

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
REGULAR MEETING**

**BVRTSC CUSTOMER SERVICE CENTRE – IAN MACKIE BOARD ROOM
(221 BEAVER ST. BANFF)**

AGENDA

April 08, 2015: 2:00pm – 4:00pm

1. Call to Order
2. Approval of the Agenda
3. Approval of the March 11, 2015 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) General Manager/ CAO's Monthly Report 2014 (verbal)
 - b) Bring Forward List of Pending Items (attached)
 - c) Transit Service Monthly Statistics (attached)
 - d) Report 2015-07 Regional Bike Rack Installation Options
 - e) Report 2015-08 June 2014 Tunnel Mountain Campground Ridership Stats
5. New Business
 - a) YPM Auditor's Report Presentation (To be addressed before 'Old Business')
 - b) Report 2015-09 Adjusting Regional Routing in Banff to Include Industrial Area
 - c) GM/CAO Recruitment Update
6. Adjournment

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
REGULAR MEETING**

**BVRTSC CUSTOMER SERVICE CENTRE – IAN MACKIE BOARD ROOM
(221 BEAVER ST. BANFF)**

MINUTES

March 11, 2015: 2:00pm – 4:00pm

BOARD MEMBERS PRESENT

Sean Krausert, Town of Canmore – Chair
Davina Bernard, ID#9
Grant Canning, Town of Banff
Dave Schebek, ID #9
Stavros Karlos, Town of Banff – Vice Chair
Joanna McCallum, Town of Canmore

BOARD MEMBERS ABSENT

BOARD ADMINISTRATION PRESENT

Steve Nelson, Acting GM, Manager of Operations / Meeting Recorder

ADMINISTRATION PRESENT

Adrian Field, Manager of Engineering, Town of Banff
Jacob Johnson, Acting Manager of Engineering, Town of Canmore
Alex Kolesch, Parks Canada
Ethan Gorner, ID#9

ADMINISTRATION ABSENT

1. Call to Order

Sean Krausert calls the meeting to order at 2:04 PM

2. Sean Krausert moves to approve the meeting agenda moves approval of the agenda

BVRTSC15-015 Sean Krausert moves approval of the agenda as presented.

CARRIED UNANIMOUSLY

3. Approval of the February 11, 2015 Regular Meeting Minutes (attached)

BVRTSC15-016 Sean Krausert moves approval of the February 11, 2015 regular meeting minutes as circulated.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a. General Manager/ CAO's Monthly Report 2014 (verbal)

Administration asked whether there is desire to continue or even expand free service at Tunnel Mountain Campground from July to September. Board suggested that a report come back to the Commission in April with details re impact of free transit at the campground in June 2014.

- b. Bring Forward List of Pending Items (attached)

- c. Transit Service Monthly Statistics (attached)

Chair asked if all the statistics are helpful. The Commission agreed that all of the 2013 statistics could be kept the charts but remove the 2013 tables. On an editorial note, adjustments need to be made re new 2015 stats . . . adjust the Banff Local Ridership Running Total difference, budget 2015 column update, change headings to 2014-2015 for running total comparisons.

- d. HarGroup revised proposal regarding increased regional service motion BVRTSC14-129

BVRTSC15-017 Stavros Karlos moves to direct BVRTSC Administration to proceed with HarGroup proposal, and funded by a 50/50 cost split between Canmore and Banff.

CARRIED UNANIMOUSLY

Discussion – As this relates to the Canmore-Banff Regional Service, Banff's \$3,000 contribution could come from Banff's reserve while Canmore Administration advised that Canmore's contribution of \$3,000 is available from one of Canmore's approved budget lines.

BVRTSC15-018 Stavros Karlos moves to double the frequency of the regional transit service starting June through to September long weekend.

**DEFEATED
(Stavros Karlos in Support)**

- e. Bunt Engineering Study re. Lake Louise Service update (for discussion).

Discussion – Communication continues between Parks Canada and BVRTSC re supporting statistics and so the report will be completed soon; and Parks Canada continues in communication with ID #9.

5. New Business

- a. Report 2015-02 Recommended Ridership Per Hour Targets

BVRTSC15-019 Sean Krausert moves to accept as information the ridership per hour targets as recommended by Administration and directs Administration to report against these quarterly.

CARRIED UNANIMOUSLY

b. Report 2015-03 Recommended Costs Per Hour Targets

BVRTSC15-020 Sean Krausert moves to accept as information the costs per service hour targets as recommended by Administration and directs Administration to report against these quarterly.

CARRIED UNANIMOUSLY

c. Report 2015-04 Expansion of Adjusted Summer Schedule.

BVRTSC15-021 Sean Krausert moves to approve the expansion of the Adjusted Summer Schedule for Route 1 Banff Local Service to 7 days a week between June 1st and Labour Day weekend, and extend the hours of the adjusted schedule until 8:10pm.

CARRIED UNANIMOUSLY

NOTE – The Board recognizes an altered schedule strategy is a short-term mitigation measure in response to traffic overload/congestion and not a long term strategy.

d. Report 2015-05 Route 3 Drop Off Only Inbound Banff

BVRTSC15-022 Sean Krausert moves to approve the modification of stop #111/03 from a full service pickup/drop off transit stop, to a drop off only transit stop to improve schedule adherence for Route 3.

CARRIED UNANIMOUSLY

e. Report 2015-06 Regional Bike Rack Installation

BVRTSC15-023 Sean Krausert moves that administration investigate an alternate system to secure bikes on the bus that allows the aisle to remain free.

