

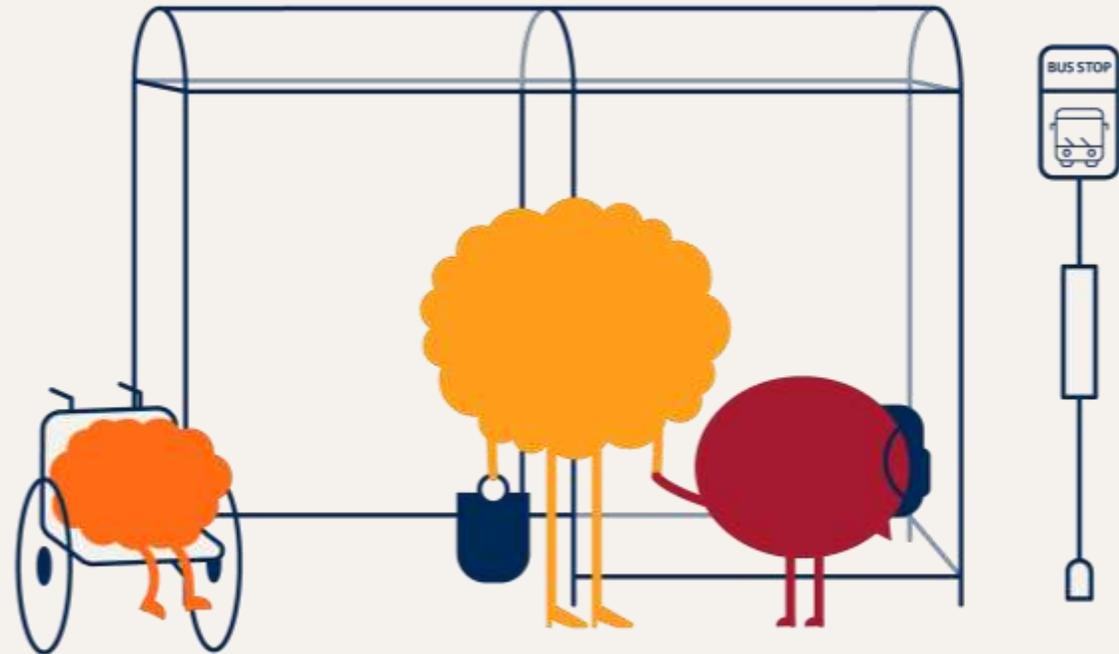
# Regina Transit Master Plan Recommendations

September 2021



# Topics

1. Transit Routes & Services
2. Door-to-Door  
*(Formerly Paratransit)*
3. Customer Experiences
4. Fares & Trip Planning



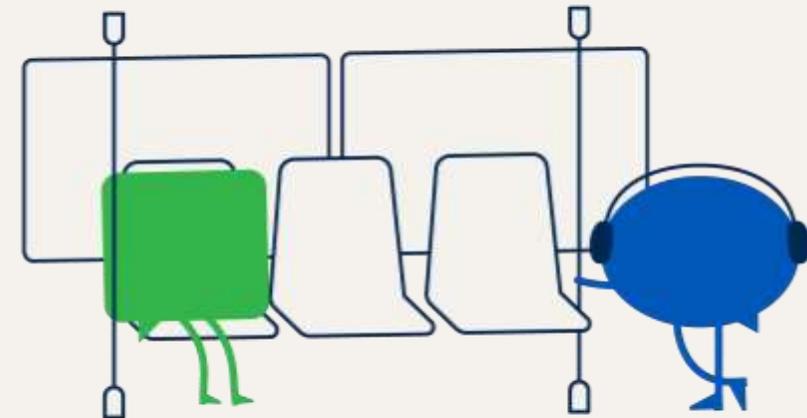
# Transit Routes & Services

# Transit Routes & Services

A key element of the Regina Transit Master Plan is the ***conceptual*** transit network. This network proposes changes to route alignments and service levels across the City. Your input will inform this guiding document; any specific service changes will be made following subsequent community consultation.

The proposed network is based on key themes that were learned during the first round of engagement, in early 2021:

- Services don't run often enough
- Services don't run late or early enough
- Journey times are too slow
- Downtown access and stop location is important, but more services should provide travel options that don't require travelling downtown.



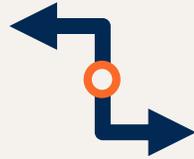
# Service Types

**Main**



- High frequency
- Core of network

**Local**



- Fill gaps between Main routes
- Connects local destinations

**On Demand**



- Serves low-density and emerging areas
- Connects to Main and Local routes

**Door-to-Door**



- Renamed Paratransit services
- Available to eligible riders with barriers to mobility

**School**



- Dedicated or modified services that operate directly to or from high schools at relevant times



# Proposed Network

- Transit Hub
- Neighbourhood Hub
- Shopping Centre
- Elementary School
- Secondary School
- Post Secondary School
- Railway

