

Comox Valley Transit Future Action Plan

BC Transit and the Comox Valley Regional District are carrying out a planning process known as the Transit Future Action Plan. A Transit Future Action Plan identifies improvements to transit services and describes the path to implement those improvements. The plan typically focuses on changes to be made in the short to medium term, with additional priorities identified for the long term.

Some things we are seeking your feedback on include:

- Challenges and opportunities with current transit service
- Proposed service to the Regional District of Nanaimo and south island
- Transit routes in the West Courtenay area
- Transit service on Hornby and Denman Islands
- How we should prioritize transit service improvements

Your feedback will be used to refine the proposals that go into the final Transit Future Action Plan and how priorities are phased within the plan.

- By checking this box you acknowledge that the personal information you provide here will be used for the Comox Valley Transit Future Action Plan Survey. BC Transit collects and manages your personal information as required by Sec. 26 of the Freedom of Information and Protection of Privacy Act. If you have questions about how your personal information is managed, please contact Melissa Coates, Transit Planner and mcoates@bctransit.com.*

1. Are you completing this survey as a representative of an organization?

- No
 Yes (please specify) _____

2. Help us improve: What would encourage you to use transit more often? Choose up to 3.

- | | |
|---|---|
| <input type="checkbox"/> Service area – buses going more places, servicing more areas. Which areas? _____ | <input type="checkbox"/> Flexibility – a bus that goes a short distance off a local route to pick up passengers |
| <input type="checkbox"/> Frequency – more trips during the day | <input type="checkbox"/> On-demand – a bus that you can request for pick up where and when you need it |
| <input type="checkbox"/> Frequency – more trips in the evening | <input type="checkbox"/> Connections – better connections between routes |
| <input type="checkbox"/> Frequency – more trips on the weekend | <input type="checkbox"/> System understanding - knowing more about the transit system and how to use it |
| <input type="checkbox"/> Service Span – buses that start earlier in the day | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> Service Span – buses that start later in the day | |
| <input type="checkbox"/> Bus stops – more lighting at stops, shelters, benches, concrete pads for easier/safer access | |



Please return your completed survey to the organization that provided you this form by May 12, or scan the survey and email to planning2@bctransit.com

Service to the Nanaimo region and south island

Transit service between Comox Valley and the Regional District of Nanaimo was identified as a priority in the 2014 Comox Valley Transit Future Plan. This connection could fill a gap in interregional transit service, and enable public transit connections being available between communities all the way from Campbell River to Victoria.

We want your feedback to help us develop potential options for service.

3. What would you primarily use this service for?

- Work
- College / University
- Middle / High School
- Shopping / Errands
- Social / Recreational / Entertainment
- Medical / Dental
- Connections to Ferries
- Airport Connections
- Connecting from the Comox Valley to Parksville, Qualicum and Nanaimo
- Connecting from the Comox Valley to other areas of the south island (Cowichan Valley or Victoria)
- I would not use this service
- Other (please specify) _____

4. How often would you use the proposed service to travel to the Nanaimo region from the Comox Valley region?

- 5+ days per week
- 3 – 4 days per week
- 1 – 2 days per week
- A few times per month
- A few times per year
- N/A

5. How often would you use the proposed service to travel to the Comox Valley region from the Nanaimo region?

- 5+ days per week
- 3 – 4 days per week
- 1 – 2 days per week
- A few times per month
- A few times per year
- N/A

6. Where would be your primary destination in the Nanaimo region?

7. Where would be your primary destination in the Comox Valley region?

8. What time of day would you prefer to arrive in the Nanaimo region? Select all that apply.

- Early morning (5am – 7am)
- AM peak (7am – 9:30am)
- Midday (9:30am – 3pm)
- PM peak (3pm – 6pm)
- Evening (6pm – 9pm)

9. What time of day would you prefer to arrive in the Nanaimo region? Select all that apply.

- Early morning (5am – 7am)
- AM peak (7am – 9:30am)
- Midday (9:30am – 3pm)
- PM peak (3pm – 6pm)
- Evening (6pm – 9pm)

10. Is there anything else you would like us to know to help plan transit between the Comox Valley Regional District, the Regional District of Nanaimo and south island?

