*7:45p	*7:50p	*7:55p	*8:00p
*8:00p	*8:05p	*8:10p	*8:15p												

Buccaneers	Masthead	Anchor	Buccaneers	Clinic & School	** Browning, then Driftwood Centre	Community Hall (near Library & Nu-to-Yu)	Southridge & Hardware	Port Wash & Otter Bay Rd.	Ferry Terminal	Port Wash & Otter Bay Rd.	Hope Bay (corner)	Community Hall (near Library & Nu-to-Yu)	** Driftwood Centre, then Browning	Clinic & School	Buccaneers
SATURDAYS (May 1 to June 26, 2018)															
9:30a	9:35a	9:40a	9:45a	9:50a	9:55a	10:00a	10:05a	10:10a	10:15–10:30a	10:35a	10:40a	10:45a	10:50a	10:55a	11:00a
11:00a	<i>turn around</i>		11:00a	11:05a	11:10a	11:15a	<i>direct to ferry</i>		11:20a	11:25a	11:30a	11:35a	11:40a	11:45a	11:50a
11:50a	<i>turn around</i>		11:50a	11:55a	12:00p	12:05p	12:10p	12:15p	12:20–12:35p	12:40p	12:45p	12:50p	12:55–1:15p	1:20p	1:25p
1:25p	1:30p	1:35p	1:40p	1:45p	1:50p	1:55p	<i>turn around at Hall</i>					1:55p	2:00–2:15p	2:20p	2:25p
2:25p	2:30p	2:35p	2:40p	2:45p	2:50p	2:55p	3:00p	3:05p	3:10–3:25p	3:30p	3:35p	3:40p	3:45–3:50p	3:55p	4:00p
4:00p	<i>turn around</i>		4:00p	4:05p	4:10p	4:15p	<i>direct to ferry</i>		4:20–4:30p	*4:35p	*4:40p	*4:45p	*4:50p	*4:55p	*5:00p
*5:00p	*5:05p	*5:10p	*5:15p												

rev.F

* If no passengers on last run, bus returns direct to Buccaneers, skipping the Port Wash loop and Clinic/School.

** Driftwood stop and layovers are in gravel area south of gas station. Browning stop is on road above parking area.

Bus fares are "by donation" so ride with us, loose change or not :)

see our [Bus Tracker](http://PenderBus.org), route map and more at PenderBus.org

Magic Lake									
To Magic Lake				K	To Driftwood Centre				
A	H	I	J		J	I	H	A	
Driftwood Centre	Health Centre/ School	Slow Coast Café/ Medicine Beach	Schooner Way & Buccaneers Rd	Magic Lake Loop	Schooner Way & Buccaneers Rd	Slow Coast Café/ Medicine Beach	Health Centre/ School	Driftwood Centre	
Friday Schedule									
10:20	10:24	10:27	10:30	-	8:45	8:48	8:51	8:55	
				-	10:45	10:48	10:51	10:55	
12:50	12:54	12:57	1:00	-	1:15	1:18	1:21	1:25	
2:00	2:04	2:07	2:10	-	2:25	2:28	2:31	2:35	
3:45	3:49	3:52	3:55	-	4:10	4:13	4:16	4:20	
7:45	7:49	7:52	7:55	-	8:10	8:13	8:16	8:20	
Saturday Schedule									
			9:25	-	9:40	9:43	9:46	9:50	
10:45	10:49	10:52	10:55	-	11:10	11:13	11:16	11:20	
1:05	1:09	1:12	1:15	-	1:30	1:33	1:36	1:40	

Otter Bay via Port Washington Rd										
To Otter Bay					To Driftwood Centre					
A	B	C	D	E	E	F	G	B	A	
Driftwood Centre	Community Hall	Home Hardware	Port Wash. Rd & Otter Bay Rd	Otter Bay Ferry Terminal	Otter Bay Ferry Terminal	Auchterlonie Centre	Port Wash. Rd & Bedwell Hbr	Community Hall	Driftwood Centre	
Friday Schedule										
8:55	9:00	9:05	9:10	9:15	9:30	9:35	9:38	9:43	9:48	
11:10	11:15	11:20	11:25	11:30	11:45			11:50	11:55	
11:55	12:00	12:05	12:10	12:15	12:30	12:35	12:38	12:43	12:48	
1:25	1:30	<i>Bus remains at Community Hall</i>					1:55	2:00		
2:35	2:40	2:45	2:50	2:55	3:10	3:15	3:18	3:23	3:28	
4:20	7:05			7:10	7:25	7:30	7:33	7:38	7:43	
Saturday Schedule										
9:50	9:55	10:00	10:05	10:10	10:25	10:30	10:33	10:38	10:43	
11:55	12:00	12:05	12:10	12:15	12:30	12:35	12:38	12:43	12:48	

Shaded: Direct route

May 29, 2017 – June 22, 2017.

See penderbus.org for more information and a route map.

Magic Lake									
To Magic Lake				K	To Driftwood Centre				
A	H	I	J		J	I	H	A	
Driftwood Centre	Health Centre/ School	Slow Coast Café/ Medicine Beach	Schooner Way & Buccaneers Rd	Magic Lake Loop	Schooner Way & Buccaneers Rd	Slow Coast Café/ Medicine Beach	Health Centre/ School	Driftwood Centre	
Friday Schedule									
10:20	10:24	10:27	8:30 10:30	-	8:45 10:45	8:48 10:48	8:51 10:51	8:55 10:55	
12:50	12:54	12:57	1:00	-	1:15	1:18	1:21	1:25	
2:00	2:04	2:07	2:10	-	2:25	2:28	2:31	2:35	
3:45	3:49	3:52	3:55	-	4:10	4:13	4:16	4:20	
7:45	7:49	7:52	7:55	-	8:10	8:13	8:16	8:20	
Saturday Schedule									
10:45	10:49	10:52	9:25 10:55	-	9:40 11:10	9:43 11:13	9:46 11:16	9:50 11:20	
1:05	1:09	1:12	1:15	-	1:30	1:33	1:36	1:40	

Otter Bay via Port Washington Rd										
To Otter Bay					To Driftwood Centre					
A	B	C	D	E	E	F	G	B	A	
Driftwood Centre	Community Hall	Home Hardware	Port Wash. Rd & Otter Bay Rd	Otter Bay Ferry Terminal	Otter Bay Ferry Terminal	Auchterlonie Centre	Port Wash. Rd & Bedwell Hbr	Community Hall	Driftwood Centre	
Friday Schedule										
8:55	9:00	9:05	9:10	9:15	9:30	9:35	9:38	9:43	9:48	
11:10	11:15	11:20	11:25	11:30	11:45			11:50	11:55	
11:55	12:00	12:05	12:10	12:15	12:30	12:35	12:38	12:43	12:48	
1:25	1:30	<i>Bus remains at Community Hall</i>					1:55	2:00		
2:35	2:40	2:45	2:50	2:55	3:10	3:15	3:18	3:23	3:28	
7:00	7:05			7:10	7:25	7:30	7:33	7:38	7:43	
Saturday Schedule										
9:50	9:55	10:00	10:05	10:10	10:25	10:30	10:33	10:38	10:43	
11:55	12:00	12:05	12:10	12:15	12:30	12:35	12:38	12:43	12:48	

Shaded: Direct route

See penderbus.org for more information and a route map.

Magic Lake Area Connector									Otter Bay via Port Washington Rd							
Driftwood Center	Health Center/ School	Slow Coast Café/ Medicine Beach	Schooner Way & Buccaneers Rd	Magic Lake Loop	Schooner Way & Buccaneers Rd	Slow Coast Café/ Medicine Beach	Health Center/ School	Driftwood Center	Community Hall	Home Hardware	Port Wash. Rd & Otter Bay Rd	Otter Bay Ferry Terminal	Auchterlonie Center	Port Wash. Rd & Bedwell Hbr. Rd	Community Hall	Driftwood Center
Friday Schedule																
			8:30	-	8:45	8:48	8:51	8:55	9:00	9:05	9:10	9:15 – 9:30	9:35	9:38	9:43	9:48
10:20	10:24	10:27	10:30	-	10:45	10:48	10:51	10:55 – 11:10	11:15	11:20	11:25	11:30 – 11:45	<i>Direct</i>	11:50	11:55	
									11:55	12:00						
									12:00	12:05	12:10	12:15 – 12:30	12:35	12:38	12:43	12:48
12:50	12:54	12:57	1:00	-	1:15	1:18	1:21	1:25	1:30	<i>Remain at Community Hall</i>					1:55	2:00
2:00	2:04	2:07	2:10	-	2:25	2:28	2:31	2:35	2:40	2:45	2:50	2:55 – 3:10	3:15	3:18	3:23	3:28
3:45	3:49	3:52	3:55	-	4:10	4:13	4:16	4:20								
									7:00	7:05	<i>Direct</i>	7:10 – 7:25	7:30	7:33	7:38	7:43
7:45	7:49	7:52	7:55	-	8:10	8:13	8:16	8:20								
Saturday Schedule																
			9:25	-	9:40	9:43	9:46	9:50	9:55	10:00	10:05	10:10 – 10:25	10:30	10:33	10:38	10:43
10:45	10:49	10:52	10:55	-	11:10	11:13	11:16	11:20 – 11:55	12:00	12:05	12:10	12:15 – 12:30	12:35	12:38	12:43	12:48
1:05	1:09	1:12	1:15	-	1:30	1:33	1:36	1:40								
<u>Drivers' Notes</u>																

APPENDIX 3
TOUR DES ILES
BUS
SCHEDULES

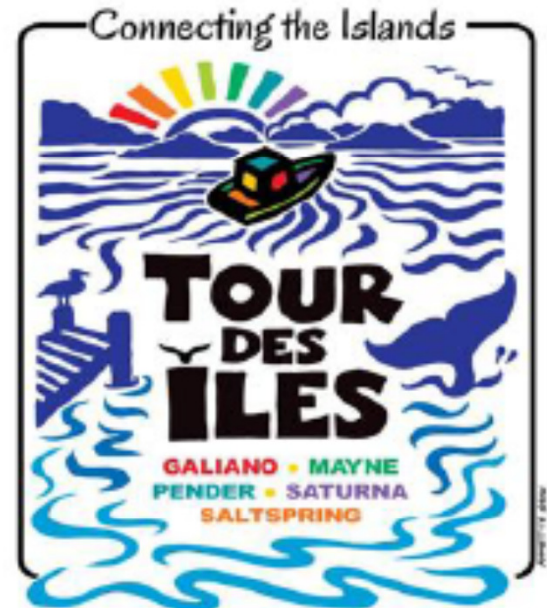


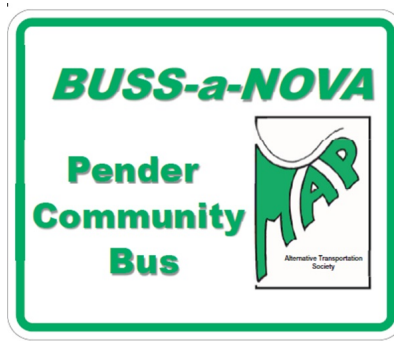
Pender Island

Tour des Îles Routes

June 22, 2018– June 24 2018

penderbus.org info@penderbus.org



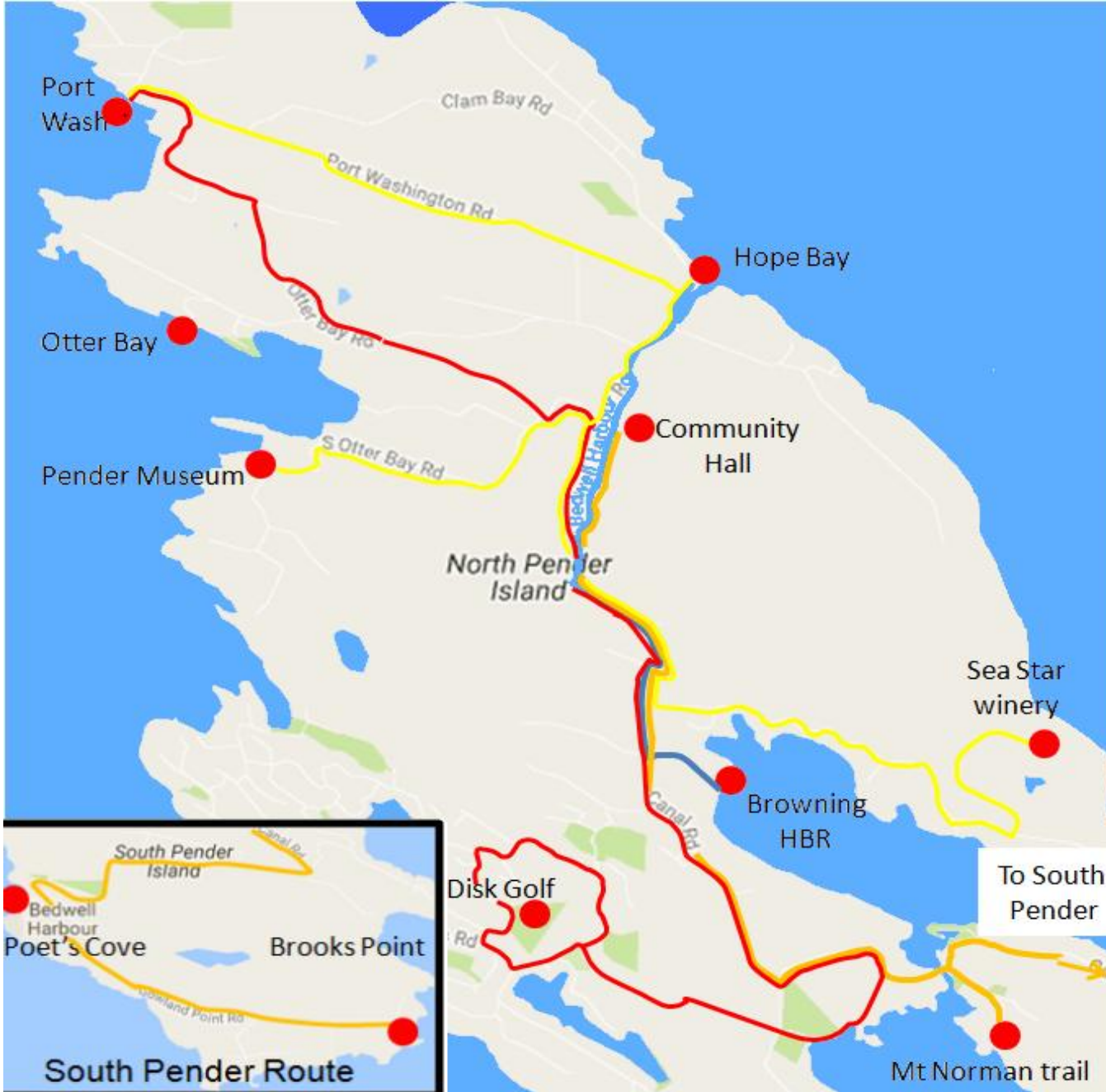


Route 1- **Bus 21** -Port Washington - Pender Golf Course- BC Ferry Terminal- Community Hall - Driftwood Center- Port Browning, Medicine Beach Market, Magic Lake, Loop Disc Golf Course and return

Route 2- **Marty's Van** -Port Washington - Hope Bay- Community Center - Driftwood Center, Port Browning, Pender Island Museum, and return

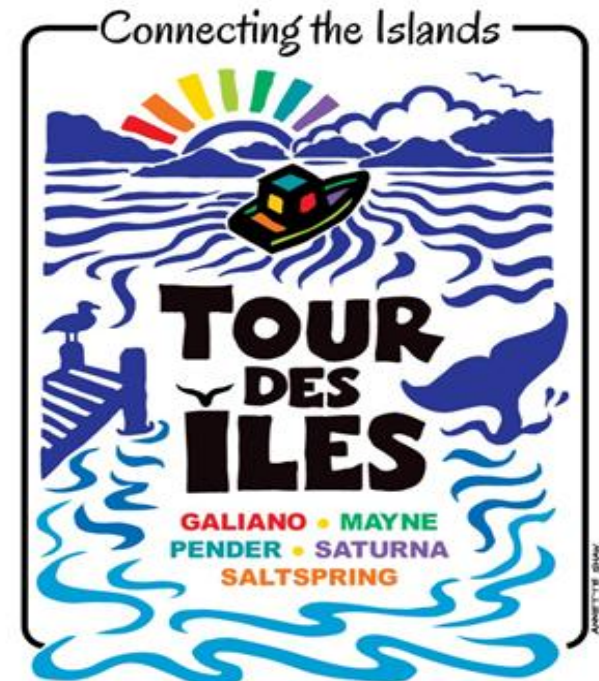
Route 3- **Port Browning Van** -Port Browning - Driftwood Center - Pender Island Cidery - Sea Star Winery - and return

Route 4 - **Poet's Cove Van** -Port Browning - Driftwood Center- Mount Norman trailhead - Poet's Cove Resort - and return-



**Pender Island
Community Bus**
 Tour des Îles Schedule
 June 23, 2017 – June 25, 2017

 ☐ penderbus.org ☐ info@penderbus.org
See schedule on reverse side



Community Hall-Mount Norman-Poets Cove-Brooks Point

Poets Cove Resort	Mount Norman Trail Head	Health Center/School	Driftwood Center	Community Hall	Driftwood Center	Health Center/School	Mount Norman Trail Head	Poets Cove Resort	Brooks Point
				8:30	8:35	8:40	8:45	9:05	9:15
9:25	9:45	9:50	9:55	10:00	10:05	10:10	10:15	10:35	10:40
10:50	11:20	11:25	11:30	11:35	11:40	11:45	11:50	12:10	12:20
12:30	12:50	12:55	13:00	13:05-13:30	13:35	13:40	13:45	14:05	14:15
14:25	14:45	14:50	14:55	15:00	15:05	15:10	15:15	16:05	16:15
16:25	16:45	16:50	16:55	17:00	17:05	17:10	17:15	17:35	17:35
17:45	18:05	18:10	18:15	18:20	18:25	18:30	18:35	18:55	

Hope Bay - Browning Harbor

Community Hall	Auchterlonie Centre	Hope Bay	Community Hall	Driftwood Center	Port Browning	Driftwood Center
		8:15	8:30	8:35	8:45	8:55
9:05	9:10	9:15	9:30	9:35	9:45	9:55
10:05	10:10	10:15	10:30	10:35	10:45	10:55
11:05	11:10	11:15	11:30	11:35	11:45	11:55
12:05	12:10	12:15	12:30	12:35	12:45	12:55
13:05	13:10	13:15	13:30	13:35	13:45	13:55 - 14:25
14:35	14:40	14:45	15:00	15:10	15:15	15:25
15:05	15:10	15:45	16:00	16:10	16:15	16:25
16:05	16:10	16:45	17:00	17:10	17:15	17:25
17:05	17:10	17:45	18:00	18:10	18:15	18:25
18:05	18:10	18:45	19:00	19:10	19:15	19:25

Port Washington - Disk Golf Course

Port Washington	Community Hall	Driftwood Center	Health Center/School	Slow Coast Café/Medicine Beach	Schooner Way & Buccaneers Rd	Disk Golf Course	Slow Coast Café/Medicine Beach	Health Center/School	Driftwood Center	Community Hall	Auchterlonie Centre
8:30	8:45	8:50	9:00	9:05	9:10	9:20	9:25	9:30	9:35	9:40-10:15	10:20
10:30	10:45	10:50	11:00	11:05	11:10	11:20	11:25	11:30	11:35	11:40-14:15	14:20
14:30	14:45	14:50	15:00	13:05	15:10	15:20	15:25	15:30	15:35	15:40-16:50	16:55
17:00	17:45	17:50	18:00	18:05	18:10	18:20	18:25	18:30	18:35	18:40	

Port Washington - Hope Bay-Sea Star Winery-Pender Museum

Port Washington	Hope Bay	Community Hall	Driftwood Center	Cidery on Razor Point Road	Sea Star Winery	Driftwood Center	Community Hall	Roesland Pender Museum	Community Hall	Auchterlonie Centre
8:30	9:10	9:10	Direct					9:25	9:40	9:45
	10:10	10:10	10:15	10:20	10:25	10:35	10:40			10:45
10:50	11:10	11:10	Direct					11:25	11:40	11:50
	12:10	12:10	12:15	12:20	12:25	12:35	12:40			12:50
	13:10	13:10	Remains at Community Hall						13:50	13:55
	14:10	14:10	Direct					14:25	14:40	14:45
14:50	15:10	15:10	15:15	15:20	15:25	15:35	15:40			15:50
	16:10	16:10	Direct					16:25	16:40	16:50
	17:10	17:10	17:15	17:20	17:25	17:35	17:40			17:45
17:50	18:10	18:10	18:15	Direct					18:25	18:30
18:40	18:55	19:05								



APPENDIX 4

BUS CHARTERS

MOVING AROUND PENDER: USE OF COMMUNITY BUS BY ORGANIZATIONS AND GROUPS

Moving Around Pender operates a regularly scheduled Bus Service on Pender Island; Buss-a-Nova – the Pender Island Community Bus. In addition, the 21 passenger Bus is available for special functions and events. These include:

1. Regularly scheduled events (eg weekly seniors events organized by the Health Care Society, weekly dinners at the Legion or monthly off island tours by clubs).
 2. Tours where the itinerary is determined by the operator, not by passengers (eg sightseeing tours to specific destinations).
 3. Other excursions on-island or off-island.
- Since there is a Pender Island Taxi company that provides charters with one or two 15 person vans MAP will not compete with this commercial service for provision of services to for-profit or private groups unless Pender Island Taxi is unable to accommodate them or we have an agreement with Pender Island Taxi Company to share the service
 - The types of groups and who is the appropriate service provider (MAP or Pender Island Taxi) is shown on the Figure below where MAP would be the preferred supplier for green groups, Pender Island Taxi will be the preferred provider for red groups and we will consult with each other to decide who would best do it for orange groups

Scheduled Routes	Local Non-profit	Educational Groups	Community Events	Camps	Funerals/ Services	Government	Off island tourists	On island For Profits	Off island For Profits	Weddings
Yes	Yes	Yes	Yes	Yes	Maybe (hardship)	Maybe (Community Benefit?)	Maybe (Community Benefit?)	Maybe (Community Benefit?)	No	No
					Check with Marty first					

- For a volunteer driver to use the bus on behalf of the society or group booking the bus a current BC Driver’s abstract must be provided to MAP. A driver’s abstract can be obtained at: <http://www.icbc.com/driver-licensing/getting-licensed/Pages/Your-driving-record.aspx>
- Our Pender Island Community Bus is operated by MAP, a nonprofit society but MAP must cover the costs of running, insuring and maintaining the bus. MAP has developed a cost recovery formula for use of the bus which covers diesel fuel, insurance and maintenance. The cost for a non profit society is \$50 for a three hour block and \$25 for each additional hour up to a maximum of \$120 per 8 hrs. Fuel is included in fee if the total distance traveled is less than 30 km. Thereafter, a \$0.30 per km charge will apply .

- If the renter is in the orange group category we may charge higher prices and incorporate a mileage cost. The price can be decided on a case by case basis and will incorporate knowledge of the group's ability to pay.
-
- For first time users, a MAP rep will hand over keys and answer any questions
- A pre-trip inspection form should be filled out by the driver for each instance of use

Chartering the Pender Bus

contact: PenderBusCharters@gmail.com

The Pender Island Community Bus (Bussa - Nova) is operated by MAP (Moving Around Pender), a non-profit society, and MAP must cover the costs of fueling, insuring and maintaining the bus. MAP's drivers volunteer 3 shifts a month to provide the scheduled bus service and are paid for charters.

	3 hrs min.	4 hrs	5 hrs	6 hrs	7 hrs	8 hrs
With driver (plus fuel over 30km)	\$125	\$175	\$225	\$270	\$295	\$320
Without driver* (plus fuel over 30km)	\$50	\$75	\$100	\$120	\$120	\$120

Fuel costs: Kilometers are included for travel less than 30 km. Thereafter, a \$0.50 per km charge applies.