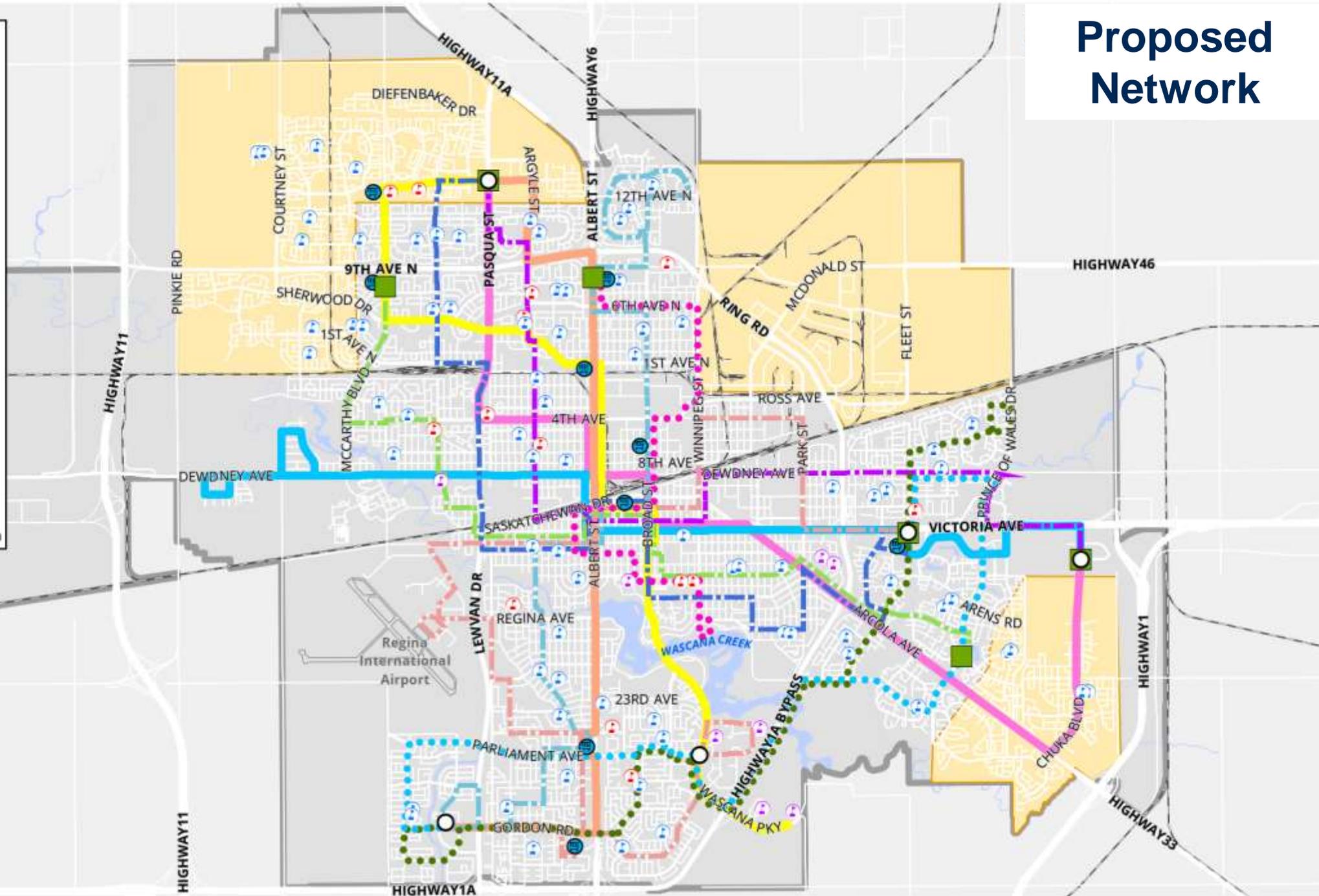
**Proposed Local Route**

- A
- B
- C
- D
- E
- F
- G
- H

**Proposed Main Route**

- 1
- 2
- 3
- 4

■ Proposed On Demand Transit Area



HIGHWAY1

HIGHWAY1A

HIGHWAY11

HIGHWAY6

HIGHWAY46

HIGHWAY1

HIGHWAY33

# Main Routes



- High frequency core of the network
- Direct routes on main corridors
- Link key destinations
- Operate more hours than today
- Basis of future Bus Rapid Transit network

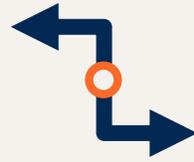
Proposed Routes	
Albert	Dewdney/Victoria
Pasqua/Arcola	Sherwood/University

## Proposed Frequencies

Weekday Peak Time	Weekday Daytime	Weekday Evening	Saturday	Sunday & Holiday
10 minutes	15 minutes	30 minutes	15 minutes	15 minutes