CARRIED UNANIMOUSLY

f. GM/CAO Recruitment Update

The Commission is hoping to make an offer to a qualified candidate soon.

g. Sulphur Mountain Route - Summer Frequency

BVRTSC15-024 Sean Krausert moves to approve the concept of doubling the frequency of Route 1 from June 27th thru to the September long weekend, and directs BVRTSC Administration to provide the cost and related information to Banff Council in order to consider this increased service.

CARRIED UNANIMOUSLY

BVRTSC15-025 Stavros Karlos moves that the BVRTSC encourages Town of Banff Council to consider a communication strategy to maximize effectiveness of a change in schedule.

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC15-026 Sean Krausert moves to adjourn the meeting at 4:19 PM.

CARRIED UNANIMOUSLY

Sean Krausert
Commission Chair

BRING FORWARD LIST OF ITEMS PENDING (as of April 2, 2015)

ITEM	Date Initiated	Pending Date	Comments:
BVRTSC13-47 Moved by Sean Krausert to accept the recommendations in the report as presented and obtain the Customer Service Center Office Space as outlined in the report 2013-19 with the following additional items; <ul style="list-style-type: none"> • Negotiate a reduced lease rate with the Town of Banff for the current office space in the industrial compound when its lease is expired. 	August 2013	September 2014	Awaiting confirmation on discussed cost.
BVRTSC14-30 Moved by Stavros Karlos to direct administration to draft a municipal capital allocation policy prior to the end of 2014.	April 2014	June 2015	As a result of BVRTSC14-99 , this item was postponed to January 2015. As a result of BVRTSC15-004 , this item was postponed to June 2015.
BVRTSC14-61 Moved by Sean Krausert that the Commission approve Administration undertaking the work required (within the specified timelines) as requested by the Town of Canmore to investigate the feasibility of operating a local transit service in Canmore.	June 2014	Sept 2014 but now June 2015	Have been in communication with Town of Canmore administration with respect to timelines, and the Oct/Nov 2014 timeline will work. Town of Canmore has approved \$30K further funding for detailed implementation strategy (expected to be done by June 2015).
BVRTSC14-107 Sean Krausert moves that administration provides a report to the Commission by March 31, 2015 with respect to recommended ridership targets per hour (a range) for 2015 – 2017 for each of the two Banff routes and the regional route.	October 2014	March 31 2015	COMPLETED – WILL BE REMOVED NEXT REPORT
BVRTSC14-108 Sean Krausert moves that administration provides a report to the Commission by March 31, 2015 with respect to recommended costs per service hour (including overhead) for 2015 – 2017 for each of the two Banff routes and the regional route.	October 2014	March 31 2015	COMPLETED – WILL BE REMOVED NEXT REPORT
BVRTSC14-109 - Sean Krausert moves that administration prepares a spare bus ratio policy for the Commission's consideration by June 30, 2015 prior to purchase of any further rolling stock.	October 2014	June 30 2015	

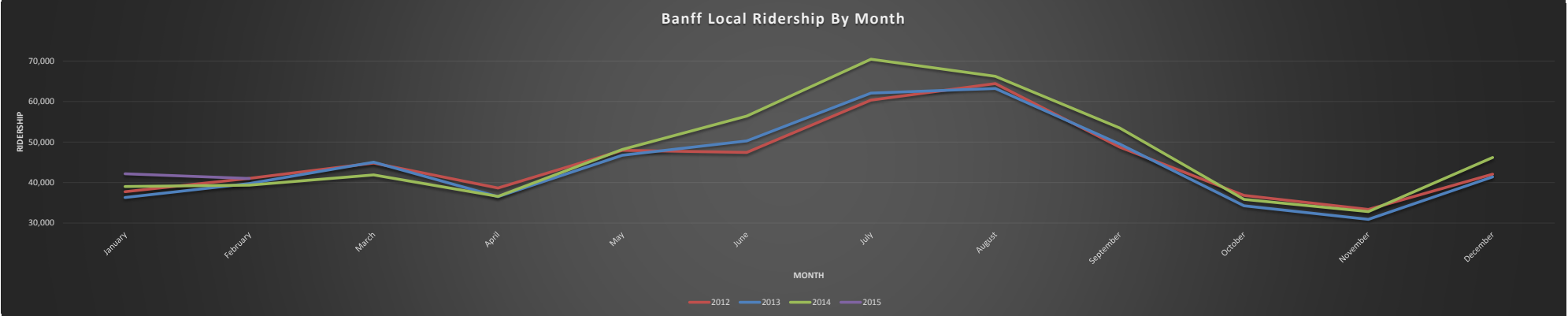
<p>BVRTSC15-011 - Sean Krausert moves that administration seek a revised proposal from HarGroup for an electronic survey only, but with an expanded scope beyond increased frequency, e.g. other potential barriers or concerns of non-users.</p> <p><i>Followed by March 2015 resolution:</i></p> <p>BVRTSC15-017 Stavros Karlos moves to direct BVRTSC Administration to proceed with HarGroup proposal, and funded by a 50/50 cost split between Canmore and Banff.</p>	February 2015	TBD	<p>This motion follows upon the following earlier motions:</p> <p>BVRTSC14 - 128 Grant Canning moved that BVRTSC acknowledge the request from Banff and agrees to investigate an increase to the regional service as requested.</p> <p>BVRTSC14 - 129 Sean Krausert moved that administration be directed to determine the best option to obtain the necessary information needed with respect to potential increased ridership to make a decision about increased regional service, and to report back along with a budget needed to pursue this option by the February 2015 regular board meeting.</p>
<p>BVRTSC15-023 Sean Krausert moves that administration investigate an alternate system to secure bikes on the bus that allows the aisle to remain free.</p>	March 2015	April 2015	
<p>BVRTSC15-024 Sean Krausert moves to approve the concept of doubling the frequency of Route 1 from June 27th thru to the September long weekend, and directs BVRTSC Administration to provide the cost and related information to Banff Council in order to consider this increased service.</p>	March 2015	TBD	<p>Awaiting approval from Banff Council before implementing.</p>