*If the renter has a Class 4 driver's license and is registered with MAP, there is a possibility of renting the bus without a MAP driver.

APPENDIX 5
BC TRANSIT
FEASIBILITY
STUDY

Southern Gulf Islands

Service Discussion Document



DRAFT – January 15, 2014

ACKNOWLEDGEMENTS

BC Transit would like to thank the Board and staff of the Capital Regional District and the organizations and community members who provided input into this Service Discussion Document, in particular:

- Southern Gulf Islands Director David Howe
- Southern Gulf Island Economic Development Commission
- Marg Mishek-Evans
- Peggy Dayton
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- Michael Hoebel
- Ed Andrusiak
- Arnie Bell
- Paul Brent
- Brian Crumblehulme
- Ian Dow
- Andrea Mills
- Larry Peck
- Ina Timmer

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1.0 Introduction

At the request of the Capital Regional District (CRD), BC Transit has undertaken this Service Discussion Document to provide an initial exploration of the feasibility, scope and costs of a more formal transit system or public transportation network on Galiano, Mayne, South and North Pender and Saturna Islands. These areas represent the major islands within the Southern Gulf Islands Electoral Area.

On these islands there is already an array of transportation initiatives underway. These include everything from a car stop program on the Pender Islands to a new volunteer-driven bus service on Mayne and a privately operated shuttle on Galiano. Some transportation services are also provided by taxis, major employers/resorts and water taxis. The diversity of transportation initiatives on each island has provided an ideal opportunity to test out different models. However, there is concern that it may not be possible to financially sustain some of them over the long term.

The other two key issues behind the desire to look at transit feasibility on the islands are their demographic makeup and long term economic development strategy. There is a much higher proportion of seniors on the Islands than the B.C. average, and the communities would like to improve the ability for those citizens to age in place without having to move elsewhere. Public transportation is also seen as a key economic development tool. There is an interest in strengthening the local economies of the islands, particularly to attract younger people and families to live on the islands. In the summer, transit is seen as a potential means to connect marine visitors to a wider number of shops and services. In the off-peak season, it is also seen as a part of an overall larger strategy to strengthen year-round local economies and reduce dependence on BC Ferries.

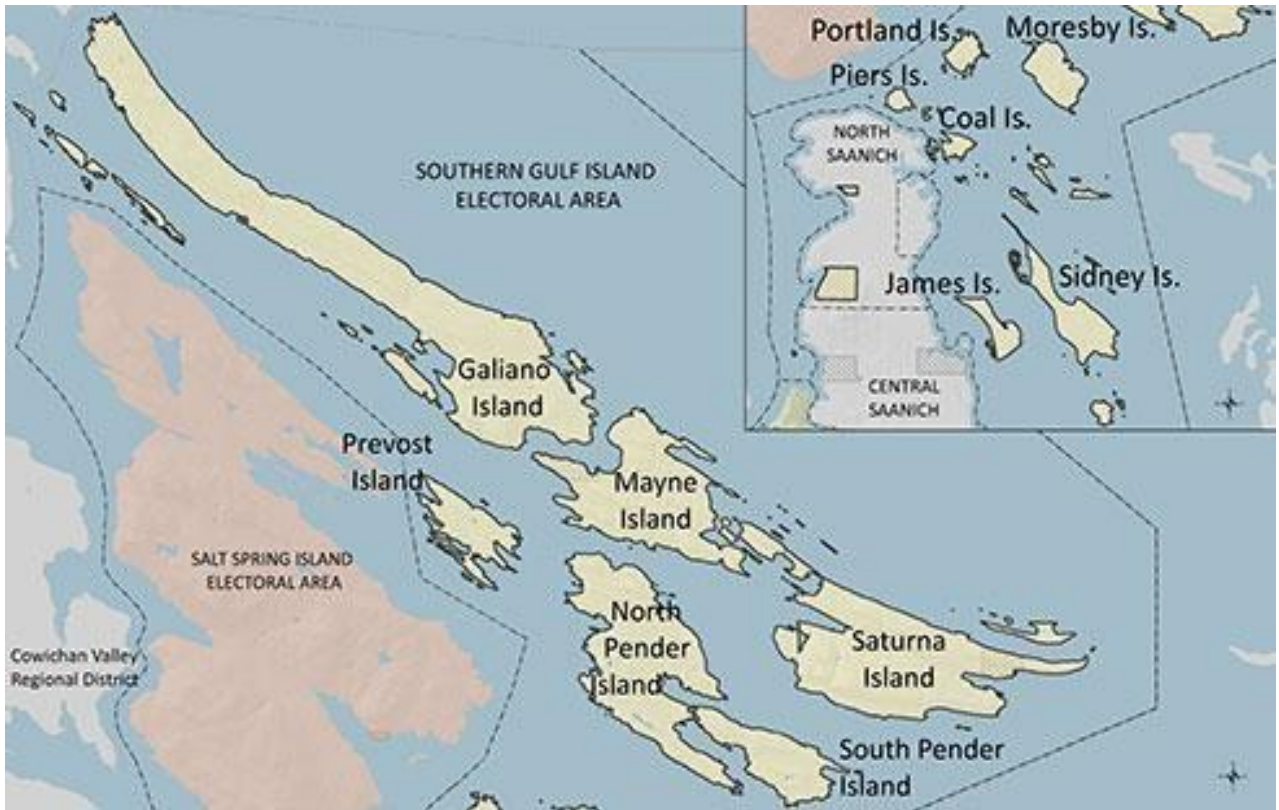
Conducted in consultation with the CRD, the Southern Gulf Islands Area Director, and representatives of Galiano, Mayne, South and North Pender and Saturna Islands, this Service Discussion Document provides a high-level summary of the following aspects of these communities:

- Community context, including demographic patterns, community land use and transportation plans as well as any existing economic development strategies
- Existing transportation options
- An initial inventory of community assets/resources that could form part of a transportation solution
- Analysis of potential market and service types
- Potential service options, including ridership estimates, number of vehicles and hours required, and their associated costs.

The purpose of the Service Discussion Document is to provide a high-level sense of demand, options and costs for consideration by local decision-makers. At the direction of the CRD, a more detailed implementation plan could then be undertaken to refine options by conducting fieldwork and further public consultation.

2.0 Community Context and Background

2.1 Community Overview and Population



The Southern Gulf Island Electoral Area consists of five large islands, as well as many smaller islands, situated just off the east coast of South Vancouver Island. The largest and most populous islands are Galiano Island, Mayne Island, Saturna Island, and North and South Pender Islands. The estimated total population of the Southern Gulf Islands in 2006 was 5,101 and in 2011 it was 4,868. Of the islands, Pender has the highest year-round population at 2,235, followed by Galiano (1,140), Mayne (1,075) and Saturna (335).

	Mayne Island					Saturna Island					The Pender Islands					Galiano Island					BC Average		
	2006		2011		Change	2006		2011		Change	2006		2011		Change	2006		2011		Change	2011	Change	
Age Group	#	%	#	%		#	%	#	%		#	%	#	%		#	%	#	%		#	%	
Children (0-9 years)	45	4%	45	4%	0%	15	4%	15	4%	0%	155	7%	125	6%	-19%	75	6%	65	6%	-13%	438,580	10%	-0.3%
Youth (10-19 years)	65	6%	55	5%	-15%	5	1%	10	3%	100%	135	6%	140	6%	4%	80	6%	50	4%	-38%	513,945	12%	-1.2%
Young Adults (20-24 years)	20	2%	15	1%	-25%	5	1%	10	3%	100%	35	2%	50	2%	43%	45	4%	35	3%	-22%	279,825	6%	-0.1%
Adults (25-64 years)	645	58%	555	52%	-14%	220	62%	190	57%	-14%	1,250	56%	1,220	55%	2%	755	60%	615	54%	-19%	2,478,985	56%	0.6%
Younger Seniors (65-74 years)	195	18%	275	26%	41%	80	23%	85	25%	6%	385	17%	450	20%	17%	195	15%	230	20%	18%	371,615	8%	0.8%
Older Seniors (75+)	140	13%	130	12%	-7%	35	10%	35	10%	0%	260	12%	260	12%	0%	130	10%	145	13%	12%	317,100	7%	0.2%
Total	1,110		1,075		-3%	355		335		-6%	2,235		2,235		0%	1,260		1,140		-10%	4,400,050		7.0%
Median Age			61.5					60.6					60.1					59.0			41.9		
% of Population Age 15 or Over	92.8		92.3			95.8		93.8			90.0		93.5			90.9		92.2			84.6		

Based on the data in the preceding table, what follows are some key population and demographic observations:

- Communities in the Southern Gulf Islands are generally experiencing a decline in population from 2006 to 2011, with Galiano having the largest decrease at 10% and Saturna following with a 6% decrease. These decreases are compared to an increase for BC's total population of 7% over the same period.
- The Southern Gulf Islands' population is older than average. In 2011, the median age was 60.3 years on the four main islands, compared to 41.9 years in all of BC. On average, the Southern Gulf Islands have less than half the number of Youth (10-19 years) and Young Adults (20-24 years) than the provincial total. This compares to almost three times more Younger Seniors (65-74 years) than the provincial total.
- The total number of dwellings on the Southern Gulf Islands in 2011 was approximately 2,531 and the ratio of permanent to seasonal residences on each island illustrates the impact of summer tourism. North and South Pender had about 1,148 permanent residences plus 731 seasonal residences. Galiano had about 591 permanent residences plus another 634 seasonal residences. Mayne had about 569 permanent residences plus 677 seasonal residences. Saturna had about 179 permanent residences plus 247 seasonal residences.
 - The summer population is also impacted by visitors travelling to resorts, hotels and campgrounds, as well as marine traffic arriving by personal boat. ○ While summer population figures are not available, it is estimated that during that period the population of Galiano and Saturna both increase about 2-3 times, and the population of Mayne, North Pender and South Pender increase about 2 times.
- In 2011, the population density per square kilometer on South Pender it was 22.1, on North Pender it was 39, on Galiano was 18.9, on Mayne is was 47.9, and on Saturna is was 9.4.
 - The population is mostly concentrated on: North and South Pender Islands, in the areas of Magic Lake and Trincomali; Galiano Island, in the areas of Sturdies Bay, —The Cornerll, and Montague Harbour; Mayne Island, in the areas of Dinner Bay/Spinnaker, Miners Bay, Georgina Point and Bennett Bay; and, Saturna Island around Lyall Harbour.

Other B.C. island communities that have successfully implemented transit options through partnership with BC Transit or Translink are Salt Spring Island with a population of 10,235 and a median age of 53.2 and Bowen Island (operated by Translink) with a population of 3,405 and a median age of 46.6. Texada Island (population 1,053, median age 56.3) is served by the Powell River Regional Transit System one day per week, two trips per day.

BC Transit conducted a Feasibility Study examining transit service for Gabriola Island (population of 4,045 and a median age of 57.3) in 2010, but that community has since decided to implement its own volunteer-driven bus system —GERTIEII separate from the Regional District of Nanaimo's BC Transit system.

The following table looks at BC Transit's current transit systems serving a population of 5,000 people or less.

Transit system	Population	Vehicles	Service Hours	Rides per Hour	Cost per Ride	Trips per Day (Mon-Fri)	Service Description
100 Mile House	3,385	3	1,988	4.0	\$18.94	7 scheduled, Dial-a-ride	These systems are mostly self-contained, with little or no service in surrounding rural areas; may have limited connection to urban centre via Health Connections route.
Ashcroft-Clinton	2,264	2	1,976	1.5	\$46.13	3 scheduled, Dial-a-ride	
Bella Coola	3,300	2	3,521	5.2	\$13.61	6 scheduled, Dial-a-ride	
Boundary (Grand Forks)	3,985	2	1,606	4.4	\$15.89	Dial-a-ride	
Kaslo	2,700	1	586	2.9	\$36.95	2 scheduled, Dial-a-ride	
Princeton	2,724	2	1,976	3.4	\$19.92	Dial-a-ride	
Clearwater & Area	2,331	3	2,092	3.0	\$23.44	6 scheduled, Dial-a-ride	These systems provide service between multiple small rural communities within their regions, with no or limited connections to urban centres.
Hazelton's Regional	2,158	2	2,553	5.7	\$14.82	5 scheduled, deviations	
Mt. Waddington	6,513	3	4,285	7.1	\$11.65	20 scheduled, limited Dial-a-ride	
Nakusp	1,759	1	1,976	3.1	\$24.09	2 scheduled, Dial-a-ride	
Agassiz - Harrison	5,664	4	5,379	7.3	\$9.55	10 connections, deviations	These systems provide daily connections to neighbouring urban centres as well as some level of local service within the community.
Okanagan - Similkameen	1,647	1	1,690	5.0	\$16.57	4 connections	
Osoyoos	4,845	1	1,454	3.3	\$17.68	2 local/connections, Dial-a-ride	
Nelson - Slovan Valley	2,800	4	5,792	7.2	\$12.59	4 connections	
Pemberton Valley	3,675	2	1,953	13.3	\$8.51	7 local, 4 commuter	
Port Edward	544	1	2,063	16.9	\$6.84	7 connections	

Nearby in Washington State, San Juan Island (population 6,894) and Orcas Island (population 5,387), have transit from May to September only. (Daily service during the summer, Friday – Monday from May to mid-June). This service is operated by a private operator, San Juan Transit Tours / Charters, and appears to be more geared around tourism rather than the local population. (See: <http://www.sanjuantransit.com/index.html>)

2.2 Community Land Use and Plans

- The Southern Gulf Islands are within the Islands Trust. Official Community Plans

(OCPs) for North Pender (2007), South Pender (2011), Galiano (1995), Mayne (2007), and Saturna (2010) all contain sections that support and encourage the development of alternative forms of transportation to reduce dependence on private motor vehicles.

- There are a few housing developments and plans underway in the region. Galiano Green affordable housing is under development and will have about 20 units. Elder Village, on North Pender near Driftwood Centre, will have between 5 and 10 units for area seniors.
- Roadways are under the jurisdiction of the BC Ministry of Transportation and Infrastructure as part of the 1992 agreement with the Islands Trust Council. OCP's for the islands generally agree that roadways should be safe while minimizing environmental and social impacts as well as maintaining the rural character of the region.
- The CRD is in the process of completing a Regional Transportation Plan which includes the Southern Gulf Islands area.

2.3 Local Economic Development

- The **Southern Gulf Islands Economic Development Commission** (SGIEDC) is currently working towards initiatives that improve the year-round local economies of the islands. Besides strengthening the sustainability of local communities, a key objective of this work is to increase the diversity and number of people living on the islands, particularly among younger people and families who would be better attracted to live there if there was more year-round employment.

The SGIEDC sees two structural needs required to serve as foundations for a revitalized year-round economy:

- Expanded internet capacity to better facilitate residents who could live on the islands year-round but work —virtuallyll elsewhere, as well as virtual education opportunities.
- Increased connecting transportation on and between islands, particularly transportation that does not require private automobiles and which could potentially reduce reliance on BC Ferries. Recently, SGIEDC members developed a proposal to connect CRD docks distributed around the islands with water taxi services. The following image shows those proposed connections.

SGI EDC Proposed Water Taxi Linkages



As the CRD docks have been historically located on each island for quite some time, in most cases population hubs have grown up nearby and therefore they are for the most part well located from a walkability / transit perspective. While BC Transit does not currently operate any water taxi services, the CRD dock locations have been taken into account when looking at potential transit-based solutions for the communities. The CRD dock location details are shown in the map below.



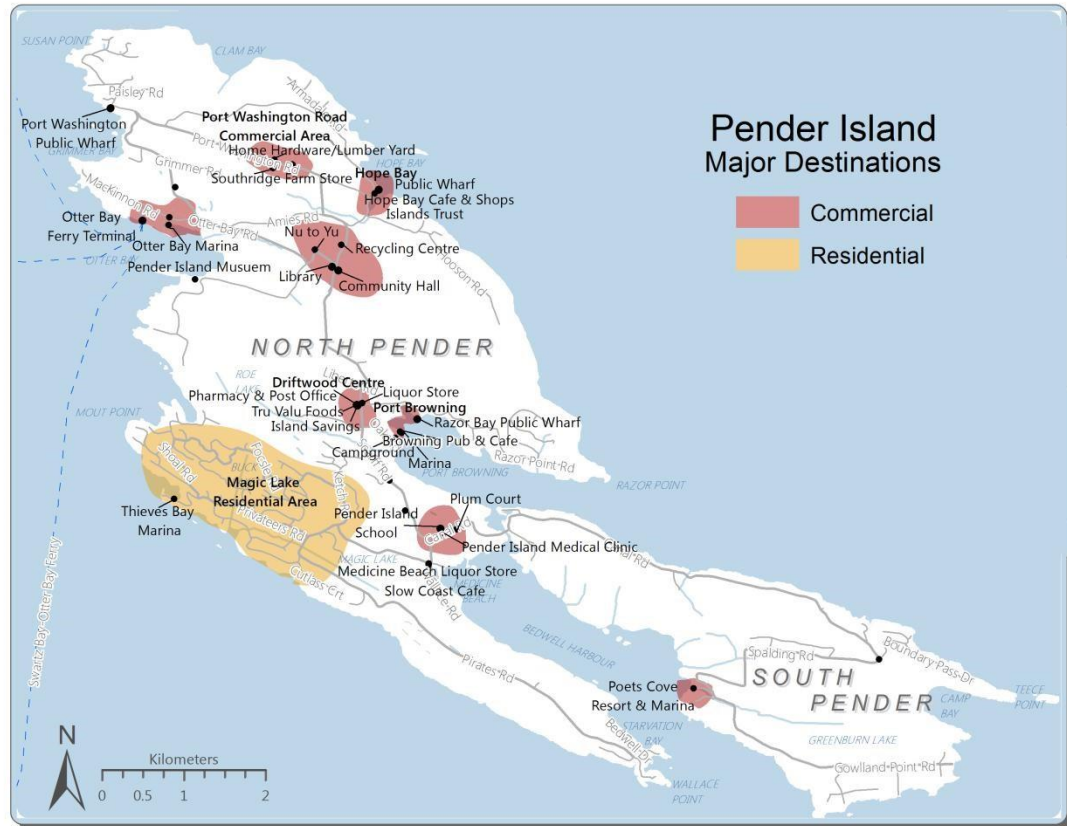
CRD Dock Locations

- **Experience the Gulf Islands** is an initiative, by the Southern Gulf Islands Economic Development Commission, that includes the development and expansion of trail and bicycling systems on the islands. The idea is to connect the communities and attract visitors while encouraging alternative forms of transportation, especially those that reduce congestion and greenhouse gas emissions.
- Educational programs are a major area of interest for Southern Gulf Island Communities and for the Southern Gulf Islands Economic Development Commission. Educational programs are active with more in the works. Some programs that are currently running are Salish S.E.E. Centre for Peace and Innovation, Galiano Restorative Learning Centre and the Saturna Education and Marine Research Project.

3.0 Key Destinations and Potential Transit Markets

This section outlines major destinations and travel patterns on each of the islands as well as regional travel. An assessment of potential travel markets is also noted.

3.1 North and South Pender Islands



Major Destinations

- Main commercial destinations on North and South Pender are clustered around the **Driftwood Centre** on Bedwell Harbour Road (includes True Value Grocery Store, Pender Island Pharmacy, Sears Catalogue Pickup, Island Savings Credit Union, the Post Office, a Liquor Store, etc.)
 - Other key destinations are clustered along **Port Washington Road** (Home Hardware and Southridge Farm) and at **Hope Bay** (Hope Bay Café, Hope Bay Marina, Hope Bay Studios, Islands Trust, Hope Bay Bible Camp, etc.).
 - The most heavily populated residential area is **Magic Lake**.
 - Other points of interest to note are:
 - The Pender Island Medical Clinic, providing a wide range of health related services and located adjacent to Palm Court Seniors Housing on Canal Road
 - The Browning Pub, Café, Marina and Campground at Port Browning
 - The Pender Island Community Hall, the library, and the Community Church, all at 4418 Bedwell Harbour Road
 - The Pender Corner Store, Medicine Beach Liquor Store and Slow Coast Cafe at Medicine Bay
 - The Otter Bay ferry terminal and the Otter Bay Marina

- Poets Cove Marina and Poets Cove Resort and Spa on the northwest section of South Pender.

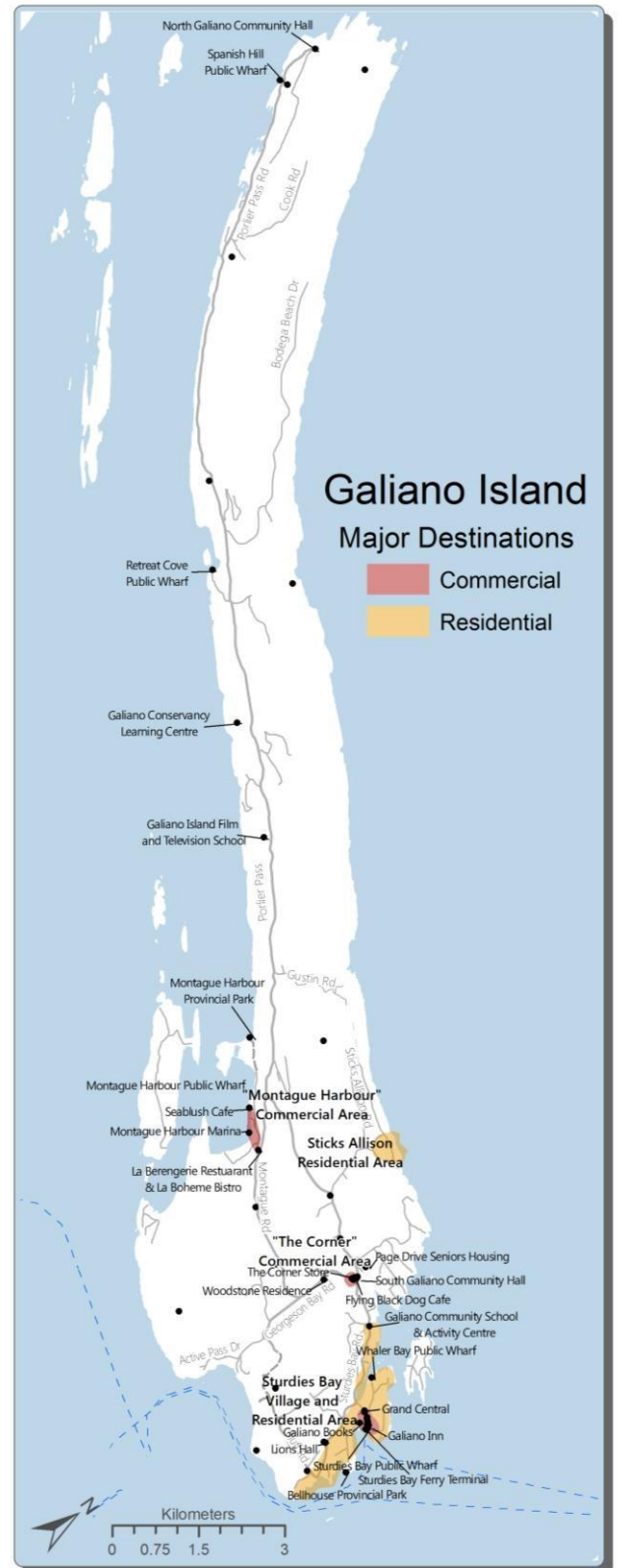
Travel Patterns and Potential Transit Markets

- Most travel takes place on Port Washington, Bedwell Harbour, Canal, and Otter Bay roads.
- A substantial seasonal potential is related to marine traffic and visitors in and around Port Browning, with a pub, café, marina and campground; and, Poets Cove, with a resort, spa and marina.
- Middle and high school students find their own way to the school water taxi which departs from the CRD dock at Port Washington.
- Commuters from this island going to or from Vancouver Island would mainly be on the ferry runs leaving at 7:45am and returning either at 3:10 or 6:45pm Monday to Thursday and 7:10pm Friday. The BC Ferries website highlights that the 11:45am trip is often busy, with overloads.
- Some people also use the CRD docks at Hope Bay (which is close to the intersection of Bedwell Harbour Road and Port Washington Road) and Bedwell Harbour.
- Since in particular Pender Island is so close by water taxi to Sidney, an idea that has emerged recently is whether there may be some ability to connect residential space on Pender with jobs in the industrial areas between Sidney and the Victoria International Airport. One of the major employers in this area—Viking Air—has noted that many of its employees are living for economic reasons in housing in the WestShore area. Average price for a single family home in Langford is \$406,800 and involves a 40 - 60 minute commute by car to the Peninsula. Average price for a single family home on the Gulf Islands is \$327,800 with a commute time of 20 minutes by water taxi from Pender Island, plus travel time at either end.