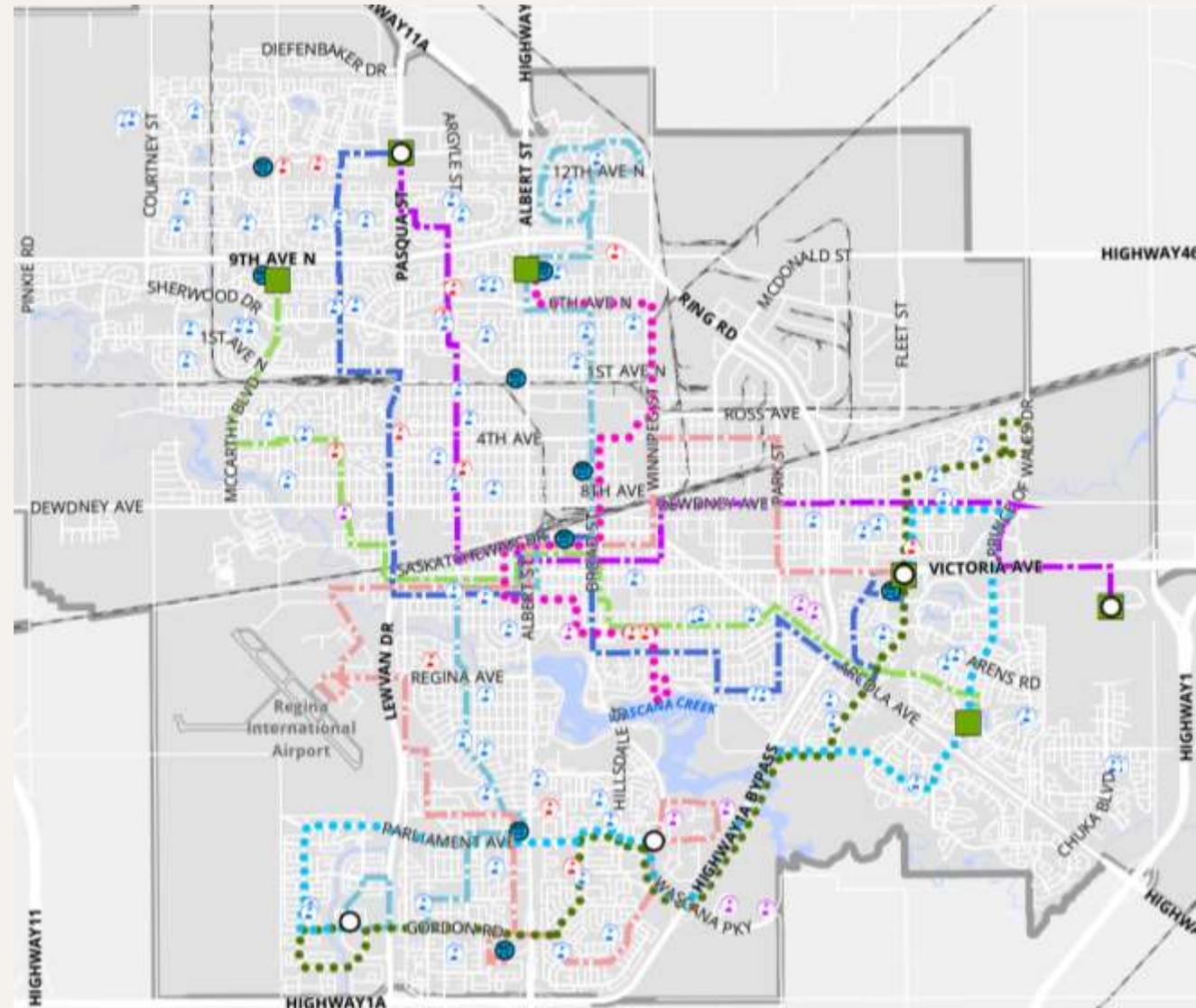
# Local Routes



- Fill gaps between Main network
- Connect to local destinations
- Connect to Main services
- Connect neighbourhoods with east-west routes without travelling downtown
- Operate more hours than today

## Proposed Frequencies

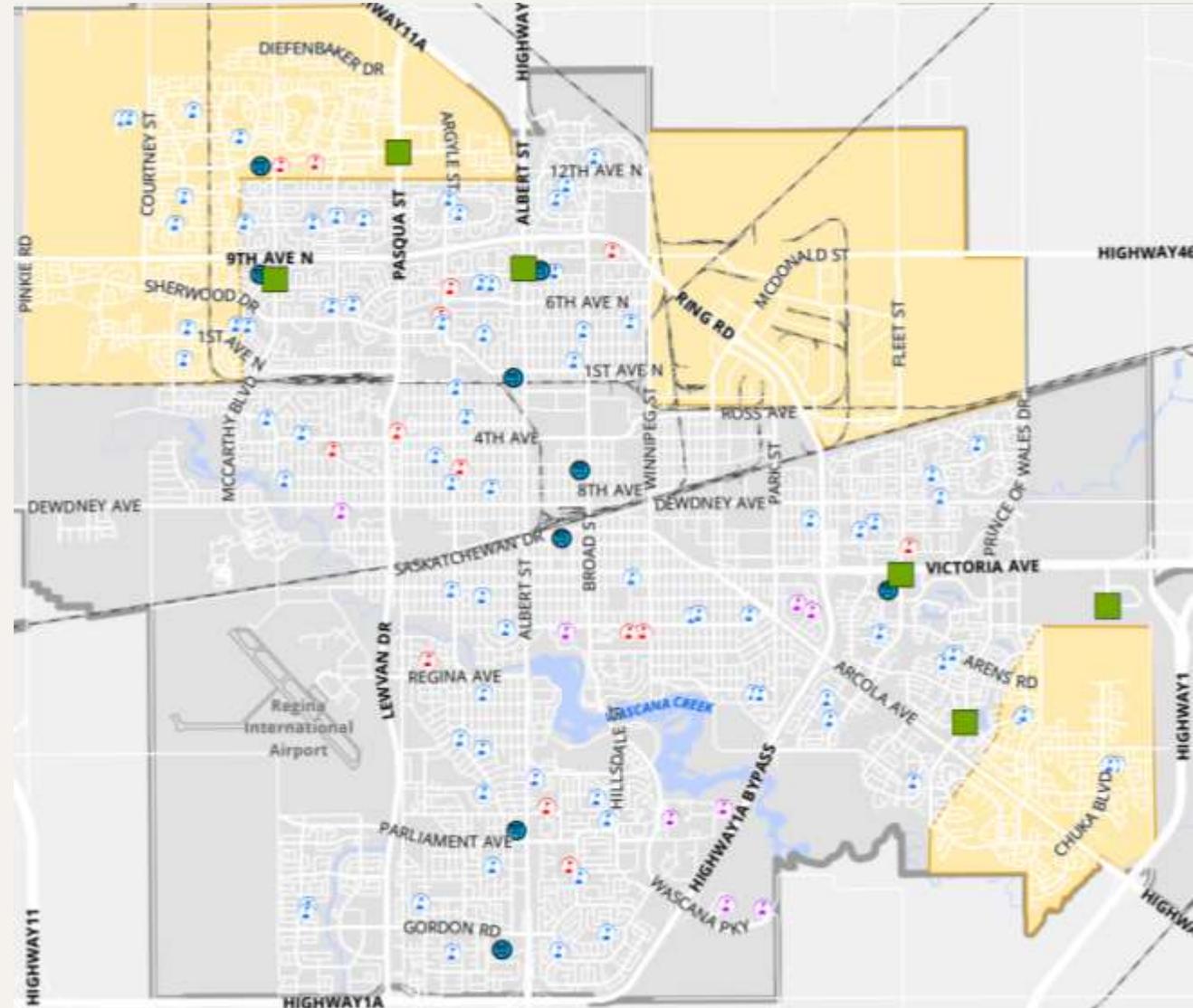
Weekday Peak Time	Weekday Daytime	Weekday Evening	Saturday	Sunday & Holiday
<b>Most Routes</b>				
20 minutes	30 minutes	60 minutes	30 minutes	30 minutes
<b>East-West (University) Routes</b>				
15 minutes	20 minutes	60 minutes	30 minutes	30 minutes



# On Demand



- Serves lower-density and emerging ridership areas all day
  - May serve other areas at low-demand times
- Allows you to request the service using an app or by calling Regina Transit
- Takes you to a neighbourhood hub, or other bus stops within the area
- Helps you take longer journeys by connecting with Main or Local routes
- May replace Door-to-Door (Paratransit) for some journeys



## Door-to-Door (Paratransit)

- Bookable service for eligible riders who cannot use other transit services when experiencing a barrier to mobility
- Provide door-to-door service anywhere within the City of Regina
- Trips may be shared with other riders, including on demand passengers
- Depending on rider ability and destination, some journeys may include Door-to-Door and a transfer with a Main service
- Available at all times when other transit services are operating



# School Services

- Limited trips that operate at high school start and end times only
- Dedicated or modified Local services that operate directly to or from high schools
  - Dedicated services operate a unique route and are available to riders travelling from destination schools only
  - Modified Local services operate a regular Local route, with a deviation or extension to provide direct access to schools, and are available to all
- Some riders may need to transfer from other services to access the School Service appropriate to their high school

