

Engagement Summary

Chilliwack and Region Transit Future Action Plan
Fall 2019



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1. Context

Completed in 2012, the Chilliwack Area Transit Future Action Plan provides a vision for the transit network over the next 25 years. Six years on, many of the projects and priorities identified in the plan have been completed, and so in 2018 the City of Chilliwack, the Fraser Valley Regional District, and BC Transit began a process to update the plan.

This new phase of work seeks to build on the vision and goals of the 2012 plan, while refreshing transit system goals, targets and priorities. The development of the Transit Future Action Plan is collaborative in nature, and includes engagement with stakeholders and residents to ensure future transit service and infrastructure priorities align with public interest. The engagement approach seeks to inform, consult and involve Chilliwack and region residents in the future of their system. This report provides a summary of the public engagement process and the feedback heard.

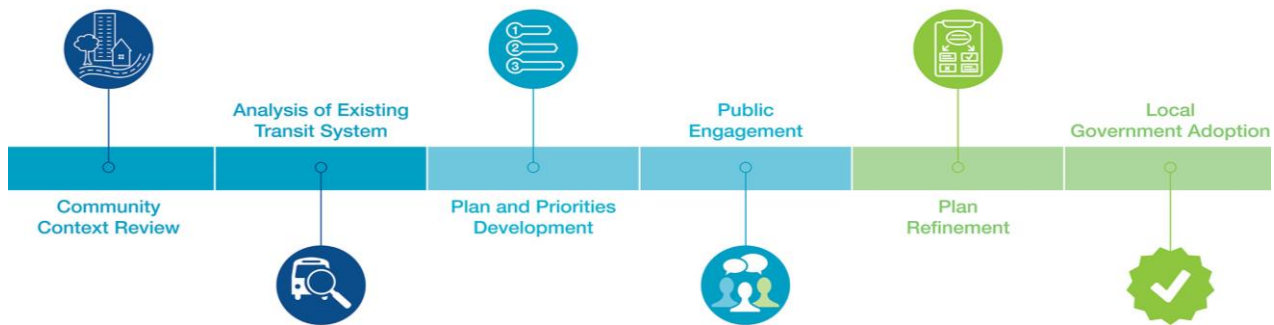
2. Overview

The engagement process has been delivered in two phases. The first phase was an on-street customer satisfaction survey of transit riders, which occurred in winter of 2018. The second phase included four public open houses, and an online survey. Open houses were held at a variety of times and in locations across the region in an effort to enhance access for potential attendees. Altogether, approximately 420 people answered the customer satisfaction survey, 60 people attended the open houses, and another 400 respondents to the online survey.

Engagement Overview	# participants
Dec. 10-12, 2018 & Jan. 10, 2019 Customer Satisfaction Survey (On-street)	420
April 1- Apr. 12, 2019 Online Survey	385
April 1, 2019 Open House @ Chilliwack Senior Secondary, 8:30am–12:30am	20
April 1, 2019 Open House @ Sardis Library, 3:30pm–8:30pm	15
April 2, 2019 Open House @ District of Kent Council Chambers, 9am-12pm	20
April 2, 2019 Open House @ Hope Recreation Centre, 6pm-9pm	10
Total Participation	870

The engagement process was widely advertised through BC Transit, the City of Chilliwack and FVRD channels to invite people to the open houses and to visit the online survey. This included BC Transit website alerts, Facebook, Twitter, Rack Cards, Interior Bus Cards, newspaper ads and radio advertisements.

Transit Future Action Plan Process



3. Feedback Summary

3.1 Customer Satisfaction Survey (On-Street)

A customer satisfaction survey of Chilliwack area customers was delivered by NRG Research Group to collect opinions to help determine travel patterns, transit use and the level of satisfaction with the transit system. The survey, reaching over 400 people, asked for opinions on the topics of:

- Passenger's trip characteristics i.e. trip purpose and origin
- Level of satisfaction with service
- How passengers access transit information
- Routes needing improved frequency
- General aspects needing improvement

On-street interviews were conducted with a random selection of bus riders and people at bus stops between December 10-12, 2018, and on January 10, 2019 specifically for Route 66 (FVX). The key findings are summarized below:

- 86% of those surveyed take only one bus to get to their destination (no transfers) and of these, two-thirds take Route 1 Vedder
- 70% were satisfied with their overall impression of transit service
- The lack of bus overcrowding ranked highly (77%) as a positive aspect to the transit system, while availability of bus shelters and benches ranked much lower (46%)
- 50% of respondents are satisfied with service reliability, on-time performance, transfer connections / wait times, and frequency
- 96% would likely continue to use transit in the future
- 75% would recommend using transit to others
- Route 2 (42%) and Route 1 (39%) service were identified as needing improvement
- Two-thirds identified weekend & evening service as the top areas of improvement
- Just under half of respondents asked for improved weekday frequencies, while 41% would like improvements in on-time service
- A quarter of respondents want better connections to Metro Vancouver and the TransLink system
- Most of those surveyed use the Rider's Guide or BC Transit's website for information

3.2 Online Survey

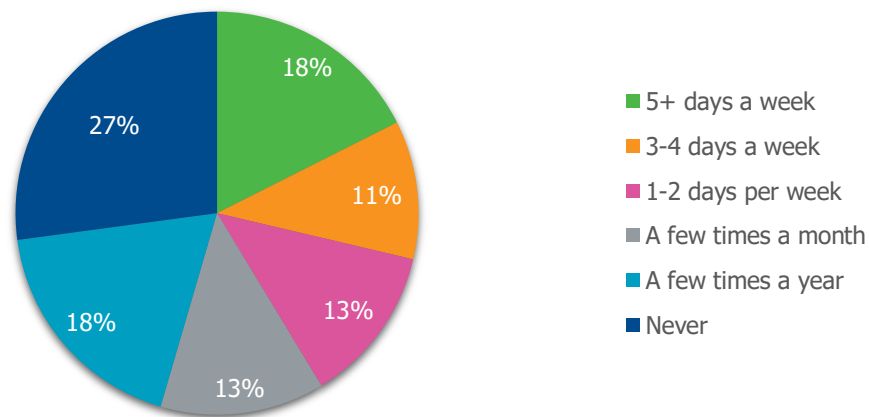
The online survey was available for 2 weeks between April 1–12, 2019 on BC Transit's website, and collected opinions from residents on transit issues and opportunities.

A. Demographics

The online survey asked about demographic and travel patterns to help inform transit service design by building a picture of which types of residents use transit and how they use it. Key findings included:

- 69% of survey respondents were using an adult fare product, 16% used senior passes, and 9% used student passes
- 65% of respondents were female, 31% were male, with 4% other or preferring not to answer
- 40% of respondents use transit on average one day a week or more

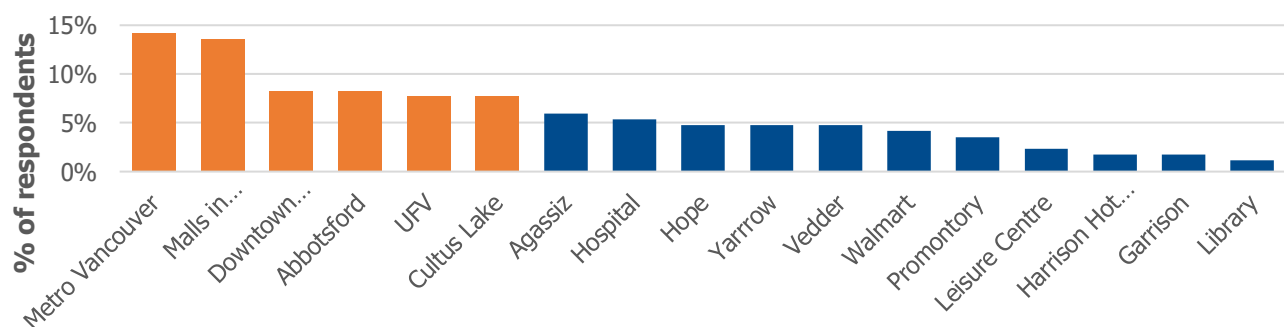
In the past 6 months, how often have you used transit?