3.2 Galiano Island

Major Destinations

- Main commercial destinations on Galiano are clustered around the **ferry terminal** (includes the Galiano Inn, Galiano Island Books, Sturdies Bay Bakery, a number of eateries, etc) and the intersection of Sturdies Bay, Porlier Pass and Georgeson Bay roads, known locally as “**The Corner**,” (includes The Corner Store, Daystar Market, Soloman Rose gallery and Coffee Bar, the Hummingbird Pub, the Flying Black Dog Café Food Wagon, the Galiano Trading Company, etc.)
 - Other key destinations are clustered at **Montague Harbour** (La Berengerie Restaurant and La Boheme Bistro, the Sea Blush Café, Montague Marina).
 - The most heavily populated residential areas are around **Sturdies Bay** and Montague Harbour, and along Georgeson Bay, Bluff, and Sturdies Bay roads, along with **Sticks Allison Road**, which has more seasonal residences.
 - Other points of interest to note are:
 - The Galiano Health Clinic and the Lions Hall on Burill Road
 - The South Galiano Community Hall, the Community Library, and the Galiano School and Activity Centre, all on Sturdies Bay Road
 - The Woodstone Residence, a provincial eating disorder clinic that employs 25 people and is on Georgeson Bay Road;
 - Page Drive Seniors Housing at —The Corner
 - Montague Provincial, Bellhouse, and Bluff Community Parks
 - The Galiano Island Film and Television School, and the Galiano Conservancy Learning Centre on the mid-island;

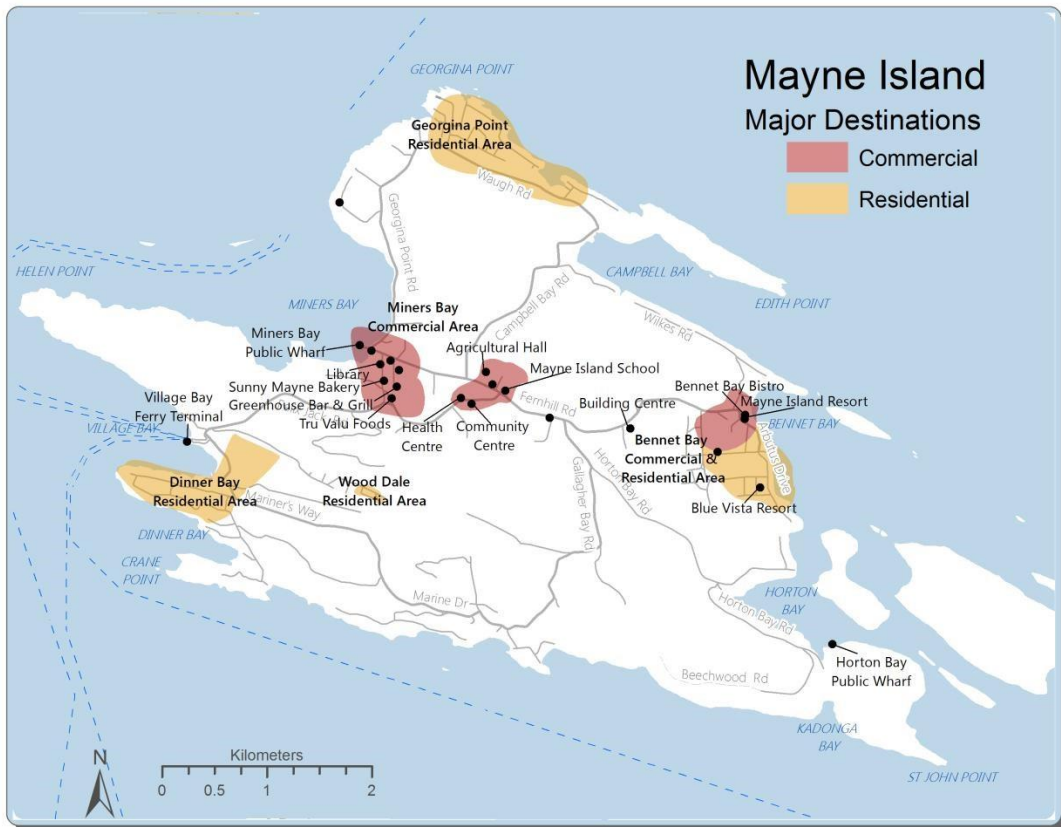


- The North Galiano Hall and the Spanish Hills Dock on the north end of the island.

Travel Patterns and Potential Transit Markets

- Most travel takes place on Sturdies Bay, Porlier Pass, Montague and Georgeson Bay roads.
- A substantial seasonal potential is related to marine traffic and visitors in and around Montague Harbour. Montague Harbour has restaurants, a marina, a gas dock, a provincial park, and sees 80-100 boats per day at peak times.
- Middle and high school students find their own way to the school water taxi which departs from the CRD dock at Sturdies Bay.
- Commuters from this island going to or from Vancouver Island would mainly be on the ferry runs leaving 6:40am (arrive SB at 8:10am) and returning at 4:15pm or 6:30pm Monday to Thursday, and either 3:25pm or 7:15pm on Friday.
- Some people also use the CRD dock at Retreat Cove, from which there is a quick water taxi ride to the Fernwood dock on Salt Spring Island. (Salt Spring Island Transit already serves the Fernwood Dock, connecting it to Ganges on eight or more trips per day (four on the route 5 Fernwood, four on the 6 Salt Spring Connector, plus additional trips in the summer).

3.3 Mayne Island



Major Destinations

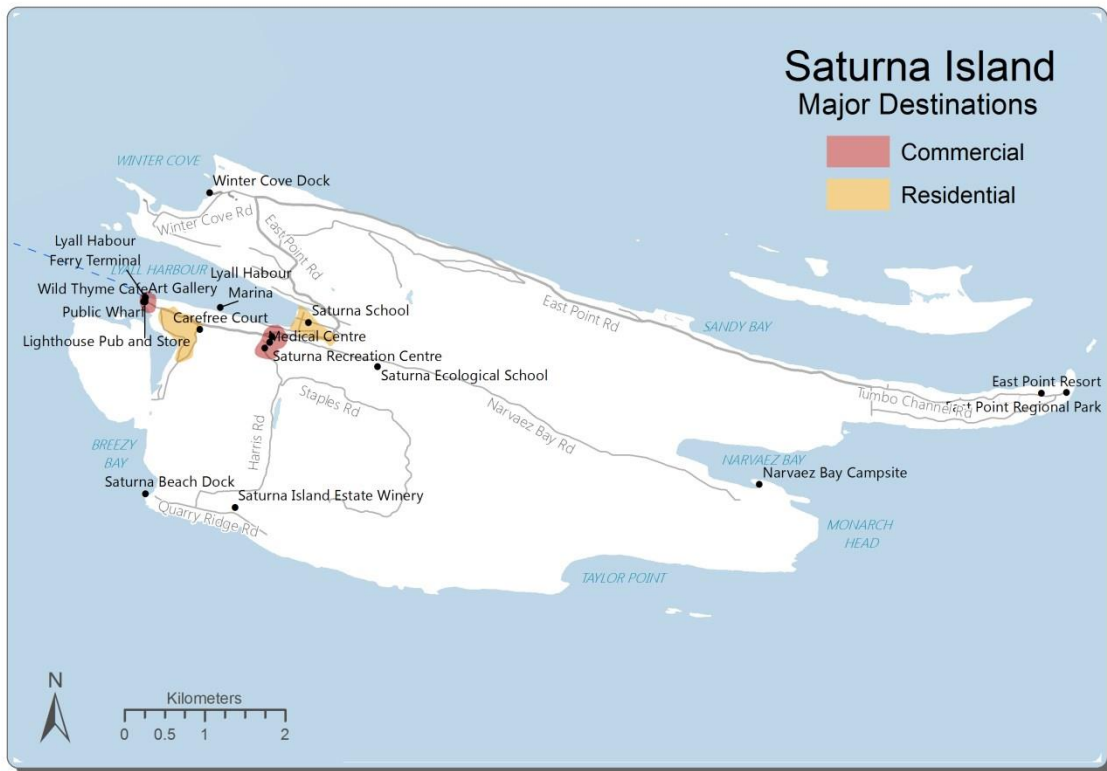
- Main commercial destinations on Mayne are clustered at **Miners Bay** (includes True

- Value Foods, Sunny Mayne Bakery, Greenhouse Bar and Grill, Trading Post, etc.) ○
- Other key destinations are clustered around **Bennett Bay** (Bennett Bay Bistro, Mayne Island Resort, and Blue Vista Resort). ○ The most heavily populated residential areas are around **Dinner Bay/Spinnaker, Miners Bay, and Wood Dale** along with **Georgina Point** and **Bennett Bay**, which both have about 50% seasonal residences.
- Other points of interest to note are:
 - The Health Center, the Community Center, and the Mayne Island School, all in a similar area on Felix Jack Road
 - The Agricultural Hall and the library in Miners Bay ▪
The Mayne Island Building Center located on Fernhill Rd.

Travel Patterns and Potential Transit Markets

- Most travel takes place on Village Bay, Fernhill, Georgina Point, and Horton Bay roads.
- A substantial seasonal potential is related to marine traffic and visitors in and around Miners Bay and Horton Bay. Miners Bay has a dock and an array of amenities. Horton Bay, seeing around 37 anchored boats in the summer, is popular for its effective marine shelter.
- Middle and high school students find their own way to the school water taxi which departs from the CRD dock at Miners Bay.
- Commuters from this island going to or from Vancouver Island would mainly be on the ferry runs leaving 7:20am and arriving back on Mayne at 5:00pm Friday or 5:05pm Monday to Thursday.
- Some people, including some trades workers, also use the CRD dock at Horton Bay.

3.4 Saturna Island



Major Destinations

- Main commercial destinations on Saturna are clustered around the **BC Ferries terminal at Lyall Harbour**, including the Lighthouse Pub and Store, Boot Cove Books, Wild Thyme Café and the art gallery. ○ Other key destinations are Saturna Island Family Estate Winery on **Quarry Ridge Road** (tastings and bistro/restaurant) and the Saturna General Store at the intersection of East Point and Narvaez Bay Road. ○ The most heavily populated residential areas are around Lyall Harbour and Winter Cove along with Tumbo Channel Road, which has a higher proportion of seasonal residences.
 - Other points of interest to note are:
 - The Medical Center, the Recreation Center, and Saturna School, all in a similar area in Lyall Harbour
 - The Community Hall at the ferry dock in Lyall Harbour
 - Carefree Court senior’s housing at East Point Road and Payne Road.

Travel Patterns and Potential Transit Markets

- Most travel takes place on East Point Road along with some travel on Payne, Harris, Winter Cove, Tumbo Channel roads.
- East Point includes a Marine Station that is home to a research and education program. A partnership with UVic and Camosun means that students come to work at the Station and stay on Saturna. East Point also offers tourism potential as it is an area where whale watching can take place on land.
- A substantial seasonal potential is related to marine traffic and visitors in and around Lyall Harbour, which has a small marina and anchorage, and Winter Cove, which has a dingy dock and anchorage.
- Middle and high school students, of which there are few, find their own way to the school water taxi, which departs from the CRD dock at Lyall Harbour.

- Commuters from this island going to or from Vancouver Island would mainly be on the ferry runs leaving 6:25am (arriving in Swartz Bay at 8:10) and returning at 2:50 or 7:40pm Monday to Friday.

4.0 Existing Transportation Providers and Assets

Within the study area, a wide array of transportation options and assets are available, including travel options by land and water. This section describes those existing travel options that are available on a region-wide or local basis.

Since a key part of organizing transportation in smaller communities is often related to the ability to bring together and leverage other community assets, each section also describes major community organizations on each island that potentially could be drawn on to help complete the transportation picture.

4.1 Region-Wide Transportation Providers and Community Assets

- **BC Ferries** – BC Ferries provides connections to all of the islands in this study. The focus of service is on travel to and from Swartz Bay (north of Sidney on Vancouver Island), with more limited travel also possible to Tsawwassen (south of Vancouver on the mainland). The weighting of service to Swartz Bay rather than Tsawwassen is projected to grow even further with schedule and service changes announced for April 2014.

The BC Ferries schedule does make travel possible between islands, but this tends to be secondary to the schedules oriented around Swartz Bay and Tsawwassen.

This means that the inter-island service is seen as less convenient by residents. Of the islands, Saturna has the most limited ferry service.

BC Ferries Southern Island Routes



The following table shows BC Ferries trips per day between each of the destinations.

BC Ferries - Trips per Day between Locations: Winter (2013/14)

	Galiano Island	Mayne Island	Pender Islands	Saturna Island	Salt Spring Island	Swartz Bay	Tsawwassen
Galiano Island	-----	4	3	1	2	4	2
Mayne Island	3	-----	5	1	2	5	2
Pender Islands	3	3	-----	1	2	7	2
Saturna Island	2	3	3	-----	1	4	2

Salt Spring Island	2	2	2	0	-----	8	2
Swartz Bay	3	6	6	4	8	-----	8
Tsawwassen	2	2	2	2	2	8	-----

BC Ferries - Trips per Day between Locations: Summer (2014)

	Galiano Island	Mayne Island	Pender Islands	Saturna Island	Salt Spring Island	Swartz Bay	Tsawwassen
Galiano Island	-----	4	4	1	2	4	2
Mayne Island	3	-----	5	1	2	5	2
Pender Islands	3	3	-----	1	2	8	1
Saturna Island	2	3	3	-----	0	4	2
Salt Spring Island	2	2	2	0	-----	8	3
Swartz Bay	4	6	6	4	8	-----	14
Tsawwassen	2	2	2	2	3	14	-----

- **School District #64** – The Gulf Islands School District (SD #64) is based on Salt Spring Island and operates several elementary schools, Salt Spring Middle School and Gulf Islands Secondary on Salt Spring Island, as well as one community school on each of the islands in this study: Galiano, Mayne, Pender and Saturna.

The Community Schools on the islands are each listed as offering grades K-12. However, many families and youth elect to travel to middle and secondary school on Salt Spring in order to have access to a broader educational experience (access to shop and arts facilities, etc.) and wider social connections. Travel to Salt Spring schools is provided by SD #64 through contract to water taxis operated by Gulf Islands Water Taxi, which transports on average over 100 students per school day. The water taxi schedule is provided below.

*** REVISED SCHEDULE FOR GANGES HAWK ONLY
EFFECTIVE SEPTEMBER 30, 2013 UNTIL FURTHER NOTICE**

WATER TAXI SCHEDULE 2013 – 2014

District website: <http://sd64.bc.ca/transportation>

THE SCHOLARSHIP

Route 1

MORNING RUN

<u>Location</u>	<u>Depart</u>	<u>Location</u>	<u>Arrival</u>
Ganges Harbour	0645	Sturdies Bay	0722
Sturdies Bay	0725	Miners Bay	0735
Miners Bay	0737	Ganges Harbour	0827

AFTERNOON RUN

Ganges Harbour	1630	Sturdies Bay	1720
Sturdies Bay	1722	Miners Bay	1728
Miners Bay	1730	Ganges Harbour	1820

Sturdies Bay = Galiano Island Miners Bay = Mayne Island

THE GRADUATE

Route 2

MORNING RUN

<u>Location</u>	<u>Depart</u>	<u>Location</u>	<u>Arrival</u>
Ganges Harbour	0630	Lyll Harbour	0725
Lyll Harbour	0727	Port Washington	0752
Port Washington	0755	Ganges Harbour	0830

AFTERNOON RUN

Ganges Harbour	1630	Port Washington	1710
Port Washington	1712	Lyll Harbour	1732
Lyll Harbour	1733	Ganges Harbour	1835

Lyll Harbour = Saturna Island Port Washington = Pender Island

*** THE GANGES HAWK**

Route 3

MORNING RUN

<u>Location</u>	<u>Depart</u>	<u>Location</u>	<u>Arrival</u>
Ganges Harbour	0650	Miners Bay	0720
Miners Bay	0723	Port Washington	0755
Port Washington	0758	Ganges	0830

AFTERNOON RUN

<u>Location</u>	<u>Depart</u>	<u>Location</u>	<u>Arrival</u>
Ganges Harbour	1620-1630	Port Washington	1700
Port Washington	1712	Miners Bay	1725
Miners Bay	1728	Ganges	1815

Miners Bay = Mayne Island Port Washington = Pender Island

Passengers are to be at the dock 5 minutes prior to departure.

Connecting bus service is also provided on Galiano and Pender Islands, while families and students need to coordinate their own travel to the CRD docks on Saturna and Mayne.

- **CRD Dock Network and Water Taxis** – Gulf Islands Water Taxi provides the school services noted above and those trips are also available for the general public to ride during school days from September to June. In July and August, services are provided geared around tourists, as shown in the following table.

GALIANO BOAT Saturdays in July and August from			
Departure times are accurate. Please be on the dock 5 minutes prior to sailing. Students have priority.			
	Departs	Arriving at	Arrives
Ganges Harbour, Salt Spring Island	9:00 a.m.	Sturdies Bay, Galiano	9:50 a.m.
Sturdies Bay, Galiano	9:50 a.m.	Ganges Harbour, Salt Spring	11:00 a.m.
Ganges Harbour, Salt Spring Island	3:00 p.m.	Sturdies Bay, Galiano	4:00 p.m.
Sturdies Bay, Galiano	4:00 p.m.	Ganges Harbour, Salt Spring	4:50 p.m.
MAYNE ISLAND BOAT Saturdays in July and August from :			
Ganges Harbour, Salt Spring Island	9:00 a.m.	Miners Bay, Mayne Isl.	10:00 a.m.
Miners Bay, Mayne Isl.	10:00 a.m.	Ganges Harbour, Salt Spring	11:00 a.m.
Ganges Harbour, Salt Spring Island	3:00 p.m.	Miners Bay, Mayne Isl.	3:50 p.m.
Miners Bay, Mayne Isl.	3:50 p.m.	Ganges Harbour, Salt Spring	4:50 p.m.

- Adjacent BC Transit Services** – The **Victoria Regional Transit System** provides connections at Swartz Bay, offering service every half hour or better between Swartz Bay, Sidney and Downtown Victoria. Within Sidney, the main exchange location is at James White and Fifth, a 600 metre walk from the CRD dock.

A Service Review is currently underway within the Victoria Regional Transit System. One of the areas of feedback heard from the public on the Saanich Peninsula is the need for improved transit connections to the industrial lands and employers located west of Sidney towards the Victoria International Airport. Some Gulf Islands residents have noted that these industrial employers may be a potential source of year round jobs if water taxi service to the Sidney CRD dock was established. The transit link to West Sidney would be a factor in this.

Elsewhere in the vicinity of the Gulf Islands, BC Transit partners with the CRD in the

Salt Spring Island Transit System. This includes service eight trips per day or more between Ganges and the Fernwood area where one of Salt Spring Island's CRD docks is located. There is also a provincial dock in Ganges, which is located at 650 metre walk from the main transit exchange outside the Visitor Information Centre.

4.2 Local Transportation Providers and Community Assets

- Pender Islands**
- **Pender Taxi** – This island-based taxi service has five vehicles ranging from two small 4 to 6 seat hybrid automobiles, to two 10-14 passenger vans and a 21 seat mini bus. It operates from 6:30 am to 1:30 am daily.
 - **Car Stops** – A program in which people can wait at designated spots for drivers to voluntarily pick them up.
 - **Poets Cove Shuttle** – Shuttles guests between the resort and the ferry. The resort has also used their vehicle to provide pick up and drop off service between staff living in the Magic Estates area and the resort.
 - **Volunteer Driver Program** – Volunteers are available to provide rides for on or off island appointments. Rides are arranged by leaving a message with the Community Support Office who assign a volunteer to coordinate the ride. Pender Community Support also coordinates a wide variety of volunteer and community support programs, including Meals on Wheels and a number of other programs oriented around seniors, including Friendly Visitors and Handy Helpers programs.
 - **Community Groups:** Other than the Economic Development Commission and the local Chamber of Commerce, some of the organizations on the island that may be a potential source of partnership include Moving Around Pender Alternative Transportation Society (which set up the Car Stops Program), Pender Community Transition and the Pender Islands Health Centre Community Support group.
- Galiano Island**
- **Galiano Bus Company** – A recently launched seasonal bus service that runs trips between arriving ferries and various locations on the island. The service is privately operated and uses one vehicle. The service endeavours to meet all arriving ferries on scheduled days, but is also bookable by private parties, so scheduling will vary. Pricing varies by distance. The schedule varies seasonally with a peak in summer designed to meet all arriving morning and afternoon ferries on Thursday, Friday, Saturday and Sunday.
 - **Hummingbird Inn Pub Bus** – Does summer runs between the Pub and Montague Marina.
 - **Galiano Oceanfront Inn and Spa Shuttle Bus** – Does summer runs between the Inn, Sturdies Bay Village and Montague Marina.
 - **Galiano Oceanfront Inn and Spa Smart Car Fleet** – Four smart cars available for rent.
 - **Galiano Conservancy Association Bus** – A large school bus for transporting students from the ferry to the Conservancy.
 - **Bodega Ridge Resort Minibus** – Shuttles guests between the resort and the ferry.

- **Galiano Island Film and TV School Bus** – Used for picking up students from the ferry, returning them to the school, and shuttling them around the island to filming locations.
- **Community Groups:** Other than the Economic Development Commission and the local Chamber of Commerce, some of the organizations on the island that may be a potential source of partnership include the Galiano Lions Club, the Galiano Health Care Society, the Galiano Housing Society and the Galiano Club, which manages the Nature Protection Reserve on the Island.

Mayne Island ○ **Pilot Volunteer Community Bus** – A volunteer bus service that utilizes an ex-handydART shuttle bus to run a set schedule on Thursday, Friday, Saturday and Sunday as well as special trips by request. The volunteer drivers handle operational tasks with a Bluetooth head set. This service’s schedule is available here: http://maynenews.blogspot.ca/p/test_10.html

- **Car Stops** – A program in which people can wait at designated spots for drivers to voluntarily pick them up.
- **Assisted Living Society** – 12 volunteers that use their own vehicles to help people, seniors mostly, get to and from appointments etc. A volunteer coordinator supports the organization across all programs, including coordinating rides.
- **Community Groups:** Other than the Economic Development Commission and the local Chamber of Commerce, some of the organizations on the island that may be a potential source of partnership include the Mayne Island Lions Club and the Agricultural Society.

Saturna Island ○ **Saturna Lodge Van** – Used to shuttle guests around. It has sometimes been borrowed by the community in the past. ○ **The Saturna Island Family Estate Winery Van** – Sometimes used for visitor pick-ups.

- **Community Groups:** Other than the Economic Development Commission and the local Chamber of Commerce, some of the organizations on the island that may be a potential source of partnership include the Saturna Island Lions Club (which has expressed interest in voluntarily running a transit service), and the Community Club.