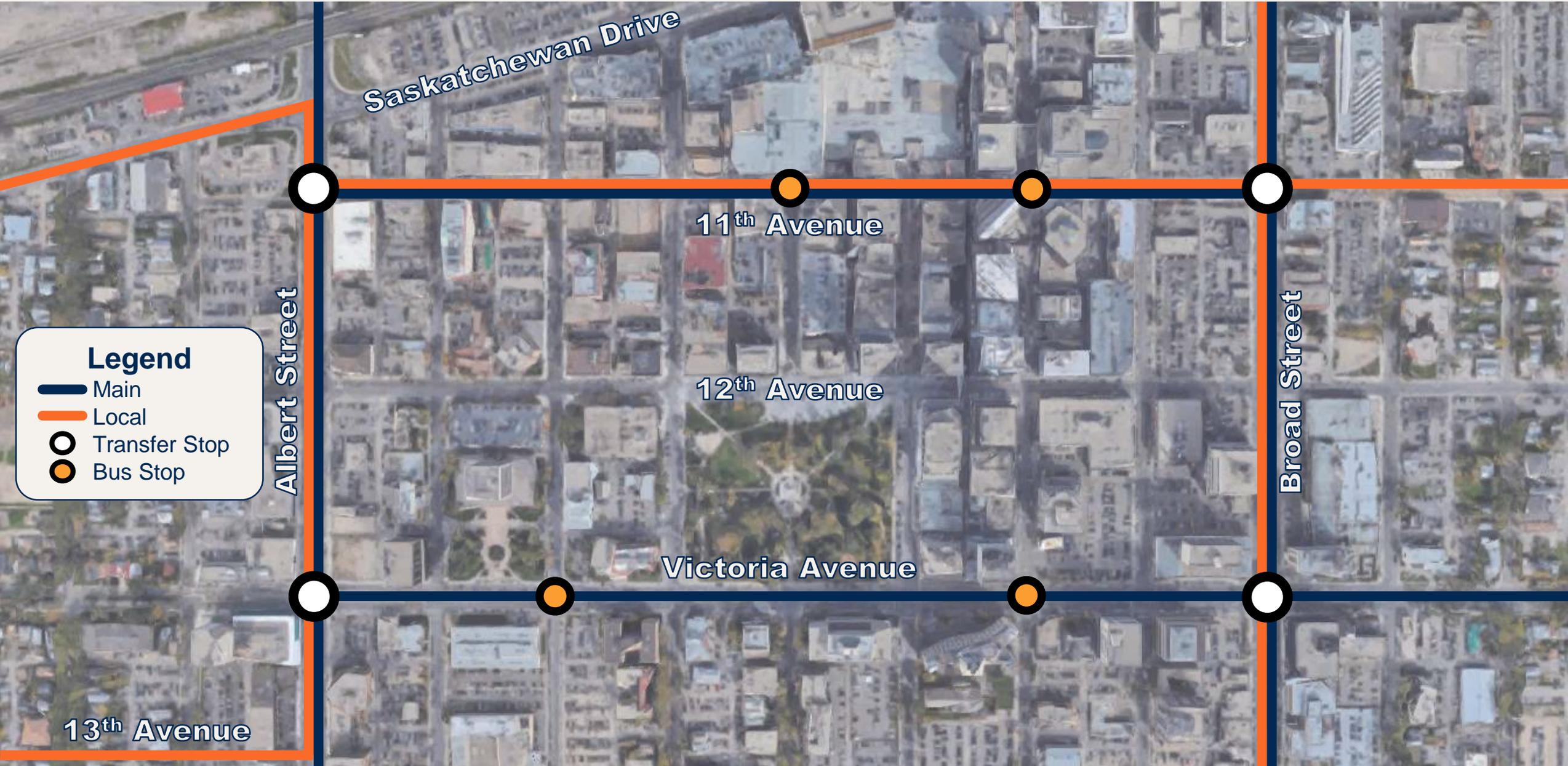


# Proposed Downtown Network

- Keeps buses moving and reduce wait times in downtown
  - Buses will not sit for extended periods at any stops
- Locates Main routes on direct corridors outside the centre of downtown
  - Albert Street, Broad Street and Victoria Avenue
  - High frequency enables convenient transfers to 11<sup>th</sup> Avenue services, providing access to Cornwall Centre
- Enables transfers at multiple locations, with a higher frequency of service
  - Shelter and access improvements prioritized at key intersections between Main and Local services
- Local services travel along 11th Avenue
  - High quality bus stop on 11<sup>th</sup> Avenue near Cornwall Centre
  - Less buses use 11<sup>th</sup> Avenue than today
  - Prioritize changes to 11<sup>th</sup> Avenue / Albert Street intersection to allow direct routing of buses on 11<sup>th</sup> Avenue from Broad Street