If you are a Nanaimo resident or resident of another region and do not wish to provide feedback on the rest of the Comox Valley Transit System, please skip to **page 13**.

West Courtenay

The West Courtenay neighbourhoods are currently served by local route 7 Arden and 8 Anfield Centre/ Downtown.

We want your feedback on proposed changes to routes to help us improve service in the West Courtenay area.

*Please note: you may skip these questions if they do not affect you

Routes 7, 8 and 9

Routes 7 and 8 would be changed to become more direct and easier to understand, and a new route 9 would be implemented to provide service to the Arden, Tin Town and Cousins areas.

Service to the McPhee area would be provided by route 5 (see next page)

Benefits

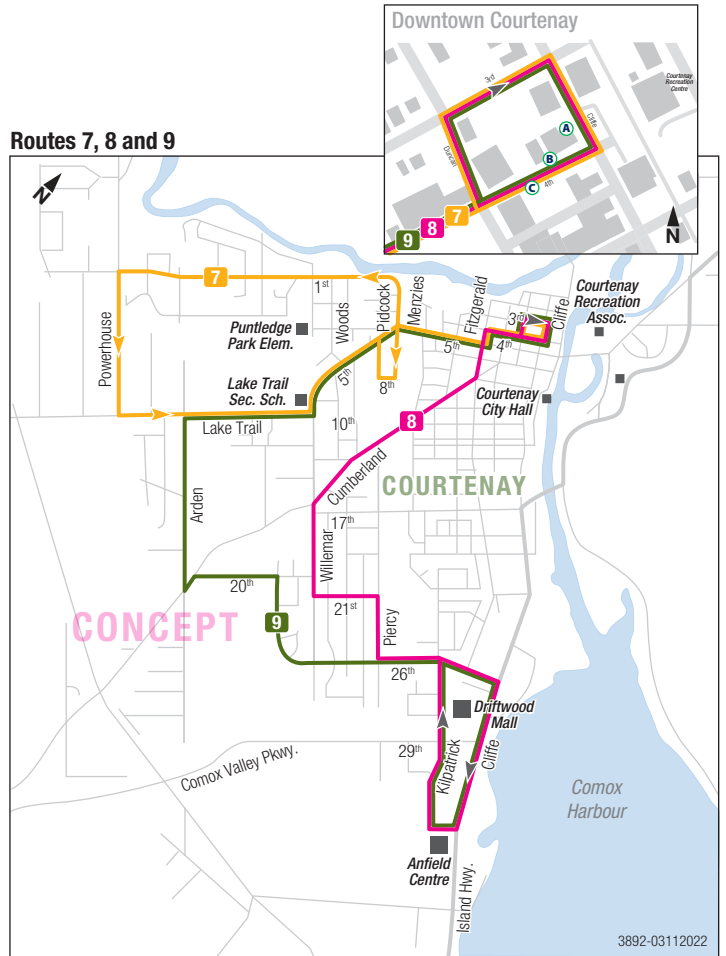
- Increased transit access in the Arden, Tin Town and Cousins areas
- Route 8 would be more direct between downtown and Anfield Centre

Considerations

- Route 7 would serve the Menzies loop currently served by route 8

11. Do you support this proposal to change routes 7 and 8 and add route 9?

- Yes
 No
 Yes, with changes (please specify) _____



Route 5 Vanier

Route 5 Vanier would be modified to provide service between Driftwood Mall, Downtown Courtenay and the Comox Valley Sports Centre via McPhee Ave.

*Please note: you may skip these questions if they do not affect you.