Summary of Existing Local Transportation Assets by Island

Island	Bus	Taxi	Private Shuttles	Car Stops	Volunteer Driver Program	Other Transportation Assets	CRD docks
Pender	No	Yes	Yes	Yes	Yes	No	3
Galiano	Yes	No	Yes	No	No	Yes	3
Mayne	Yes	No	Yes	Yes	Yes	No	2
Saturna	No	No	Yes	No	No	No	1

5.0 Conclusions: Potential Markets and Existing Transportation

Based on the population, land use, potential markets and existing transportation assets outlined in the preceding sections, a number of key conclusions emerge:

- There is a wealth of transportation assets already available on the islands. One of the most important steps that could be taken would be to consolidate them, at the very least on an island-by-island basis but ideally on a regional basis for the archipelago. At one end of the spectrum, consolidation would mean centralizing public information on available transportation options, at the other end it would mean coordinating public information and dispatch under a single umbrella organization.
- When looking at existing winter population, the Pender Islands have a population and make up that would potentially be most supportive of a traditional transit model. Its population is at the lower end of where transit becomes viable in other BC communities. However, there is potential for seniors and commuter markets, particularly if there was opportunity for partnership with School District #64 and Poet's Cove Resort.
- Galiano and Mayne Islands have a summer population that just bump over the typical threshold for daily transit service. In winter, communities of this size elsewhere in the province would normally be on the threshold for service 2-3 days per week.
 - On Galiano in the summer, the corridor between Montague Harbour Provincial Park, commercial services at —The Corner, ll and amenities in the Sturdies Bay area would be especially viable for service, particularly given marine traffic to the provincial park and marina.
 - Of all the islands, Galiano has the largest collection of existing privately run transportation alternatives, including a private bus operation. The island is also the only one aside from Pender that retains school bus service.
 - North Galiano is less populated but does offer access to the CRD docks as well as some destinations along the way.
 - On Mayne, the distribution of residents and destinations is a little more scattered, meaning that it would take more resources to provide a similar level of service to that on Galiano. However, it seems to have a larger number of groups and services catering to the needs of seniors than Galiano, which may mean that there is perhaps more market for year-round transportation.
- In terms of both population and its distribution around the island, even in summer Saturna is well below the population threshold for when traditional paratransit typically becomes viable. However, Saturna does not yet even have the —first orderll transportation options that the other islands have, such as a car stop program or a volunteer driver network. Items such as those would be a good first step.
 - While Saturna alone might not have the volunteer capacity to undertake these projects, creation of a transportation umbrella group of some kind might enable the sharing of resources to allow this to happen. For instance, to share a volunteer driver network coordinator with other islands.

6.0 Service Concepts

The following outlines general types of transit service design concepts. These concepts represent the —box of toolsll that can be drawn from when forming the options presented in section 7.0 Service Options.

A number of supplementary service concepts are also included. These supplementary concepts provide examples of services that could be organized and implemented locally should the community wish to pursue other forms of transportation without Capital Regional District or BC Transit involvement.

6.1 Transit Service Design Concepts

Taxi Supplement

Taxi Supplement uses a private vehicle owner (normally a taxi operator) to provide transit services. These services may be stand-alone or may augment services provided by other transit vehicles.

In general, Taxi Supplement trips are dispatched to a taxi operator and are operated using the taxi company's private vehicle(s). Passengers using the service pay a standard transit fare (which covers a portion of costs), with the remaining portion paid by local transit funding partners. The cost of service may either be a metered amount (usually the case where taxidispatched trips are used to complement regular transit service as needed) or on as a per-trip or per-hour amount (usually the case when scheduled trips are regularly operated by taxi).

Some examples from other locations of existing BC Transit services that are operated through Taxi Supplement include:

- **Victoria Regional Transit handyDART Services**, which has the ability to dispatch door-to-door trips for registered people with disabilities to local taxi operators when the regular handyDART vehicles are either over booked or otherwise unavailable. (See: <http://www.transitbc.com/regions/vic/accessible/default.cfm>)
- **Pemberton Paratransit**, where a taxi operator provides seven scheduled round trips per day between Lil'wat First Nation communities and the Village of Pemberton using his private vehicles. (See: <http://www.bctransit.com/regions/pem/?p=2.txt>)
- **Central Fraser Valley Transit**, where taxis are used to provided shared-ride service within Mission to transport pre-booked passengers to the train station to meet very early West Coast Express trips that occur prior to the start up of regular service on the transit system. (See: <http://www.transitbc.com/regions/cfv/>)

A key benefit of Taxi Supplement service is that funding partners are not directly responsible for funding vehicle leases, insurance, and maintenance. It can also be a more economical way of delivering service since funding partners do not have to pay for driver —down timell between trips.

On the other hand, depending on the operator, Taxi Supplement programs can be harder to monitor and control in terms of customer service and integration within a transit system. The funding partners may have less control over the physical condition of vehicles used and whether or not they are accessible to people using wheelchairs and scooters. Also, at some point

enough trips are carried that it is actually more feasible to pay a driver for a number of hours of work.

Over the past few years, some of these challenges has meant that BC Transit has moved away from supporting taxi supplement as broadly as it once did, particularly for the operation of entire small systems. However under the right circumstances there may still be a role for Taxi Supplement to augment more traditional transit services.

Paratransit: Unlike taxi-provided services, Paratransit uses a standard transit vehicle or vehicles to provide service. It is probably more typical to what people think of as —public transit,¹¹ but it has better flexibility to meet the specific needs of smaller towns and more rural settings.

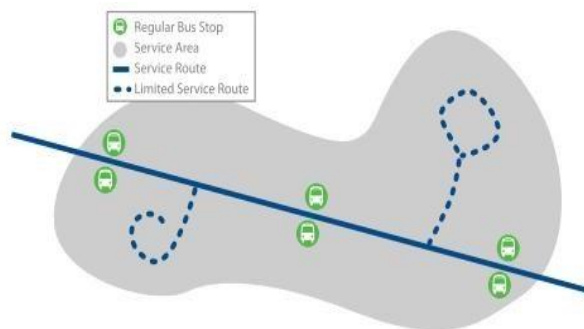
Encompassing a range of service types, paratransit services can include everything from doorto-door, demand responsive services for people with disabilities, to buses serving stops on fixed routes and schedules. It may also include many other mixtures and hybrids of these. In most cases, funding partners would be directly responsible for paratransit vehicle lease, insurance and maintenance costs. Within B.C., paratransit services typically use an accessible transit vehicle provided by BC Transit and are usually operated by contracted private operating companies or local governments contracted to provide that function.

Paratransit service can be divided into two basic types:

- **On-Demand Paratransit** operates only when passengers request service and provides door-to-door service. Dispatchers work to group similar trips together and have a specified number of service hours within each day to allocate trips.
- **Scheduled Paratransit** operates on a fixed schedule on a designated route with trips occurring at a predictable time each day. Trips operate regardless of the number of passengers on them. The service may use bus stops in more populated areas or may use flag stops¹ in more rural areas.

Between these two basic types are some hybrid options that may be useful to consider:

- **Flexible Transit or Flex-Routed Transit** creates a hybrid between on-demand paratransit and scheduled paratransit by building extra time into scheduled trips. This extra time enables the bus to go off route to provide door-to-door pick up or drop off for people with disabilities who would not otherwise be able to walk to the route.



¹ A —flag stop¹¹ is when passengers wait on the bus route at safe pull off locations—such as group mail box areas—and wave at the approaching driver to stop. To get off the bus, passengers request a stop from their driver.

- The benefit to this model is that it provides the predictability of scheduled service for the general population while also being able to provide a higher level of access and care to those who need it. A potential challenge is that it needs careful attention to schedule development and dispatching to work best. It is easier to do well on midday trips rather than mixed with peak-period commuter trips. Transit trips serving the rural areas north and south of Powell River show examples of this style of service done well. (See: http://www.transitbc.com/regions/pow/accessible/family_of_services.cfm#rural)
- **On-Demand Service Using Trip Windows** is another hybrid. In this case, trip window times (say 10:00am to 11:00am, 2:00pm to 3:00pm, etc.) are published for transit users rather than a fixed route and schedule. People wanting to use transit—including both people with disabilities and general users—call dispatch and indicate during which trip window they would like to travel. The dispatcher then provides the caller with an estimated pick up and drop off time. The bus provides door-to-door service for all prebooked passengers during that trip window, shaping its route in the most efficient way. If no one requests service, the trip during that window does not operate and/or the transit vehicle can be allocated elsewhere.



- The key benefit of this style of service is that it is the most efficient way of providing service to people with a disability and others in a rural setting. It groups similar trips together and ensures that the bus doesn't travel further than it needs to. The challenge is that it can be harder to mix with commuter needs and can provide less predictability and autonomy for general users. Transit services in two rural electoral areas outside of Comox use this style of service. (See: http://www.transitbc.com/regions/com/schedules/community_bus.cfm).

6.2 Supplementary Service Concepts

In addition to the concepts presented above, the community may wish to consider supplementary service ideas that could be implemented independently without involvement or funding through the Capital Regional District or BC Transit. These could be used as interim measures until such time as formal transit is implemented or the community may decide that these are preferable over the longer term.

- **Ridesharing** or carpooling refers to cases where people coordinate trips together using a private vehicle owned by one of the participants. Likely a number of informal

rideshares have already been organized among the various island commuters. The community could increase the incidence of ridesharing by promoting online tools like the Jack Bell Foundation's free matching service at <http://www.ride-share.com>.

Easy to use, this tool helps match potential rideshare travelers based on time and location while also protecting user privacy. The benefits to this approach are that it is organized by participants themselves and has no community cost. A drawback is that it is more useful for regular commuters rather than seniors and youth whose travel may vary each day.

- The **Car Stops** programs already operating on Pender and Mayne Islands is actually routinely cited by BC Transit in other feasibility studies as an alternative that other communities may wish to emulate. It could be potentially extended to other islands within the Southern Gulf Islands area.

For those not familiar with the program, Car Stops has been operating on the Pender Islands since 2008 (<http://penderislandweb.com/guide/car-stops.htm>). The program has created 29 —car stopsll (pull off areas with signage similar to bus stops) around North and South Pender. The program is administered by the Moving Around Pender Alternative Transportation Society. Somewhat like either a more formal version of hitchhiking or a less formal version of ridesharing, the program enables potential passengers to wait at the stops and wait for automobile drivers to volunteer to pick them up. The program is conducted on a voluntary basis and there is not fee for travel.

The program is governed by a set of guidelines, which appear on signage at each of the car stops:

- Drivers don't have to take the first in line;
- You're not obliged to accept a ride, that's fine.
- You accept a ride at your own risk,
- But the ride is free, so consider it a gift.

A Volunteer Transportation Network is a transportation concept that has worked quite well in the Mt. Waddington Regional District in the Port Hardy / Port McNeil area (http://www.transitbc.com/regions/mtw/accessible/family_of_services.cfm). (Some of the individual Gulf Islands also have volunteer networks but the Mt. Waddington one may be an interesting one to look at since it encompasses a very large region rather than just individual communities). Through the Network anyone who is a resident within the Regional District and does not own or have access to transportation (due to a permanent or temporary disability or socio-economic reasons) may register with or be referred to the program. Trips are booked by calling the North Island Community Services Society who coordinates the service. Volunteer drivers use their own private vehicles to deliver the service. Passengers using the service (or families or referring agencies on their behalf) provide a donation to the Network for each trip.

7.0 Service Options

Based on community form, population, potential markets and existing transportation alternatives, this section presents potential service options for the Southern Gulf Islands for the review of the CRD and local decision makers. A suggested overall network strategy for the area is presented, as well as options for each of the four islands within this study.

Each option provides preliminary estimated annual impacts on costs, revenue and ridership. Options are based on 2013/14 Annual Operating Agreement budget figures from other BC Transit systems of a similar size and with similar location factors. Actual costs may vary depending on date of implementation and finalization of operating details.

Any option which proposes operation of a BC Transit vehicle uses 2013/14 vehicle lease fee costs for a new light duty vehicle. This type of vehicle seats up to 20 is less than 35 feet in length and is low floor (see description at right). It should be noted that typical BC Transit lead time for purchase of a light duty vehicle for new service is 1 - 1.5 years, which includes capital planning, procurement and manufacturing time as part of larger provincial fleet purchases.

Light Duty Vehicle



Low Floor/Accessible
Capable of having more than 2 wheelchair positions
5 year lifespan
Up to 20 seats, No standees
Less than 35 feet in length
2,000 maximum annual operating hours
60,000 maximum annual kms (300,000km life)
No midlife or life extension

Ridership projections for each option are based on experience of transit serving communities of a similar size and land use pattern elsewhere in B.C. In general, transit serving island communities generates higher ridership than peer systems elsewhere—due mainly to the focusing of commuter trips caused by ferry travel, as well as cultural and demographic factors—and this has been taken into account as part of ridership estimates.

Sample Fare Structure:

Salt Spring Island Transit

Cash Fare

Adult/Student/Senior	\$2.25
Child 4 or under	No charge
Sheet of 10 Tickets	
Day Pass	
Adult/Student/Senior	\$5.00
Monthly Bus Pass	
Adult	\$50.00
Student*/Senior**	\$40.00

structure would be further discussed with and approved by the CRD should any option move forward to implementation.

Provincial cost-sharing for service outside of Metro Vancouver and the Victoria Regional Transit System is based on legislated formulas, with provincial funding *Reduced fare for persons 65 years or set at 46.69% for conventional service, 66.69% for custom (handyDART) service, and paratransit at a blended rate depending on the proportion of service attendance to Grade 12 with valid types and utilization by people with a disability. Student ID.

**Reduced fare for students in full-time blended rate depending on the proportion of service attendance to Grade 12 with valid types and utilization by people with a disability. Student ID.

Revenue projections are based on a fare structure identical to that in place for the Salt Spring Island Transit System, shown at left. Any scheduled service

would also be eligible for passengers to use BC Bus Passes, an annual pass program for low income seniors and people with a disability. Ultimately, a fare

any option move forward to implementation.

Provincial cost-sharing for service outside of Metro Vancouver and the Victoria Regional Transit System is based on legislated formulas, with provincial funding *Reduced fare for persons 65 years or set at 46.69% for conventional service, 66.69% for custom (handyDART) service, and paratransit at a

For the purposes of cost projections, a blended

paratransit cost-sharing formula of 52.69% has been used. This rate is identical to that used for Salt Spring Island Transit. However, the final cost-sharing rate would be confirmed based on service should an option move forward for implementation.

7.1 Suggested Network Coordination and Evolution

As noted in section 5.0 Conclusions: Potential Markets and Existing Transportation, the population of the individual Gulf Islands is at the low end of when traditional transit becomes viable. Based on the potential market and service levels, public transportation appears to become more feasible as the administrative and dispatch components become consolidated for the larger area.

Consolidating the transportation information and options would also seem to complement the Southern Gulf Islands Economic Development Commission's goal of building local economies and the work already underway by the Experience the Gulf Islands project.

Consolidating transportation options doesn't necessarily mean that it has to be one-size-fits-all across all islands. However, based on what has been heard from community members so far in this project, the Southern Gulf Islands might want to consider something like the following levels along the spectrum of consolidation:

Level 1: Pull Together and Provide More Detail on What You've Got

- There is a wealth of private transportation resources already on the islands. However, not much detail comes up when you type —Getting Around the Gulf Islands into an internet search engine. When information does come up, the various tourism sites are inconsistent in terms of the on-island transportation information they provide. If all of the transportation-related information was housed on one webpage or domain, then all of the tourism and individual island websites and brochures could link to a single page that could be maintained. This single page or site could also begin to reinforce the message that you don't necessarily have to bring a car onto the islands to enjoy them (and therefore perhaps this idea is already on the radar of the Experience the Gulf Islands project).

Level 2: Make the Grassroots Options More Consistent

- Half the islands in this study had a car stop program and/or a volunteer driver network of some kind. Having these two programs—and potentially something like —carpooltool.call on all four islands would give a consistency in the messaging on how to get around on the islands and would offer visitors and residents a sort of —guaranteed minimum in terms of what they can expect.
- Another reason why a volunteer driver network is key is that a number of the community members who were interviewed for this project talked about drawing on formal and informal community networks in order to pull off transportation for major events, particularly community festivals and weddings.
- Coordinating volunteers and maintaining car stop signage and maps takes time, especially when each island is doing this separately. One way to reduce the drain on volunteer resources would be to consider if there is already an organization that already has paid staff that would be willing to take this on for the four islands in return for a financial contribution or trade of some kind.

Level 3: If/When More Formal Transit is Introduced, Use it to Leverage These Other Items

- In the Mt. Waddington Regional District, the same group that operates the transit system also coordinates their Volunteer Drive Network and many other social programs. A similar approach could be used in the Gulf Islands. For instance, resources put in place to support the introduction of transit on one island, could also then potentially help support or administer the more grassroots solutions on the remaining islands.

Level 4: Leverage Transit on One Island to Provide it Elsewhere

- Similar to Phase 3, there are many cases in B.C. where a single operating organization manages and dispatches transit systems in a number of communities. At this far end of the spectrum, an organization on one island would operate transit on multiple islands, or multiple organizations would come under a single umbrella to do the same thing.

The transit proposals presented in the following sections assume either the case of level 3 (in the instance of transit on a single island) or level 4 (in the case of transit on multiple islands) since it is doubtful that BC Transit would partner separately with multiple transit operating companies in such a small service area. Level 3 and 4 also are the point at which they deliver operational efficiencies that make transit more viable.

The transit proposals presented here are meant to give a high-level sense of service possibilities and costs. Most of the options look at a combination of Summer and Winter services. For the sake of consistency, —Summer is defined from the last Wednesday of June to Labour Day in September, in line with when the BC Ferries schedules change.

Similarly, some of the proposals look at providing service three days a week. The nature of these days could be Friday, Saturday and Sunday if wishing to meet visitor traffic or spread more evenly on days throughout the week to meet the needs of residents.

The exact days of the week, the length of —Summer, and whether three-day per week service should actually be four are all elements that would be refined in collaboration with the communities if transit moved forward to implementation. No option looks at summer alone because under the BC Transit model, it would be too costly to pay a full year's lease on a bus only to use it in summer.

Finally, it should be noted that on Pender, Galiano and Mayne, community members have already been designing or operating their own bus schedules and routes. The transit options shown in the following sections were developed independently but were then compared with and refined against these existing examples since residents are experts in their own communities.

This Service Discussion Document and the preliminary service options presented in the next section are intended to be part of a conversation: BC Transit looks forward to discussing these proposals with the CRD, the Southern Gulf Islands Economic Development Commission, and other community members to look at how they can be further refined.

7.2 Pender Island Service Options



Overview: While Pender Island has the largest winter population, it is somewhat harder to serve with transit since the key areas for service are further apart and the ferry schedule is less focused. The following options provide an initial sense of potential but they need to be refined in collaboration with local residents. Some of the areas where clarification may actually reduce the transit costs shown here include:

- Confirmation on who should take the priority for winter service: Residents commuting off island? Residents accessing local resources? Potential winter visitors?
- Based on the above answer, confirmation is also needed on which ferry trips should be the priority for service, which in turn may adjust the cost estimates.
- Timing of Poet's Cove shifts. Right now based on traditional work start times it would be harder to deliver Magic Lake residents to both destinations in a timely manner. However, it may be possible to integrate these depending on what the shift times actually are.

Service Option 1: Pender Island Limited Winter, Full Summer Service

Description: This option looks at operating an North Island route which would operate year round and a South Island route extension that would offer service in the summer.

- The North Island route would extend from the BC Ferries Terminal in Otter Bay to

Port Washington Rd. (near the Port Washington Public Wharf), Bedford Harbour Road, Driftwood Centre, Canal Road to Plum Court and the Medical Clinic and then a loop through the Magic Lake neighbourhood. ○ In the **winter**, service would operate three days per week and would meet three ferries per day on those days. Service would be spaced through out the day as much as possible to try to offer access to local amenities as well as ferries.

- There would be time built into the schedule to deviate off route to pick up or drop off people with disabilities.
- During the **summer**, service would operate 7 days per week, meeting four sailings per day, plus an additional sailing one day per week.
 - Twice per day the route would extend to Poet's Cove and Gowland Point on South Pender, timed to meet the ferries that work well with resort check in and check out times.

This option focuses on providing a premium level of service in the summer but a winter service more focused on providing basic local access to seniors and other residents.

Initial High Level Estimate – Additional Annual Impacts			
Option 1: Pender Limited Winter, Full Summer Service			
Service Hours:	1,610	Passenger Revenue:	\$13,600
Annual Ridership:	7,400	Total Cost*:	\$148,400
Vehicles Required:	2	Net Local Share of Costs:	\$81,700
(incl. 1 spare)		Provincial Share of Costs*:	\$53,100
* Costs shown do not include Provincial contribution to Lease fees.			

Service Option 2: Pender Island Winter Commuter, Full Summer Service

Description: This option uses the identical route structure as Option 1. The summer service proposed is also identical.

- The main change to this option is the winter service. In winter, it offers service every weekday to meets the two ferry times most heavily used by commuters and others travelling to Vancouver Island for the day.
- On three days per week an additional midday trip is added to meet the 11:25am ferry and to try to also provide more frequency in the middle of the day for people accessing local services and appointments.

This option provides an identical level of service to Option 1 in the summer. In the winter it puts more emphasis on the needs of daily commuters than Option 1.

Initial High Level Estimate – Additional Annual Impacts			
Option 2: Pender Winter Commuter, Full Summer Service			
Service Hours:	1,940	Passenger Revenue:	\$15,800
Annual Ridership:	8,600	Total Cost*:	\$168,100
Vehicles Required:	2	Net Local Share of Costs:	\$88,900

(incl. 1 spare)		Provincial Share of Costs*:	\$63,400
<i>* Costs shown do not include Provincial contribution to Lease fees.</i>			

Service Option 3: Complementing Taxi Supplement Service

Description: Another option for Pender Island would be to potentially use taxi supplement to provide one or both of the weekday trips aimed at people commuting to Vancouver Island discussed in Option 2 and then use a transit vehicle for other midday services on three days per week in the winter. In the summer, the transit vehicle could perform all trips.

More discussion would be required at the local level to determine the feasibility of this.

Initial High Level Estimate – Additional Annual Impacts			
Option 3: Pender with Complementing Taxi Supplement			
Service Hours:	1,090	Passenger Revenue:	\$15,800
Annual Ridership:	8,300	Total Cost*:	\$136,300
Vehicles Required:	2	Net Local Share of Costs:	\$73,800
(incl. 1 spare)		Provincial Share of Costs*:	\$46,700
<i>* Costs shown do not include Provincial contribution to Lease fees.</i>			

7

.3 Galiano Island Service Option

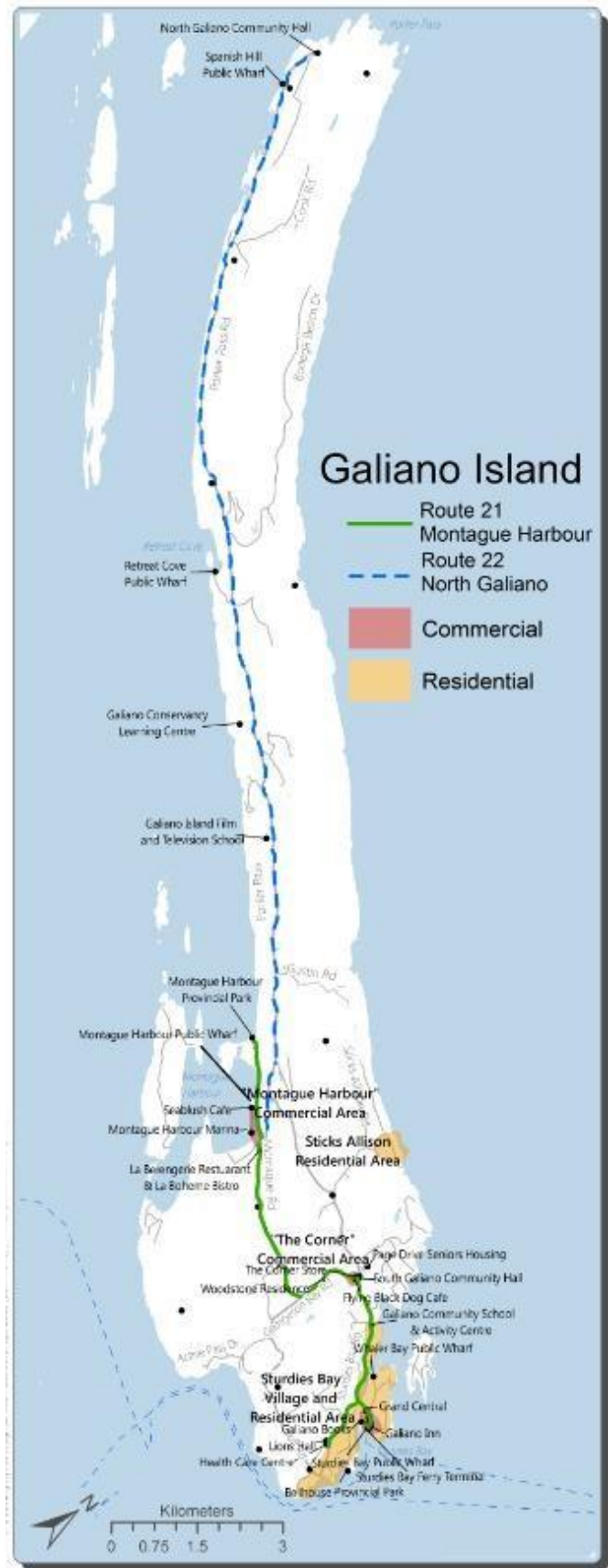
Overview: While Galiano has a smaller winter population, there are several characteristics which make it easier to serve effectively by traditional transit:

- Its density and its key destinations are concentrated along a relatively tight corridor.
- Its ferry schedules are clustered fairly nicely around three periods that would also serve basic local access needs: morning, noon and late afternoon.
- In the summer, the campground, marina and other accommodations around Montague Harbour would likely be a very good source for passengers.