Bow Valley Regional Transit Services Commission

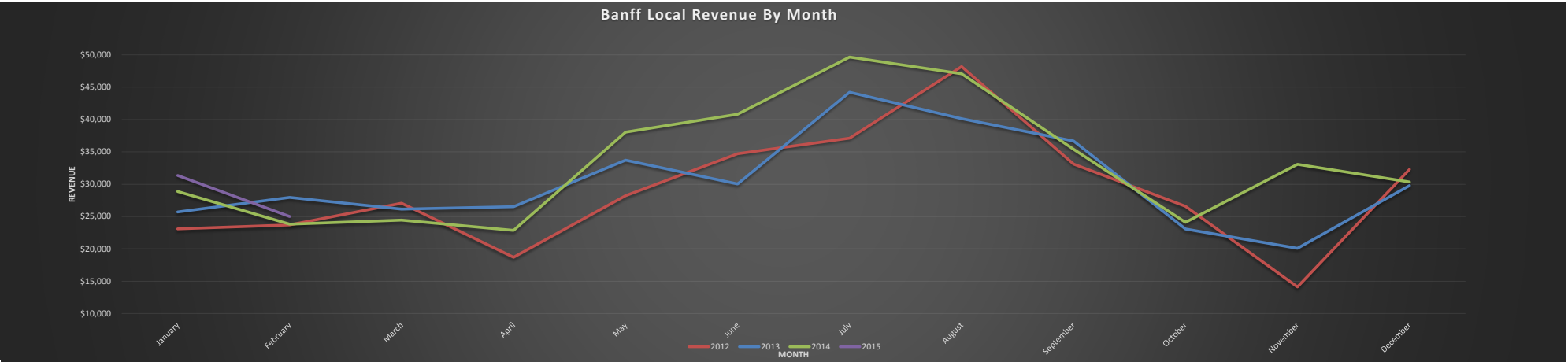


Banff Local Service Ridership and Revenue Statistics

Banff Local Ridership/Revenue Analysis									
Ridership									
Month	2012	2013	2014	2015	2014 Running Total	2015 Running Total	Running Total Difference	2014 to 2015 Monthly Difference	2014 to 2015 Monthly % Difference
January	37,730	36,302	39,021	42,163	39,021	42,163	3,142	3,142	8.1%
February	41,031	39,738	39,353	41,001	78,374	83,164	4,790	1,648	4.2%
March	44,826	45,039	41,887		120,261				
April	38,652	36,510	36,565		156,826				
May	47,945	46,739	48,180		205,006				
June	47,447	50,267	56,419		261,425				
July	60,356	62,089	70,456		331,881				
August	64,441	63,224	66,224		398,105				
September	48,767	49,512	53,483		451,588				
October	36,818	34,244	35,835		487,423				
November	33,359	30,911	32,820		520,243				
December	42,073	41,403	46,194		566,437				
Grand Total:	543,445	535,978	566,437	0	566,437				-100.0%
				0					End of Year Comparison to 2013



Revenue									
Month	2012	2013	2014	2015	2014 Running Total	2015 Running Total	Running Total Difference	2014 to 2015 Monthly Difference	2014 to 2015 Monthly % Difference
January	\$23,104	\$25,711	\$28,869	\$31,352	\$28,869.44	\$31,352.00	\$2,482.56	\$2,482.56	8.6%
February	\$23,695	\$27,959	\$23,824	\$25,006	\$52,693.21	\$56,358.00	\$3,664.79	\$1,182.23	5.0%
March	\$27,056	\$26,138	\$24,454		\$77,147.11				
April	\$18,700	\$26,536	\$22,861		\$100,007.66				
May	\$28,224	\$33,720	\$38,052		\$138,059.77				
June	\$34,706	\$30,034	\$40,828		\$178,887.52				
July	\$37,127	\$44,220	\$49,655		\$90,482.75				
August	\$48,190	\$40,125	\$47,076		\$275,618.52				
September	\$33,119	\$36,670	\$35,404		\$311,022.52				
October	\$26,578	\$23,066	\$24,115		\$335,137.52				
November	\$14,119	\$20,087	\$33,078		\$368,215.52				
December	\$32,287	\$29,795	\$30,344		\$398,559.52				
Grand Total:	\$ 346,903.52	\$364,061.60	\$398,559.52	\$56,358.00	\$398,559.52				-85.9%



BANFF LOCAL TRANSIT REVENUE BREAKDOWN
2015 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$23,847	\$7,505		\$31,352	\$ 25,062.50
February	\$22,513	\$2,493		\$25,006	\$ 25,062.50
March				\$0	\$ 25,062.50
April				\$0	\$ 33,062.50
May				\$0	\$ 33,062.50
June				\$0	\$ 33,062.50
July				\$0	\$ 41,062.50
August				\$0	\$ 41,062.50
September				\$0	\$ 41,062.50
October				\$0	\$ 33,062.50
November				\$0	\$ 33,062.50
December				\$0	\$ 33,062.50
Totals:	\$46,360	\$9,998	\$0	\$56,358	\$396,750