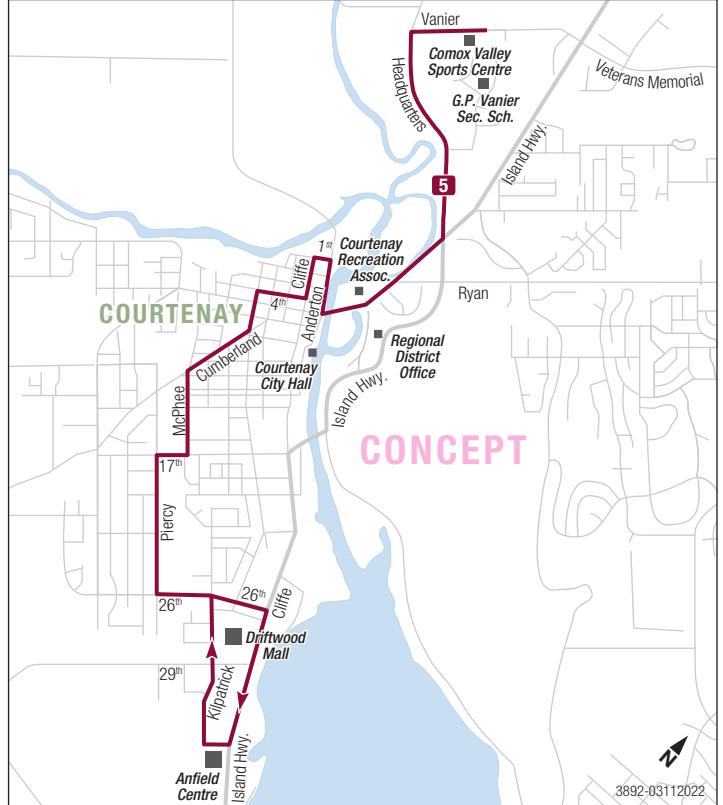
Benefits

- Provides consistent routing at all times and additional frequency
- Would provide access to the Comox Valley Food Bank and other services on McPhee Ave
- Increased service to destinations along Headquarters Rd including the Comox Valley Sports Centre and Farmers Market.

Considerations

- Additional trips would be added on weekdays in alignment with the Food Bank hours
- Additional trips would be added on Saturdays to provide access to the Comox Valley Farmer's Market

5 Vanier



12. Do you support this proposal to change route 5?

- Yes
 No
 Yes, with changes (please specify) _____

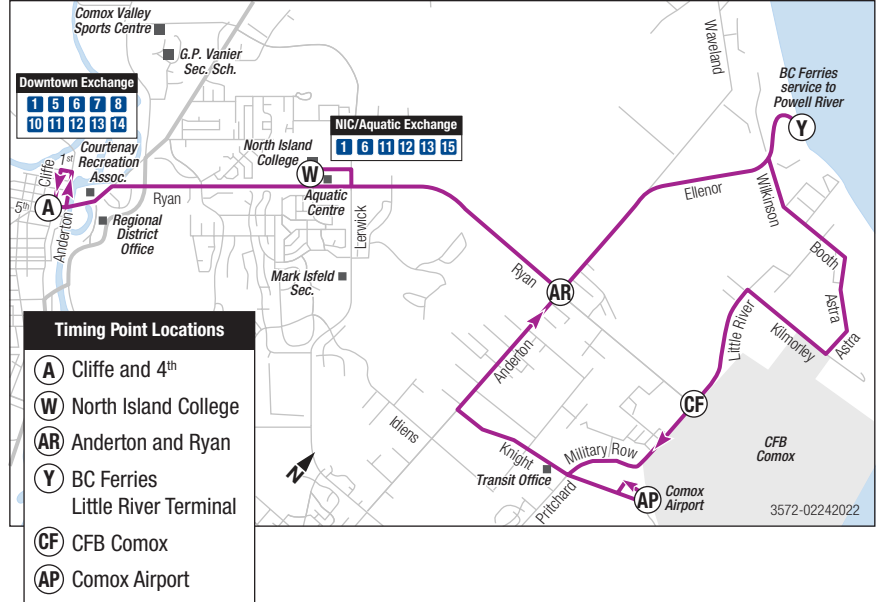
13. How would these proposed changes in the West Courtenay area affect you?