Service Option 4: Galiano Three day per Week Winter, Full Summer Service

Description: This option looks at operating a Montague Harbour route that would also extend on two trips per day to North Galiano.

- The Montague Harbour route would connect local destinations in Sturdies Bay with the ferry terminal, services at The Corner, and the marina, public wharf, marine moorage and campgrounds and Montague Harbour. Service would be approximately seven trips per day, depending on timing and whether additional extensions to North Galiano are desired.
- The extensions to North Galiano would serve the government dock and community hall, as well as residential areas distributed along Porlier Pass Road.
- It may be also possible to extend service to Sticks Allison, but this would require more resources than those shown here or less service on the Montague Harbour route. (Typically, new transit

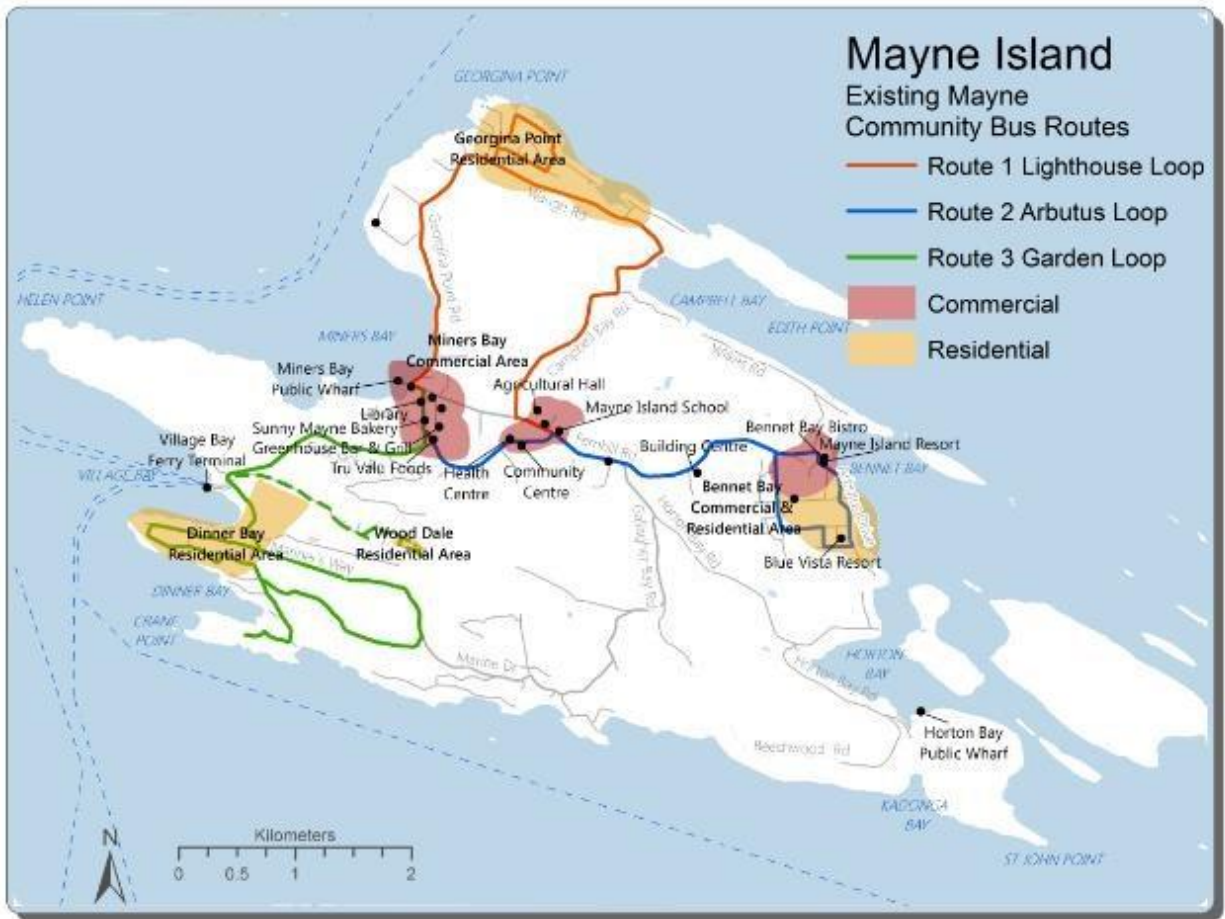


services concentrate on the corridors with the most promising ridership first and then expand as service stabilizes and proves to be successful.)

- During the summer, service would operate seven days per week. For the purposes of this option, winter service is costed at three days per week using a similar number of trips.
- This option presents the potential of partnering with the School District since the timing of the school water taxi and location of the dock align fairly nicely into a potential transit schedule. ○ As in the Pender example, there could potentially be trip deviations off route for people with a disability.

Initial High Level Estimate – Additional Annual Impacts			
Option 4: Galiano 3 day per week winter, full summer service			
Service Hours:	1,940	Passenger Revenue:	\$20,100
Annual Ridership:	10,900	Total Cost*:	\$168,100
Vehicles Required:	2	Net Local Share of Costs:	\$84,600
(incl. 1 spare)		Provincial Share of Costs*:	\$63,400
<i>* Costs shown do not include Provincial contribution to Lease fees.</i>			

.4 Mayne Island Service Options



Overview: While Pender and Galiano have developed in a more or less linear way, Mayne's development is more dispersed and clustered like a clover. The challenge with this distribution is that it is harder to serve with one transit vehicle and meet ferry connections nicely for all areas: either you need to make one larger circuitous loop that is less direct but which aligns to the ferry or you create more direct routes that give some areas nicely scheduled service while requiring others to arrive early for ferry departures or leave later than other transit routes.

The existing Mayne Island Community Bus service has resolved the issue by choosing to create a series of shorter more direct loops and this route structure seems to work well in terms of effectively serving the key island destinations². The current Mayne schedule uses these loops on Thursdays and Fridays but hooks them together into larger loops with different names on Saturdays, Sundays and holiday Mondays.³

The other way that the existing Community Bus resolves Mayne Island's land use pattern is to use a —by requestll drop off service (like the trip windows talked about in section 6.1) for passengers arriving on the midday and late afternoon ferries. This solution means that the bus only needs to go as far as it has to in order to drop off passengers. It also means that the

² When we spoke with Mayne Island Community Bus representatives during the interviews for this report, one thing they noted is that they didn't yet have a route map for their service. The route map created for this report uses their routings because they make sense and also in the hopes that they can use this map if it is helpful to them. ³ One possible future suggestion for the Community Bus group might be to consider using consistent route structures and names between service days as consistency helps build transit ease of use and therefore ridership.

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premium level of service—ie the area that gets dropped off first—can go to the area which actually has the most passengers on the bus.

The existing Mayne bus focuses on the needs of seniors and has time in the schedule to deviate off route to pick up or drop off passengers through prior arrangement. Since it operates only four days per week, the schedule does not take into account the first ferries of the day for commuters.

Service Option 5: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer

Description: This option takes the existing Mayne Island service and estimates what it would cost operated under a typical BC Transit model. To provide consistency with the other islands when comparing options, service is shown as three days per week (rather than the existing four) in winter and seven days per week in summer.

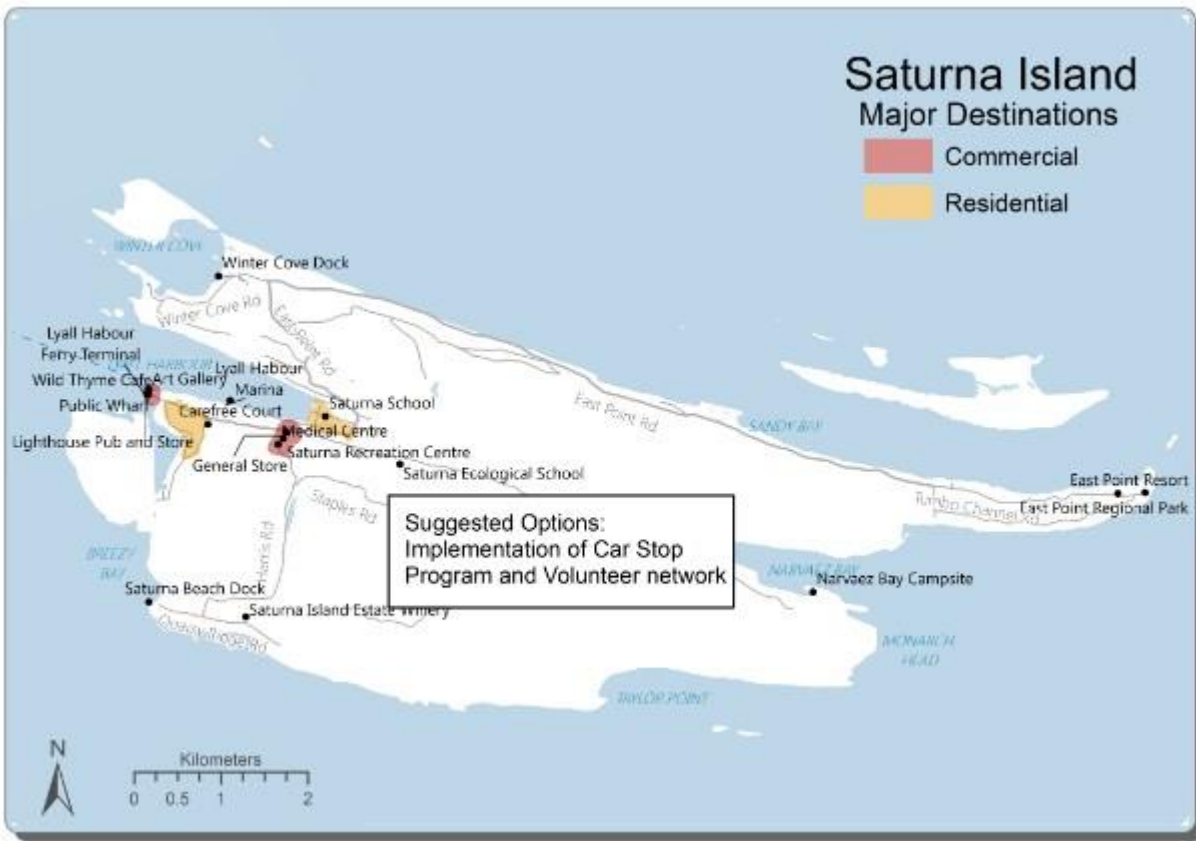
Initial High Level Estimate – Additional Annual Impacts			
Option 5: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer			
Service Hours:	940	Passenger Revenue:	\$8,800
Annual Ridership:	4,800	Total Cost*:	\$108,500
Vehicles Required:	2	Net Local Share of Costs:	\$67,700
(incl. 1 spare)		Provincial Share of Costs*:	\$32,000
* Costs shown do not include Provincial contribution to Lease fees.			

Service Option 6: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer Plus Morning Trip

Description: This option is identical to Option 5 but examines what the costs would be to add service to the first morning ferry on one day per week (such as a Friday) to better enable travel to Vancouver Island for medical appointments and shopping. This option would be operated by trip window, with passengers calling the day before to arrange travel.

Initial High Level Estimate – Additional Annual Impacts			
Option 6: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer Plus Morning Trip			
Service Hours:	1,010	Passenger Revenue:	\$9,900
Annual Ridership:	5,400	Total Cost*:	\$112,700
Vehicles Required:	2	Net Local Share of Costs:	\$68,600
(incl. 1 spare)		Provincial Share of Costs*:	\$34,200
* Costs shown do not include Provincial contribution to Lease fees.			

.5 Saturna Island Service Option



Overview: As noted in section 5.0, Saturna is well below the population threshold for when traditional paratransit typically becomes viable. It also doesn't have existing taxi service that easily enables taxi supplement or other —third party operator options to be implemented. As mentioned previously, the best first step in terms of evolving Saturna's transportation options would be to implement a car stop program or a volunteer driver network, potentially in partnership with the other islands.

While different than the options presented in this report for the other larger islands, another transportation opportunity for this particular community may be linked with the East Point Research Station and nearby whale watching, as well as the Saturna Island Family Winery and the Saturna Lodge. The following option discusses this concept.

Service Option 7: Saturna Visitor Transportation Network

Description: This option would take the idea of a Volunteer Driver Network but focus it on the three largest attractions on the island: East Point, the Saturna Winery and the Saturna Lodge. The Winery and the Lodge already have vans that they use to pick up and drop off visitors and it seems that the Marine Research Station may also have transportation resources.

The idea would be to use the concept of trip windows to try to focus volunteer time and energy, in particular for transportation for students and visitors to East Point. For instance, ferry trips on specific days could be promoted as having transportation available to the research station and whale watching area. These would be coordinated like a volunteer network program, but by using trip windows, visitors would begin to group their travel around specific days and times. Limiting the days and times would also help avoid —volunteer burnout in such a small community. Potentially something like this could

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also have support of some kind from a larger Southern Gulf Islands umbrella organization.

This option would help augment what is available for visitors, with the car stop or more general Volunteer Driver Network then potentially available to help fill gaps for residents.

Other types of public transportation could be considered at a future date as these evolve.

Initial High Level Estimate – Additional Annual Impacts			
Option 7: Saturna Visitor Transportation Network			
Uses existing island resources, potentially with financial or administrative support of a larger Gulf Islands transportation umbrella organization.			

.6 Service Options Summary

The following table summarizes the estimated impacts for all service options presented above. All figures are annual and are based on estimates that would require review based on actual date of implementation and confirmed service and operational details.

Southern Gulf Islands Transit Service Options										
Service Option Summary: Preliminary Estimated Additional Annual Impacts*										
Description	Buses**	Additional total kms	Service Hours	Rides	Total Revenue	Total Costs	Net Local Share of Costs	BC Transit Share of Costs	Rides per Hour	Cost per Ride
Service Options										
Option 1: Pender Limited Winter, Full Summer Service	2	50,800	1,610	7,400	\$13,600	\$148,400	\$81,700	\$53,100	4.6	\$13.61
Option 2: Pender Winter Commuter, Full Summer Service	2	61,200	1,940	8,600	\$15,800	\$168,100	\$88,900	\$63,400	4.4	\$14.00
Option 3: Pender with Complementing Taxi Supplement	2	34,400	1,090	8,300	\$15,800	\$136,300	\$73,800	\$46,700	5.2	\$10.30
Option 4: Galiano 3 day per week winter, full summer service	2	61,200	1,940	10,900	\$20,100	\$168,100	\$84,600	\$63,400	5.6	\$11.04
Option 5: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer	2	29,700	940	4,800	\$8,800	\$108,500	\$67,700	\$32,000	5.1	\$12.66
Option 6: Mayne Existing Schedule 3 Days per Week Winter, Daily Summer Plus Morning Trip	2	31,900	1,010	5,400	\$9,900	\$112,700	\$68,600	\$34,200	5.3	\$12.03
Option 7: Saturna Visitor Transportation Network	Uses existing island resources, potentially with financial or administrative support of a larger Gulf Islands transportation umbrella organization.								n/a	n/a
Notes:										
* Based on preliminary 2013/14 budgets. Final costs may change based on final budgets and confirmation of final operational details.										
** The vehicle requirements include one spare and one in service bus for each island. See note in text below regarding spares. Annual lease fee costs for a custom vehicle used in these estimates is \$50,400.										

Note that in each of the options that includes a bus, a spare is also included. This is standard when transit is operated in separate communities. However, if services on multiple islands were operating, one thing that could be explored would be the opportunity to look at sharing spares as well as establishing emergency back-up buses from others in the community. (This is generally not looked on favourably by BC Transit's Fleet Engineering Department but it would still be useful to explore.)

7.7 Service Option Conclusions

The service options presented are intended to provide a preliminary high-level sense of the feasibility and scope of transit options on the Southern Gulf Islands. They are intended to be further refined through discussion of this draft with the original community contributors to this project.

That said, based on the annual impacts presented so far, these services perform right on the cusp of viable transit: 5 rides per hour is on the low side for traditional paratransit that isn't covering long distances and it is typically considered the —break even point for Greenhouse Gas Emissions (ie the number of passengers required to be carried on a light duty bus in order

for it to have comparable emissions to a single occupant automobile.). By comparison, the Salt Spring Island Transit System carries 15.8 rides per hour at a cost of \$5.08 per ride.

However, when comparing the proposed performance levels with other BC Transit systems serving communities of less than 5,000 people (see page 4), it compares fairly well for its population and ridership would likely grow.

Ultimately community appetite to fund the local portion of costs for service—as well as provincial funding and prioritization for expansion—may make the final call on whether or not implementation of more formal transit is pursued. In either case, the evolution and consolidation of transportation resources outlined in Section 7.1 would be helpful for the community to consider.

8.0 Next Steps and Considerations

This report is provided for review by the Capital Regional District and local area stakeholders. Upon request, BC Transit would be pleased to present this report for further discussion on the options.

BC Transit will await direction from the CRD to pursue potential next steps. There are a number of issues related to next steps and potential implementation that should be highlighted:

- **Jurisdiction** – As the local government partner for any potential transit service in the Southern Gulf Islands, the CRD would need to confirm the process by which the electoral area might enter into a transit function, what the governance structure might look like, and any local taxation implications.
- **CRD support** – As this feasibility study was conducted on behalf of the CRD through that organization’s existing transit partnership with BC Transit, this report must be formally received by the Capital Regional District. The Electoral Area Services Committee is the CRD body that would provide a recommendation to the Regional District Board on next steps. Board approval and direction would be required to move forward on any of the cost-shared proposals.
- **Resident support** – While the community inventory sheets and interviews conducted for this Service Discussion Document gathered a substantial amount of information about the communities and their potential for transit, they did not explicitly gather any input on resident appetite to pay for transit through property taxes.

If the CRD Board is supportive of the transit options provided in this report, it would be useful to undertake a public consultation process to gather resident feedback on the plan’s service options as well as their appetite to enter into the transit funding function. This consultation could also provide information on the supplementary service concepts presented in section 6.2 (those that don’t require BC Transit or CRD participation) and gauge resident support for these concepts on an ongoing or interim basis.

- **Funding** – Under the BC Transit Act, funding for transit systems must be cost shared between BC Transit and the sponsoring local government at a prescribed rate, with

passenger revenues used to offset the local share of costs. This funding arrangement means that both parties must come to the table with funding before service can be implemented. For instance, if a local municipality has funding for new transit services

but the corresponding provincial share is not available, then service cannot be implemented.

BC Transit receives its funding on an annual basis from the provincial government. This annual funding arrangement means that BC Transit cannot confirm a timeframe for service implementations over the long term. Typically BC Transit receives more expansion requests than available expansion funding and as such BC Transit cannot accommodate all expansion requests. The current economic picture may also constrain the availability of provincial funding for transit over the next few years.

Similarly, any new service would also require provision within the CRD's budgets.

- **Prioritization** – BC Transit uses a number of transit service performance and land use criteria to prioritize available funding for service expansions between transit systems. Therefore, moving ahead on any of the Southern Gulf Island transit services represented would require both available provincial funding and sufficient ranking against other requests for services within the CRD as well as among other communities.
- **Detailed Implementation Plan** – If a service option or options was approved and funding was confirmed, BC Transit would work with the CRD to create a detailed implementation plan. This plan could include issuing a request for proposals to operate services and would also undertake the detailed operational planning to confirm routes and schedules.

9.0 Recommendations

It is recommended that this draft report and its options be discussed with CRD staff and the elected officials and community members who have contributed to the project so far to confirm information and refine options. Ridership information from the existing buses on Mayne and Galiano and Pender Island Taxi should also be requested to help benchmark estimates.

Once feedback has been received, this draft report would then be revised as needed and finalized for presentation to the CRD.

It is recommended that the Capital Regional District:

- **Receive this report as information and provide comment.**

BC Transit
January 2014

APPENDIX 6

SGI

COMMUNITY

BUS STUDY



Capital Regional District

Southern Gulf Islands Community Bus Assessment

DRAFT

13 December 2016

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1 Introduction

There are currently three community bus services operating on Mayne, Saturna and Pender Islands, and a fourth service planned for implementation in January 2017 on Galiano Island. This report:

- Documents the current community bus operations and plans on the Southern Gulf Islands.
- Identifies factors affecting the success of community bus services, and opportunities for the Southern Gulf Islands services to enhance services, optimize operational efficiency and improve their financial positions.
- Clarifies regulatory requirements affecting community bus operations.

1.1 What is Community Bus?

“Community bus” is a public transit service owned and operated by a community organization rather than by BC Transit or another government agency. Community bus services generally operate in lower-population rural areas where conventional transit service would not be viable or would be prohibitively expensive.

A community bus service may be established to achieve any number of objectives, including:

- Provide additional mobility options for seniors, youth, persons with disabilities and other island residents.
- Enable seniors to age in place, rather than have to relocate to an urban area with more transportation options when they are no longer able to or willing to drive.
- Reduce numbers of automobiles and traffic on the island, particularly automobiles brought onto the island by visitors.
- Reduce greenhouse gas emissions from private automobiles.
- Support efforts to better integrate and facilitate travel and commerce between the Southern Gulf Islands, with connections to ferries and water taxis.

1.2 History of Community Bus in B.C.

Existing community bus services in British Columbia include:

- The three existing community bus services on the Southern Gulf Islands and the planned fourth service are described in detail in Section 3.
- The GERTIE community bus service on Gabriola Island has operated since 2013, and earlier this year a successful referendum established continued funding for the service through property taxes. The GERTIE service is described in Section 2.

There are several other public transportation services in B.C. that are similar to or complement community bus services:

- Salt Spring Island has a population of 10,320 (as of the 2011 census). A number of unsuccessful attempts were made to establish a community bus service prior to 2008, when a conventional transit service was implemented. The service is funded by BC Transit and local taxpayers, and is overseen by the Salt Spring Island Transportation Commission. The service began with two buses operating on four routes, and has since expanded to six routes. In the first year of service, ridership was more than double what had been forecasted, with a maximum of 1,500 rides in one week. In 2009, the Salt Spring Island Transit System was awarded the “Exceptional Service with Outstanding Performance” award from the Canadian Urban Transit Association.
- Bowen Island Community Transit began operating in May 1999. Although the name might suggest that it is a community bus service, it is funded by TransLink (the regional transit agency) and operated by a local contractor. A commuter bus service for Bowen Island residents from the Horseshoe Bay ferry terminal to downtown Vancouver is also operated under contract to TransLink.
- The Volunteer Transportation Network operates in the Regional District of Mount Waddington on northern Vancouver Island. The service is integrated with the transit system operated under contract to BC Transit by the North Island Community Services Society, and uses volunteer drivers to provide door-to-door service to persons who live in remote communities where there is limited or no transit service.
- There are many services throughout the province that provide transportation for seniors and others, primarily to medical-related appointments. While most use volunteers who are reimbursed for mileage and other expenses, some charge passengers a per-kilometre fee.
- Health Connections is a health authority based regional travel assistance program that offers subsidized transportation options to help defray costs for rural residents who must travel to obtain non-emergency, physician-referred medical care outside their home communities.