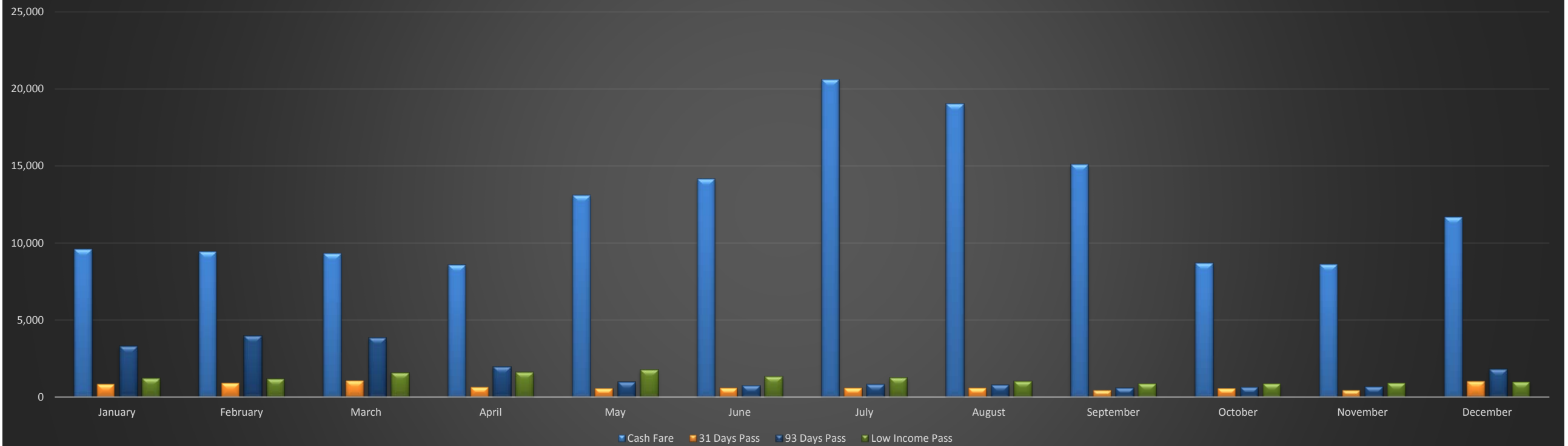
BANFF LOCAL TRANSIT REVENUE BREAKDOWN
2014 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$20,289	\$8,580		\$28,869	\$23,853.33
February	\$20,788	\$3,036		\$23,824	\$23,853.33
March	\$20,683	\$3,771		\$24,454	\$23,853.34
April	\$18,812	\$4,049		\$22,861	\$29,500.00
May	\$29,459	\$3,344	\$5,250	\$38,052	\$29,500.00
June	\$35,714	\$5,114		\$40,828	\$29,500.00
July	\$48,321	\$1,334		\$49,655	\$44,433.33
August	\$45,698	\$1,378		\$47,076	\$44,433.33
September	\$33,590	\$1,814		\$35,404	\$44,433.34
October	\$19,727	\$4,388		\$24,115	\$25,400.00
November	\$19,638	\$13,440		\$33,078	\$25,400.00
December	\$25,990	\$4,354		\$30,344	\$25,400.00
Totals:	\$338,710	\$54,600	\$5,250	\$398,560	\$369,560

Local Ridership By Fare Type 2015

	Banff Local Service Ridership By Fare Type												
	2014												
Fare Type	January	February	March	April	May	June	July	August	September	October	November	December	Total
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Cash Fare													
Child	312	284	276	257	209	312	1,092	961	224	198	117	235	4,477
Cash Fare Total	9,598	9,459	9,314	8,572	13,112	14,162	20,620	19,021	15,111	8,691	8,608	11,692	147,960
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Roam Token													
All Categories	74	72	50	32	83	127	158	33	12	26	5	6	678
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
10 Ride Pass													
All Categories	63	72	83	58	74	70	83	80	73	25	91	148	920
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
3 Day Pass													
All Categories	55	24	57	12	181	156	215	256	101	18	36	60	1,171
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Day Pass													
All Categories	554	640	560	812	1,871	2,244	4,180	3,929	2,724	914	521	617	19,566
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
31 Days Pass													
Adult	790	911	1,027	620	557	581	554	537	383	554	445	992	7,951
Child	2	0	0	18	0	0	0	0	0	0	0	18	38
31 Days Pass Total:	846	911	1,068	650	557	582	580	579	421	554	445	1,018	8,211
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
93 Days Pass													
Adult	3,316	3,986	3,841	1,986	955	708	792	732	581	652	666	1,789	20,004
Child	0	0	0	5	22	28	14	29	17	0	16	28	159
93 Days Pass Total:	3,316	3,986	3,841	1,991	977	740	835	792	598	652	682	1,817	20,227
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
186 Days Pass													
Adult	2,344	2,144	2,493	1,873	1,542	1,045	900	701	778	922	1,366	2,243	18,351
Senior	97	101	118	43	15	1	6	0	0	28	45	74	528
Child	0	0	0	41	0	0	0	0	0	0	15	18	74
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Low Income Pass													
All Categories	1,214	1,207	1,589	1,629	1,776	1,359	1,260	1,046	891	877	912	981	14,741
Low Income Pass Total:	1,214	1,207	1,589	1,629	1,776	1,359	1,260	1,046	891	877	912	981	14,741
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Regional Ride - Cash	26	15	18	15	28	10	11	20	15	10	3	18	189
Hotel Partners	20,328	20,166	22,235	20,392	27,584	31,077	38,429	36,969	30,518	21,732	18,848	25,526	313,804
Transfers - Local	100	115	139	121	124	157	154	148	151	118	77	102	1,506
Infant Free Ride	42	159	57	39	15	103	220	212	141	85	64	200	1,337
Accessories	234	169	154	169	118	186	286	274	260	64	43	172	2,129
Other (Special Events (campground))					0	2,609	237	0	0	0	0	0	2,846
+3% Industry Correction						1,643	2,052	1,929	1,558	1,044	956	1,345	10,527
Total Ridership	39,021	39,353	41,887	36,565	48,180	56,419	70,456	66,224	53,483	35,835	32,820	46,194	566,437