Route 11 Little River

Route 11 provides service between downtown Courtenay, Little River Ferry Terminal, 19 Wing Comox and Comox Airport.

We are seeking your feedback on this service to help us understand how we could improve it!

11 Little River (Existing)



14. What challenges do you currently have with route 11 Little River?

- Service is not frequent enough
- Service does not start early enough
- Service does not run late enough
- Trip times do not align with ferry schedule
- Trip times do not align with 19 Wing Comox shift times
- Takes too long to reach my destination
- Routing is not convenient
- Other (please specify) _____

15. Do you have any other comments or suggestions for improvements for route 11 Little River?

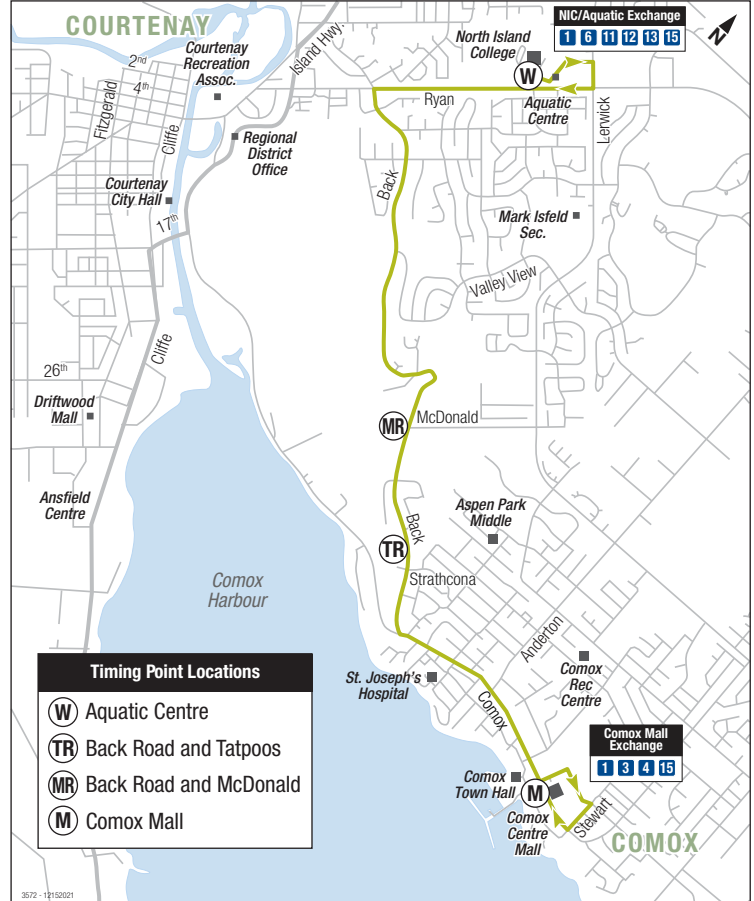
Route 15 Comox Mall/Aquatic Centre via Back Rd

Route 15 is a new route that was implemented on March 20, 2022.

This route provides service between Comox Mall and the Aquatic Centre via Back Road on Wednesdays and Fridays.

*Please note: you may skip these questions if they do not affect you.