B. Trip Destination

When asked about top destinations within the community and region, participants stated Metro Vancouver, the Chilliwack malls, Abbotsford, and Downtown Chilliwack as most common, though there was a wide distribution of destinations overall.

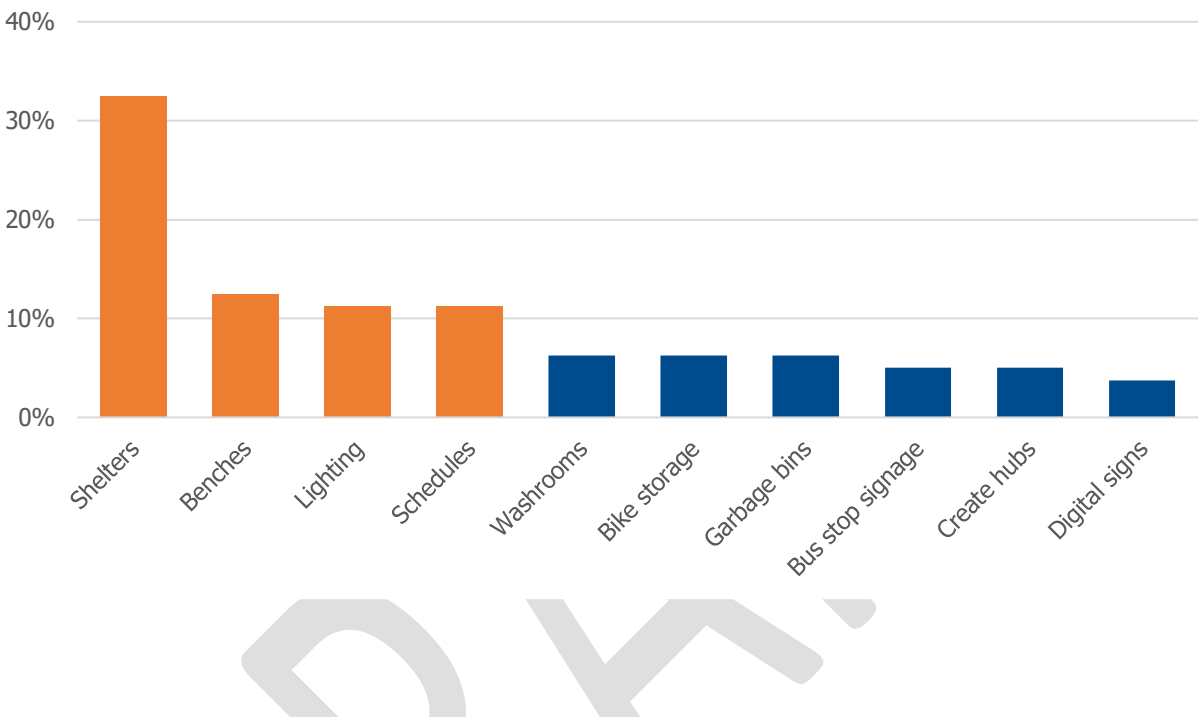
What destinations are most important to you?