Local Ridership By Fare Type 2014



	Banff Local Ridership By Fare Type
	Sulphur Mountain Route (Route 1)

2015

Fare Type	January	February	March	April	May	June	July	August	September	October	November	December	Total
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Cash Fare													
Adult	3,931	4,198											8,129
Senior	184	248											432
Child	122	59											181
Cash Fare Total	4,237	4,505	0	0	0	0	0	0	0	0	0	0	8,742
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Roam Token													
All Categories	5	4											9
Roam Token Total:	5	4	0	0	0	0	0	0	0	0	0	0	9
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
10 Ride Pass													
All Categories	46	75											121
10 Ride Total:	46	75	0	0	0	0	0	0	0	0	0	0	121
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
3 Day Pass													
All Categories	20	37											57
3 Day Pass Total:	20	37	0	0	0	0	0	0	0	0	0	0	57
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Day Pass													
All Categories	265	345											610
Day Pass Total:	265	345	0	0	0	0	0	0	0	0	0	0	610
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
31 Days Pass													
Adult	365	392											757
Senior	1	1											2
Child	21	16											37
31 Days Pass Total:	387	409	0	0	0	0	0	0	0	0	0	0	796
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
93 Days Pass													
Adult	506	515											1,021
Senior	0	0											0
Child	17	5											22
93 Days Pass Total:	523	520	0	0	0	0	0	0	0	0	0	0	1,043
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
186 Days Pass													
Adult	478	488											966
Senior	0	2											2
Child	2	0											2
186 Days Pass Total:	480	490	0	0	0	0	0	0	0	0	0	0	970
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Low Income Pass													
All Categories	588	420											1,008
Low Income Pass Total:	588	420	0	0	0	0	0	0	0	0	0	0	1,008
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Regional Ride - Pass Holder	51	64											115
Regional Ride - Cash	9	9											18
Hotel Partners	13,114	13,632											26,746
Transfers - Local	54	62											116
Transfers - Regional to Local	20	20											40
Infant Free Ride	71	70											141
Accessories	154	42											196
Special (TMC Free Trip)	0	0											0
Total Farebox Ridership	20,024	20,704				0	0	0	0	0	0	0	40,728
+3% Industry Correction	601	621				0	0	0	0	0	0	0	1,222

[illegible]

Banff Local Ridership By Fare Type													
Sulphur Mountain Route (Route 1)													
Fare Type	2014												
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Cash Fare													
Adult	3,515	3,577	3,548	3,626	4,451	5,290	6,186	5,847	4,954	3,319	3,038	4,299	51,650
Senior	103	93	225	272	813	1,111	1,150	1,072	1,254	293	192	239	6,817
Child	209	129	131	139	137	175	436	353	125	147	60	121	2,162
Cash Fare Total	3,827	3,799	3,904	4,037	5,401	6,576	7,772	7,272	6,333	3,759	3,290	4,659	60,629
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Roam Token													
All Categories	16	36	4	26	15	84	125	17	9	22	5	1	360
Roam Token Total:	16	36	4	26	15	84	125	17	9	22	5	1	360
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
10 Ride Pass													
All Categories	47	36	40	17	37	29	42	30	35	16	35	37	401
10 Ride Total:	47	36	40	17	37	29	42	30	35	16	35	37	401
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
3 Day Pass													
All Categories	28	0	10	6	51	59	59	69	34	8	8	41	373
3 Day Pass Total:	28	0	10	6	51	59	59	69	34	8	8	41	373
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Day Pass													
All Categories	252	361	326	435	894	1,184	1,697	1,668	1,248	463	292	420	9,240
Day Pass Total:	252	361	326	435	894	1,184	1,697	1,668	1,248	463	292	420	9,240
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
31 Days Pass													
Adult	177	203	248	126	153	232	136	133	187	172	186	336	2,289
Senior	2	0	25	0	0	1	9	27	1	0	0	0	65
Child	0	0	0	18	0	0	0	0	0	0	0	18	36
31 Days Pass Total:	179	203	273	144	153	233	145	160	188	172	186	354	2,390
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
93 Days Pass													
Adult	557	441	419	310	352	342	379	341	256	205	222	436	4,260
Senior	0	0	0	0	0	3	26	30	0	0	0	0	59
Child	0	0	0	5	20	27	14	29	17	0	16	28	156
93 Days Pass Total:	557	441	419	315	372	372	419	400	273	205	238	464	4,475
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
186 Days Pass													
Adult	556	583	786	660	705	465	376	255	368	586	462	464	6,266
Senior	34	36	54	1	8	0	6	0	0	0	8	4	151
Child	0	0	0	41	0	0	0	0	0	0	15	18	74
186 Days Pass Total:	590	619	840	702	713	465	382	255	368	586	485	486	6,491
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Low Income Pass													
All Categories	609	654	765	810	843	537	427	364	470	554	629	623	7,285
Low Income Pass Total:	609	654	765	810	843	537	427	364	470	554	629	623	7,285
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Regional Ride - Pass Holder	44	38	37	36	36	59	93	91	59	23	32	75	623
Regional Ride - Cash	9	3	4	4	3	4	1	8	10	6	2	4	58
Hotel Partners	12,049	12,841	13,708	13,416	19,011	22,590	26,253	24,630	21,148	13,712	11,373	14,842	205,573
Transfers - Local	48	71	88	74	65	69	52	79	80	74	44	44	788
Transfers - Regional to Local	17	8	6	17	22	25	30	34	25	21	18	15	238
Infant Free Ride	20	82	28	17	6	36	97	72	65	26	40	87	576
Accessories	50	38	51	75	57	109	184	148	169	16	36	58	991
Special (TMC Free Trip)						18	1						19

