

An Audit of BC Transit’s Ridership Growth since the launch of the 2008 Provincial Transit Plan – contained within Summary Report: Results of Completed Projects and Other Matters

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Comments

A refresh is planned for the Provincial Transit Plan and the recommendations provided by the OAG are seen to assist this endeavour.

Outstanding Recommendations

RECOMMENDATIONS AND SUMMARY OF PROGRESS	SELF-ASSESSED STATUS
<p>Recommendation 1: BC Transit and the Ministry of Transportation and Infrastructure revisit the growth strategy, targets and timelines that support achievement of the long-term goals set in the Provincial Transit Plan.</p> <p>Actions taken, results and/or actions planned</p> <p>BC Transit’s 3-year Service Plan Key Performance Indicators have been modified and enhanced for the 2014/15-2016/17 period. The Minister of Transportation and Infrastructure has publically communicated the need to refresh the Provincial Transit Plan; this refresh is underway.</p> <p>BC Transit continues to work with Local Government partners to develop and confirm long term expansion plans through the BC Transit Transit Improvement Program. The program seeks commitment from local government which thereby allows BC Transit to proceed with securing sufficient funding within the Provincial Budget. This includes the allocation process and results of expansion priorities from Transit Future Plans, other Service Plans, local initiatives as well as major capital initiatives necessary for the development of the transit system.</p>	<p>Partially implemented</p>
<p>Recommendation 2: The Ministry of Transportation and Infrastructure clarify the annual and long-term results it expects BC Transit to achieve under the Provincial Transit Plan.</p> <p>Actions taken, results and/or actions planned</p> <p>The Minister of Transportation and Infrastructure has publically communicated the need to refresh the Provincial Transit Plan; this refresh is underway.</p> <p>BC Transit’s 3-year Service Plan Key Performance Indicators have been modified and enhanced for the 2014/15-2016/17 period. The 2014/15 Government Letter of Expectations (GLE) has been adjusted to recognize the need to collaborate with Local Government partners to achieve the goals and objectives outlined in the Provincial Transit Plan.</p>	<p>Partially implemented</p>

All information has been provided by the organization and has not been audited.

Outstanding Recommendations (Continued)

Recommendation 3: The Ministry of Transportation and Infrastructure develop a performance measurement framework with which to monitor transit effectiveness relative to the Provincial Transit Plan’s goals. **Fully or substantially implemented**

Actions taken, results and/or actions planned

MOTI monitors progress against PTP targets, this monitoring includes results achieved by BC Transit in support of PTP goals. In support of performance measurement BC Transit has implemented an improved performance reporting structure that monitors individual system effectiveness, efficiency and system growth.

The Minister of Transportation and Infrastructure has publically communicated the need to refresh the Provincial Transit Plan; this refresh is underway. The updated plan will consider a performance measurement framework in which to monitor progress.

Recommendation 4: BC Transit improve and document its analysis and evaluation of the effectiveness of the initiatives implemented to achieve ridership growth. **Fully or substantially implemented**

Actions taken, results and/or actions planned

BC Transit has implemented an improved performance reporting structure that monitors individual system effectiveness, efficiency and system growth. This enables evidence-based decision making and ensures system enhancements target areas that will have the most value. These performance reports are shared with Local Government partners and are used when developing future service plans and budgets.

Recommendation 5: BC Transit correct weaknesses in its ridership data to ensure the quality of the data is adequate for the uses intended. **Partially implemented**

Actions taken, results and/or actions planned:

BC Transit has undertake a ridership review and continues to monitor the various methods to collect and report on ridership. A more formal process has been developed to collect data through the GFI farebox program and a review of the existing APC program is underway as part of a larger corporate strategy to implement AVL technology (Automatic Vehicle Location) throughout the fleet. The process of improving ridership data is also being discussed with local government to ensure alignment with their expectations and affordability.

All information has been provided by the organization and has not been audited.