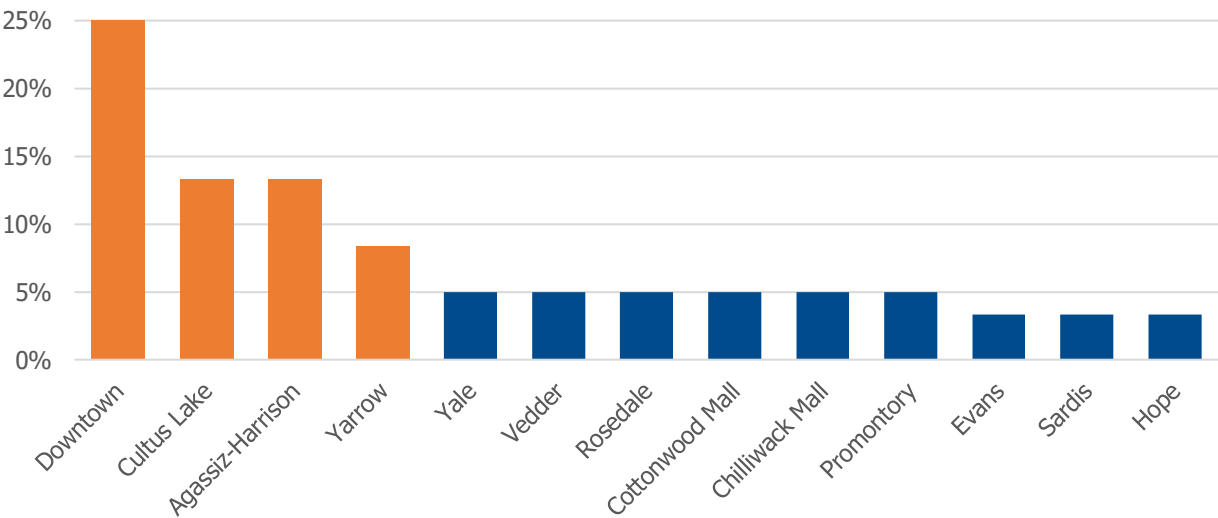
C. Transit Facilities

Participants were asked to provide input on transit facilities, highlighting that improvements to bus shelters, benches, lighting and schedule availability would improve their experience. Locations for improvements included downtown, Cultus Lake, Agassiz, and Yarrow.

What suggestions do you have to improve transit facilities?



Where would you like to see transit facilities improved upon?



D. Local Route Improvements

When asked on improvements for local transit routes, nearly across the board people responded that increasing frequency on weekends should be a top priority, with evening frequency a close second.

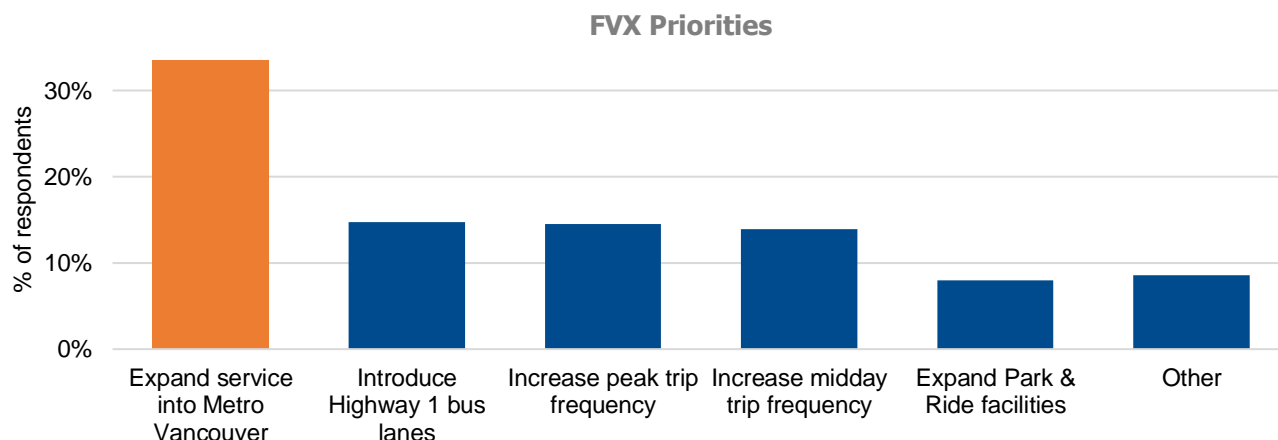
	Rt 1 Vedder	Rt 2 Evans	Rt 3 Chilliwack	Rt 4 Promontory	Rt 5 Yarrow	Rt 7 Broadway	Rt 8 Tyson
Increase Morning Frequency	11%	6%	23%	25%	20%	20%	17%
Increase Midday Frequency	12%	12%	19%	21%	21%	23%	19%
Increase Evening Frequency	25%	12%	23%	24%	24%	23%	29%
Increase Weekend Frequency	28%	19%	27%	24%	29%	29%	25%
Other / does not affect me	24%	33%*	7%	5%	5%	5%	9%

E. Regional Route Improvements

For the four routes within Fraser Valley Regional Transit (66 FVX, Route 6, 11, 22), respondents were asked a variety of customized questions about priorities and improvements.