Total Farebox Ridership						32,449	37,779	35,297	30,514	19,663	16,713	22,210	194,625
+3% Industry Correction						973	1,133	1,059	915	590	501	666	5,839
Total Ridership	18,342	19,230	20,503	20,131	27,679	33,422	38,912	36,356	31,429	20,253	17,214	22,876	306,349

Banff Local Ridership By Fare Type Tunnel Mountain Route (Route 2)	
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[illegible]

Banff Local Ridership By Fare Type Tunnel Mountain Route (Route 2)

Fare Type	2014												
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Cash Fare													
Adult	5,439	5,292	4,985	4,186	6,046	5,353	9,585	8,508	6,236	4,420	5,097	6,627	71,774
Senior	229	213	280	231	1,371	1,675	1,986	1,919	2,117	461	164	292	10,938
Child	103	155	145	118	69	120	623	569	98	51	57	114	2,222
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Roam Token													
All Categories	58	36	46	6	68	41	32	16	3	4	0	5	315
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
10 Ride Pass													
All Categories	16	36	43	41	34	35	41	50	37	9	56	111	509
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
3 Day Pass													
All Categories	27	24	47	6	118	85	156	175	57	10	28	19	752
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Day Pass													
All Categories	302	279	234	377	921	909	2,262	2,107	1,335	451	229	197	9,603
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
31 Days Pass													
Adult	613	708	779	494	404	340	409	398	195	382	259	656	5,637
Senior	52	0	16	12	0	0	16	6	37	0	0	8	147
Child	2	0	0	0	0	0	0	0	0	0	0	0	2
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
93 Days Pass													
Adult	2,759	3,545	3,422	1,676	603	363	409	387	325	447	444	1,353	15,733
Senior	0	0	0	0	0	0	3	0	0	0	0	0	3
Child	0	0	0	0	2	1	0	0	0	0	0	0	3
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
186 Days Pass													
Adult	1,788	1,561	1,707	1,213	836	578	520	446	409	336	904	1,779	12,077
Senior	63	65	64	42	7	1	0	0	0	28	37	70	377
Child	0	0	0	0	0	0	0	0	0	0	0	0	0
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Low Income Pass													
All Categories	605	553	824	819	932	822	820	679	420	323	283	358	7,438
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Regional Ride - Pass Holder	61	54	54	52	48	32	57	56	26	16	35	41	532
Regional Ride - Cash	17	12	14	11	25	5	10	9	5	4	1	14	127
Hotel Partners	8,279	7,325	8,527	6,976	8,149	7,756	11,248	11,290	8,811	7,760	7,475	10,684	104,280
Transfers - Local	52	44	51	47	59	74	90	45	60	42	33	58	655
Transfers - Regional to Local	8	13	14	11	13	18	34	25	13	13	18	26	206
Infant Free Ride	22	77	29	22	7	63	98	136	72	59	24	113	722
Accessories	184	131	103	94	60	73	99	126	90	48	7	114	1,129
Special (TMC Free Trip)						2,590	234						2,824
Total Farebox Ridership						20,934	28,732	26,947	20,346	14,864	15,151	22,639	149,613
+3% Industry Correction						628	862	808	610	446	455	679	4,488
Total Ridership	20,679	20,123	21,384	16,434	19,772	21,562	29,594	27,755	20,956	15,310	15,606	23,318	252,493

Banff Local Ridership By Fare Type Cave & Basin Route (Route 4)

Fare Type	2014								
	May	June	July	August	September	October	November	December	Total
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Cash Fare									
Adult	183	332	525	616	226	35			1,917
Senior	39	89	96	98	100	3			425
Cash Fare Total	225	438	654	753	327	38	0	0	2,435
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Roam Token									
Roam Token Total:	0	2	1	0	0	0	0	0	3
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
10 Ride Pass									
10 Ride Total:	3	6	0	0	1	0	0	0	10
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
3 Day Pass									
3 Day Pass Total:	12	12	0	12	10	0	0	0	46
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Day Pass									
Day Pass Total:	56	151	221	154	141	9	0	0	732
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
31 Days Pass									
Adult	0	9	9	6	1	3			28
Senior	0	0	1	9	0	0			10
31 Days Pass Total:	0	9	10	15	1	3	0	0	38
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
93 Days Pass									
Adult	0	3	4	4	0	1			12
Senior	0	1	0	1	0	0			2
93 Days Pass Total:	0	4	4	5	0	1	0	0	14
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
186 Days Pass									
Adult	1	2	4	0	1	6			14
Senior	0	0	0	0	0	0			0
186 Days Pass Total:	1	2	4	0	1	6	0	0	14
Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Low Income Pass									
Low Income Pass Total:	1	0	13	3	1	5	0	0	23

Column1	Column9	Column10	Column11	Column12	Column13	Column14	Column15	Column16	Column17
Regional Ride - Pass Holder	1	12	11	18	2	2			46
Regional Ride - Cash	0	1	0	3	0	0			4
Hotel Partners	424	731	928	1,049	559	260			3,951
Transfers - Local	0	14	12	24	11	2			63
Transfers - Regional to Local	3	2	5	11	6	0			27
Infant Free Ride	2	4	25	4	4	0			39
Accessories	1	4	3	0	1	0			9
Special (TMC Free Trip)	0	1	2	0	0				3
Total Farebox Ridership		1,393	1,893	2,051	1,065	326			6,728
+3% Industry Correction		42	57	62	32	10			202
Total Ridership	729	1,435	1,950	2,113	1,097	336	0	0	7,659

