



INTERGOVERNMENTAL ROUNDTABLE on Sunshine Coast Transit Service Priorities

**Thursday, May 29, 2025
SCRD Board Room, 1975 Field Road, Sechelt, B.C.**

AGENDA

CALL TO ORDER 9:30 a.m.

AGENDA

1. Adoption of Agenda

PRESENTATIONS AND DELEGATIONS

2. Rob Ringma, Senior Manager, Government Relations, BC Transit
Adriana McMullen, Senior Transit Planner, BC Transit
Shelley Gagnon, General Manager, Community Services, SCRD
Ahmad Kidwai, Manager, Transit & Fleet, SCRD
*Regarding: Sunshine Coast Transit Service Update and
Expansion Priorities*
- Pages
2 - 53**

REPORTS

NEW BUSINESS

ROUND TABLE

ADJOURNMENT



Sunshine Coast Transit Service

Intergovernmental Roundtable
May 29, 2025



Transit Service Update and Expansion Priorities

Agenda

- Overview of SCRD & BC Transit Services Partnership
- Transit Information (Conventional and Custom)
 - Current Service
 - Ridership Data
- Planning for Expansion – considerations
- Transit Expansion Priorities
- Transit Infrastructure
- Q & A



BC Transit Shared Services Model



Roles and Responsibilities

BC Transit

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

Local Government

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

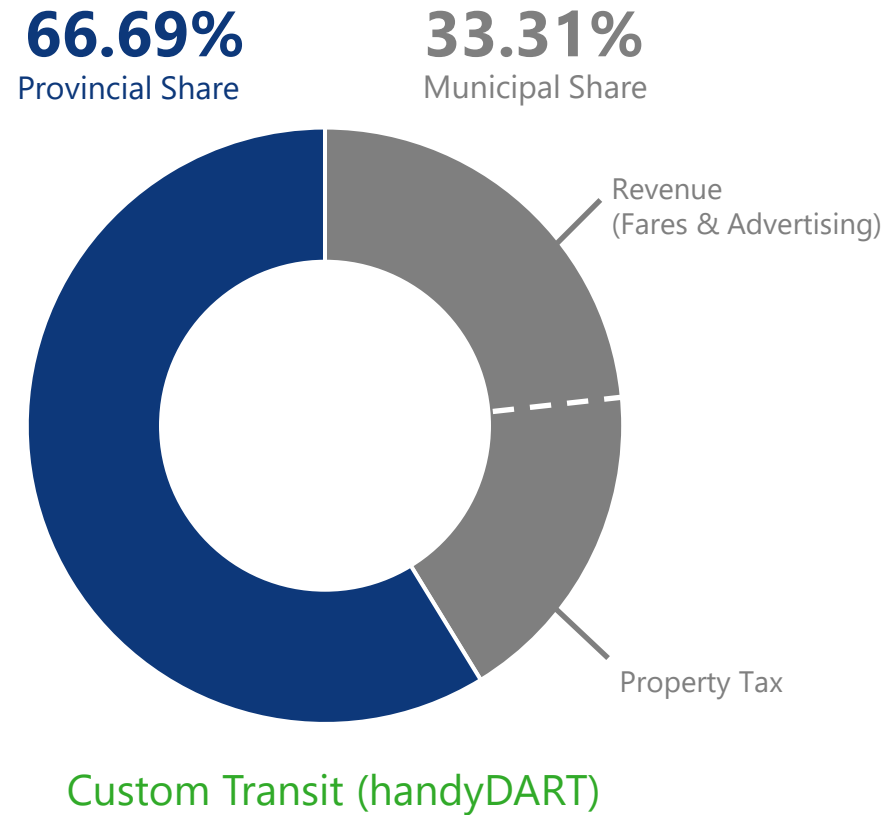
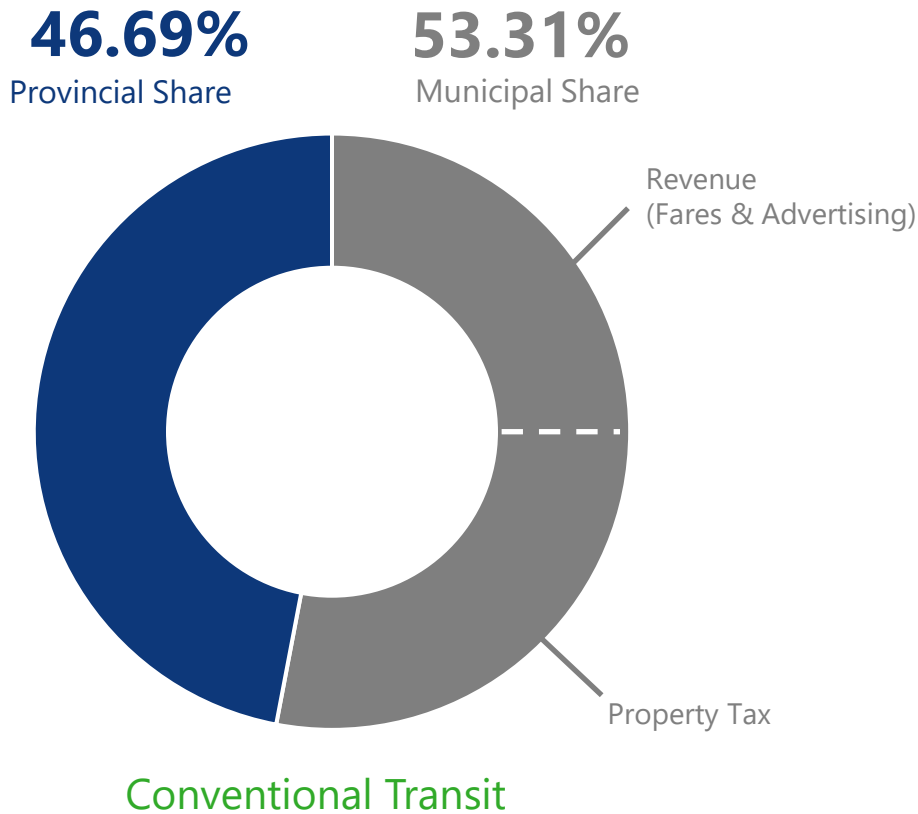
SCRD Manages Operations



Local Operating Company

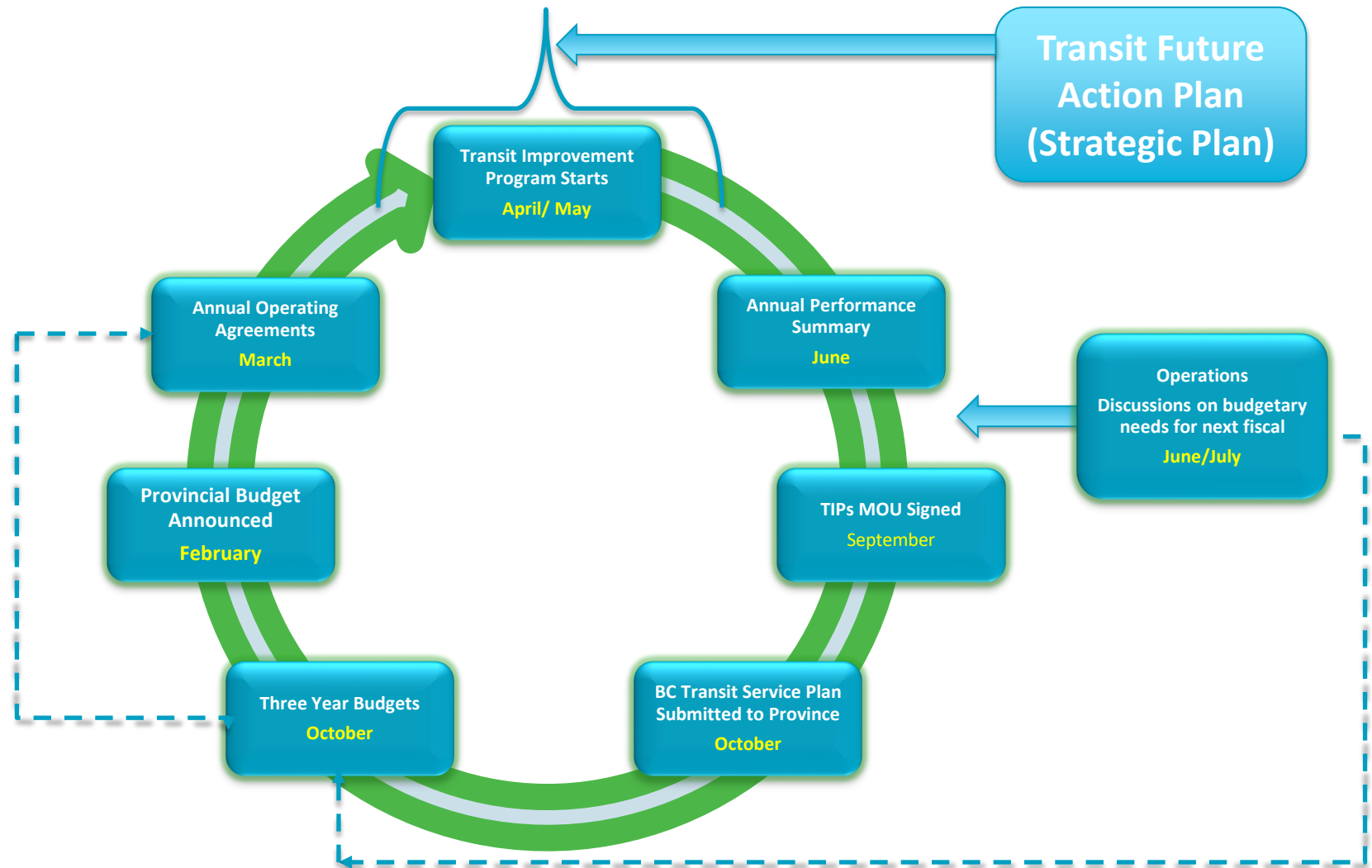
- **Delivers specified transit services** as directed by BC Transit
- **Hires , trains and provides drivers**
- **Manages labour relations**
- **Collects fare revenue on behalf of the Local Government**
- **Provides day to day customer service** (info line, lost & found inquiries, etc.)
- Assists with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