66 Fraser Valley Express (FVX)

The FVX provides a major regional link for Fraser Valley transit passengers, connecting Chilliwack/Abbotsford to TransLink's Carvolth Exchange in Langley. During weekdays, the FVX is used largely by commuters connecting to and from Metro Vancouver. The FVX recently underwent service expansion in 2018 with additional trips added on the weekends and holidays. Survey respondents identified further expansion is needed for weekday and midday peaks. Expanding the service area into Metro Vancouver was also identified as a clear priority for transit riders.



Route 6, 11 and 22

Survey respondents largely indicated that expanding service hours for the regional routes to Cultus Lake, Agassiz and Hope should be a priority. The Route 6 is currently only a seasonal service in the summer. The Route 11 currently runs from 5am – 10:30pm and Route 22 runs from 6am – 6pm.

	Rt 6 Cultus	Rt 11 Agassiz-Harrison	Rt 22 Hope
Provide all-year service	46%	N/A	N/A
Expand service hours	24%	29%	23%
Increase midday frequency	N/A	15%	13%
Increase weekend service levels	N/A	25%	19%
Other / Does not affect me	30%	31%	45%

Highway 7 Service between Kent & Mission (Proposed)

A medium-long term goal in the original 2012 Plan identified undertaking a feasibility study determining potential transit service on Highway 7 between Kent and Mission. Survey respondents were asked to identify how they would envision this proposed service. Key themes that emerged from the comments included:

- Provision of an express service, similar to the FVX
- Around 3-4 trips per day
- Direct connections to the West Coast Express station in Mission, particularly for peak morning and afternoon commute times.

3.3 Open-Ended Feedback

Both the online survey and open houses provided opportunities for respondents to provide open-ended comments and general feedback to BC Transit. Key themes included:

- **Connections to Metro Vancouver** as a priority, either as rapid or frequent transit service
- **Advanced Fare Technology**, particularly cashless fare payment options in the future and better fare integration between the various systems
- **Real-time Information** available in the future or the transit system
- **Bus Lanes** (Rapid Transit bus lane) down Highway 1, especially for the FVX
- **Improved FVX frequency** overall, particularly peak time and later evening
- **Service expansion on Yale Road near Chilliwack Mountain**, an area currently unserved by transit.

4. Next Steps

The engagement for the Chilliwack and Region Transit Future Action Plan has been a collaborative process between the City of Chilliwack, the Fraser Valley Regional District and BC Transit.

The responses for the engagement process have been tabulated and analyzed, and summarized in this report, to support the future development of the Chilliwack and Region Transit Future Action Plan. The next step is to incorporate public input and feedback into more detailed service options for the Plan and to finalize the Plan for adoption in 2020.

For more information on this project, please contact: ChilliwackPlanning@BCTransit.com

Appendix A: Public Open House Boards



The Chilliwack and Region Transit Future Action Plan envisions the transit network long-term and describes the services, infrastructure and investments that are needed to get there.

Chilliwack and Region Transit Future Action Plan

In 2012, the Chilliwack Transit Future Plan was completed and adopted. With many of the projects identified in the plan now complete, BC Transit, the City of Chilliwack and the Fraser Valley Regional District are looking to update the plan by incorporating your vision for the Chilliwack Transit System.

Your input will shape the Chilliwack Transit Future Action Plan and:

- Determine transit service and infrastructure priorities
- Support the environmental, social, and economic goals of the region



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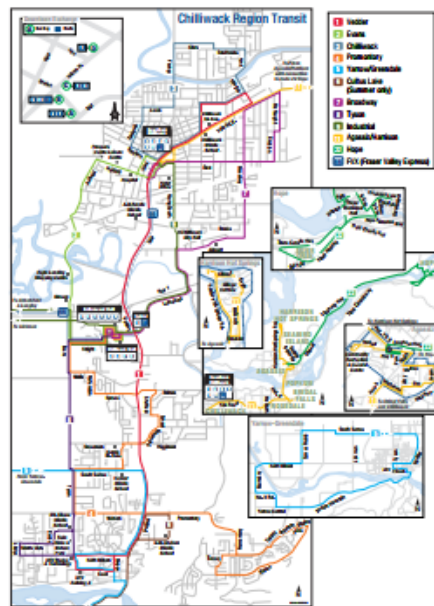
City of Chilliwack
Fraser Valley
Regional District



Chilliwack and Region Transit

There are currently 12 routes that service the City of Chilliwack and the eastern Fraser Valley.