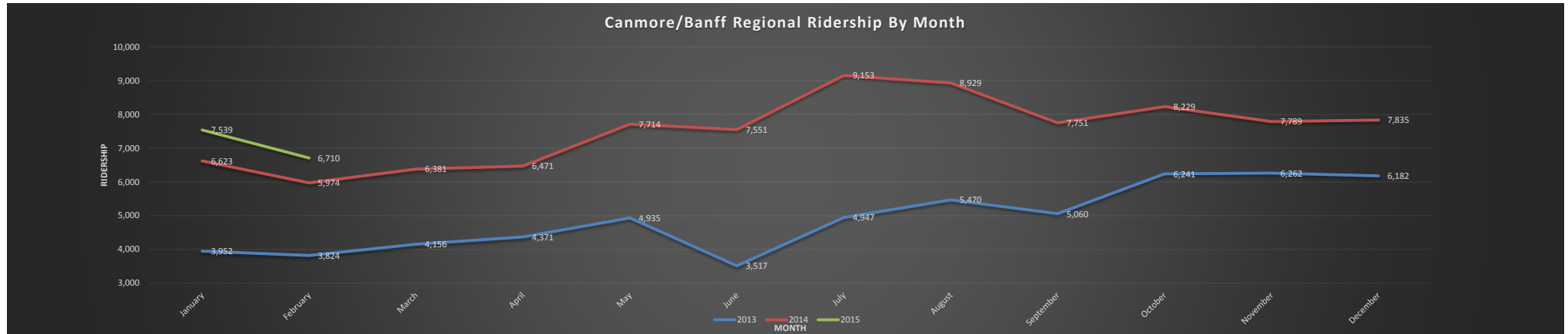
Bow Valley Regional Transit Services Commission



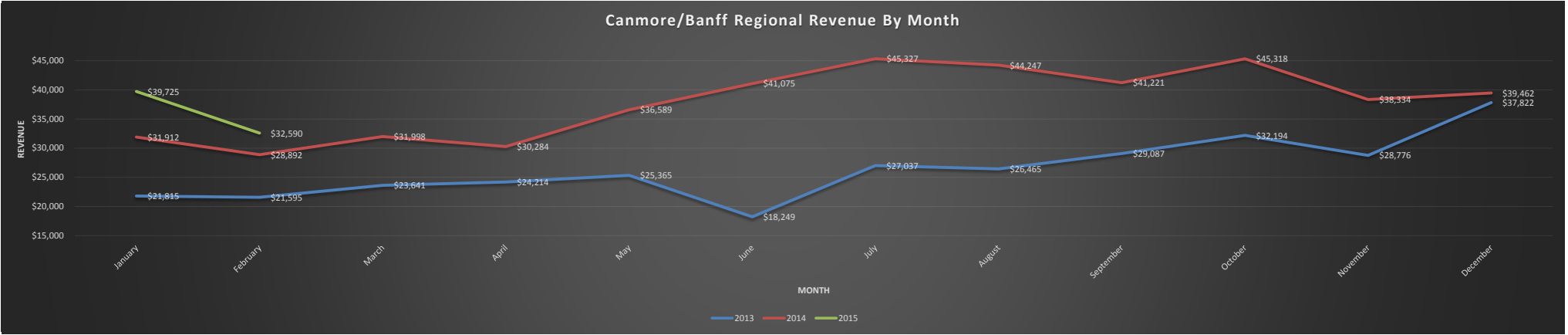
Banff/Canmore Regional Service
Ridership and Revenue Statistics

Regional Ridership/Revenue Analysis

RIDERSHIP									
Month	2013	2014	2015	2013 Running Total	2014 Running Total	2015 Running Total	Running Total Difference	2014 to 2015 Monthly Comparison	2014 to 2015 Monthly % Difference
January	3,952	6,623	7,539	3,952	6,623	7,539	916	916	13.8%
February	3,824	5,974	6,710	7,776	12,597	14,249	1,652	736	12.3%
March	4,156	6,381		11,932	18,978	0			
April	4,371	6,471		16,303	25,449	0			
May	4,935	7,714		21,238	33,163	0			
June	3,517	7,551		24,755	40,714	0			
July	4,947	9,153		29,702	49,867	0			
August	5,470	8,929		35,172	58,796	0			
September	5,060	7,751		40,232	66,547	0			
October	6,241	8,229		46,473	74,776	0			
November	6,262	7,789		52,735	82,565	0			
December	6,182	7,835		58,917	90,400	0			
Grand Total:	58,917	90,400				0			53.4%
			0			0			End of Year Comparison to 2013



REVENUE									
Month	2013	2014	2015	2013 Running Total	2014 Running Total	2015 Running Total	Running Total Difference	2014 to 2015 Monthly Comparison	2014 to 2015 Monthly % Difference
January	\$ 21,815	\$ 31,912	\$ 39,725	\$21,815	\$31,912	\$39,725	\$7,813	7,813	24.5%
February	\$ 21,595	\$ 28,892	\$ 32,590	\$43,410	\$60,803	\$72,315	\$11,512	3,698	12.8%
March	\$ 23,641	\$ 31,998		\$67,050	\$92,801				
April	\$ 24,214	\$ 30,284		\$91,264	\$123,085				
May	\$ 25,365	\$ 36,589		\$116,630	\$159,674				
June	\$ 18,249	\$ 41,075		\$134,879	\$200,749				
July	\$ 27,037	\$ 45,327		\$161,916	\$246,076				
August	\$ 26,465	\$ 44,247		\$188,382	\$290,323				
September	\$ 29,087	\$ 41,221		\$217,469	\$331,544				
October	\$ 32,194	\$ 45,318		\$249,663	\$376,862				
November	\$ 28,776	\$ 38,334		\$278,439	\$415,196				
December	\$ 37,822	\$ 39,462		\$316,260	\$454,658				
Grand Total:	\$316,260	\$454,658	\$ 72,315						-84.1%