BC Transit Shared Services Model



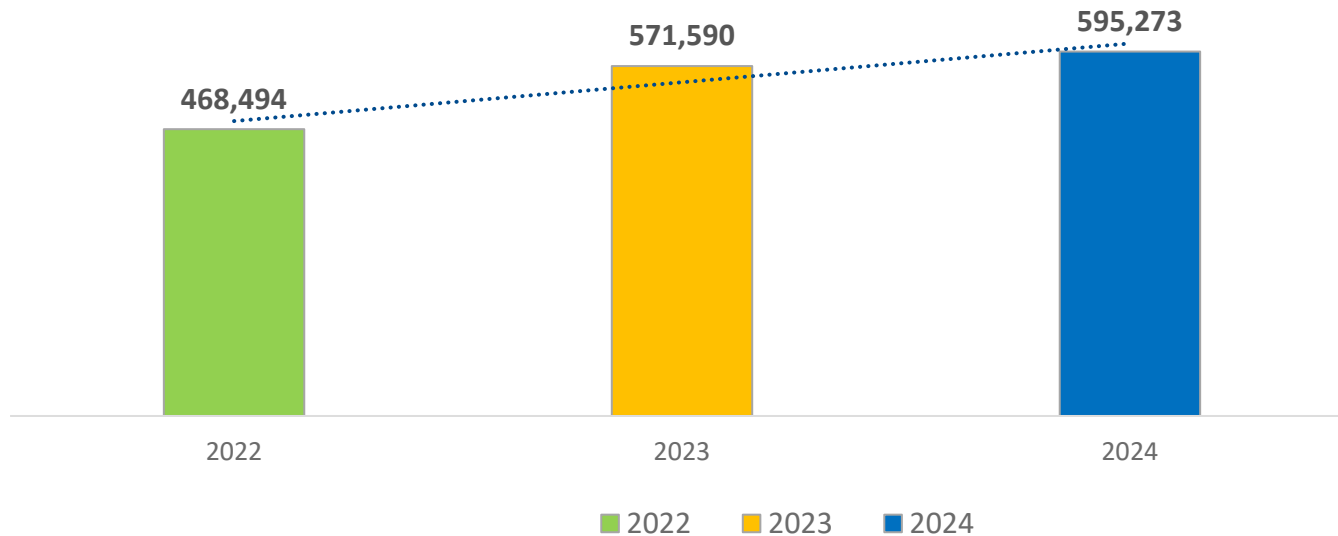
Local Government retains 100% of revenue to offset local costs

BC Transit Annual Partner Communication



Annual Combined Ridership: 2022 - 2024

2022 - 2024 Combined Ridership



	Custom Transit	Conv. Transit	Combined Ridership
2022	5,376	463,118	468,494
2023	7,264	564,326	571,590
2024	6,985	588,288	595,273

Sunshine Coast Conventional Transit Service

Routes	5
Annual Service Hours	35,000
Number of buses	14



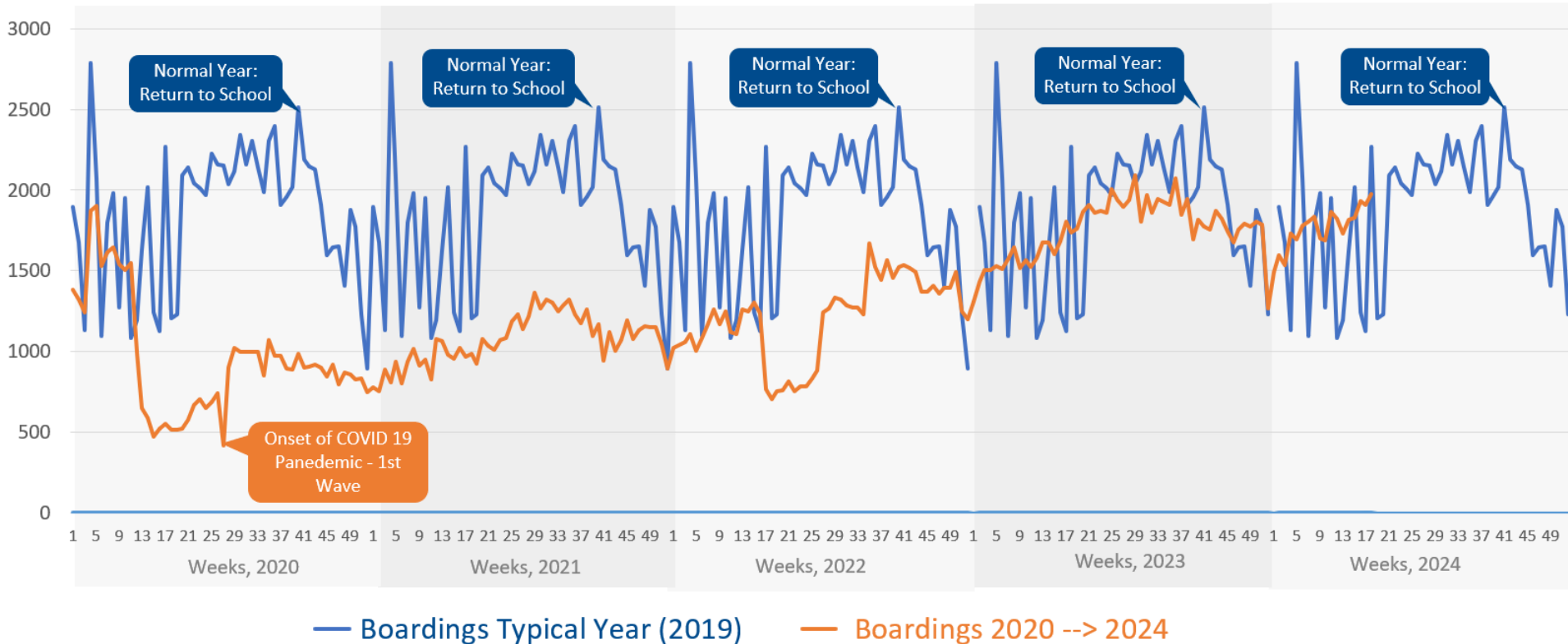
Days and hours of operation

	Service Hours
Weekdays	05:00 – 25:30 hours
Saturday	05:00 – 25:30 hours
Sunday	05:00 – 25:00 hours
Holidays	05:00 – 25:00 hours



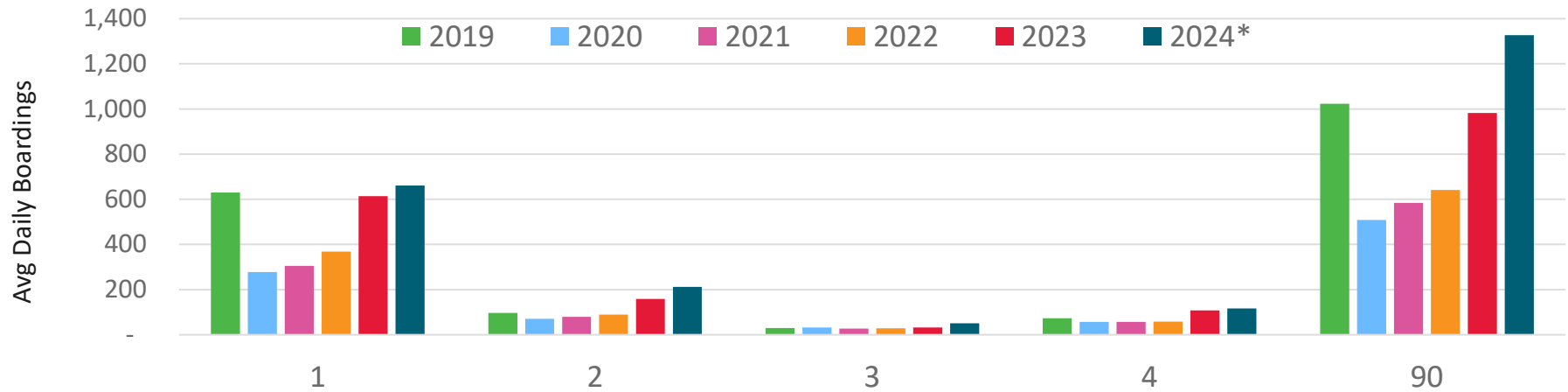
Conventional Ridership Recovery 2020 to 2024

Sunshine Coast Ridership Recovery

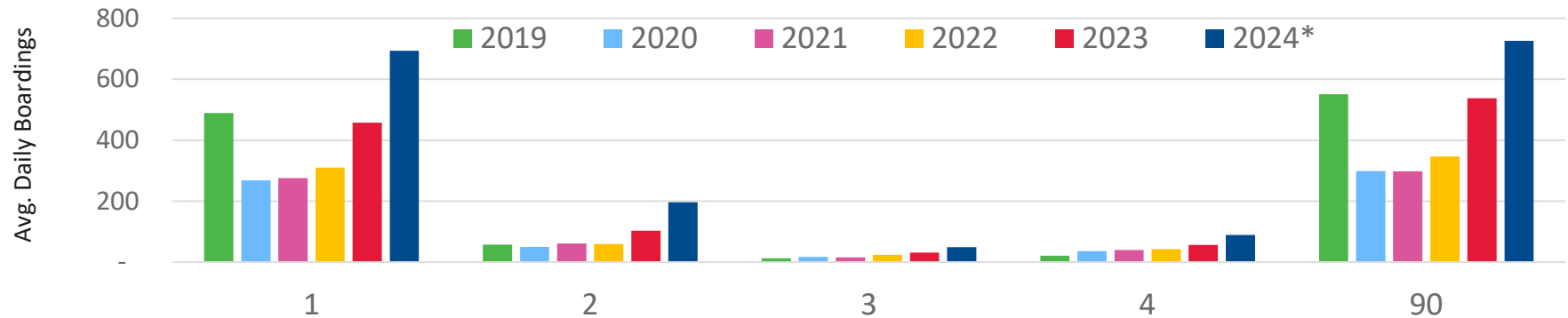


Ridership by Route (APC)