Regional Routes: 66 **Fraser Valley Express**, introduced to connect Chilliwack, Abbotsford and other communities in the Fraser Valley to Metro Vancouver and the TransLink network. 11 **Agassiz-Harrison Transit**, introduced to connect Harrison and Chilliwack. 22 **Hope**, introduced to connect Agassiz and Hope.



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Transit Facilities – Stops, Exchanges and Park & Rides

Transit exchanges provide transfer points between routes and are typically located within the centres of the community, such as downtown and shopping centres. When properly planned and designed, transit exchanges become effective, pedestrian friendly sites where many types of transportation come together.



What suggestions do you have to improve transit facilities?



Where would you like to see transit facilities improved upon?



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Regional District



Shape Your Region's Transit Future

Please provide feedback on how you would like to prioritize improvements for the following transit routes.

66 FVX Express – Rapid Transit Route – Vote for your top two Rapid Transit priorities

Introduce Highway 1 bus lanes	Increase midday trip frequency	Increase peak trip frequency	Expand service into Metro Vancouver	Expand Park & Ride facilities	Other (please describe)
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1 Vedder – Frequent Transit Route – Vote for your top two Frequent Transit priorities

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
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2 Evans – Frequent Transit Route

Develop frequent transit network – this would involve restructuring current routes	Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
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Shape Your Region's Transit Future

Please provide feedback on how you would like to prioritize improvements for the following transit routes.

3 Chilliwack – Local Transit Route – Vote for your top six Local Transit priorities

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
				

4 Promontory – Local Transit Route

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
				

5 Yarrow/Greendale – Coverage Based Local Transit Route

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
				

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Shape Your Region's Transit Future

Please provide feedback on how you would like to prioritize improvements for the following transit routes.


7 Broadway – Coverage Based Local Transit Route

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
				

8 Tyson – Coverage Based Local Transit Route

Increase morning peak frequency	Increase midday frequency	Increase evening frequency	Increase weekend service	Other (please describe)
				

6 Cultus Lake – Coverage Based Local Transit Route – seasonal service July 1 - Labour Day

Provide all-year service	Expand service hours	Other (please describe)
		

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Shape Your Region's Transit Future

Please provide feedback on how you would like to prioritize improvements for the following transit routes. Vote for your top **three** Regional Transit priorities

11 Agassiz/Harrison – Regional Transit Route

Expand service hours	Increase midday frequency	Increase weekend service levels	Other (please describe)
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22 Hope – Regional Transit Route

Expand to all-year service	Increase midday frequency	Increase weekend service levels	Other (please describe)
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Kent to Mission - Proposed Regional Transit Route

A feasibility study to provide transit from Kent to Mission is being proposed. How would you envision this service?

Do you have any other suggestions to improve transit in the Chilliwack and eastern Fraser Valley area?

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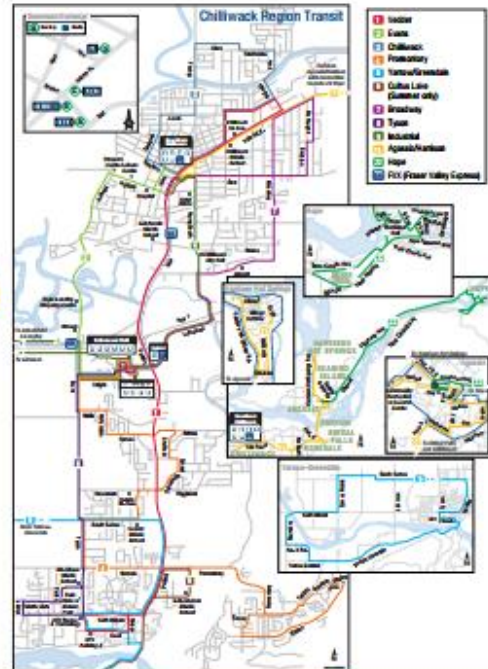


Shape Your Region's Transit Future

Where do you travel?