# Proposed Downtown Network



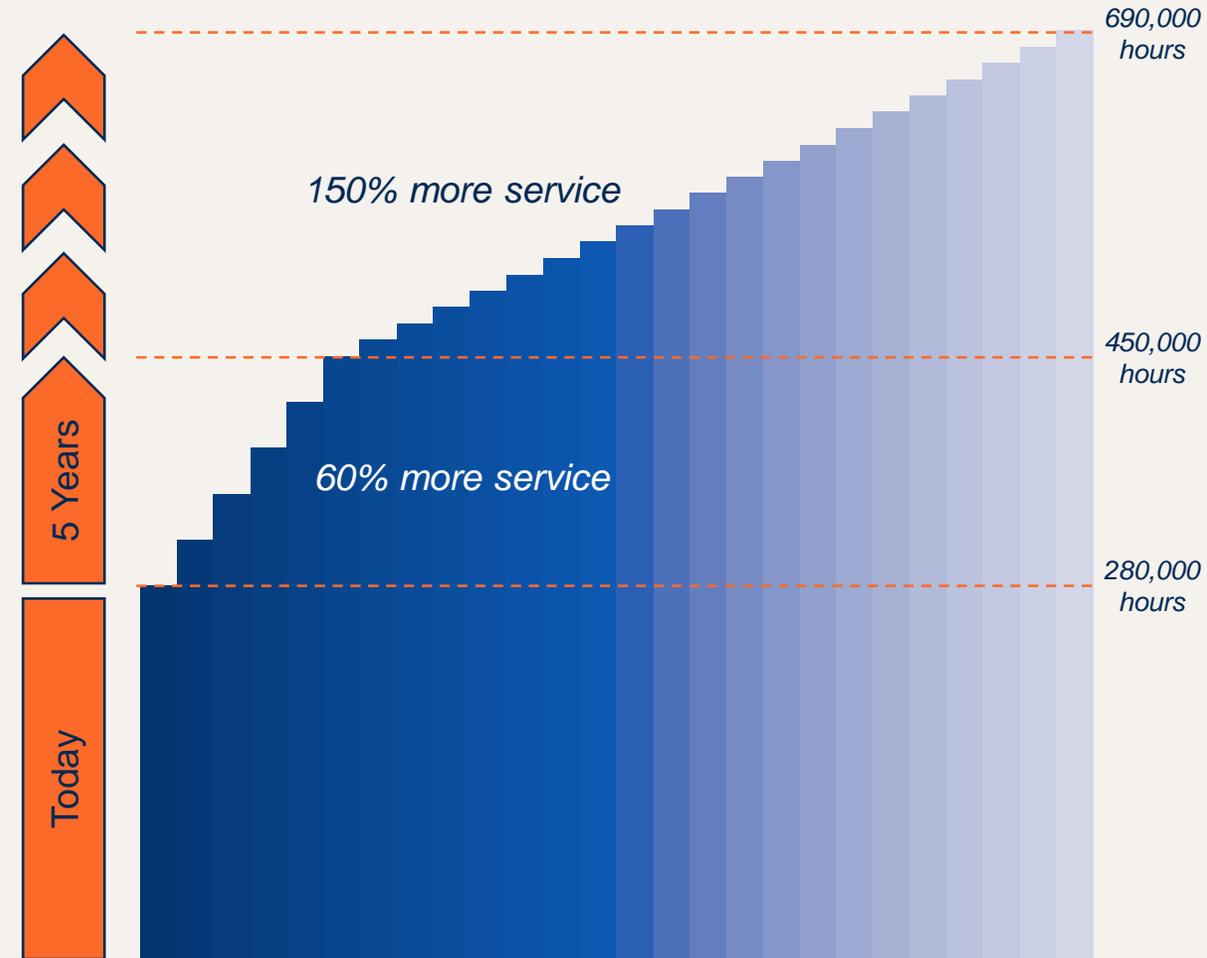
# Amount of Service

## Proposed Changes:

- Improved frequencies, expanded operating hours and days with service
- 60% increase in service within 5 years
  - From 280,000 hrs to 450,000 hrs per year
  - Reflects Regina's growth, aligns with similar cities
- 150% increase in service over 25 years
  - Up to 690,000 hours
  - Accommodates population growth, increased rides

## Recommendations:

- Implement proposed network structure, routes and service levels
- Review service plan annually to adjust based on City and ridership growth



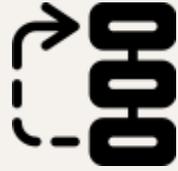
## Long-Term Network (10-25 Years)

Building on the proposed transit network, the Long-Term Network proposes further service improvements across the City:

- Implementation of transit priority measures and stop upgrades to transform Main services into a Bus Rapid Transit (BRT) system
- Extension of some Main and Local routes into new areas as Regina grows
  - Adjustments to On Demand service areas to reflect these changes
  - Potential service to Emerald Park and White City
- Realignment of some routes to shorten travel times and take advantage of pedestrian and cycle network improvements
- Improved service frequency on all services
  - Increase in hours per capita to 2, in line with larger cities today



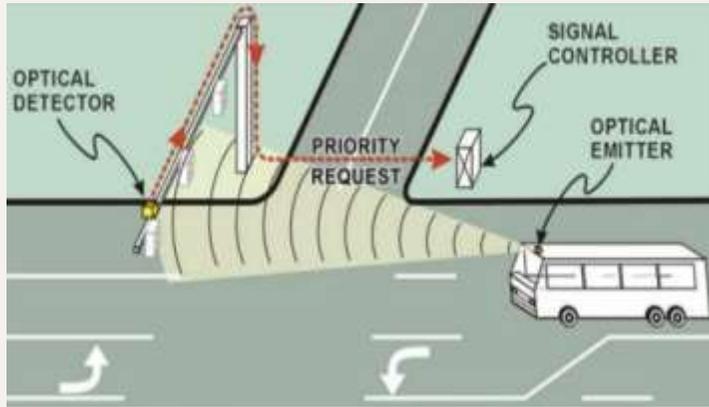
# Bus Rapid Transit & Priority



Bus Rapid Transit (BRT) is an enhanced bus service that allows buses to operate in dedicated travel lanes to bypass traffic in congested corridors. As Regina grows, BRT should operate on Main routes, and at select locations on the Local network.

BRT can also operate in mixed traffic scenarios with the use of less-intensive traffic management tools. Traffic signal priority is a tool used at intersections to allow buses to get a head start to regular traffic. This tool is used in conjunction with queue jump lanes, which are short dedicated lanes that allow buses to enter traffic flow in a priority position.

These priority measures allow buses to operate more reliably, reducing journey times for transit riders.