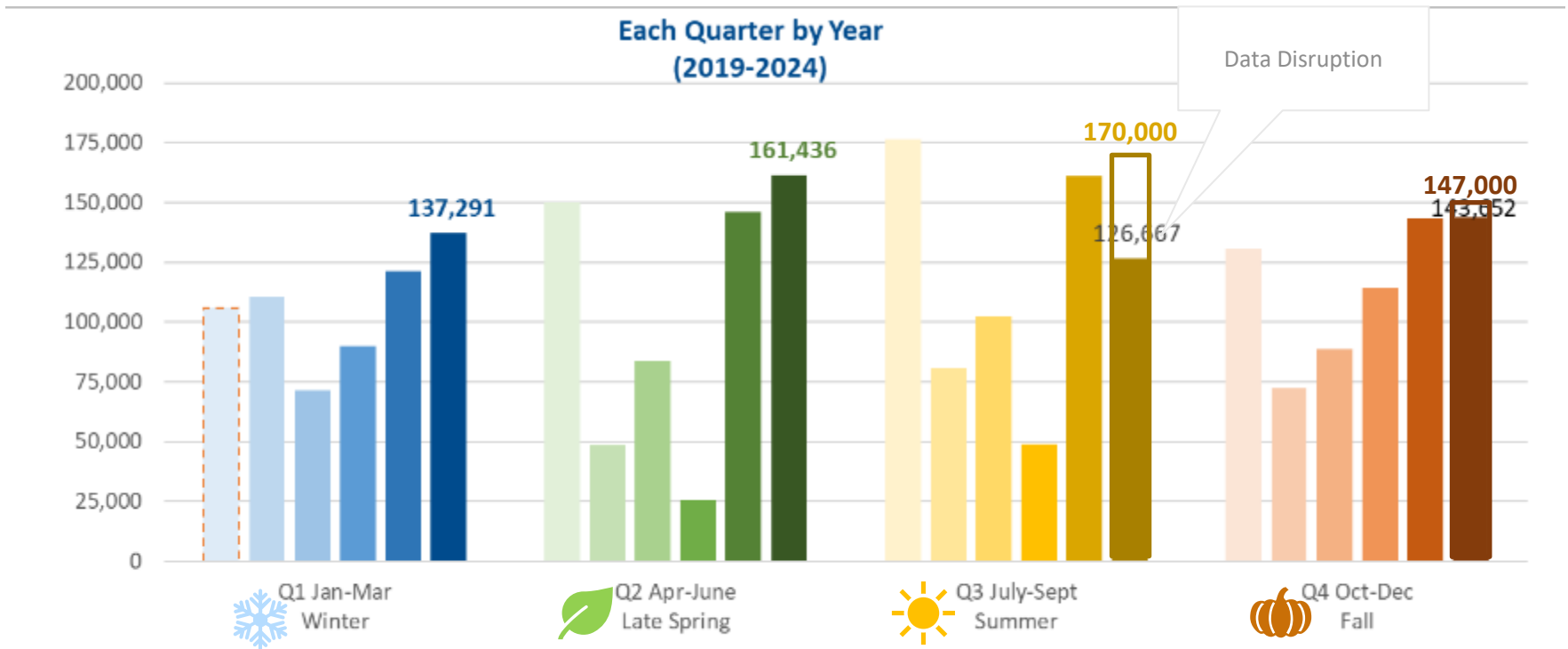
WEEKDAYS



WEEKENDS



Ridership by quarter by year



Each Quarter has surpassed or nearly surpassed 2019 levels

Average Daily Boardings by Route 2022 to 2024

To December 2024

Route	2022	2023	2024
1	381	535	525
2	90	149	184
3	28	33	41
4	60	85	87
90	662	955	1,014

To April 2024

Route	2022	2023	2024
1	371	535	496
2	90	149	172
3	28	33	39
4	59	85	78
90	652	955	982

AVERAGE DAILY BOARDINGS BY ROUTE

Year ● 2022 ● 2023 ● 2024

Average Daily Boardings

Frequent Transit

Local Transit

Frequent Transit

1 - Langdale Ferry/Sechelt 2 - West Sechelt 3 - Sechelt Arena 4 - Halfmoon Bay 90 - Langdale Ferry/Sechelt Express

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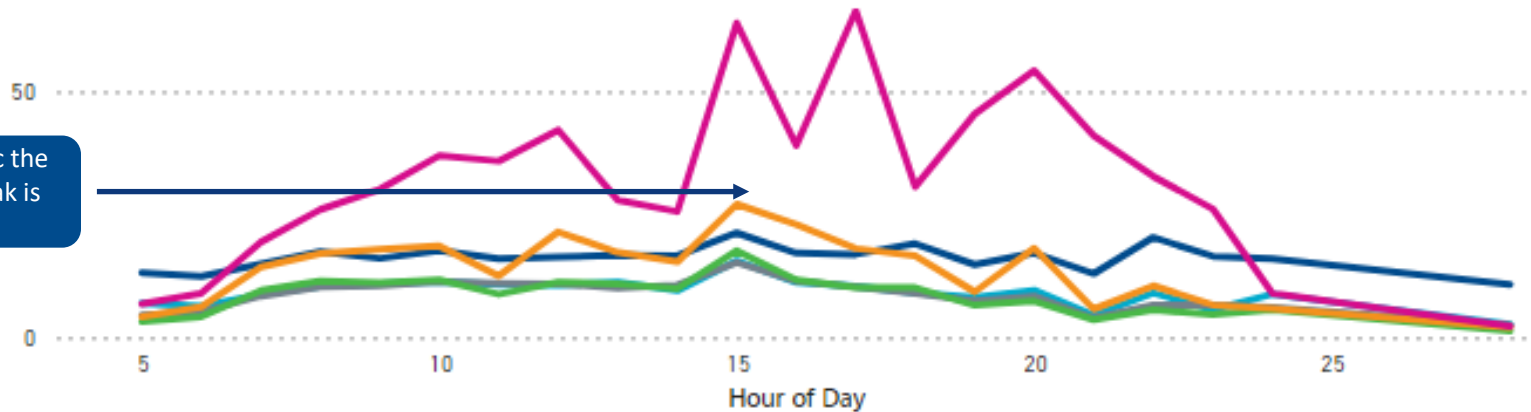
Frequent Transit

1 - Langdale Ferry/Sechelt
2 - West Sechelt
3 - Sechelt Arena
4 - Halfmoon Bay
90 - Langdale Ferry/Sechelt Express

Ridership by time of day (APC)

AVERAGE BOARDING by START HOUR

Year ● 2019 ● 2020 ● 2021 ● 2022 ● 2023 ● 2024



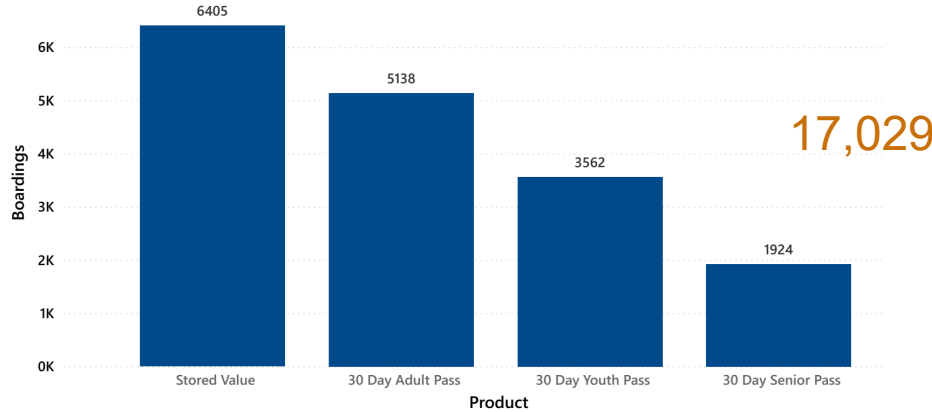
- We changed passenger-counter technology about 2/3 through 2024.
- There have been some data quality issues in SUN. The analytics Team is working to resolve them.
- The numbers are likely too high, but the time-of-day activity trends seems accurate.