15 Comox Mall/Aquatic Centre via Back (Existing)



16. What is most important to improve? Select your top 2.

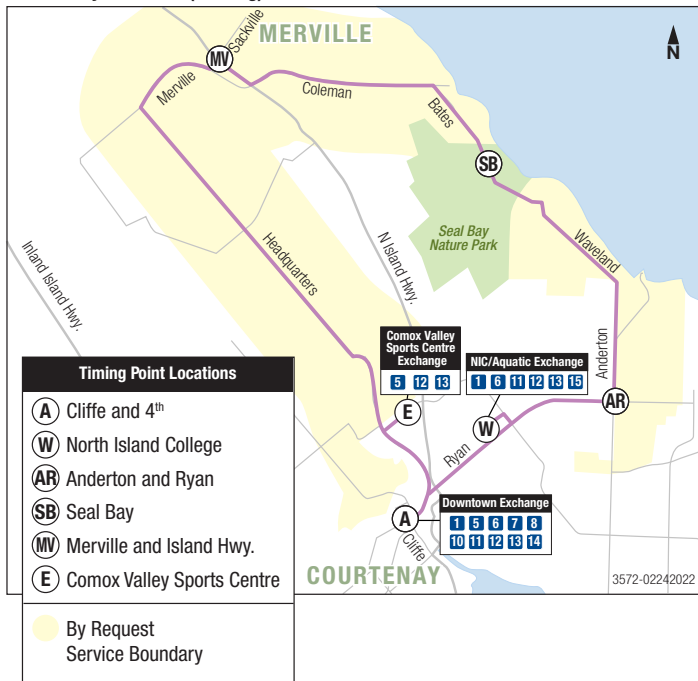
- More trips on Wednesdays and Fridays
- Service on other weekdays: Monday, Tuesday and Thursday
- Service on Saturdays
- Service on Sundays
- Other (please specify) _____

17. Why are these options most important to you?

On Request Service

On-request service is available on routes 13 Seal Bay/ Merville and 14 Union Bay downtown where the bus will deviate off the route to pick up and drop off passengers. The on request service boundaries are shown in the maps below. There are 3 round trips available on each route on Tuesdays and Thursdays.

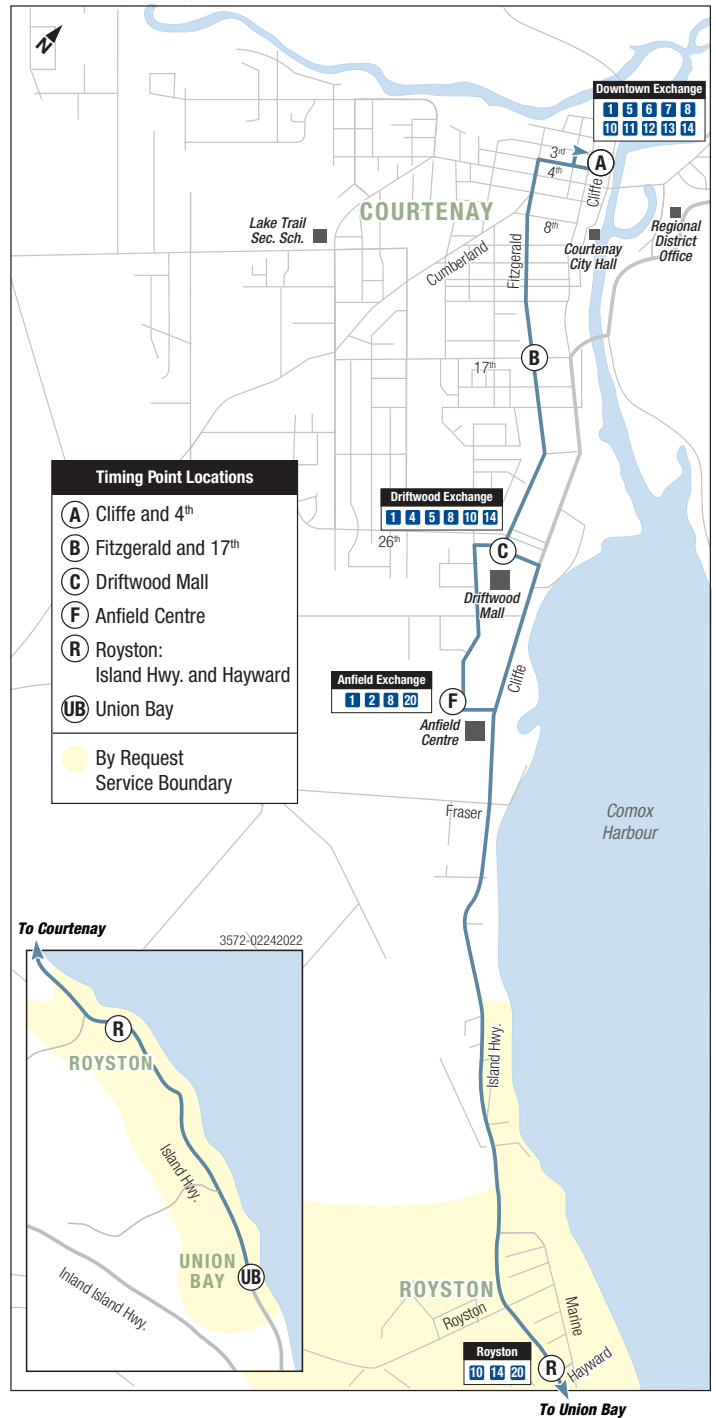
13 Seal Bay – Merville (Existing)