1.3 Steps to Implementing Community Bus

The checklist below summarizes the key steps involved in planning and implementing a community bus service. Details of the various implementation activities are provided in Sections 2 and 3, and specific regulations applicable to community bus services are described in Section 4.

1.3.1 Planning the Service

1. **Engage the community** to determine what residents’ and visitors’ transportation needs are, and the level of support for community bus. Hold community meetings, conduct an on-line survey, arrange news articles and solicit feedback. Host a contest to name the new service.
2. **Establish a non-profit organization** that will operate the community bus, or enlist an existing organization. Recruit volunteers to manage the community bus operation and

undertake specific tasks. Purchase directors and officers liability insurance to indemnify directors for any losses associated with the community bus operation.

3. **Develop a service plan.** Establish objectives for the service, describe how the service will operate and what vehicles will be used, describe any additional services that will be offered (such as transportation to community events, charters), establish policies (such as whether or not the bus will wait for late ferries), develop a communications and marketing strategy, and estimate annual revenues and expenses.
4. **Apply to the Passenger Transportation Branch** (see Section 4.1). If there is a taxi operator or other competing services in the service area, discuss plans for the community bus with them and adjust those plans as needed so that they can be confident the bus will not compete with their service, and might in fact support it. Include a letter of support from any taxi operator or other service provider in the application to the PTB.
5. **Obtain a National Safety Certificate** number (see Section 4.2).
6. **Establish communications.** Create a website to initially inform the community of progress in implementing the community bus, and to later provide information regarding routes, schedules, fares and other aspects of the service once it is operating. Create social media accounts such as Facebook, Twitter and Instagram, and post to each account regularly. Establish a telephone number for dispatcher, and purchase cell phones and Bluetooth headsets for drivers.
7. **Seek funding.** Solicit donations and contributions such as office equipment, vehicle accessories and even vehicles themselves. Apply for grants from regional, provincial or federal agencies. Negotiate discounts with local suppliers, such as on fuel and advertising.
8. **Acquire vehicles.** Purchase or lease vehicles, have the vehicles inspected and repaired as necessary, insure the vehicles, and arrange a location to store the vehicles when not in service.
9. **Recruit volunteer drivers** who have or are willing to obtain unrestricted Class 4 licences (see Section 4.3).

1.3.2 Operating the Service

10. **Launch the service.** Publicize the launch wherever possible, with signs and posters throughout the service area, with media releases and online.
11. **Monitor performance.** Record ridership by run, track kilometres and hours of service, and record donations, other revenues and expenses. Use this information to identify low-ridership runs, and adjust services as required to manage costs.
12. **Report to the community** at regular intervals regarding the progress and performance of the community bus. Continue to engage the community and solicit input from residents, businesses and visitors.

2 What Makes Community Bus Successful?

This section identifies several factors that contribute to the success of a community bus service. Before assessing the services on the Southern Gulf Islands in Section 3, it is worthwhile to consider what a successful community bus operation looks like, specifically the GERTIE service on Gabriola Island.

2.1 Successful Means Sustainable

Operating a successful community bus service is challenging. The service must demonstrate value to the community in order to generate support in the form of ridership, donations and volunteer labour. At the same time, the operator must control costs so as to remain financially solvent. The operator must avoid running buses empty or nearly empty, and must avoid unexpected and significant expenses such as vehicle repairs.

A successful community bus service is sustainable, meaning that the service can operate in perpetuity. It means that, for example:

- The service is not reliant on a single individual to champion and manage the service, and is not at risk of ceasing operation if any one person leaves the community bus organization.
- The service is not reliant on uncertain sources of funding that may or may not be available in future.
- The service is not reliant on a small pool of volunteers who may not be available for a shift to drive a bus or to undertake other needed activities.
- The service is not reliant on a fleet of vehicles that could break down suddenly and require expensive repairs for which funds might not be available.

A sustainable community bus service means that residents can count on the bus to be there next week and next year, and that visitors can plan a trip confident that the bus will be waiting for them at the ferry. It means that seniors can rely on the service as they become less able or willing to drive, and that social service agencies, health centres and other community organizations can expand services and offer new services to clients who can use the bus. It can even attract people to the island – a couple that recently moved to Gabriola Island told the community bus coordinator that the bus was a factor in their decision where to relocate.

The goal for a community bus service is therefore to transition to a service that is sustainable and can operate in perpetuity. This means that the community bus service must demonstrate value to the community in order to establish adequate support from the community to sustain service:

- The preferred form of support would be dedicated funding that is available in perpetuity and can be adjusted as the needs and costs of the service change. Sufficient dedicated funding to pay drivers, a coordinator and other staff ensures adequate labour to operate the service. Sufficient dedicated funding to insure, maintain and operate vehicles, and purchase new vehicles avoids sustained service disruptions and service cuts. Sufficient dedicated funding

for operating expenses means that information about the bus service can be communicated to users and the community, that other organizational activities can be undertaken, and that regulatory requirements can be met. Such funding could be provided through public sources such as a property tax or levy, or through private sources such as a social finance organization structured to ensure that funds are available in perpetuity.

- Other forms of support include a large pool of volunteer labour, sustained donations, and assurances of on-going contributions. Although there are examples of organizations successfully run by volunteers and sustained with donations, such forms of support are not truly sustainable. Changes in economic and other conditions could reduce the availability of volunteers, reduce donations or affect the sustainability of a community bus service in other ways. The GERTIE experience shows that even with strong community support, the only way to ensure sustainability is a dedicated source of funding such as a property tax.

Section 2.2 describes the GERTIE community bus service on Gabriola Island in detail. The GERTIE experience highlights several factors that are important to the success and sustainability of a community bus service:

- Community engagement and involvement, which generates support for the community bus before the service begins, during the pilot project phase, and as the service continues to operate on an on-going, permanent basis.
- Service oriented to island residents, not just visitors. This might include, for example, local service to community events, shopping and social functions. The bus can even provide a social service, providing an opportunity for residents to visit with others while travelling to and from local destinations.
- Service tailored to demand, so as to avoid unproductive runs with few or no passengers that increase operating costs without generating additional revenue. One way of achieving this is with flexible service that operates at scheduled times and on route deviations only when requested.
- Reliable vehicles for which parts are readily available and that are not likely to break down suddenly and require expensive repairs.
- Customer information available from a variety of sources, providing comprehensive information regarding routes, schedules, fares, service request procedures, and other service characteristics and policies.

2.2 Gabriola Island's GERTIE

An example of a successful community bus service is GERTIE (Gabriola's Environmentally Responsible Trans Isle Express) on Gabriola Island. GERTIE began operating in June 2013 as a three-year pilot project, with the goal of demonstrating the viability of transit service on Gabriola Island. A referendum was held in February 2016 asking the community to establish a property tax assessment to support GERTIE. The referendum passed with 67% support, and GERTIE now has a dedicated source of funding to pay drivers and a part-time coordinator, to fund operating

expenses and to accumulate funds for new vehicle purchases. GERTIE has become a permanent public service on Gabriola Island that residents and visitors can count on to operate in perpetuity.

Gabriola Island is located a 20-minute ferry ride east of Nanaimo. The island is 58 km² in area, and access is via two main roads (North Road and South Road) that form a loop around the island, with spur roads providing access to residential neighbourhoods, most of which are at the west end of the island. The population of Gabriola Island is 4,045 persons as of the 2011 census, and 27% of the population is 65 years of age or older.

2.2.1 History

Planning began long before GERTIE began operating in 2013. The Official Community Plan has long had a statement in support of community bus, and efforts to establish transit service on Gabriola Island go back as far as the 1990s. The 2008 Climate Action Dividends program was the genesis of the group that founded GERTIE. The group began its work by conducting an online survey in 2008 to identify the transportation needs and travel patterns of island residents, as a basis for planning transit routes and schedules. A feasibility study of transit service was undertaken by BC Transit in 2010, which identified options for providing service on Gabriola Island. However, after reviewing the levels of service and costs associated with conventional transit service, and recognizing that any such service could be susceptible to service reductions like those that BC Transit had made in Nanaimo and elsewhere at the time, a group of residents decided to implement a community bus service themselves.

The community bus was sponsored by The Island Futures Society, a community organization “interested in supporting innovative and sustainable initiatives in their communities.” The Regional District of Nanaimo provided \$30,000 to The Island Futures Society for the purchase of buses. Service began in 2013 as a three-year pilot project intended to demonstrate the viability of transit service on Gabriola Island. After the referendum passed in 2016, the Gabriola Community Bus Foundation was established as a registered charity to continue to operate GERTIE service.

2.2.2 Service

GERTIE operates on four routes that cover almost all of Gabriola Island, as shown in Figure 2.1. The A route (shown in red in Figure 2.1) is a loop the length of the island to Silva Bay via North and South Roads. The three B routes serve neighbourhoods at the west end of the island where the majority of the population lives. Figure 2.1 shows one of the GERTIE maps of routes and schedules that are displayed in key locations on the island (this particular example is at Silva Bay at the east end of the island).

Figure 2.1 – GERTIE map at Silva Bay



There are two components to the scheduled service, plus service to community events and charter services:

- Commuter runs every weekday morning and afternoon. Commuters are not only persons who work in Nanaimo, but also youth who attend school in Nanaimo (even though there is a school bus service that transports students to the ferry, some students prefer to ride GERTIE as it is a shorter trip and they can leave home later in the morning). The commuter runs generate the majority of the ridership from September through to June. Commuter ridership declines in the summer, but this decline is offset by a substantial increase in visitors to Gabriola Island who ride the midday runs.
- Midday runs Tuesdays through Saturday in summer and every Tuesday, Thursday and Saturday at other times. Local residents generally ride on the midday runs, including some elementary students who live less than 4 km from the elementary school on the island.
- Transportation for community events such as concerts, festivals, community meetings, the Salmon Barbeque, the GVFD Fireworks and elections. Service to events is provided either as a charter service in cases where the organization has sufficient funds to pay the charter rate, or at no cost to the organization but with the requirement that passengers pay regular fares. unless Buses to community events are driven by volunteer drivers.

- Charter services are \$75/hour. GERTIE averages two charters per weekend during summer, for weddings and events such as the museum fundraising historical tour around the island.

During the scheduled midday runs, some deviations from the main route are operated by request only. Passengers boarding at the ferry request the deviation when they board the bus. Other requests for service are made by texting (preferred) or phoning the coordinator (desirably an hour or more in advance), who then relays the requests to drivers, who wear Bluetooth headsets.

Fares are \$2.50 for adults, \$1.50 for youth (kindergarten through grade 12), and free for children 5 years of age and under. Books of 10 tickets are \$20 for adults and \$10 for youth. Monthly passes are \$40 for adults and \$35 for youth, and a day pass is \$5. Tickets and passes are sold at a small number of outlets on the island, and a local resident sells tickets in Nanaimo.

After six months of operation GERTIE had carried over 5,000 rides, and was averaging 6 to 7 rides per hour of service, and 200 to 300 rides per week. Ridership has now exceeded 45,000 rides since the service began, and continues to average approximately 300 rides per week, with a record in July 2016 of 379 rides in one week. Ridership is recorded on “trip sheets” by run, by stop and by fare class and type, and with counts of bicycles, dogs, and persons in wheelchairs. Ridership data is provided on GERTIE’s website.

There is a taxi on Gabriola Island, which provides door-to-door service with a four-passenger automobile plus a larger van. GERTIE has been careful to not infringe on the taxi operator’s business, directing requests for weddings and similar bookings to the taxi operator. Only if the taxi operator is not able to accommodate the event will GERTIE accept the booking.

2.2.3 Vehicles

There are currently four vehicles in the GERTIE fleet, one or two of which are in service at any given time:

- Two 10-passenger Sprinter buses, one of which is shown in Figure 2.2. Both are 10 years old with approximately 400,000 km of mileage, but based on experience elsewhere it is expected that they could last for up to 1,000,000 km. The Sprinters have sliding doors that are easy to open, but have steep steps and are not accessible to persons with physical disabilities.
- A Ford E350 17-passenger bus that is 14 years old and is equipped with a wheelchair lift (also shown in Figure 2.2).
- A Ford E450 24-passenger bus (shown in Figure 2.3) that is 24 years old and is equipped with a wheelchair lift. The bus was a gift from a local pub, and required considerable repairs to restore to roadworthy condition.

All four buses are branded with the GERTIE logo, and are equipped with bicycle racks that were formerly used on transit buses in Nanaimo and were provided by the Regional District at no cost. Each bus is insured with \$10 million liability coverage.

Fuel costs are much lower with the Sprinters than the Ford buses, and consequently the Sprinters are used when possible, and the Ford buses are generally only used on higher-ridership

commuter runs and weekends in the summer. In an effort to reduce fuel costs and to support environmental objectives, waste vegetable oil collected from local restaurants is used in the Fords in a 50/50 mix with diesel (vegetable oil was also tried in one of the Sprinters but it fouled the engine, requiring repairs).

The buses are owned by the Gabriola Community Bus Foundation, and are stored at the GERTIE office at The Commons, located on North Road east of the Village commercial area. When service began in 2013 one of the buses in the fleet was a school bus, which was later sold because it was not accessible, and had air brakes that only three volunteer drivers were qualified to drive.

There is a diesel mechanic on Gabriola Island that operates a mobile service and can provide maintenance and inspections, avoiding the time and expense to take buses off island. Finding a good mechanic has been one of the big challenges for GERTIE's coordinator. The previous volunteer mechanic was not always responsive, and the local garage has not shown much interest in servicing GERTIE's buses, as their main business is automobiles.

GERTIE's buses are old, with considerable mileage, and as a result frequently need repairs that are sometimes costly. The Foundation is applying for an infrastructure grant of approximately \$60,000 (to be matched with \$30,000 from the Foundation) to purchase new vehicles.

Figure 2.2 – GERTIE Sprinter and Ford E350 buses



Figure 2.3 – GERTIE Ford E450 bus with side-mounted wheelchair lift



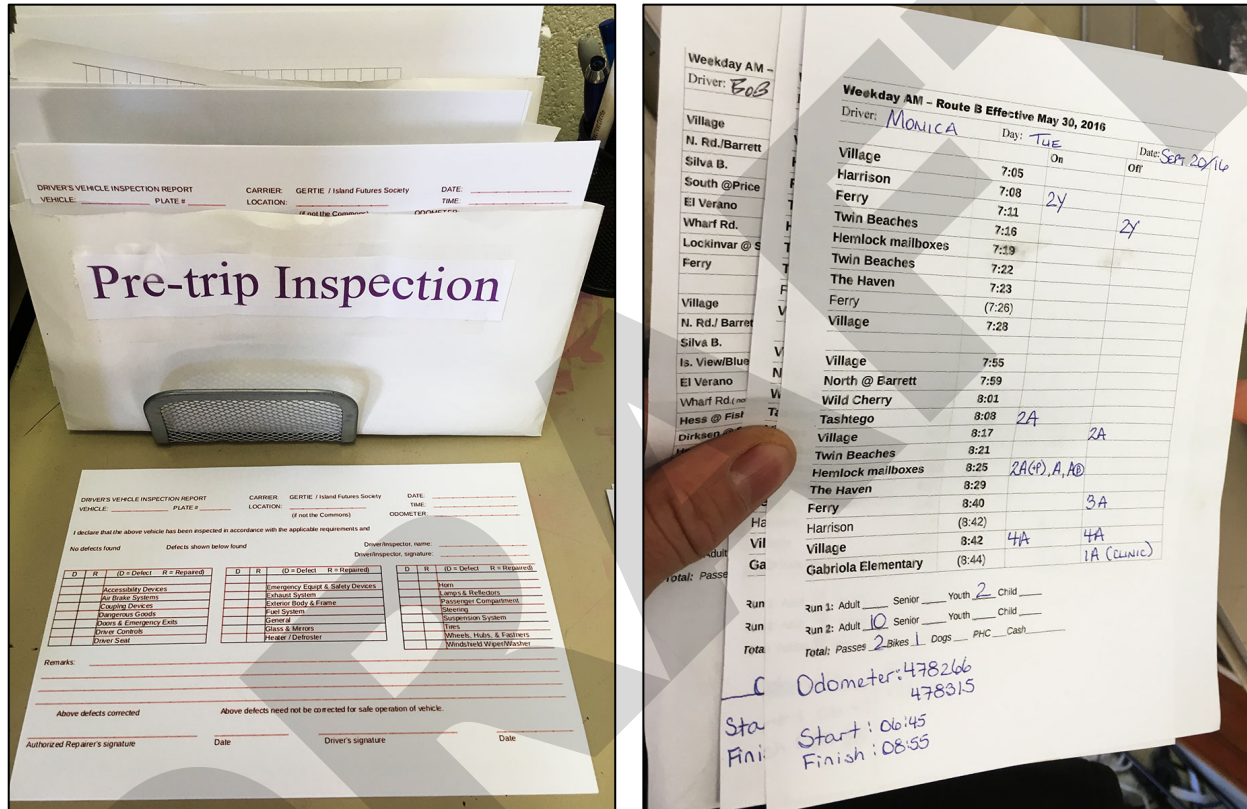
2.2.4 Operations

GERTIE is overseen by a management team of a half-dozen volunteers, and is managed on a day-to-day basis by a part-time, salaried coordinator (the coordinator estimates that most weeks he works 25 to 30 hours). The coordinator’s key responsibilities are in his words to “keep the buses running, and make sure that drivers show up.” Other responsibilities of the coordinator include:

- Fueling vehicles, ordering parts, and arranging maintenance and Commercial Vehicle Inspections.
- Scheduling runs and drivers.
- Providing customer information (including answering phone calls requesting trip planning information).
- Monitoring and reporting.
- Driving runs to cover absent drivers.

The coordinator has established several procedures and forms to track GERTIE's performance and ensure that safety procedures are carried out (Figure 2.4 shows some of these forms). The coordinator has also identified a need to formulate policies. The only established policy at present addresses dogs on buses. Other policies might include a policy that states that buses will wait for the ferry when it is running late (up to a specified amount of time), how persons with disabilities are accommodated on commuter runs (which do not have sufficient time in the schedule for the extra time to deploy the wheelchair lift), and who is responsible to carry out the coordinator's duties when the coordinator is away or sick.

Figure 2.4 – GERTIE vehicle inspection forms and trip sheets



Cash fares and tickets are deposited in a farebox on the bus. Security of cash on the buses has not been an issue. GERTIE's coordinator has designed new fareboxes that can be manufactured inexpensively out of PVC. With the new fareboxes, drivers do not have to count money at the end of a shift as in the past, and instead can just lock up the fareboxes at the GERTIE office for the coordinator to open and count later.

There are ten paid drivers, all of who have Class 4 licences. Most are only interested in driving as a part-time job – the driver who drives the most only drives an average of 15 hours a week.

The three-year pilot project depended on volunteer drivers, and it was a constant challenge to manage the volunteers and ensure that a driver was available for each scheduled run. During the three years there was never a service interruption caused by an absent volunteer driver (someone

was always able to do the run, whether it was the coordinator or others in the organization). GERTIE paid for driver training and tests, and would host regular events such as a barbeque to show appreciation for the volunteer drivers. Nevertheless, the change to paid drivers has greatly reduced the effort involved in managing drivers.

Volunteer burnout was also an issue for the management team. One of the volunteer members of the team estimates that she worked approximately 20 hours per week during the pilot project. Now that GERTIE has a paid coordinator and drivers, and dedicated on-going funding, she now works only five hours per week.

2.2.5 Communications

Information regarding GERTIE is available in several forms:

- The GERTIE website (<http://gabriolacommunitybus.com> and gertie.ca, which redirects to the first address) provides information on routes, schedules and fares, services to community events, ways to donate and opportunities to volunteer, news, policies and other aspects of the service. Reports on GERTIE's performance are also available on the website, and there is a section where people can leave comments or ask questions.
- Printed schedules are distributed on GERTIE buses, the ferry from Nanaimo and at 30 outlets on Gabriola Island and in Nanaimo.
- Maps of routes and schedules are displayed in key locations on the island. Figure 2.1 shows a map at Silva Bay, and Figure 2.5 shows a map on a bench in a bus shelter at the Village (the commercial centre on the island at the intersection of North Road and Lockinvar Lane).
- Regular updates are published in the Gabriola Sounder newspaper free of charge, and in return a member of the Foundation's management team reports for the newspaper on other events.
- An "adventure brochure" is targeted to seasonal visitors, describing three self-guided tours of attractions on the island, with detailed instructions for using GERTIE to travel to and from the ferry.
- A Facebook page (there is also a Twitter account for GERTIE that has not yet been used).
- The Foundation signed an agreement with Google in September 2016 to include GERTIE in Google's transit planning information available through Google Maps.
- One of the members of the management team is investigating implementing a real-time bus tracker.

Figure 2.5 – GERTIE map in bus shelter at the Village



Community engagement has been a key factor in GERTIE’s success. The Island Futures Society and later the Gabriola Community Bus Foundation have undertaken an extensive and on-going program to engage and involve the community:

- An on-line survey of island residents’ travel habits was undertaken in 2008, well before the service began in 2013. The survey raised awareness of plans for transit service, and provided the opportunity for respondents to make comments and suggestions.
- Residents voted on the name of the new service, which helped to raise awareness and create a sense of ownership of the service.
- Many community input meetings were held before the service began and in the years since, in different neighbourhoods across the island, and in a central location when the topic of the meeting was a specific aspect of the service.
- Leading up to the referendum in February 2016, a “Go GERTIE” team of volunteers prepared news articles and rider experience stories, and distributed lawn signs and buttons.
- Following the referendum, a community visioning session was held to solicit input regarding the future direction of GERTIE.

- The Foundation holds an annual general meeting each year to present an annual report and describe to the community what is planned for the next year.
- Service to community events throughout the year introduces people to GERTIE who may not have ridden the bus before, and maintains awareness in the community of the service.

Another important and often overlooked aspect of transit service is the drivers, who for most people are the face of the service. One of the members of the management team cites hiring drivers who are “people persons” as an important element in GERTIE’s success.

2.2.6 Financial

The referendum that passed in February 2016 provides dedicated funding for GERTIE from property taxes levied in Area B of the Regional District of Nanaimo, which includes Gabriola Island as well as Mudge and DeCourcy Islands. The referendum established a service agreement through which transit is funded, and authorizes the RDN to collect annual funds through property taxes. The maximum amount that can be collected is capped at \$250,000, and for the first year approximately \$140,000 will be collected, of which the RDN retains approximately \$9,800 to cover legal fees and staff time.

Prior to the referendum, an estimated budget was developed. Annual income was estimated to be \$177,647 as follows:

- \$32,447 in fare revenue.
- \$130,200 in property tax revenue (\$140,000 less \$9,800 retained by the RDN).
- \$15,000 from charters, grants and other sources. GERTIE received \$1,000 from People for Healthy Communities to provide subsidized rides for PHC clients, who inform the driver when boarding the bus that they are PHC clients and therefore do not pay a fare. An average of two PHC clients ride the bus per week.

Estimated expenses include:

- \$60,403 in drivers’ wages.
- \$35,000 for the coordinator’s salary.
- \$10,674 for fuel.
- \$10,200 for vehicle insurance.
- \$30,000 for vehicle maintenance and inspections.
- \$6,390 for office operations, including an estimated \$1,620 for communications and \$2,000 for marketing.
- \$1,000 for rent.
- \$24,000 for fleet upgrading and contingencies.

2.2.7 Observations

There is no doubt that Gabriola Island's location close to Nanaimo and the significant population of commuters have contributed to GERTIE's success, but these factors alone are not enough to guarantee a viable community bus service. The volunteers and staff at the Gabriola Community Bus Foundation have done a number of things that have made the service a success. Most importantly, they engaged and involved the community from the outset, building awareness and support for the service. The routes and schedules have been designed to meet the needs of residents as well as visitors, ensuring that residents see value in the service. The service operates much like any other transit system, with readily-available customer information, effective procedures, and on-going monitoring and reporting.