Rider Demographics (Umo Data)

October
2024



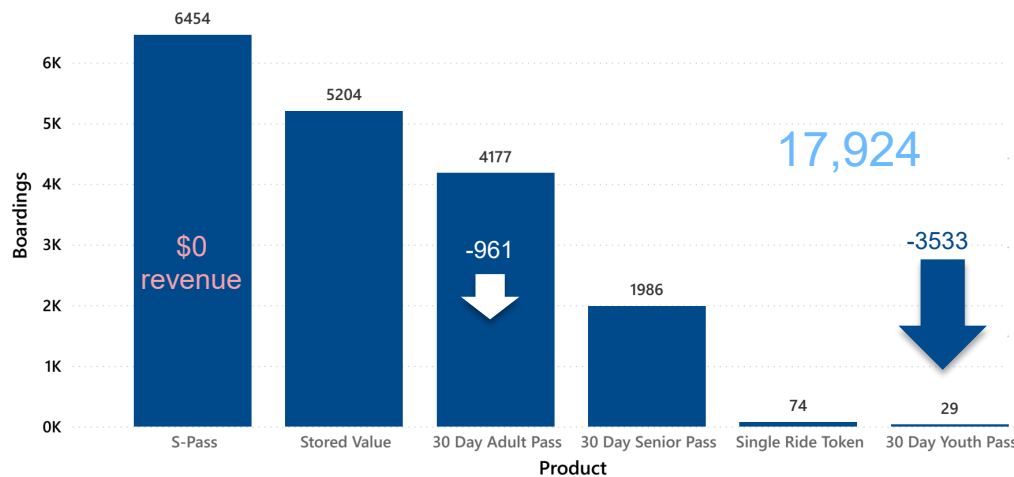
NUMBER OF BOARDINGS PER FARE PRODUCT



Boardings by Product

Product	% of Boardings
Stored Value	37.61%
30 Day Adult Pass	30.17%
30 Day Youth Pass	20.92%
30 Day Senior Pass	11.30%
Total	100.00%

NUMBER OF BOARDINGS PER FARE PRODUCT



Boardings by Product

Product	% of Boardings
S-Pass	36.01%
Stored Value	29.03%
30 Day Adult Pass	23.30%
30 Day Senior Pass	11.08%
Single Ride Token	0.41%
30 Day Youth Pass	0.16%
Total	100.00%

Ridership Performance

aka Productivity (rides per hour)

For every hour of service offered,
how many people are getting on?

Performance – Productivity

To December 2024

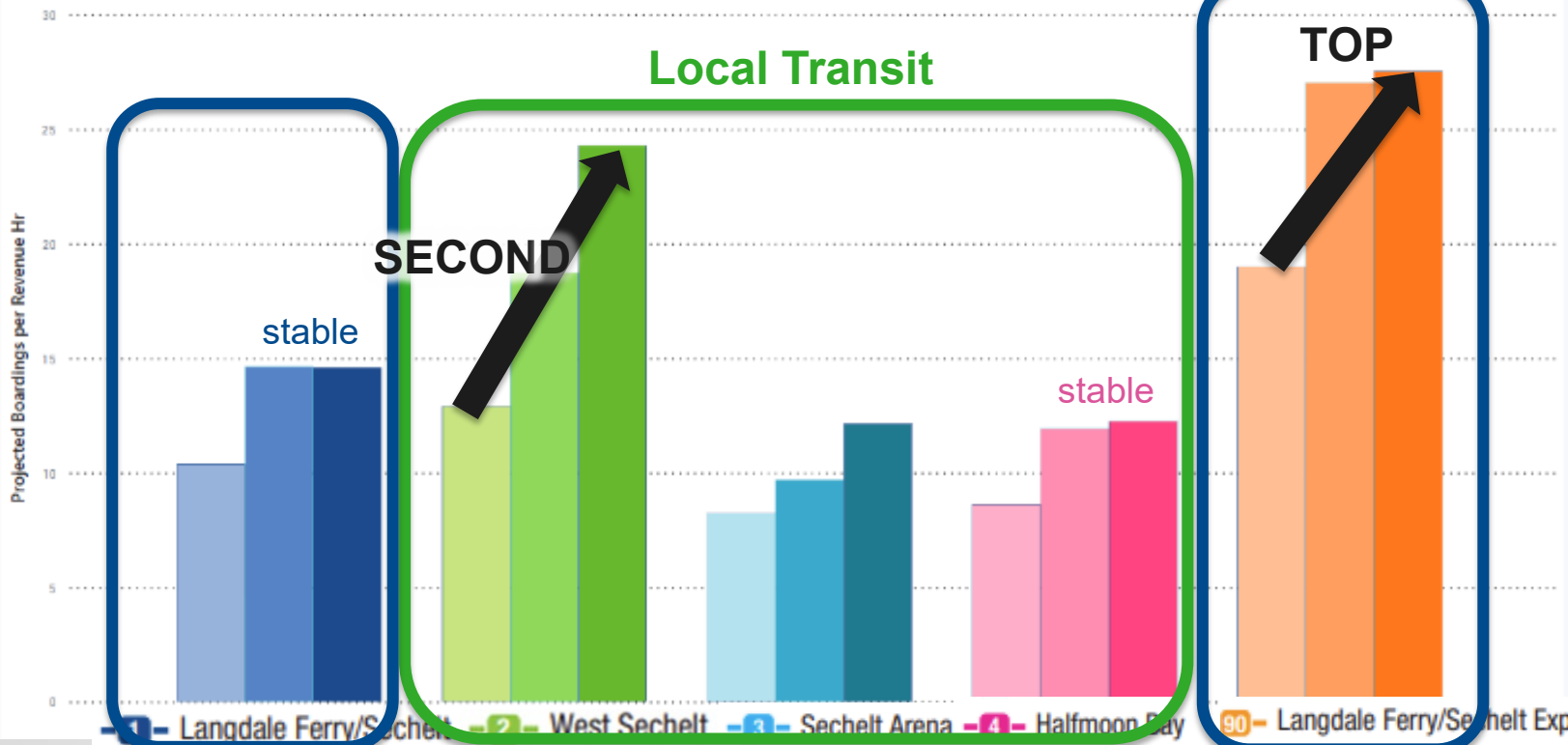
Route	2022	2023	2024
1	10	15	15
2	13	19	24
3	8	10	12
4	9	12	12
90	19	27	28

To April 2024

Route	2022	2023	2024
1	10	15	14
2	13	19	24
3	8	10	12
4	9	12	11
90	19	27	26

PROJECTED BOARDINGS PER REVENUE HOUR - Multiple Classes

Year ● 2022 ● 2023 ● 2024



Performance – By Quarter

2023	Route Performance			Quarter 1 (Jan-March)	Quarter 2 (April – June 30)	Quarter 3 2020 (July – Sept 30)	Quarter 4 2020 (Oct 1-Dec 30)
	Route	Route Name	Service Type	Average Boarding Per Revenue Hour	Average Boarding Per Revenue Hour	Average Boarding Per Revenue Hour	Average Boarding Per Revenue Hour
	1	Langdale Ferry/Sechelt	Frequent Transit	13.3	16.9	18.0	14.9
	2	West Sechelt	Local Transit	23.9	20.1	13.6	22.0
	3	Sechelt Arena	Local Transit	12.3	9.0	10.7	10.6
	4	Halfmoon Bay	Local Transit	11	12.2	13.2	10.3
	90	Langdale Ferry/Sechelt Express	Frequent Transit	25.5	28.9	30.9	27.4
2024	1	Langdale Ferry/Sechelt	Frequent Transit	13.5	15.1	15.7 (16.8)	13.6
	2	West Sechelt	Local Transit	26.9	31.4	24.6 (19.7)	29.1
	3	Sechelt Arena	Local Transit	11.6	13.6	11.9 (12.0)	11.6
	4	Halfmoon Bay	Local Transit	11.4	13.1	12.9 (14.6)	13.4
	90	Langdale Ferry/Sechelt Express	Frequent Transit	25.5	29.5	28.4 (28.6)	26.2

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Performance - by Day of the Week

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30 is common performance threshold for regional and interregional routes

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Factoring in summer 2024, Route 90 Performance is exceeding the threshold by nearly 40%

Performance - by Day of the Week

Last year we saw that Route 90 had surpassed critical levels on weekends.

- **Pass ups are likely occurring**
- Some overflow demand is likely being absorbed by Route 1

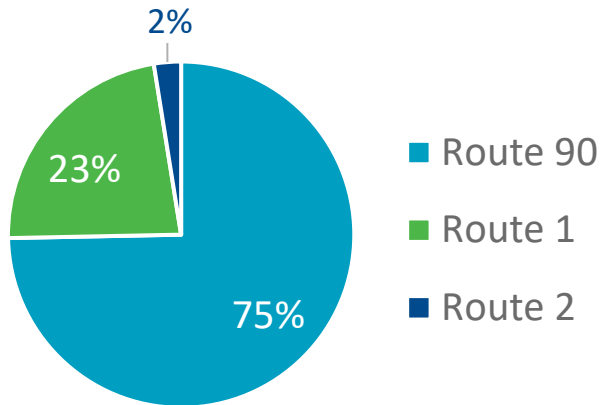
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Pass up Data - 2024