18. What prevents you from using routes 13/14 on request service more often? Choose all that apply.

- The times are too limited
- The days of service of too limited
- I don't understand how to use it
- Booking in advance is inconvenient
- I would prefer to book online through an app
- The service is area is too limited in the Seal Bay/Merville area
- The service area is too limited in the Union Bay area
- N/A
- Other (please specify) _____

14 Union Bay (Existing)



19. Do you have any other comments or suggested improvements for Seal Bay/Merville and Union Bay on request service?

Route 21 Cape Lazo/Point Holmes and 22 Huband Road/Seal Bay

Routes 21 and 22 operate on request only Monday through Friday during specified windows. The on request service boundaries are shown in the maps below.

*Please note: you may skip these questions if they do not affect you.

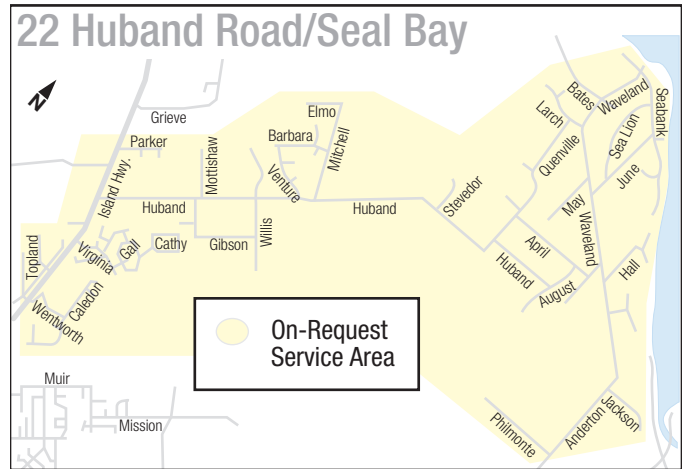
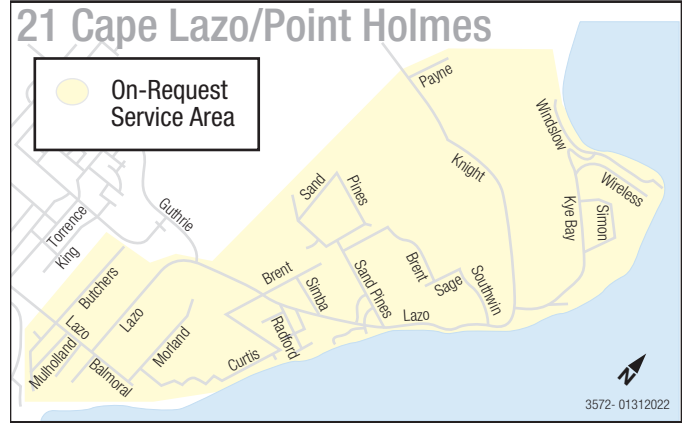
Monday through Friday

21 Cape Lazo/ Point Holmes

9:00–10:00 a.m.
1:00–2:00 p.m.
4:00–5:00 p.m.

22 Huband Road/ Seal Bay

8:00–9:00 a.m.
12:00–1:00 p.m.
4:00–5:00 p.m.