# Long-Term Network

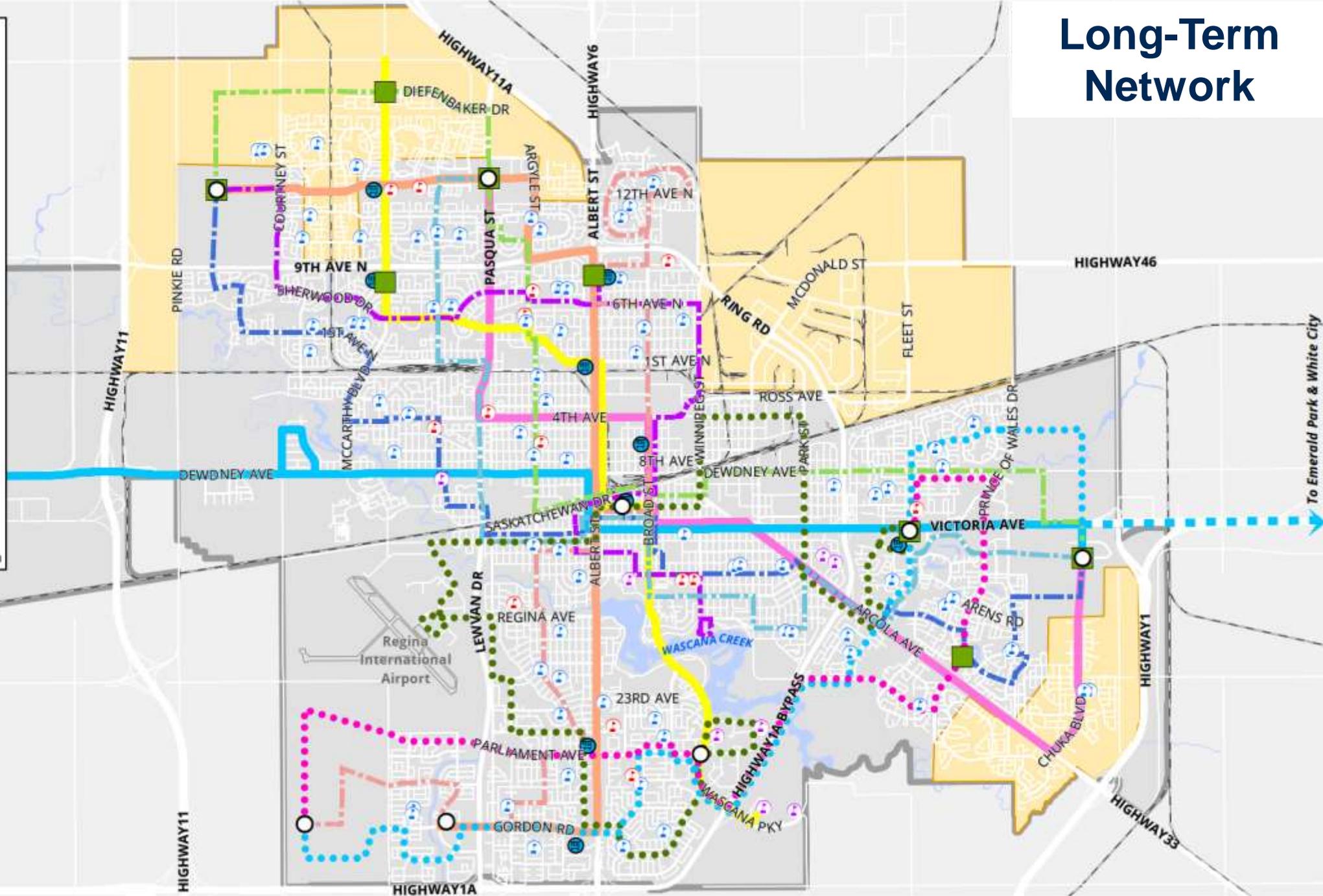
- Transit Hub
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**Proposed Local Route**

- A
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- H

**Proposed Main Route**

- 1
- 2
- 3
- 4
- 4 (Potential Extension)
- Proposed On Demand Transit Area



HIGHWAY1

HIGHWAY1A

HIGHWAY1

HIGHWAY46

To Emerald Park & White City

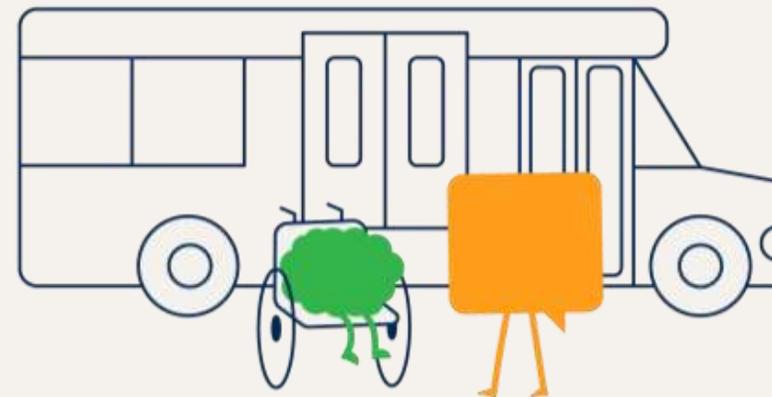
# Door-to-Door

(Paratransit)

# Door-to-Door Services

The goal of the Transit Plan for Door-to-Door (previously Paratransit) service is to expand mobility options for eligible transit riders. The recommendations are based on what we heard from our previous round of engagement, including:

- Concern about service hours
- Desire for increased trip options
- Desire for more options for pick-up times
- Difficulty using the booking system



We are recommending scheduling upgrades to integrate with On Demand service, which will allow for more spontaneous trips. Along with expanded service hours and expanding integrated trip scheduling, riders will have more opportunities to travel.

Integrated trips, which involve transferring to from Door-to-Door services to Main or Local services for a portion of their trip, will be prioritized for riders with the ability to use the conventional transit network. This approach will provide more options for eligible riders, and allow us to provide more Door-to-Door trips.

# Door-to-Door Eligibility and Registration

Eligibility assessments and reassessments help ensure that all riders receive the correct level of service that they need to access transit. Over time, a rider's abilities, or the accessibility features of Main and Local services may change. Reassessment allows us to adjust to the correct level of service for each rider's needs, in line with these changes. In making these adjustments, we are able to provide service fairly and equitably across the community.

External evaluators who are medical professionals can provide high levels of objectivity, ensuring all applicants are assessed consistently. Based on the initial evaluation, and what kind of eligibility is offered, a reassessment time will be set that suits each registrant's situation.

## Recommendations:

- Update the eligibility and registration process to include a third party assessment by qualified medically trained staff
- Conduct reassessments at a time interval suitable for each registrant's situation at the time of the previous assessment

# Integrated Services



Travel Training can provide the necessary education and support for specialized transit riders to safely and comfortably use Main and Local transit services. Using these services offers riders more options and flexibility than can be provided by the Door-to-Door system alone.

There is currently a highly successful travel training (teaching people how to use Regina Transit) program in place that supports Paratransit riders to independently use conventional transit. The expansion of this program would allow those, who are able, to use Main or Local services for a portion of their trip. In doing so, these riders would have access to more trip options, particularly at short notice. This would also reduce the time required per trip, resulting in more Door-to-Door service being made available to riders who need it most.