What destinations are most important to you for transit connections? Think of places that you go most often – shopping, employment, healthcare, recreation or education. Using sticky notes, provide specific names, locations or nearest intersections.

Frequent Travel Destinations



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Appendix B – Online Survey

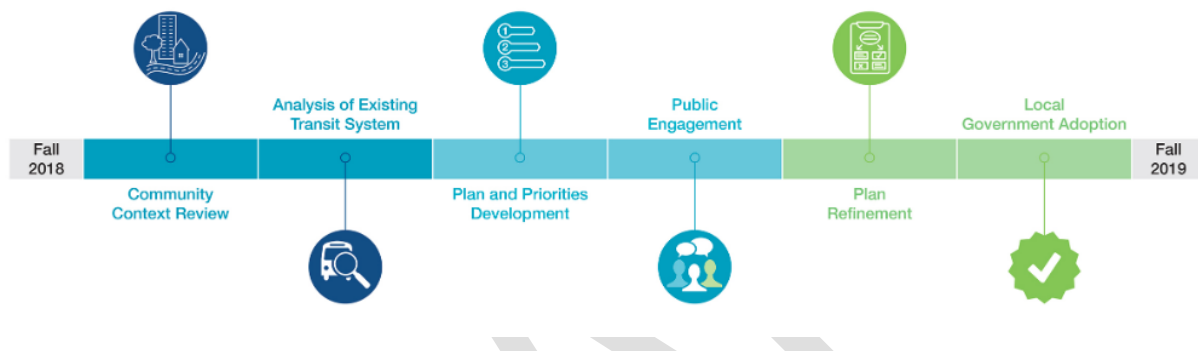
Chilliwack and Region Transit Future Action Plan Survey

We Want to Hear From You!

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Your input will shape the Chilliwack Transit Future Action Plan and:

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- Support the environmental, social, and economic goals of the region



Chilliwack and Region Transit Future Action Plan Survey

About You!

Which fare product do you use most often?

- ☐ Student
☐ Adult
☐ Senior
☐ Prefer not to answer

What gender do you identify with?

- ☐ Male
☐ Female
☐ Other
☐ Prefer not to answer

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

- ☐ 5+ days a week
☐ 3-4 days a week
☐ 1-2 days per week
☐ A few times a month
☐ A few times a year
☐ Never

What destinations are most important to you?

Think of places that you go most often - shopping, entertainment, employment, healthcare, recreation, or education.

Chilliwack and Region Transit Future Action Plan Survey

There are currently 12 routes that service the City of Chilliwack and eastern Fraser Valley.