20. What prevents you from using routes 21/22 on request service more often? Choose all that apply.

- The times are too limited
- I don't understand how to use it
- Booking in advance is inconvenient
- I would prefer to book online through an app
- The service is area is too limited in the Cape Lazo/Point Holmes area
- The service area is too limited in Huband Road/Seal Bay area
- N/A
- Other (please specify) _____

21. Do you have any other comments or suggested improvements for Cape Lazo/Point Holmes and Huband Road/Seal Bay on request service?

Priorities

The list below details priorities for the Comox Valley Transit System. We have already gone through some of the priorities in the survey, and the other priorities are left over from the 2014 Transit Future Plan.

We want to know what is most important to you! Your feedback will help guide the order for making improvements.

22. Using the list below, please let us know which of the following are a high priority, medium priority and a low priority for you.

	High Priority	Medium Priority	Low Priority
Route 1 Anfield Centre/Comox Mall frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 2 Cumberland/Anfield Centre frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 3 Comox Local frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 6 Uplands frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 10 Fanny Bay frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 12 Oyster River/Downtown frequency improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service on statutory holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduce interregional service to the Regional District of Nanaimo	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Realigning routes 7 and 8, and introducing route 9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Realigning route 5 Vanier	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 11 Little River improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route 15 Comox Mall/Aquatic Centre improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routes 13/14 on request improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Routes 21/22 on request improvements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service to a new area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23. If service to a new area is a high or medium priority for you, please specify what area(s).

24. Is there anything missing from the list? Let us know here.

handyDART Priorities

handyDART service is available Monday to Friday 8 am – 4:30 pm, Saturdays 8:00 am – 6:30 pm and Sundays 8:00 am – 4:30 pm. There is no service on statutory holidays. We want to know what is important to you! Your feedback will help guide the order for making improvements to handyDART service.

25. Using the list below, please let us know which of the following are a high priority, medium priority.

	High Priority	Medium Priority	Low Priority
Service on statutory holidays	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expand weekday service at peak times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service starting earlier on weekdays and weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service ending later on weekdays and weekends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanding service area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

26. If expanding the handyDART service area is a high or medium priority for you, please let us know what area(s) you would like it to expand to.

27. Is there anything missing from the list? Let us know here.

Hornby and Denman Islands

Hornby and Denman Islands have had transit service in the summer with the support of Comox Valley Regional District and community organizations based on each island.

There is a possibility to provide BC Transit services on the islands in the future. We want your feedback on what service could look like!

28. What is your preference for service on Denman Island?

- More trips per day
- Earlier/later trips
- Summer only
- Year round

29. If your preference is for summer service, please let us know how long you would like the season to be (i.e. July and August, June-September, etc.).

30. What is your preference for service on Hornby Island?

- More trips per day
- Earlier/later trips
- Summer only
- Year round

31. If your preference is for summer service, please let us know how long you would like the season to be (i.e. July and August, June-September, etc.).

32. Is there anything else you would like us to know about transit on Hornby and Denman Islands?

33. Do you have any other comments about transit in the Comox Valley?

34. Do you feel that you had enough information to provide informed feedback?

- Yes
- No

If you selected no, let us know how we could improve.

About You!

35. Where do you live?

- Courtenay
- Comox
- Cumberland
- K'omoks First Nation
- CVRD Electoral Area A (Baynes Sound - Denman/Hornby Islands)
- CVRD Electoral Area B (Lazo North)
- CVRD Electoral Area C (Puntledge Black Creek)
- Campbell River
- SRD Electoral Area D (Oyster Bay - Buttle Lake)
- RDN Electoral Area H (Bowser, Deep Bay, Qualicum Bay)
- Qualicum Beach
- Parksville
- Nanaimo
- Other (please specify) _____

36. How often do you use transit?

- 5+ days per week
- 3-4 days per week
- 1-2 days per week
- A few times per month
- A few times per year
- I don't use transit

37. Prior to the COVID-19 pandemic (March 2020), how often did you use transit?

- 5+ days per week
- 3-4 days per week
- 1-2 days per week
- A few times per month
- A few times per year
- I don't use transit