Another key to GERTIE's success is that there is a group of a dozen or so volunteers involved in running the community bus service. A core group of a half-dozen people do much of the work, plus another half dozen or so who perform specific tasks such as maintaining the website. As a result, no one person is shouldering the load, and if any one of the volunteers would no longer be involved, the community bus service would continue uninterrupted.

One of the unexpected observations regarding the GERTIE service is that it has become more than just a transportation service. For some residents it is also a social service. One of the drivers reports that many people use the bus to just ride around the island and visit with other passengers, or to travel somewhere on the island for an outing.

Although GERTIE is a success story, it is not without challenges. An on-going challenge is to control costs so as to avoid the need to significantly increase the property tax levy. One way of controlling costs is to monitor ridership and the productivity of specific runs, and adjust service as appropriate to avoid unproductive runs. Another way is to reduce vehicle maintenance costs by purchasing newer buses, which the Foundation intends to do. Continued community engagement will also be effective in highlighting ways in which the service can attract more riders and increase revenues.

3 Southern Gulf Islands Community Buses

This section describes the existing and planned community bus services on four Southern Gulf Islands – Mayne, Saturna, Pender and Galiano Islands.

3.1 Mayne Island

Mayne Island is a fairly compact island, with an area of 21 km². Primary commercial uses are at Miners Bay and Bennett Bay at either end of Fernhill Road, which is the primary east-west route on the island. The other important destination is the ferry terminal at Village Bay. BC Ferries operates scheduled service to and from Tsawwassen on the mainland and Swartz Bay on Vancouver Island, as well as several other Southern Gulf Islands.

There is no taxi service or school bus service on Mayne Island. Middle and high school students who take the school water taxi are responsible for their own transportation to and from the CRD dock at Miners Bay. Although there are a number of car stops on the island, use of the car stops is low. Mayne Island Assisted Living operates a volunteer driver service, for which most trips are off-island to Sidney for medical purposes.

The three primary residential areas are at Dinner Bay, Georgina Point and Bennett Bay. The population on Mayne Island in the most recent 2011 census was 1,070 persons. More significantly, the population on Mayne Island is the oldest of the four islands in this review, and getting older. In 2001 the median age was 55.8 years, and by 2011 it had increased to 61.5 years, with 37% of the population is now 65 years of age or older.

3.1.1 History

Community bus service on Mayne Island began in July 2013. The work of planning the service began in 2012 and was undertaken by a committee of five volunteers, with the assistance of other island residents.

The community bus service began as a pilot project intended to determine the demand for and costs of operating a community bus service, and to “design an island specific transportation system which would operate effectively and at the lowest cost possible.” After two years the pilot project was declared a success, and in July 2015 the Mayne Island Bus Society was formed to operate the service on an on-going basis. The Society is overseen by five directors.

The stated objectives for the pilot project were to “enhance transportation options for Mayne Island residents and visitors” and “reduce greenhouse gas emissions on Mayne.”

3.1.2 Service

The primary target market for the community bus service is visitors arriving on Mayne Island by ferry, most of whom travel from Tsawwassen on the mainland. The community bus transports passengers from the ferry terminal to five main service areas at Miners Bay, Georgina Point,

Bennett Bay, Horton Bay and Dinner Bay. The service operates Thursdays, Fridays and Saturday mornings year-round, and also operates on Wednesdays that precede long weekends in response to the extra demand. Trips to the ferry are also accommodated on Sundays (and on long weekend Mondays).

Service was initially provided on a fixed route and schedule, but it was soon observed that the bus was empty on most runs. The bus now meets all ferries arriving from Tsawwassen on the mainland, and ferries from Swartz Bay when they coincide with Tsawwassen ferries, and transports passengers to destinations on the island. Persons wishing to travel to the ferry terminal or between locations on the island request service in advance by contacting the dispatcher, and trips are coordinated with the times that the bus travels to the ferry terminal to meet incoming ferries.

The community bus also provides service to events on the island such as festivals and weddings.

Table 3.1 summarizes monthly ridership and kilometres of service operated in 2015 and 2016 (to 31 October 2016). The gap in ridership in June 2015 is the result of an interruption in service due to reorganization. Approximately 20% of ridership is charter service, and of the remaining ridership 90% is from the Tsawwassen ferries, of which approximately 70% is visitors and 30% island residents. Most trips on the community bus are from the ferry – there are few return trips to the ferry, and few trips between locations on the island.

Table 3.1 – Mayne Island community bus ridership and kilometres

Month	2015		2016 (to 31 Oct)	
	Rides	Kms	Rides	Kms
January	99	372	132	113
February	43	192	131	514
March	63	274	181	392
April	191	764	158	241
May	125	372	109	287
June	0	0	265	941
July	59	127	177	557
August	399	858	313	861
September	147	632	300	706
October	78	276	246	312
November	64	226		
December	102	359		
Totals	1,370	4,452	2,012	4,924
Averages	0.31 rides/km		0.41 rides/km	

3.1.3 Vehicles

The Mayne Island Bus Society owns two vehicles – a 20-passenger diesel bus equipped with a wheelchair lift (shown in Figure 3.1) and a six-passenger minivan.

Figure 3.1 – Mayne Island community bus



The bus was donated in 2013 by an island resident who operates a business providing buses to transit agencies. The bus was used, but in excellent working condition. A minivan was purchased in summer 2015 as a backup for the bus. Vehicles are stored at no cost in the rear of a commercial centre in Miners Bay.

Insurance for the vehicles is purchased annually and paid every three months. Insurance is maintained year-round so that both vehicles are available to accommodate increased ridership at Christmas, and for event service.

3.1.4 Operations

The community bus service is run entirely by volunteers. In addition to the five directors of the Mayne Island Bus Society, a volunteer coordinator is responsible for organizing drivers and their shifts, responding to service requests, tracking ridership and financial information, and arranging vehicle inspections and maintenance. The coordinator is also a driver.

One of the challenges facing the Society is recruiting a sufficient number of volunteer drivers to provide service at all advertised and requested times. Currently there are five volunteer drivers

with Class 4 licences available (some are retired bus and truck drivers, and others took the test to obtain a Class 4 licence). The Society recently attempted to recruit more volunteer drivers with an advertisement in the local newspaper. The Society would like to be able to compensate drivers, as this would increase the pool of available drivers to help ensure that drivers would be available for all runs, but to date it has not been possible to do so.

3.1.5 Communications

The primary means of communications are a page on the Mayne News website, and a telephone number for the volunteer coordinator. The community bus webpage is updated infrequently (most recently in October 2016, before that in September 2015), and there is no route or schedule information available online. There are no brochures or other print material describing the community bus service. The Society was unsuccessful in requesting that BC Ferries post information at the Tsawwassen terminal and make announcements on the ferries.

One or two community meetings were held at beginning of the pilot project to raise awareness of the community bus service and solicit input from residents.

3.1.6 Financial

Table 3.2 summarizes revenues and expenses for 2015 and 2016 (to 31 October 2016). The primary source of revenues is donations:

- Although the Society's licence permits fares to be charged, the directors have decided to solicit donations instead as many passengers are generous with donations, often giving \$5 or more (average donations received on the bus were \$2.46 and \$2.20 per passenger in 2015 and 2016, respectively).
- Charter service to events such as festivals and weddings is the largest single source of revenue. For charter services, the Society has solicited donations in the past, but now plans to establish a fee schedule to ensure adequate compensation and consistency.
- Several local businesses have provided donations, the largest of which was \$300.
- The Mayne Island Bus Society is not able to issue receipts for donations.

Table 3.2 – Mayne Island community bus revenues and expenses

		2015	2016 (to 31 Oct)
Revenues	Donation box	\$3,363	\$4,425
	Cheques/deposits	\$6,106	\$9,872
	<i>Totals</i>	<i>\$9,469</i>	<i>\$14,297</i>
Expenses		\$7,015	\$16,599
Net		\$2,454	-\$2,302

Annual expenses are summarized in Table 3.3. In previous years the annual operating cost of the community bus service averaged approximately \$7,000. Substantial vehicle maintenance costs in 2016 increased annual expenses by almost \$10,000.

Table 3.3 – Mayne Island community bus expenses

Item	2013	2014	2015	2016 (to 31 Oct)
Fuel	\$1,734	\$1,746	\$1,709	\$2,132
Insurance	\$2,196	\$3,115	\$4,367	\$2,723
Maintenance	\$0	\$1,965	\$349	\$11,053
Ferry	\$140	\$257	\$104	\$223
Phone	\$247	\$403	\$403	\$403
Miscellaneous	\$65	\$3	\$83	\$65
Totals	\$4,382	\$7,489	\$7,015	\$16,599

Operating costs are low because all labour is volunteered. Current revenues are not sufficient to pay drivers and other staff, and are not sufficient to accumulate a capital reserve for the purchase of a replacement vehicle. One of the directors estimates that a financially sustainable service with paid staff would require an annual budget of \$50,000 to \$60,000.

3.1.7 Observations

Although the stated objective of the community bus service at the outset was to “enhance transportation options for Mayne Island residents and visitors,” it really only does so for people arriving on the island by ferry. The service does not easily accommodate trips between locations on the island as these must be coordinated with bus trips to or from the ferry terminal, and as a result few residents make use of the service for trips on-island. And even among those arrive by ferry, few use the community bus for the return trip back to the ferry terminal.

The sustainability of the service is challenged in a couple of areas. The pool of volunteer drivers is small, and affects the ability to provide service at all advertised times. The vehicles are old and the potential for more unexpected and costly repairs puts the financial position of the operation at risk. If the service is to be sustainable, either as a volunteer-run operation or with paid drivers and staff, it will need to demonstrate its benefit to island residents, and truly “enhance transportation options” on Mayne Island. If residents, businesses and organizations on the island see greater benefit and value in the service, they will be more likely to make donations, volunteer and contribute in other ways that will help to sustain the service.

One area where the Society could do more to increase awareness and demonstrate the benefits of the service is in its communications. The little information that is available online does not clearly describe how the service operates, where buses go, or when and how someone could make a trip on the island. Better information and more sources of information would help to encourage more use of the service, especially among local residents whose support is essential to the long-term sustainability of the service.

Another opportunity for the Society to raise the profile of the community bus and develop support for the service is to engage the community. One or two community meetings were held at the beginning of the pilot project, but there have not been any further community meetings or other actions to engage residents and businesses. Following the example of GERTIE on Gabriola Island, the Society should consider holding more community meetings, conducting a survey, and soliciting feedback in other ways, such as through a dedicated website for the community bus. Engaging the community would help to identify opportunities to improve the service to better meet the needs of residents and visitors, would help to recruit volunteer drivers, and help to increase donations and other forms of support.

3.2 Saturna Island

Saturna Island has an area of 31 km², approximately half of which is in the Gulf Islands National Park Reserve. The primary commercial areas on the island are at Lyall Harbour and at the junctions of East Point Road, Narvaez Bay Road and Harris Road. BC Ferries operates from Lyall Harbour to Swartz Bay and other Southern Gulf Islands. There is no taxi service on the island. There is a school bus that serves the small elementary school. Middle and high school students who take the school water taxi are responsible for their own transportation to and from the CRD dock at Lyall Harbour.

The population on Saturna Island is small compared with the other islands in this review. The population in the 2011 census was 340 persons, most of whom live around Lyall Harbour, in Winter Cove and at East Point. As on other islands, the population on Saturna Island is aging. In 2001 the median age was 55.9 years, and by 2011 it had increased to 60.6 years, with 31% of the population 65 years of age or older.

3.2.1 History

The community bus service is provided by the Saturna Lions Club. The service began in 2013.

The objective of the service is to encourage visitors to come to Saturna Island without a vehicle.

3.2.2 Service

There are two components to the community bus service on Saturna Island:

- Service from the BC Ferries terminal at Lyall Harbour to East Point and other destinations on the island, and return trips back to the ferry terminal. Initially, the bus was scheduled to meet ferries on Friday afternoons and evenings, but there were no passengers for many of the trips, so the service is now by request. Persons wishing to ride the community bus text or phone in advance. The service from the ferry operates year-round, but is used primarily in the summer and primarily by visitors. It accounts for approximately 75% of the community bus ridership.
- Service to events on the island such as the annual lamb barbeque, and private functions such as weddings. Event services are used primarily by local residents.

There are also plans to have the community bus service to transport residents to the recreation centre as part of a “wheels-to-meals” program.

3.2.3 Vehicles

Two vehicles are used for the community bus service on Saturna Island, shown in Figure 3.2. This ensures that there is a backup vehicle, the capacity to use both vehicles for service to large events, and the flexibility to use the smaller, more fuel-efficient vehicle when possible:

- A 21-passenger diesel bus with a wheelchair lift. The bus is a 1998 model that was purchased in 2013 for \$4,000. In the three years the bus has been in service, there has not been an occasion to use the wheelchair lift.
- A 6-passenger minivan that was formerly a fleet vehicle at Vancouver International Airport, purchased for \$1,200.

Vehicles are stored at no cost at the recreation centre on Harris Road at Narvaez Bay Road. Annual insurance costs are \$1,200 for the bus (with \$10 million liability coverage) and \$1,100 for the minivan (with \$5 million coverage).

The Commercial Vehicle Inspections that are required every six months are \$250 per inspection plus the cost of any repairs. Labour for repairs and maintenance is provided free of charge by MainRoad Group in Langford. This requires that vehicles be brought to Langford and left overnight, which while it minimizes costs is also time-consuming.

Figure 3.2 – Saturna Island community bus and shuttle van



3.2.4 Operations

The community bus service is operated by an island resident who drives the vehicles at least 85% of the time, coordinates trip requests and other drivers' shifts, and manages the vehicles and other aspects of the operation.

Initially, the resident who operates the service was the only person on Saturna Island with a Class 4 licence, but there are now five other people with Class 4 licences.

3.2.5 Communications

The sole source of information about the Saturna Island community bus is a page on the Saturna Island Tourism Association website. The information on the webpage was last updated in July 2015, and the description of the service is inaccurate, describing it as a summer-only service that "meets each Friday afternoon and evening sailing from BC Ferries."

Visitors are encouraged to schedule trips on the community bus at least 48 hours in advance by text or email. Many visitors phone instead to learn how the service works and to ensure that the bus will meet them when they arrive by ferry.

3.2.6 Financial

The community bus service is funded by the Lions Club. Passengers, residents and others who wish to support the community bus can do so by donating to the Lions Club. There was a substantial amount of donations made to the Lions Club when the service first began in 2013, totalling approximately \$4,500. The funds have gradually been reduced to the point that about \$2,500 remains to fund the community bus, which reflects an average annual operating loss of \$700.

The annual operating cost for the service is approximately \$5,300 to \$5,800, depending on maintenance costs:

- \$2,300 for vehicle insurance.
- \$1,500 for fuel (some additional fuel costs are paid for by the resident who operates the service, who brings back a jerry can of fuel when he travels off-island).
- \$1,500 to \$2,000 for vehicle inspections and maintenance.

The resident who operates the service would like to be able to compensate drivers, as it would help to increase the number and availability of drivers.

3.2.7 Observations

Saturna Island is a small island with a small population, and consequently visitor traffic during the summer months can have significant impacts. The objective of the community bus service is to encourage visitors to come to Saturna Island without a vehicle, as a means of mitigating these impacts, and in this regard the service is successful.

It is not sustainable, however. The island resident who operates the community bus service does almost everything himself, and if he were not able to continue for whatever reason, the service would likely cease to operate, or would operate only sporadically and in a manner that visitors would not be able to depend on. As well, the service operates at a deficit, and one expensive vehicle repair could wipe out the remaining funds set aside for the community bus. Unless donations increase, the community bus could eventually become a drain on the Lions Club's finances.

Communications is an aspect of the service that could be improved. The little information that is available online does not accurately describe when and how the service operates. Better information and more sources of information would help to increase awareness, encourage more use of the service, and demonstrate the benefits of the service to local residents whose support (through volunteer labour and donations) is essential to the long-term sustainability of the service.

3.3 Pender Islands

North Pender Island is the larger of the two Pender Islands at 24 km², and is relatively compact. South Pender Island is only 10 km² in area but is sparsely populated. Most commercial uses are on North Pender Island, at the Driftwood Centre, at Hope Bay and along Port Washington Road. The ferry terminal at Otter Bay on North Pender Island is served by BC Ferries operating to and from Tsawwassen on the mainland and Swartz Bay on Vancouver Island, as well as several other Southern Gulf Islands.

There is one taxi operator on the Pender Islands, providing on-demand door-to-door taxi service and charter service with sedans and 11-seat and 14-seat vans. There is a school bus service for students up to grade 8. High school students who take the school water taxi are responsible for their own transportation to and from the CRD dock at Port Washington.

The population on the Pender Islands is at least twice that of the other islands in this review. The population in the 2011 census was 2,235 persons, and over 90% (2,035 persons) live on North Pender Island, the majority in the Magic Lake area. As on other islands, the population on the Pender Islands is aging. In 2001 the median age was 55.7 years, and by 2011 it had increased to 58.6 years, with 32% of the population 65 years of age or older.

3.3.1 History

Community bus service on North Pender Island began in August 2016, with an official launch in November 2016. The service is a two-year pilot project operated by Moving Around Pender (MAP), a non-profit organization established in 2008 to “promote alternatives to the single passenger automobile such as bike routes, car sharing, community bus and multi-use path networks” on the Pender Islands. One of MAP's first projects was to establish a network of 38 car stops across the island that provide recognized places for people to wait if they would like a lift from another island resident driving by.

In a transportation survey undertaken by MAP in 2012, 61% of all respondents and 69% of Magic Lake residents indicated that they would use a bus if one was available. A recent study of the “age friendliness” of the Pender Islands found that transportation challenges are the number one concern of seniors.

The stated goals of the community bus pilot project are to:

- Establish a community bus service on Pender Island that will follow a regular schedule and link the Otter Bay Ferry terminal and major community resources and population centres.
- Work with groups operating and planning community bus services on other islands to foster a Southern Gulf Islands-wide transportation system with inter-island water transportation linking to on-island buses.

Objectives in support of these goals include:

- To reduce private vehicle use and to enhance transportation options for residents and visitors.
- To reduce greenhouse gas emissions on Pender as proposed in the Official Community Plan.
- To allow seniors and others who can't, or are apprehensive about driving, to stay on the island.
- To increase safety on Pender roads.
- To facilitate exchange and commerce between the Southern Gulf Islands for residents and visitors.

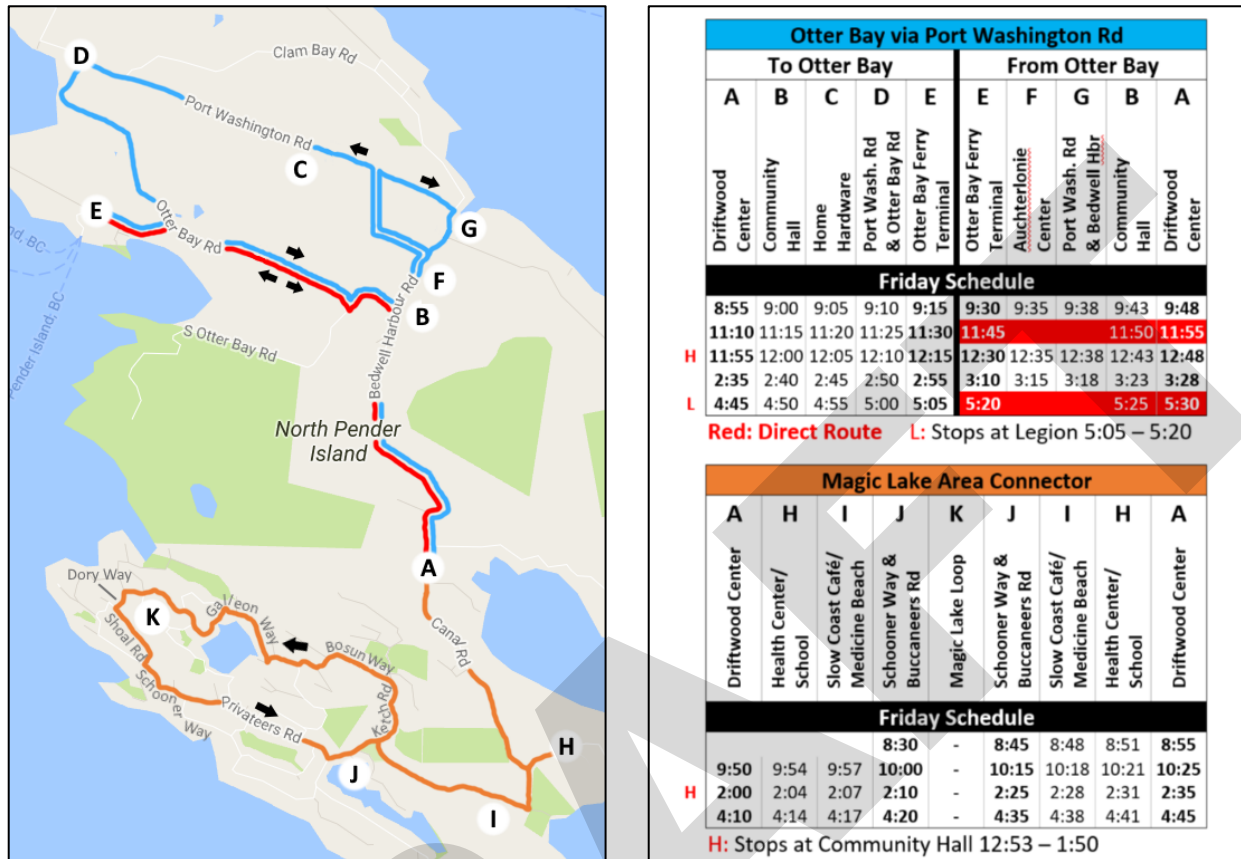
MAP has identified three possible outcomes of the pilot project – there is sufficient demand to transition to a service provided by BC Transit (as on Salt Spring Island), there is sufficient demand and financial resources to continue as a community bus operated by MAP, or there is not sufficient demand or revenues to support a bus service on Pender Islands.

3.3.2 Service

Currently the service operates on Fridays only, with a total of four runs. The intent is to extend scheduled service to two days a week in early 2017 (Friday and Saturday), and then to three days a week during winter months (Thursday, Friday and Saturday) as the availability of drivers permits. MAP plans to operate six days a week during the summer (all days except Wednesday).

The main route is between the Otter Bay ferry terminal and the Magic Lake residential area, as illustrated by the blue and orange routes in Figure 3.3. Buses pick up and drop off passengers at the existing car stops (such as the one shown in Figure 3.4), and passengers can also flag down buses along the route where it is safe for buses to stop. The schedule is set around the arrival and departure times of the ferry to and from Sawwassen on the mainland.

Figure 3.3 – Pender Island community bus routes and timetable as of December 2016



The current routes serve approximately 70% of the population on North Pender Island. There is no plan at this time to serve South Pender Island as there are few residents and businesses on South Pender Island, and travel distances are significant.

Initial ridership in November and December 2016 is approximately 20 rides per day, and ridership is increasing as awareness of the bus increases.

When not required for scheduled service, the community bus is available to transport clients to regularly scheduled community events such as weekly seniors events organized by the Health Care Society.

Figure 3.4 – Car stop opposite Driftwood Centre



3.3.3 Vehicles

MAP purchased two buses for the community bus service, to have a backup vehicle and the flexibility to use the smaller, more fuel-efficient bus when possible:

- A 20-passenger diesel bus with a wheelchair lift and bicycle rack, shown in Figures 3.5 and 3.6. The bus is a 2008 model, and is a former BC Transit bus purchased for \$7,000. The mileage was 200,000 km. The bus was well-maintained, as evidenced by the first Commercial Vehicle Inspection that identified only two bushings that needed replacing. The bus still sports the old red and blue BC Transit colour scheme, and has not been branded with the Pender Island community bus logo.
- A 9-passenger minibus with a wheelchair lift. It is a former municipal fleet vehicle from Whitby Ontario. Although it is in very good mechanical condition, the body requires costly repairs as it was damaged by trim that was installed with screws. The estimated total cost for the minibus plus repairs is \$8,000 to \$10,000.