Pass ups per Route

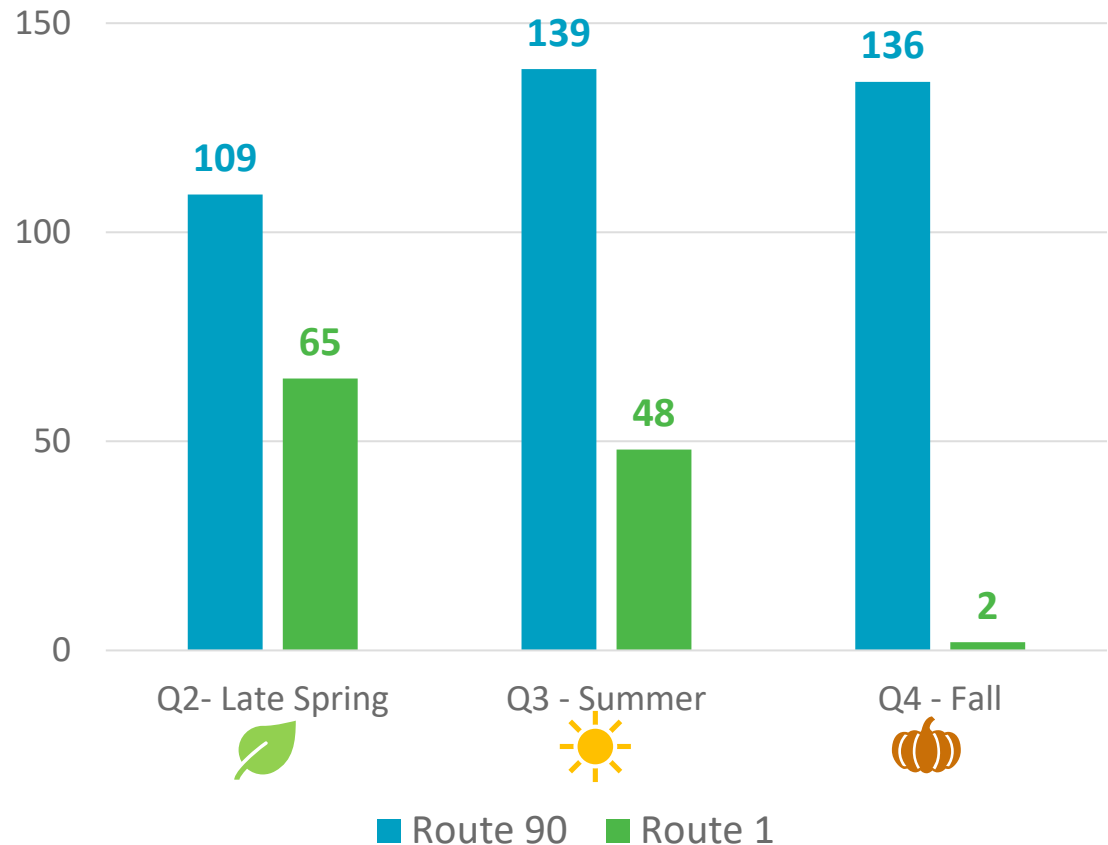
April - December 2024



November and December 2024

7 of 7 instances of pass ups were linked to combined student and ferry passenger loads in the 3:00 pm hour.

Transit Riders Passed Up



This will be closely monitored. Addressing school peak loads usually means higher service intervals and additional peak vehicle needs (purchases)

Performance - by Day of the Week

Route Performance Summary			Performance Averages May 2023 to April 2024		
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On weekdays:

Route 2 continues to be the second most productive route

Performance, by Day of the Week

Last year we saw that Route 2 had experienced the steadiest growth in ridership across all local routes. The updated data shows that this trend continued throughout 2024.

- Route 2 is anticipated to continue to rise in demand. Expansion is recommended to prevent critical loads and alleviate crowding.

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On weekdays:

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On-Time Performance and *why* it matters so much

Route assignments by vehicle:

- Each route does not have its own vehicle.
- A given vehicle will provide service on different routes

Reliability for customers

- Being able to make trips reliably and predictably

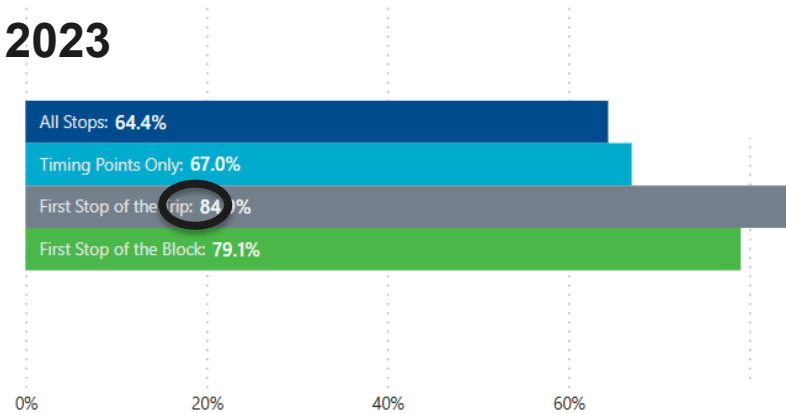
When a route does not have enough time built into its schedule to accommodate variable travel times caused by congestion or delays then:

- Service on all the routes assigned to that vehicle are at risk
- Customers cannot rely on transit.

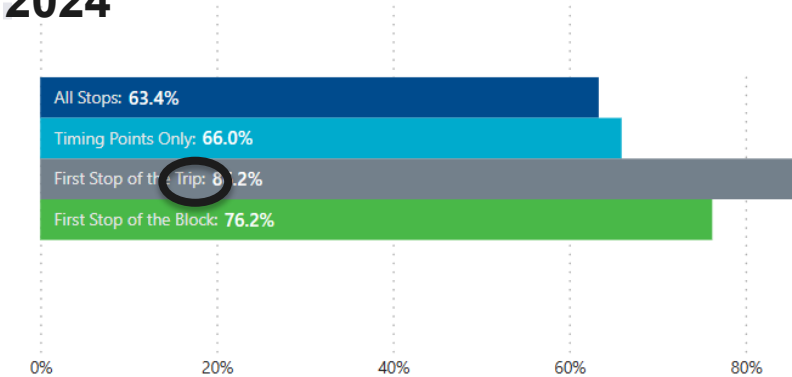
On-time Performance Fall (Oct to Dec) 🍁

ON-TIME % by METHODOLOGY

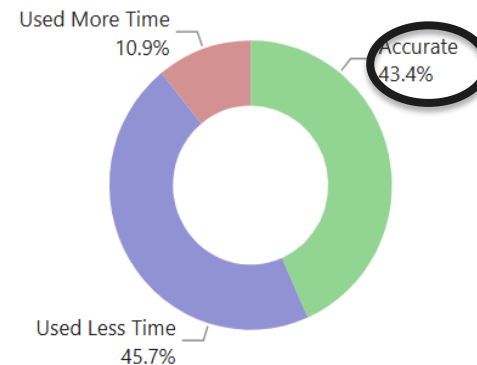
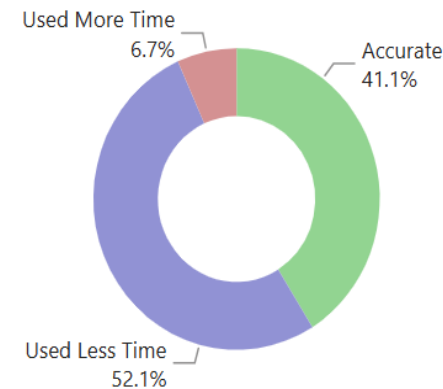
2023



2024



TRIP DISTRIBUTION by RUNTIME STATUS



Filter type

Basic filtering

Search

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<input type="checkbox"/>	August	31
<input type="checkbox"/>	September	30
<input checked="" type="checkbox"/>	October	31
<input checked="" type="checkbox"/>	November	30
<input checked="" type="checkbox"/>	December	31

Basic filtering

Search

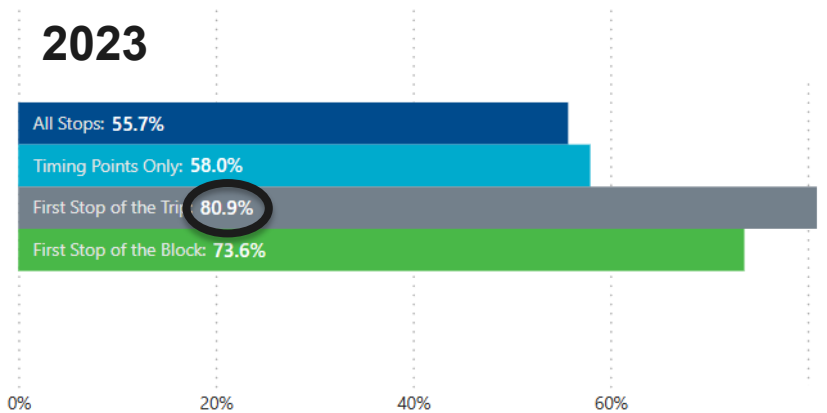
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BC Transit On Time Performance Target is 73%

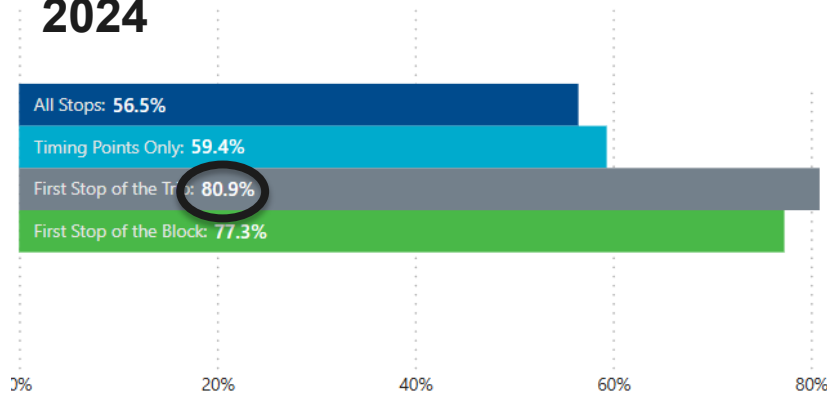
On-time Performance Summer (July- Sept) ☀️

ON-TIME % by METHODOLOGY

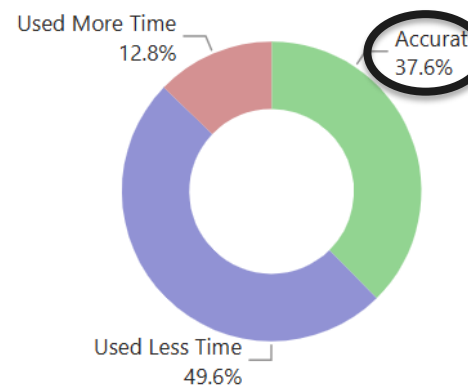
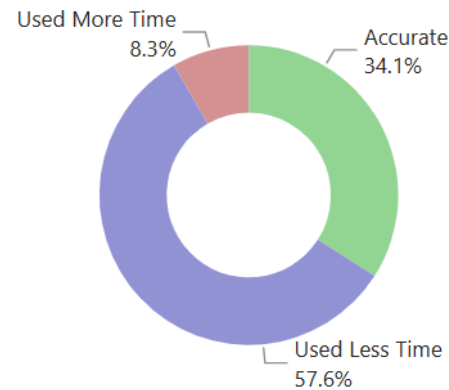
2023