38. If you don't use transit, what would encourage you to start using it?

39. If you do use transit, why do you use it? Select all that apply.

- Reduce driving-related expenses (gas, parking and insurance)
- Reduce the environmental impact of single-occupancy vehicles/sustainability reasons
- It's safer than other options
- Enjoy the "me time" (reading, browsing, listening to music)
- Reduce the stress that comes with driving
- Health reasons (opportunity to walk to the bus stop)
- I don't have other options
- Other (please specify) _____

40. If you do use transit, which routes do you currently use? Select all that apply.

- 1 Anfield Centre/Comox Mall
- 2 Cumberland/Anfield Centre
- 3 Comox Local
- 4 Driftwood Mall/Comox Mall
- 5 Vanier
- 6 Uplands
- 7 Arden
- 8 Anfield Centre/Downtown
- 10 Fanny Bay
- 11 Little River
- 12 Oyster River/Downtown
- 13 Seal Bay/Merville
- 14 Union Bay
- 15 Comox Mall/Aquatic Centre
- 20 Cumberland (via Royston)
- 21 Cape Lazo/Point Holmes
- 22 Huband Road/Seal Bay
- 99 VMP Connector

BC Transit is requesting some demographic information as part of this survey to apply Gender Based Analysis Plus (GBA+). GBA+ looks not only at gender, but also other intersecting identity factors such as age, race and disability to understand how different groups and individuals may experience policies, programs and initiatives. Collecting this information will help BC Transit make service decisions by considering multiple perspectives in transit planning.

41. Which age category do you fall into?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75+
- Prefer not to say

42. How do you identify?

- Woman
- Man
- Non-binary (including polygender, genderqueer, agender, bigender and others)
- Two-spirited
- Other cultural genders
- Not listed here _____
- Prefer not to say

43. Do you identify as an Indigenous Person, that is, a person who identifies with Aboriginal, First Nation (Status/Non-Status), Metis or Inuk (Inuit) cultural and/or ancestral background?

- Yes
- No
- Prefer not to say

44. Do you identify as a person with a disability?

- Yes
- No
- Unsure
- Prefer not to say

Examples of disabilities include, but are not limited to:

- *Mental health disability: Psychiatric disorders such as major depressive disorder, anxiety disorders, schizophrenia, bipolar disorder, post-traumatic stress disorder, substance addiction.*
- *Physical Disability: Paraplegia, multiple sclerosis, cancer, epilepsy, diabetes.*
- *Sensory Disability: Hearing loss, vision loss.*
- *Neurodevelopmental: Autism Spectrum Disorder, ADHD, Intellectual disability.*
- *Learning disorder: Dyslexia.*

45. In addition to, or other than your gender identity and/or identifying as an Indigenous Person and/or identifying as a person with a disability, do you identify as belonging to ADDITIONAL equity-seeking groups?

Equity-seeking groups are communities that face significant collective challenges in participating in society. This marginalization could be created by attitudinal, historic, social and environmental barriers based on age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation and transgender status, etc.

- Yes
- No

If yes, Please check all that apply:

- I am a person of colour or racialized person.

BC Transit’s definition of persons of colour includes individuals of African, Asian, Latin American, Middle Eastern and mixed-racial descent (who belong to more than one ethnic or racial group, including one of the aforementioned groups) and corresponds with the Government of Canada’s “visible minority” designation. [1]

- I am a deaf person, person with disabilities and/or a person living with mental illness.

Deaf persons include individuals who are culturally-Deaf, deaf, or have hearing loss, as well as those who identify as hard-of-hearing, oral-deaf, deaf-blind or late-deafened. Persons with disabilities and persons living with mental illness include individuals with physical, psycho-social or learning disabilities that may be long-term, temporary or fluctuating and may or may not be apparent. [2]

- My gender identity or gender expression differs from my sex assigned at birth.

- I identify as a member of the LGBTQ*2S community.

This refers to individuals who self-identify as lesbian, gay, bisexual, queer, intersex, asexual, pansexual or two-spirited.

- I prefer not to answer

46. Please include any other comments:



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