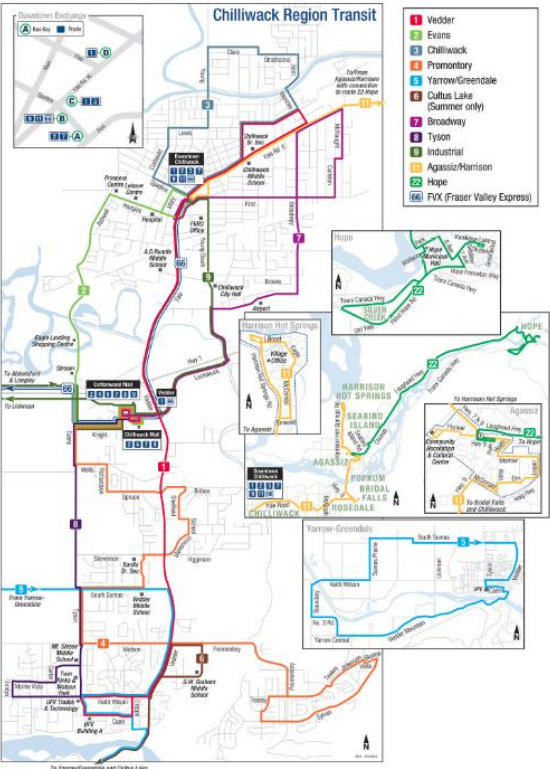
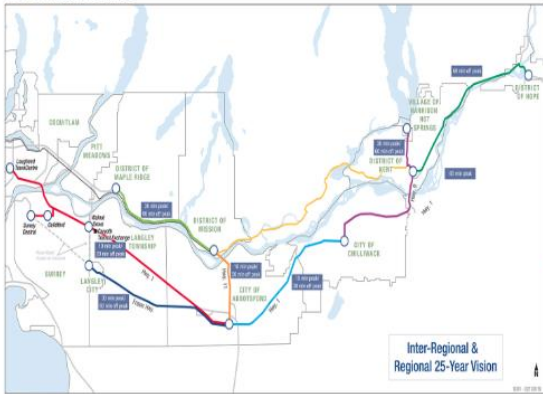
Regional Routes:

66 Fraser Valley Express, introduced to connect Chilliwack, Abbotsford and other communities in the Fraser Valley to Metro Vancouver and the TransLink Network.

11 Agassiz-Harrison Transit, introduced to connect Harrison and Chilliwack.

22 Hope, introduced to connect Agassiz and Hope.

Click on images to enlarge



Chilliwack and Region Transit Future Action Plan Survey

Transit exchanges provide transfer points between routes and are typically located within the centres of the community, such as downtown and shopping centres. When properly planned and designed, transit exchanges become effective, pedestrian friendly sites where many types of transportation come together.



What suggestions do you have to improve transit facilities?

Where would you like to see transit facilities improved upon?

Chilliwack and Region Transit Future Action Plan Survey

Shape Your Region's Transit Future

Please provide feedback on how you would like to prioritize improvements for the following transit routes

Proposed Rapid Transit - Vote for your top two priorities (66 FVX)

66 Fraser Valley Express

- ☐ Introduce Highway 1 bus lanes
- ☐ Increase midday trip frequency
- ☐ Increase peak trip frequency
- ☐ Expand service into Metro Vancouver
- ☐ Expand Park & Ride facilities
- ☐ Other (please describe)
- ☐ This does not affect me

Proposed Frequent Transit - Vote for your top two priorities (1 Vedder, 2 Evans)

1 Vedder

- ☐ Increase morning peak frequency
- ☐ Increase midday frequency
- ☐ Increase evening frequency
- ☐ Increase weekend service
- ☐ Other (please describe)
- ☐ This does not affect me

2 Evans

- ☐ Develop frequent transit network - this would involve restructuring current routes
- ☐ Increase morning peak frequency
- ☐ Increase midday frequency
- ☐ Increase evening frequency
- ☐ Increase weekend service
- ☐ Other (please describe)
- ☐ This does not affect me



Chilliwack and Region Transit Future Action Plan Survey

Local Transit Routes

Vote for your top six local transit priorities

	3 Chilliwack	4 Promontory	5 Yarrow/Greendale	7 Broadway	8 Tyson
Increase morning peak frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase midday frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase evening frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase weekend service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please describe)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Vote for your top priority - 6 Cultus Lake

	Provide all-year service	Expand service hours	Other (please describe)	This does not affect me
6 Cultus Lake (current seasonal service from July 1 - Labour Day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Regional Transit Routes - Vote for your top three priorities

Vote for your top three priorities

	Expand service hours	Increase midday frequency	Increase weekend service levels	Other (Please Describe)	This does not affect me
11 Agassiz/Harrison	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22 Hope	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (Please Describe)

Kent to Mission - Proposed Regional Transit Route

A feasibility study to provide transit from Kent to Mission is being proposed. How would you envision this service?

Chilliwack and Region Transit Future Action Plan Survey

Do you have any other suggestions to improve transit in the Chilliwack and Region area?

Thank you for your input to shape transit in your region!