The criteria used in selecting buses included:

- A high roof so that passengers can stand on the bus.
- Good access and egress, which is especially important for persons with disabilities, with the ability to install rails and handholds.
- Good fuel economy.
- Common vehicle models to ensure good availability of parts and service.

As is the case for all community bus operations, a Commercial Vehicle Inspection is required for each vehicle every six months. This means that one of the MAP volunteers or drivers must drive the bus to Sidney and reserve two to three hours of shop time for the inspection (depending on the complexity of a particular model, other types of buses could require up to six hours for an inspection). The typical cost of an inspection is \$300 in labour (at \$110 per hour) plus the cost of any required repairs (the first inspection for the 20-passenger bus cost \$500 as two bushing needed to be replaced). In addition, the travel cost to and from Sidney is approximately \$100 (ferry plus fuel).

Figure 3.5 – Pender Island community bus



Figure 3.6 – Pender Island community bus interior with rear-mounted wheelchair lift



3.3.4 Operations

One of the MAP volunteers is designated as the Operations Manager, and is responsible for the vehicles and drivers. Initially when the service began seven people had Class 4 licences, four took their tests for a Class 4 licence in November 2016, and another five will take their tests in December. The Operations Manager estimates that a minimum pool of 20 volunteer drivers is required to ensure that drivers are always available when needed, and would prefer to have a pool of at least 30 drivers.

One of the obstacles to recruiting volunteer drivers is the requirement to have a Class 4 unrestricted licence. Currently seven drivers with Class 4 licences are available, and 30 more people have expressed interest in getting a Class 4 licence. The deterrent is that getting a licence requires a medical examination and a test in Sidney that costs approximately \$80. The Operations Manager would like to be able to have potential volunteers try out the service by driving the 9-passenger minibus, but this unfortunately is not possible because even though a Class 4 licence is not required to drive a 9-passenger vehicle in private use, a Class 4 licence (restricted or unrestricted) is required for a commercial service such as a community bus.

3.3.5 Communications

MAP launched a dedicated website for the community bus (penderbus.ca) in November 2016. Prior to this, information regarding the community bus was available on the MAP website. Information provided on the website includes:

- A route map (Figure 3.3).
- A timetable (Figure 3.3).
- A real time bus-tracker integrated with Google Maps.
- Notices of service changes or disruptions.
- Information about using the service, including the accessibility of buses, flagging buses, bicycle racks, and policies and procedures.
- Information regarding the people operating the community bus service, and future plans for the service.

In addition, MAP distributes printed route maps and timetables on the Pender Islands.

3.3.6 Financial

Although the licence for the community bus service permits fares to be charged, MAP has decided to do as on Mayne Island and accept donations instead of charging fares. MAP is considering moving to a co-op model with memberships, where members ride at no cost and others pay a fare.

Donations from the community amounted to approximately \$7,500 by the time the service began operating in August 2016. A fundraiser at the Yuletide Fair in November 2016 raised more than \$2,000 for the community bus. MAP accepts donations through the CRD so that a tax receipt can be issued for amounts of \$20 or more. The Green Angels community organization committed to providing \$300 per month for the first year of the service, the Lions Club donated \$1,200, and Island Savings provided a grant through the Community Hall, a registered charity. The Health Centre also provides a donation in order to have the community bus transport clients to gatherings on Fridays.

The Capital Regional District provided a grant of \$25,000 for bus purchases. The initial operating budget for the service included the following estimated annual costs:

- \$2,500 for vehicle insurance. Actual insurance costs exceed the initial estimate. The cost of insuring the 20-passenger bus is \$3,500/year, which is more than the initial estimate. The 9-passenger minibus has not yet been insured, and the cost is therefore unknown.
- \$7,200 for fuel.
- \$4,000 for vehicle maintenance.
- \$600 for driver training and tests.

- \$100 for printed schedules.
- \$200 for advertising.
- \$23,000 for a part-time coordinator.
- \$1,000 for contingencies.

With the introduction of the community bus service, MAP will be obtaining directors and officers liability insurance to indemnify directors for losses resulting from legal actions brought for alleged failure to act under a statute, non-compliance of the organization with a statute, or other wrongful acts.

3.3.7 Observations

The Pender Island community bus is off to a promising start. MAP is an established organization with strong support from the community, the service plan is clearly defined, the two buses are in very good condition, and over a dozen people have volunteered to drive.

The success of the community bus will depend on MAP's ability to adjust the service to meet the travel needs of residents and visitors, and avoid unproductive runs that could quickly drain the funds available to operate the bus. An effective means of determining the travel patterns and needs of the people who would use the service is to engage the community through meetings, surveys, and the community bus website. By doing so, MAP can identify opportunities to make changes to the service to better meet the needs of residents and visitors, and maximize ridership while minimizing costs.

3.4 Galiano Island

Galiano Island is a large, long island 60 km² in size and 27.5 km in length. Most commercial uses are located at the southern end of the island in Sturdies Bay, at the "The Corner" at the intersection of Sturdies Bay, Porlier Pass and Georgeson Bay Roads, and at Montague Harbour. BC Ferries operates scheduled service between Sturdies Bay and Tsawwassen on the mainland, Swartz Bay on Vancouver Island, and several other Southern Gulf Islands.

There have been a number of taxi services on Galiano Island, but all ceased operating. The only "public" transportation service is the bus operated by the Hummingbird Pub at The Corner, that transports customers to and from Montague Harbour. There is no school bus on the island. Middle and high school students who take the school water taxi are responsible for their own transportation to and from the CRD dock at Sturdies Bay.

The most heavily populated residential areas are at Sturdies Bay and Montague Harbour, and along Georgeson Bay, Bluff, Sturdies Bay and Sticks Allison Roads. The population on Galiano Island in the 2011 census was 1,140 persons. As on other islands, the population on Galiano Island is aging. In 2001 the median age was 52.6 years, and by 2011 it had increased to 59.0 years, with 32% of the population 65 years of age or older.

3.4.1 History

Community bus service on Galiano Island is planned for implementation in January 2017. The Galiano Island Community Transportation Society was established as a non-profit organization to operate the community bus service. The stated purposes of the Society are to:

- Promote and support safe and environmentally responsible ways of moving around Galiano Island, including walking, cycling, ride sharing, vehicle sharing, and public transit.
- Provide an affordable and effective public transportation service for both residents and visitors to Galiano Island.
- Work with other groups throughout the Gulf Islands to reduce the number of single passenger, fossil-fuel powered vehicles operating on island roads.

An important objective for the community bus service is to provide mobility for seniors, especially those who can no longer drive or who are uncomfortable driving at night and in bad weather, and for residents without access to an automobile.

3.4.2 Service

The current proposal for the community bus is to operate a scheduled service on two routes:

- The South Island Loop Route would be the primary route, serving locations between Sturdies Bay and Montague Harbour as illustrated in Figure 3.7. Deviations off the route would be operated on request. Including all deviations, the route is 25 km in length.
- The South Island to North Island Link Route would operate to the north end of Galiano Island, a round trip of approximately 60 km. This route would be scheduled to operate less frequently than the South Island Loop Route, or would operate only on request.

The main terminus for both routes would be the BC Ferries terminal at Sturdies Bay. Passengers would board and alight at designated stops, and might also be permitted to flag down the bus where it is safe for the bus to stop (BC Transit and other agencies that operate flag stops typically leave it to the driver's discretion to determine where it is safe to stop the bus).

It is anticipated that the service would operate three days per week on Wednesdays, Fridays and Saturdays. Additional days would be added based on demand and availability of resources. The schedule would ensure that the community bus meets at least four ferry sailings on the days that the service operates.

When not operating the scheduled service, the community bus would be available to transport clients to regularly scheduled community events such as the weekly Seniors Walk and Talk, which is part of the Health Care Society's Aging in Place program. Vehicles would also be available on a rental basis to provide transportation for private island social gatherings (parties, reunions, weddings).

Figure 3.7 – Proposed South Island Loop Route



3.4.3 Vehicles

The Society has purchased a 6-passenger 2004 Toyota Sienna minivan and is looking for a suitable bus with 15- to 20-passenger capacity. This will ensure that there is a backup vehicle available, plus the ability to use both vehicles for service to large events, and the flexibility to use the more fuel-efficient minivan on days and runs when ridership is low.

3.4.4 Operations

There are five volunteer directors of the Society who would oversee the community bus service. The intent is that directors and other volunteers would each be responsible for specific tasks – managing the drivers, marketing and communications, fundraising, accounting and so forth.

Drivers would be volunteers, and the coordinator would also be a volunteer, although if sufficient funding can be obtained the Society would hire a part-time paid coordinator. One of the challenges the Society has encountered in preparing to launch the community bus service is finding a sufficient number of volunteer drivers with Class 4 licences, or willing to take the test to obtain a licence.

3.4.5 Communications

No information has yet been provided publicly regarding plans for the community bus.

3.4.6 Financial

Following the lead of the Mayne Island community bus, passengers on the Galiano Island service will not be charged a fare, but instead will be encouraged to make a donation towards the operational costs of the service.

The Capital Regional District has provided a grant of \$25,000 for bus purchases.

The Society plans to purchase directors and officers liability insurance.

3.4.7 Observations

The proposed schedule for the community bus is optimistic, as it anticipates operating three or more days per week, with several runs per day. The costs of providing this level of service would be significant. Given the population on Galiano Island and the experience on Mayne Island, which has a similar population, it can be expected that there would be few or no passengers on many of the scheduled runs. The Galiano Island community bus will succeed if the Society is able to adjust the service to match the demand and minimize the number of unproductive runs. One way of doing this is to operate scheduled runs and deviations from the main route on a request basis – if no-one requests a trip in advance, that run or deviation does not operate at the scheduled time, thereby saving fuel and other costs.

An effective means of determining the demand for a community bus service and the travel patterns of the people who would likely use the service is to engage the community prior to launching the service, and to continue to engage the community as the service grows and changes are made. Following the example of GERTIE on Gabriola Island, the Society should consider holding community meetings, conducting a survey, and providing other means of feedback, such as through a dedicated website for the community bus. Providing services to community events throughout the year (such as the wine festival and the Tuesday morning gatherings run by the health society) will also help to introduce people to the community bus and maintain awareness of the service.

3.5 Capital Regional District

The Capital Regional District supports community bus operations on the Southern Gulf Islands in a number of ways:

- The Southern Gulf Islands Community Economic Sustainability Commission is a commission of the CRD that is “working toward achieving a resilient and sustainable local economy that improves and maintains the Gulf Islands' economic prosperity, social equity and environmental quality.” The Commission supports the establishment of community bus services on the Southern Gulf Islands.

- Community bus services operate on a non-commercial basis and are therefore not considered to be an “industrial, commercial or business undertaking” as contemplated by the *Local Government Act*, making it permissible for the CRD to provide financial assistance.
- The CRD funded the purchase of vehicles for community bus operations on Pender and Galiano islands through its Community Works Fund, which directs funds from federal gas tax revenues “to build and revitalize public infrastructure that supports productivity, economic growth, a clean environment and strong cities and communities.” Moving Around Pender and the Galiano Island Community Transportation Society each received \$25,000 for vehicle purchases. Funding of \$25,000 has also been allocated for the Mayne Island Bus Society, but the Society has not yet indicated a need for the funds.
- The CRD can accept donations on behalf of community bus services and issue tax receipts to donors, and then forward the funds to the community bus organization. Moving Around Pender accepts donations via the CRD.

Several members of community bus organizations on the Southern Gulf Islands have suggested establishing an inter-island “transportation commission” of the CRD that could assume responsibility for all community bus services and provide several potential benefits:

- A centralized source of public information regarding community bus operations on the Southern Gulf Islands, to increase awareness of community bus services and minimize the costs of disseminating information.
- Centralized administration of community bus operations and reporting, to reduce overall administrative effort and cost.
- The capacity to undertake planning studies in support of enhancing community bus services.
- Discounts on fuel, vehicle maintenance and other purchases.
- The ability to swap and share vehicles between islands to respond to changes in demand and in the event a vehicle is out of service due to repairs.
- Water taxi services integrated with community bus services to facilitate inter-island travel.

A model for such a commission might be the Salt Spring Island Transportation Commission, which serves in an advisory role to the CRD and to BC Transit on matters related to the transit service and to transportation-related community needs and projects. Under such an arrangement, the community bus services on each island would be operated by a “contractor,” which would likely be the existing non-profit organizations that operate community bus services today.

While it may be beneficial to establish an inter-island transportation commission, before such a commission is considered it is essential that each community bus service on each island demonstrate sustainability and community support. Each service should be viable on its own before combining them under a transportation commission, to ensure that one or more services do not impact the viability of the commission and the other services.

4 Regulations

This section documents and clarifies regulatory requirements affecting community bus operations.

4.1 Passenger Transportation Branch

Note: The following discussion necessarily reflects a simplification of the legislation and regulations affecting community bus operations in British Columbia. No two services are the same, and consequently there are many variables and details that would affect a community bus operation that may not be identified in the discussion below. Persons considering launching a new community bus service or making changes to existing services and vehicles should review materials on the Passenger Transportation Branch website (<http://www.th.gov.bc.ca/rpt/index.htm>) and contact staff to discuss specifics of the proposed service and vehicles.

Individuals, companies and organizations who operate commercial passenger vehicles in British Columbia require a passenger transportation licence issued under the *Passenger Transportation Act* and the *Passenger Transportation Regulation*.

4.1.1 Type of Licence

The *Passenger Transportation Act* defines two types of passenger transportation licences:

- A “Special Authorization” licence is required for:
 - “Passenger-directed vehicles” that seat 11 passengers or less and operate to and from locations determined by passengers, such as taxis and limousines.
 - “Inter-city buses” that operate between municipalities, or within or to/from a regional district, on a regular schedule and route, and for individual fares.
- A “General Authorization” licence is required for vehicles that do not meet the definitions of passenger-directed vehicles or inter-city buses, or are exempted from the requirements of a Special Authorization licence. For example, a commercial passenger vehicle is excluded from the definition of “inter-city bus” when it is operated on a set schedule between locations in the Capital Regional District, and is instead licenced with a General Authorization licence.

Licensing also depends on the type of vehicle. A General Authorization licence allows an operator to use:

- Vehicles with forward facing seats designed to carry 12 passengers or more (excluding the driver), such as buses. These vehicles can be operated in a passenger-directed or “carrier-directed” service. The reason for the “forward facing” specification is that vehicles that seat 12 or more passengers and have primarily perimeter seating (such as a stretch SUV or limo bus) require a Special Authorization licence.

- Vehicles with seating for 11 passengers or less (excluding the driver), where these vehicles are operated in a carrier-directed service, such as a community bus service. These vehicles cannot be operated in a passenger-directed service under a General Authorization licence.

A General Authorization licence is how community bus services are licenced, as they are not passenger-directed (routes and schedules are determined by the operator and not by passengers, even though they may vary based on passenger demand), and are not inter-city buses (as they operate entirely within a municipality or regional district).

It would not be desirable for a community bus service to operate under a Special Authorization licence, as it would be more onerous and less flexible. A Special Authorization licence requires that the service demonstrate a public need and satisfy an economic test, the licence specifies characteristics of the service such as the route, bus stops and minimum levels of service, and fares for passenger-directed vehicles are regulated. In comparison, a General Authorization licence permits a community bus operator to modify routes and schedules, to adjust fleet size, and to determine fares.

4.1.2 Licensing Process

The Passenger Transportation Branch receives all applications for licensing, verifies safety requirements for vehicles, and issues licences. The Registrar of the Passenger Transportation Branch makes decisions on General Authorization licences (the Passenger Transportation Board, an independent tribunal, makes decisions on Special Authorization licences).

Applicants for a General Authorization licence are required to submit a passenger service proposal to the Branch describing the proposed service and answering the following questions:

- What is the nature of the business? (e.g. type of business and target market)
- How will the vehicles be used? (e.g. sightseeing, tour, charter bus)
- What size of vehicles will be used? (e.g. year, make, model and passenger carrying capacity, excluding the driver)
- What is the service area for the proposed transportation service?
- What type of compensation will be received? (e.g. charter, individual fares, flat rates, point to point)
- How will compensation be collected?

Under a General Authorization licence the service the licensee operates is not constrained to the routes, schedules, fares, vehicles and other aspects of the service proposal, and can make changes at a later date. The purpose of the service proposal is to describe to the Branch the nature of the proposed service, and confirm that it complies with all requirements and does not necessitate a Special Authorization licence. Applicants should describe all types of services they plan to operate, even if some services are anticipated to be introduced at a later date, to ensure that all services meet the requirements of a General Authorization licence.

Passenger Transportation Branch staff review each application to confirm that it contains all required information. If staff determine that an application does not contain all required information, the applicant will be advised in writing and given 30 days to submit the missing information. If the proposed service would require a Special Authorization licence, applicants are given the opportunity to revise the proposal so that it meets the requirements of a General Authorization licence (or if they prefer, to convert their application to a Special Authorization licence). Once all required information has been provided, the Registrar will review and make a decision on a General Authorization licence application. If a General Authorization licence is approved and issued, it is valid for one year from the date of issue.

4.1.3 Vehicles

It is not necessary for applicants to purchase vehicles before applying for a General Authorization licence – in fact, Branch staff suggest that applicants purchase vehicles after they receive a licence to ensure that they purchase vehicles that meet the requirements of the licence. Some vehicles sold for private use cannot be used commercially, or would require extra equipment and modifications for commercial use. In addition, modifying a vehicle, such as by adding seats, might not be possible as additional seating and other modifications must meet Transport Canada standards, and the vehicle may not have been designed for the loading resulting from an increased number of seats.

Once a General Authorization licence is issued, the GAVI (General Authorization Vehicle Identification) number must be displayed on all vehicles below the windshield or on the rear of the vehicle. Commercial vehicle inspections are required every six months.

Under a General Authorization licence, the fleet size is flexible, and community bus operators can add or replace vehicles. Although not required to do so, Branch staff recommend that licensees advise the Passenger Transportation Branch of any changes in the fleet so that staff can confirm that vehicles meet safety regulations and other requirements. In any event, the Branch requires that at the time a licence is renewed, licensees provide safety certifications, inspection reports and insurance documents for each vehicle in the fleet.

4.1.4 Permitted Services

A General Authorization licence allows a community bus operator to operate any service that is permitted under the *Passenger Transportation Act* (excluding services that require a Special Authorization licence). Staff recommend that licensees notify the Branch of changes in service so that all services are documented in the event the Branch receives any complaints or enquiries from the public or from other transportation providers.

Services that a community bus operator might provide under a General Authorization licence include:

- Operate a scheduled community bus service. Routes can include on-demand deviations, as the schedule, route and bus stop locations on a deviation are determined by the operator. Community bus service can be provided with any size of vehicle, and a General

Authorization licence permits a community bus operator to charge fares and receive other forms of compensation. The operator can also change routes and schedules as desired, and there is no requirement to identify a terminus for the service.

- Transport persons with disabilities and their companions. A vehicle used to transport persons with disabilities is excluded from the definition of a passenger-directed vehicle.
- Transport passengers to regularly scheduled events, such as weekly seniors events organized by a health care society. This type of service would be considered passenger-directed, as it “is operated to and from locations determined by the passenger or group of passengers or by a person acting on behalf of the passenger or group of passengers,” and therefore must be provided with a larger vehicle with seating for 12 or more passengers (it is not necessary that there be 12 or more passengers on the bus, just that the bus has 12 or more seats).
- Operate tours where all itineraries are determined by the operator, not by passengers, such as sightseeing tours. One of the reasons staff recommend that licensees notify the Branch of changes in service is that staff might identify a need for vehicle modifications associated with a new service, such as a wine tour where it would be necessary to have a means of safely transporting wine purchased by persons on the tour. Operators may use vehicles with any carrying capacity for carrier-directed tours.
- Provide charter services to events such as community events, weddings and parties, and tours and excursions on-island and off-island. Charter services are considered a passenger-directed service and under a General Authorization licence must be operated with a larger vehicle with seating for 12 or more passengers. Excursions off-island must remain within the Capital Regional District so as not to be considered an inter-city bus service.

In certain circumstances it might be possible for a community bus service to operate without the need for a licence from the Passenger Transportation Branch. This might be desirable, for example, to test the potential demand for a service, or to provide a temporary or seasonal service. The conditions under which this might be possible are:

- The service is operated by a society or organization whose primary purpose is not transportation. For example, a retirement home that operates a bus to transport their residents on day trips would be exempt from licencing.
- The service is operated at no cost to passengers, and no other compensation is received from passengers. The *Passenger Transportation Act* defines compensation as “a rate, remuneration or reward of any kind paid, payable or promised, or received or demanded, directly or indirectly.”

If the primary purpose of the society or organization is transportation, or the society accepts donations or other forms of compensation for transportation services, then a community bus would be considered a “commercial passenger vehicle” and would require a licence from the Passenger Transportation Branch.

4.2 Ministry of Transportation and Infrastructure

The National Safety Code is a set of national standards supported by provincial regulations that establishes minimum safety standards for commercial vehicles and drivers. In B.C. the Ministry of Transportation and Infrastructure is the agency that administers the NSC.

A National Safety Code safety certificate is required for commercial vehicles licensed with a gross vehicle weight of more than 5,000 kg, or a seating capacity of 10 or more passengers plus the driver. The operator is required to maintain a safety plan, track hours of service, vehicle maintenance and safety programs, and ensure that drivers are qualified and trained on safety procedures.

Obtaining a NSC certificate is relatively simple. Applications can be submitted online with a credit card to pay the \$200 non-refundable application processing fee. It is not necessary to have purchased vehicles before applying for a NSC certificate – applicants who have not purchased vehicles can indicate that they will establish safety policy and procedures when vehicles are purchased or leased.

4.3 Insurance Corporation of BC

ICBC is responsible for licencing drivers and insuring vehicles in B.C. (directors and officers liability insurance is also advisable for a community bus operation to indemnify directors, but is provided by private insurers, not ICBC).

A community bus is considered a commercial vehicle under the Passenger Transportation Act because it is “operated on a highway by or on behalf of a person who charges or collects compensation for the transportation of passengers in that motor vehicle.” To operate a commercial vehicle, drivers must have a Class 4 licence, regardless of the size of the vehicle:

An unrestricted Class 4 licence is required to drive buses with a maximum seating capacity of 25 persons (including the driver), including school buses, special activity buses and special vehicles used to transport people with disabilities. (A restricted Class 4 licence applies for taxis and limousines up to 10 persons including the driver.)

The requirements to obtain an unrestricted Class 4 licence include:

- The candidate must be 19 years of age or older.
- The candidate must have a full-privilege B.C. driver's licence (Class 5 or 6) or an out-of-province equivalent.
- A candidate with a commercial driving record must have less than four penalty point incidents in the past two years, and no driving-related criminal convictions within the past three years.

- The candidate may not have certain medical conditions, including certain types of epilepsy, psychiatric conditions, neurological conditions, heart conditions, diabetic conditions and sleep disorders.

Candidates for a Class 4 licence must pass a commercial road test, which includes a pre-trip inspection test, a road test, and a medical exam. The cost of the test is approximately \$80, and the closest test centre to the Southern Gulf Islands is in Sidney.

Obtaining insurance for community bus vehicles is straightforward. As for private automobiles, insurance is purchased from an ICBC Autoplan broker. Unlike most personal vehicles, commercial vehicles are rated by declared value, which reflects the actual cash value of the vehicle. The value of the vehicle is declared at the time insurance is purchased, and may be reviewed at every renewal.

Notes regarding vehicle insurance include:

- Vehicles should be owned by the operating organization, not by individuals.
- A National Safety Code number is required to insure commercial vehicles.
- \$10 million third-party liability is the typical amount of coverage that community bus operators purchase.
- Community bus operators may wish to consider buying insurance monthly, particularly on larger buses, if they may want to take the vehicle off the road during winter months and suspend the insurance.