2024



TRIP DISTRIBUTION by RUNTIME STATUS



Month Selection
is July, August, or September

Filter type

Basic filtering

Search

<input type="checkbox"/>	May	31
<input type="checkbox"/>	June	30
<input checked="" type="checkbox"/>	July	31
<input checked="" type="checkbox"/>	August	31
<input checked="" type="checkbox"/>	September	30

Search

<input checked="" type="checkbox"/>	July	31
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<input type="checkbox"/>	December	31

BC Transit On Time Performance Target is 73%

Custom (handyDART) Transit Service

Annual Service Hours 4,320

Number of Buses 2 in service
(1 spare)

Days and Hours of Service

	Service Hours
Weekdays	08:30 – 17:00 hours
Saturday	09:30 – 17:00 hours
Sunday	09:30 – 17:00 hours
Holidays	No Service

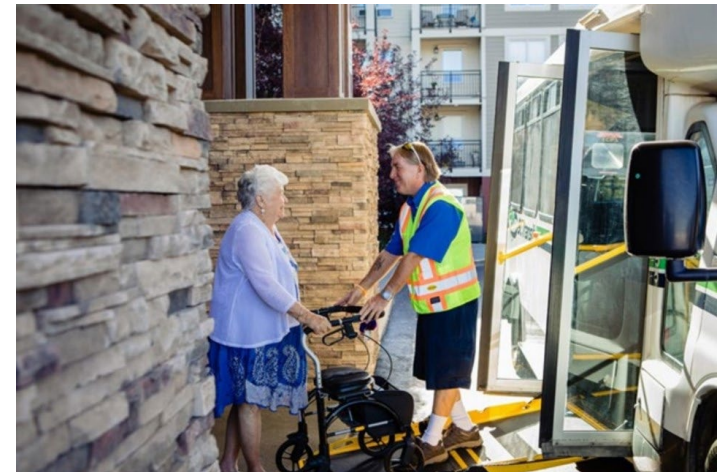


Riders

	2023	2024
Approved Registered Riders	658	732
Active Riders	130	124

Approved Riders have completed the eligibility assessment and are approved for service.

Active Riders have used the service in the last 6 months.

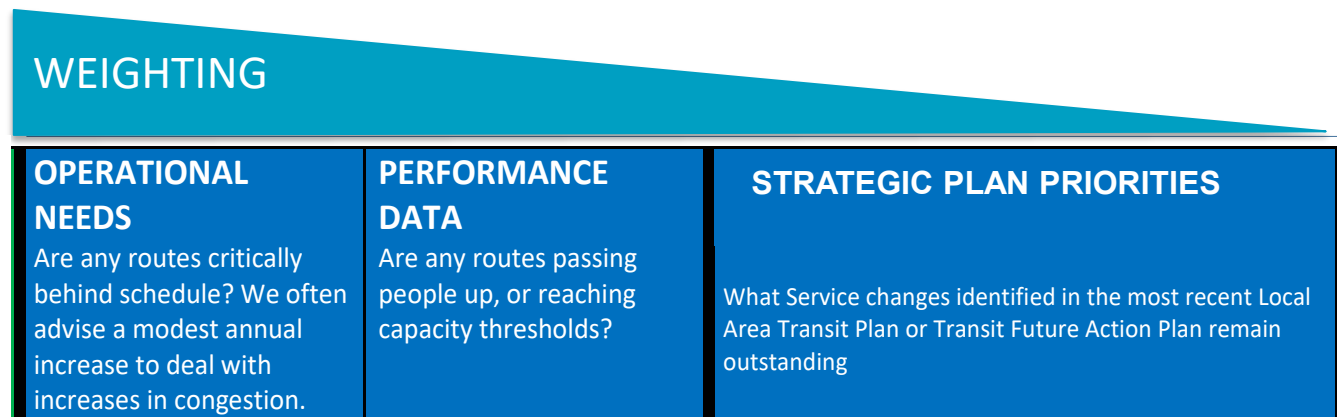


Ridership

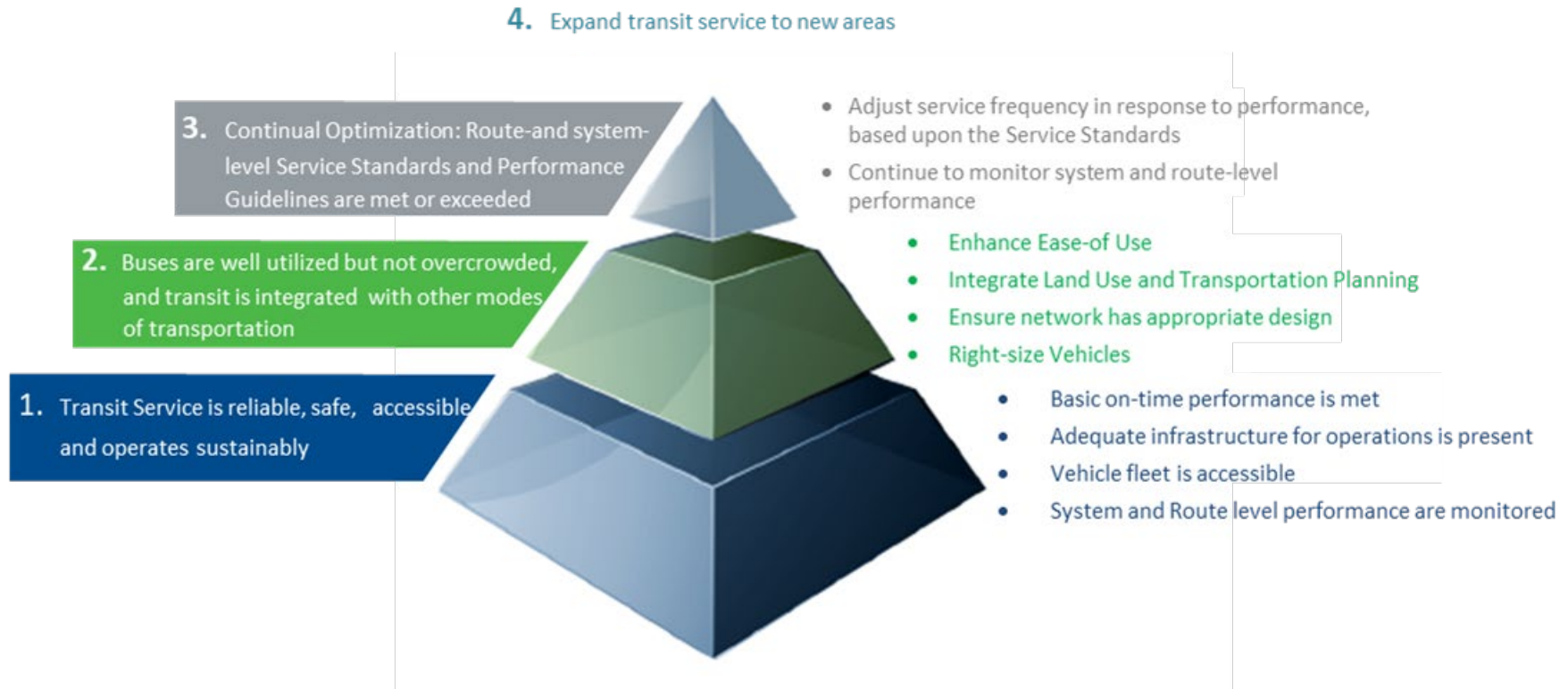
	2023	2024
Annual Number of Rides	7,264	6,985
- Subscription Trips	5,449	3,928
- Casual Trips	1,815	3,057
Annual Unmet Rides	196	138
Annual No Show/Late Cancellations	154	159
Average Number of Monthly Rides	605	582



How we evaluate priorities for improvements



Order of Weighting for Investment



Transit Improvement Program (TIPs)

- Communicates expansion initiatives proposed for the next three years.
- Initiatives are agreed upon and costed by BCT
- Seek local gov't commitment via MOU to the costed expansion initiatives
- Allows BC Transit to proceed with securing funding from the Province
- Expansion Priorities determined by:
 - » Data Analysis
 - » Previously not implemented TIP priorities
 - » Transit Future Plans and other Service Plans
 - » Local initiatives and priorities
 - » Capital and Infrastructure requirements



Transit Future Action Plan

TRANSIT*future*
▶ **actionplan**

Sunshine Coast

2022

 Sunshine Coast Regional District |  **BCTransit**

Transit Future Action Plan – Progress



PROPOSED CUSTOM TRANSIT EXPANSION INITIATIVES – YEAR 1 (24/25)						
AOA Period	Estimated In Service	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2024/25	July	550	0	\$600	\$58,349	\$18,835
		Description	Improvements to handyDART service levels which could include but not limited to extending evening handyDART service on weekdays and introducing handyDART service on Sundays.			

Approved

PROPOSED CONVENTIONAL EXPANSION INITIATIVES – YEAR 1 (24/25)						
AOA Period	Estimated In Service	Annual Hours	Vehicle Requirements	Estimated Annual Revenue	Estimated Annual Total Costs	Estimated Annual Net Municipal Share
2024/25	January	2,500	1	\$37,756	\$475,991	\$230,798
		Description	Increase weekday frequency to 30 mins on Route 90 , weekdays 6am - 6pm.			