## Recommendations:

- Expand Travel Training program to empower riders to use other transit services within their abilities
- Introduce integrated trips, where eligible riders take Door-to-Door and Main or Local services to complete their trips

## Service Hours and Technology



Increasing service hours to match what is offered on Main and Local services, and removing the policy of hourly trip pick-up times, will provide more flexibility for registered Door-to-Door riders.

More sophisticated scheduling software will be required to allow for more spontaneous trips and variable pickup times. It will also support integrated trips, where riders use Main and Local services in conjunction with Door-to-Door and On Demand services for a single journey.

Operationally, this system would facilitate a single “Demand Responsive” pool of drivers and vehicles operating both Door-to-Door and On Demand.

### Recommendations:

- Expand Door-to-Door service hours, and customer service call centre hours to be the same as all other transit service
- Upgrade or replace existing specialized transit scheduling software to enable integrated trips
- Combine On Demand and Door-to-Door operations as one Demand Responsive operation

# Customer Experiences

# Customer Experiences

To attract more people to take transit, Regina Transit must continually improve many aspects of the transit experience. The recommendations are based on what we heard from the previous round of engagement, including:

- An interest in renewable energy, and other new technologies for buses
- The need for stops to better connect to safe pedestrian and cycling networks
- Desires for a more comfortable environment while you wait for your bus
- The need for better connections between different bus routes, outside of downtown
- Problems with snow and ice limiting safe access to stops in winter

# Renewable Transit Fleet

Regina is committed to becoming *Canada's most vibrant, inclusive, attractive, sustainable community where people live in harmony and thrive in opportunity<sup>1</sup> and a*

**100% Renewable city by 2050<sup>2</sup>**

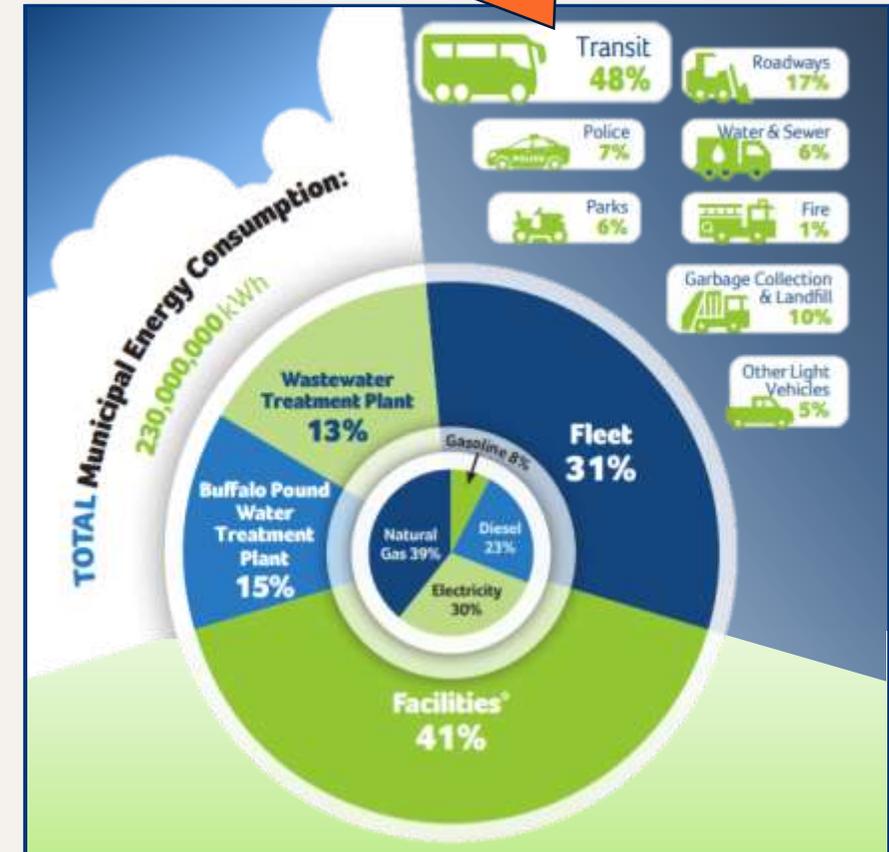
## What does a **renewable city** mean?

That Regina's annual energy consumption is equal to or less than the amount of renewable energy generated or sourced in alternative to non-renewable energy sources.

<sup>1</sup> Design Regina: Official Community Plan, 2013

<sup>2</sup> Regina City Council, 2018

Transit consumes almost half of Regina's municipal fleet energy



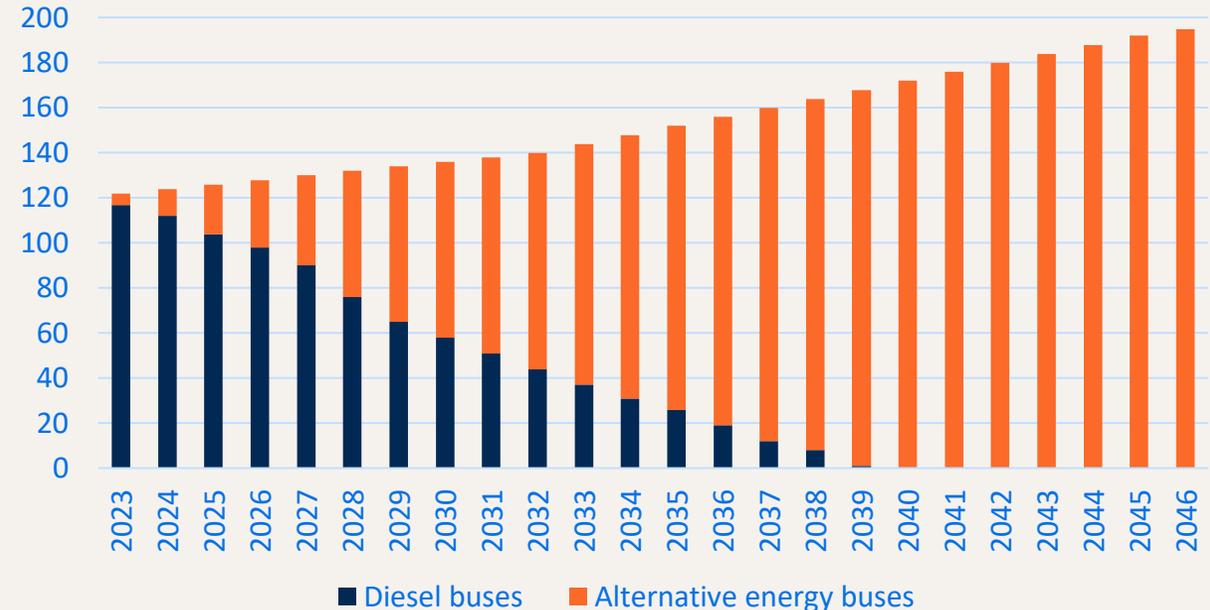
# A Renewable Technology Fleet

- Alternative technologies have slightly different characteristics than traditional diesel buses, including shorter ranges and different requirements for recharging/refueling
- To shift to an alternative energy fleet, Regina may have to install new fueling infrastructure and implement new operations processes