Not Approved


Investment Priorities (revised in 2024)

	Service Priorities	Why in this position?	TFAP Service Priorities (2022)
	Current Order of Priority	Rationale	Previous Priority
 2025/26 Year 0	Additional service hours to make the schedule reliable and consistent *	<ul style="list-style-type: none"> To address on-time performance problems with Route 90 	Year 1-5: 2022-2026
	Improve route 90 on weekends and holidays to address overloads (only as needed) * (Estimated JUNE 2025)	<ul style="list-style-type: none"> To address critical ridership levels on Route 90 on weekends 	Phase 1: Route 90 increase frequency to 30 minutes from 6 a.m. to 6 p.m. <u>weekdays</u> .
	Weekdays Phase 1: Route 90 increase frequency to 30 minutes from 6 a.m. to 6 p.m. (Estimated JANUARY 2026)	<ul style="list-style-type: none"> To address high ridership AND enable consistent year-round service 	<div> This may also aid in new pressure from new S-Pass riders </div>
	handyDART: Add peak capacity on weekdays and weekends	<ul style="list-style-type: none"> ferry-driven schedule changes Additional peak capacity 	Phase 2: Route 90 increase frequency to 30 minutes for the entire service span <u>on weekdays</u>
 New TIP's Year 1 2026/27 Year 1	<ul style="list-style-type: none"> Increase 2 Sechelt to 60 min Monday to Saturday, 30 min at peak times 	<ul style="list-style-type: none"> <u>To address rapidly increasing ridership on Route 2</u> 	Modify 1 Sechelt/Langdale Terminal
	<ul style="list-style-type: none"> Modification of route 1 Sechelt/Langdale Terminal 	<ul style="list-style-type: none"> Routes 1, 2 and 3 are served by the same bus. To modify Route 1, without negatively impacting Route 2 and 3 customers, extra resources for Route 2 are needed. 	Improve existing connections
	<ul style="list-style-type: none"> Introduce New route 5 Connector, Re-align route 1 and Increase Frequency to 60 min 		Increase 2 Sechelt to 60 min Monday to Saturday, 30 min at peak times
	<ul style="list-style-type: none"> Weekdays Phase 2: Route 90 increase frequency to 30 minutes for the entire service span on weekdays 		Modifying 2 Sechelt from circular route to a two-way bi-directional service
	handyDART: TBD, in alignment with Custom Transit Review	<ul style="list-style-type: none"> Increase service span 	
	* Added to address operations and performance needs		

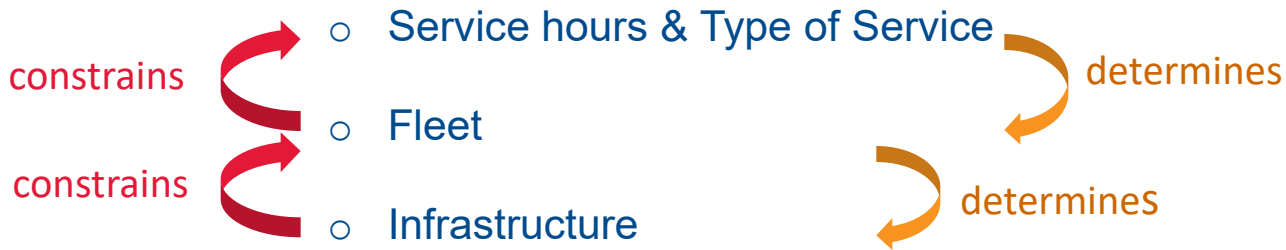
Investment Priorities (revised in 2024)

	Service Priorities	Why in this position?	TFAP Service Priorities (2022)
	Current Order of Priority	Rationale for re-ordering	Previous Priority
2027/28 Year 2	Weekends Phase 1: Increase route 90 frequency to 30 minutes on weekends and holidays between 8 a.m. and 6 p.m	<ul style="list-style-type: none"> •To address continued strong weekend demand •In anticipation of further strengthening of Route 2 ridership CAUTION: The Garage Facility may be at capacity	New Service to Pender Harbour New Service to Earls Cove Ferry Terminal/Egmont Year 5 onwards: 2026+
	Increased frequency to route 2 to 60 min Monday to Saturday, 30 min at peak times		
	Local improvements: Modifying route 2 Sechelt from circular route to a two-way bidirectional service.		
2028/29 Year 3	Weekends Phase 2: Increase route 90 frequency to 30 minutes on weekends and holidays	CAUTION: The Garage Facility may be at capacity	Increase route 90 frequency to 30 minutes on weekends and holidays between 8 a.m. and 6 p.m Increase route 90 frequency to 30 minutes on weekends and holidays Increase Frequency to 4 Halfmoon Bay to 60 min Monday to Saturday Extending route 3 to provide Service to East Porpoise Bay Rd.
	Review On-Time Performance to determine if additional hours are needed for schedule reliability		
2029/30 Year 4	TBD	CAUTION: The Garage Facility may be at capacity	New Service to Sandy Hook and Tuwanek Introduce New 5 Connector, Re-align 1 and Increase Frequency to 60 min

HD Expansion Recommendations

1. **Increase ridership capacity by adding additional handyDART bus**
 - YEAR 0 
 - Capacity is currently challenged in morning and afternoon peak times and respondents requested additional peak service
2. **Continue to increase hours of operation / service span**
 - YEAR 1 - 3
 - Increase weekend service span
 - Increase evening weekday service span
3. **Improve booking process and dispatch technology to increase efficiencies**
 - Work with BC Transit on sourcing an advanced dispatch software solution
4. **Continue to reduce subscription trip rates as a percentage of total rides**
 - Target to reduce to 60 – 65% from current 75%

So we want to add more trips, or make a new route (without removing service):



Impacts Infrastructure needs....

Transit Growth Projections

Transit Future – Long-term Growth



Fleet Projection	Total	HD	MD	LD
2024	17	8	6	3
2038	33	10	10	13

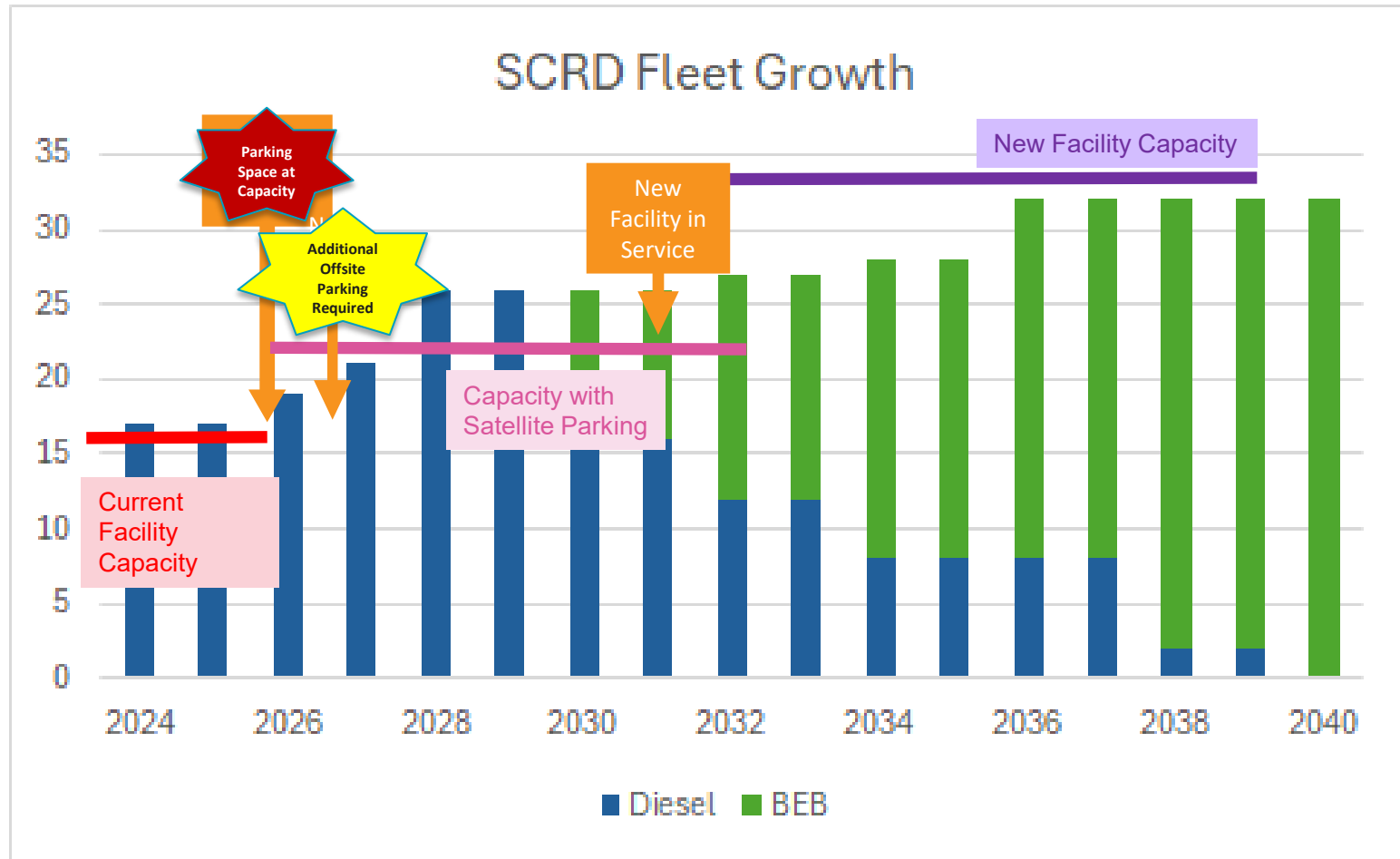


Transit Improvement Program TIPS – 3 Years Growth

	2025	2026	2027	2028
Service Delivery	800 hours	2700 hours 2900 hours	1500 hours 1800 hours	2800 hours 2300 hours
	No Bus	1 HD Bus 1 LD Bus	1 HD Bus 1 HD Bus	4-5 HD Buses

SCRD Timeline and Critical Points

	2025	2026	2027	2028
	800 hours	2700 hours 2900 hours	1500 hours 1800 hours	2800 hours 2300 hours
Service Delivery	No Bus	1 HD Bus 1 LD Bus	1 HD Bus 1 HD Bus	4-5 HD Buses
Capital Infrastructure	No Impact	Parking Space at Capacity	Additional Offsite Parking Required	Garage / Maintenance Facility Capacity Challenges

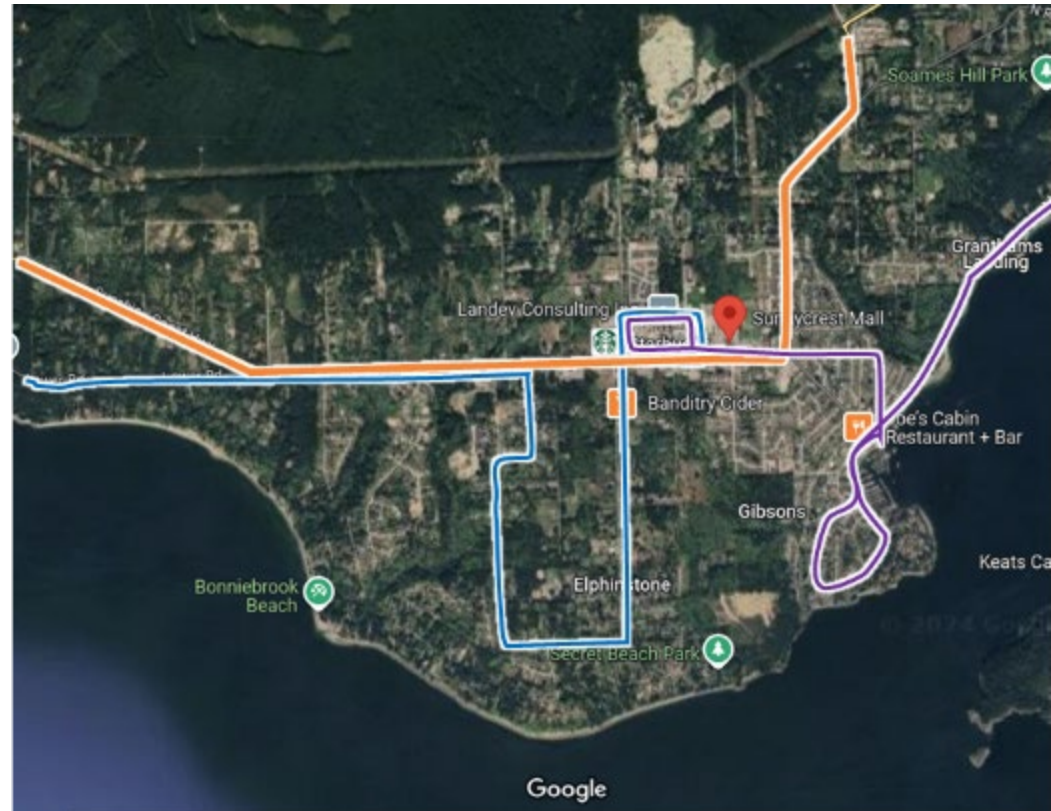


Infrastructure Needs – Gibsons Transit Exchange

Required to implement the connector route - as soon as 2027



- Route 1: Roberts Creek
- Route 5: Lower Gibsons
- ⊗ Transit Exchange



Infrastructure Needs – Sechelt Exchange

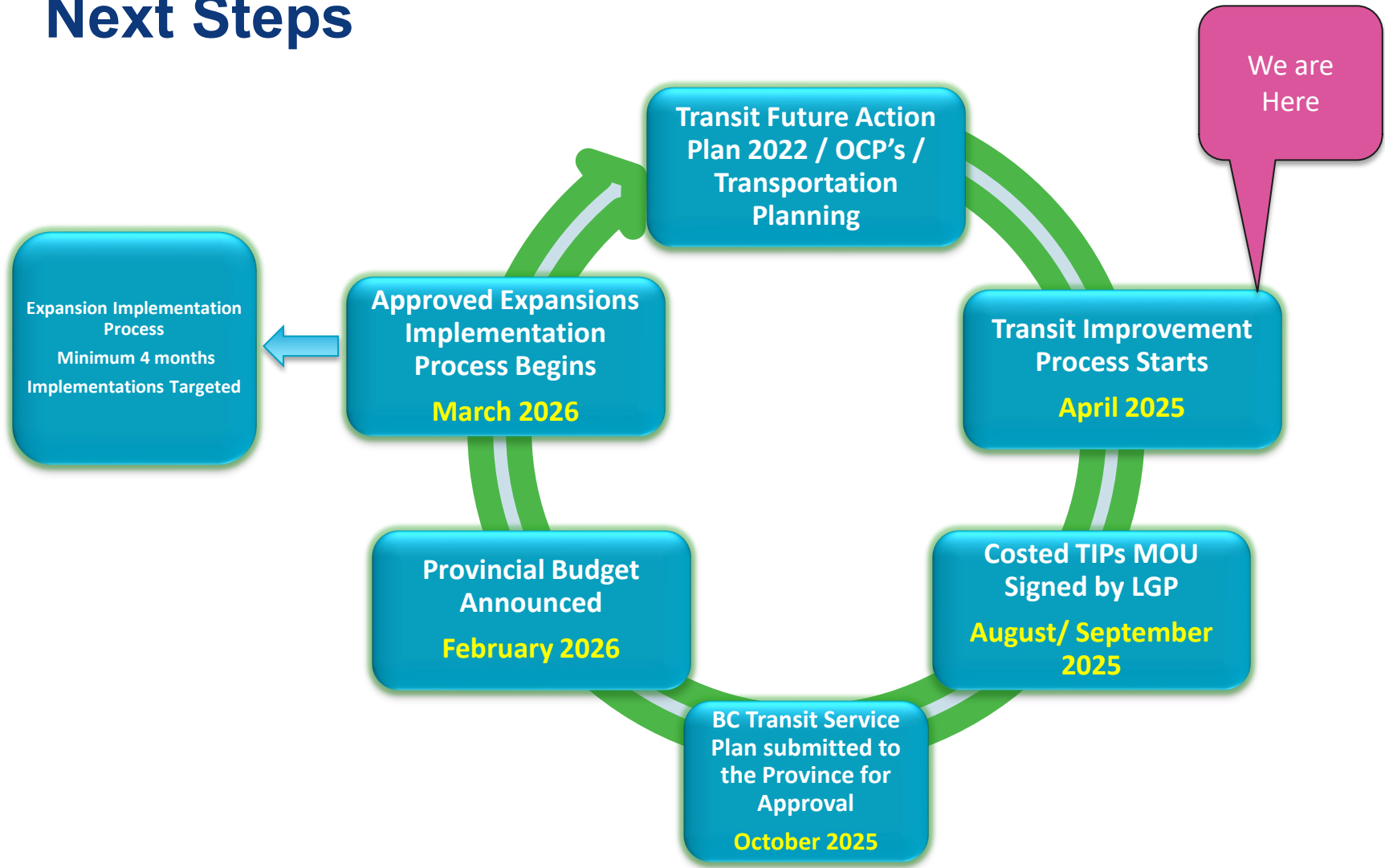
Requesting exploration of a new Sechelt Exchange location (currently on Cowrie St.)

The existing location is too vulnerable to regular road closures associated with community events.

Operations and customers are being disrupted.



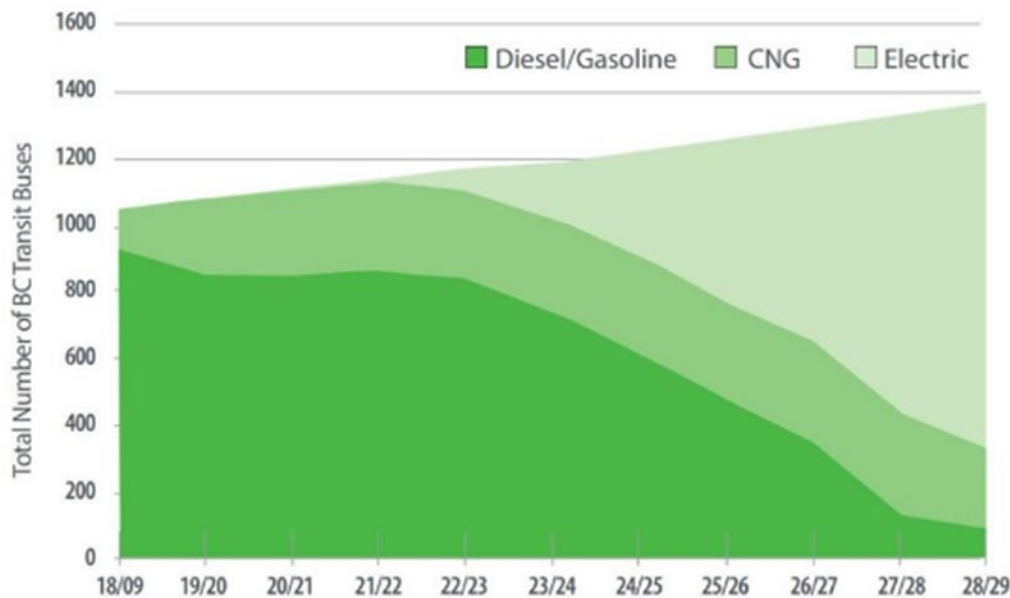
Next Steps



Low Carbon Fleet Program

- Aligned to provincial Clean BC Plan
- 10 year fleet replacement strategy to replace over 1200 buses
- Charging Infrastructure and power requirements identified as barrier

Fleet by Propulsion Type




SCRD/BCT Planners/Local Government Planning Staff meet bi-annually to discuss Land Use Planning That Supports Transit Growth and Infrastructure



We always want to hear input from our community as we work together to improve public transit across the Region.

Let's keep the conversation going.

 info@scrd.ca

 604-885-6899