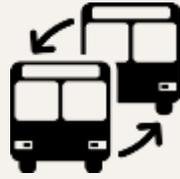
## Recommendations:

- Select an alternative energy technology within 12 months to guide fleet growth and planning and procurement
- Adopt selected alternative energy for all replacement and growth bus purchases from 2024 onwards

Fleet Composition to 2046



# Transit Hubs



Transit hubs are the major destinations of the transit system, and are intended to:

- Connect all service types, with dedicated spaces for Door-to-Door vehicles and riders
- Have good access, and be located close to major destinations, like shopping centres and the university
- Feature large, well-lit, and heated shelters for passengers
  - May include comfort facilities for Transit staff
- Provide passenger information and ticketing options
- Be introduced as services increase and in consultation with relevant stakeholders
  - Detailed design will be undertaken prior to implementation



*An example in Kitchener, Ontario*

# Neighbourhood Hubs



Neighbourhood hubs are the neighbourhood destinations of the transit system, and are intended to:

- Connect all service types, with dedicated spaces for Door-to-Door vehicles and riders
- Have good access, and be located close to neighbourhood destinations, like leisure centres
- Feature well-lit, and heated shelters for passengers
- Provide passenger information
- Be introduced as services increase and in consultation with relevant stakeholders
  - Detailed design will be undertaken prior to implementation



*An example in Toronto, Ontario*

# Stop Connectivity & New Neighbourhoods



Almost all transit riders use path and sidewalk networks to access bus stops at each end of their trip. The connectivity and quality of these networks is extremely important to the success of transit service in any community. In both existing and new neighbourhoods, path connectivity and quality should be prioritized in all stages of planning and development.

## Recommendations:

- An audit of path connectivity should be undertaken for all bus stops, prioritized by ridership
- All subdivision plans should be approved by Transit, with roads designated for future bus routes communicated to purchasers
- All road projects (new or upgrades) should prioritize safe and convenient access to transit stops



# Transit in a Winter City



Snow and icy conditions in winter can result in mobility issues for residents. Regina has a Winter City Strategy, and a Winter Maintenance Policy. Both of these aim to make it easier for residents to move around the city during the winter months. Building on these initiatives, it is proposed that the following steps be taken to further improve the winter transit experience over the 25-year life of the plan:

## Recommendations:

- All Main and Local routes should be prioritized for on road clearing more often than today
- Transit Hubs, Neighbourhood Hubs, and high ridership stops should be prioritized for sidewalk clearing, including paths leading to and from these stops
- Transit should work to support the implementation of the Winter City Strategy recommendations:
  - More heated shelters
  - Increased services on weekends



# Fares & Trip Planning

# Fares & Trip Planning

Developing different fare and trip planning options can improve the rider experience and encourage new riders to take transit. These recommendations are based on what we heard from our previous round of engagement, including:

- A desire for more convenient technology options for purchasing fares
- Support for live bus tracking (TransitLive)
- Interest in reduced transit fares for youth
- A need for better signage at bus stops, including schedules



# Fare System



Regina Transit's current fare system requires riders to understand several different products, and predict their travel behaviour in order to purchase the cheapest ticket.

Newer technology exists that can facilitate a simpler fare system with fewer products and more automation. It is recommended that new fare system be implemented with the following features:

- **Automatic fare capping:** by tracking your purchases, the system would automatically stop charging you at the price of a daily or monthly pass
- **Reduced fare options:** fares using the new system would be cheaper than cash fares bought onboard
- **Regional options:** the system could allow riders to use the same account, cards and systems as other transit systems in Saskatchewan



# Buying Fares



Current options for buying transit fares are limited, requiring riders to purchase and load an R-Card in advance, or provide exact change onboard the bus. By providing better options, transit will be easier to use and more accessible.

It is recommended that Regina Transit investigate several new ways to buy fares:

- **Mobile ticketing:** riders buy and validate tickets using a mobile smartphone app
- **Contactless payment:** riders pay for their rides by tapping a contactless debit card, credit card, or smartphone onto a reader onboard the bus
- **Self-serve ticket machines:** located at transit hubs, these machines would allow riders to buy paper tickets using a variety of payment methods before boarding the bus



# Trip Planning



Prior to taking transit, passengers need reliable information and resources to plan their trip. Regina Transit has a number of trip planning tools, including TransitLive, The Regina Transit website, the Transit Information Centre, and the Regina Transit RIDELine.

While the existing methods are useful to some riders, technology and some traditional methods will allow transit to be accessible to more people. It is recommended that Regina Transit investigate the following trip planning tools:

- Digital bus stop information, including timetables, live times, and route information for services at hubs and busier transit stops
- Implementation of a trip planning app that allows for seamless On Demand, Door-to-Door and integrated service trip booking, as well as fare purchase



## Youth and Student Fares

Sustainable travel behaviours are best established at a young age. Experience in other Canadian transit systems has shown that, when encouraged during childhood, riding transit can become a lifelong behaviour. In order to facilitate this, training on how to use transit and lower fares could be offered to people attending high school in Regina.

In general, young people also have fewer options to get around the City, so having greater access to transit can provide them with more opportunities to learn, work and play in Regina. Other transit systems in Canada offer free transit to all individuals 12 and under, reducing the financial burden on families and supporting the independence of young people.

### **Recommendations:**

- Free transit for children up to and including 12 years of age
- Lower transit fares for youth attending high school in Regina