CANMORE/BANFF REGIONAL TRANSIT REVENUE BREAKDOWN
2015 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$27,798	\$11,927	\$0	\$39,725	\$37,683.33
February	\$25,815	\$6,775	\$0	\$32,590	\$21,683.33
March				\$0	\$29,683.33
April				\$0	\$19,683.33
May				\$0	\$19,683.33
June				\$0	\$29,683.33
July				\$0	\$39,683.33
August				\$0	\$39,683.33
September				\$0	\$39,683.33
October				\$0	\$21,683.33
November				\$0	\$19,683.33
December				\$0	\$37,683.33
Totals:	\$53,613	\$18,702	\$0	\$72,315	\$356,200

CANMORE/BANFF REGIONAL TRANSIT REVENUE BREAKDOWN
2014 Actual

Month	Fares	Passes	Other	Total	Budget
January	\$23,616	\$8,296		\$31,912	\$21,683.33
February	\$20,707	\$8,185		\$28,892	\$21,683.33
March	\$21,635	\$10,363		\$31,998	\$21,683.34
April	\$24,809	\$5,475		\$30,284	\$22,550.00
May	\$29,214	\$7,375		\$36,589	\$22,550.00
June	\$30,145	\$10,930		\$41,075	\$22,550.00
July	\$37,817	\$7,510		\$45,327	\$33,516.66
August	\$37,402	\$6,845		\$44,247	\$33,516.66
September	\$31,186	\$10,035		\$41,221	\$33,516.68
October	\$34,223	\$11,095		\$45,318	\$23,916.66
November	\$30,404	\$7,930		\$38,334	\$23,916.66
December	\$30,607	\$8,855		\$39,462	\$23,916.68
Totals:	\$351,764	\$102,894	\$0	\$454,658	\$305,000

Regional Ridership By Fare Type

[illegible]

Regional Ridership by Fare Type 2015

	Regional Ridership By Fare Type												
Fare Type	2014												
	January	February	March	April	May	June	July	August	September	October	November	December	Total
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Cash Fare													
Adult	3,752	3,274	3,666	3,829	4,499	4,456	5,641	5,542	4,549	5,106	4,519	4,607	53,440
Child	100	50	53	63	86	123	170	174	108	143	113	109	1,292
Senior	135	127	160	112	171	217	246	252	328	167	142	125	2,182
Cash Fare Total:	3,987	3,451	3,879	4,004	4,756	4,796	6,057	5,968	4,985	5,416	4,774	4,841	56,914
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
31 Day Pass													
Adult	2,103	2,005	1,995	1,938	2,381	2,140	2,462	2,097	1,964	2,060	2,250	2,347	25,742
Child	20	13	11	23	24	17	1	0	38	49	34	27	257
Senior		70	43	92	62	41	70	227	106	95	93	86	985
31 Day pass Total:	2,123	2,088	2,049	2,053	2,467	2,198	2,533	2,324	2,108	2,204	2,377	2,460	26,984
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
10 Ride Pass													
Adult	345	377	361	365	392	414	369	448	498	476	472	373	4,890
Child	29	9	45	5	14	23	28	12	20	21	36	14	256
Senior	36	19	23	17	28	27	45	41	71	41	44	59	451
LITP										27	54	58	
10 Ride Pass Total:	410	405	429	387	434	464	442	501	589	565	606	504	5,597
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
3 Days Pass													
Adult	4	2	0	0	0	12	7	10	0	10	0	8	53
Child	0	0	0	0	0	0	0	0	0	6	0	0	6
Senior	60	0	0	0	0	0	0	0	0	0	0	0	60
3 Days Pass Total:	64	2	0	0	0	12	7	10	0	16	0	8	119
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
1 Day Pass													
Adult	19	24	10	18	35	65	88	81	51	27	32	19	469
Child	0	0	4	0	0	0	3	5	0	0	0	0	12
Senior	0	0	0	0	2	4	16	16	6	1	0	3	48
1 Day Pass Total:	19	24	14	18	37	69	107	102	57	28	32	22	529
Column1	Column2	Column3	Column4	Column5	Column6	Column7	Column8	Column9	Column10	Column11	Column12	Column13	Column14
Bicycle	19	14	17	100	304	577	986	896	688	543	137	20	4301
BVRTSC Staff										75	60	52	187
Regional Transfer from Banff Local Service	20	4	10	9	20	12	7	24	12	5	5	9	137
Total Farebox Ridership	6,623	5,974	6,381	6,471	7,714	7,551	9,153	8,929	7,751	8,229	7,789	7,835	90,143
Total Ridership	6,623	5,974	6,381	6,471	7,714	7,551	9,153	8,929	7,751	8,229	7,789	7,835	90,143

Regional Ridership by Fare Type 2014



Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

March 20, 2015

SUMMARY/ ISSUE

Route 3 is our very popular regional transit service that connects the towns of Banff and Canmore through hourly transit service, 7 days a week. This route is very popular with the Bow Valley summer bicycling community as well as tourists, and is heavily used to transport passengers and their bikes between the two communities.

Currently both regional buses provide enough space for 3 bikes to be transported on the external bike rack system. Often these 3 spaces are occupied and it has been Administration's direction to transit operators to allow passengers to bring their bicycles inside the bus, so long as the bike owner maintains control of the bike. (See Attachment #2 "Bike Information.pdf") However, it has been reported by passengers and drivers, that many riders arrange their bikes at the front of the bus and take a seat a distance away from their bikes. Bikes are reported to be clogging the aisles, and we have had complaints of people saying they have tripped over bikes, as well as get oil/grease on their clothes from squeezing past bicycles on board.



Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

March 20, 2015

Administration has investigated other Public Transit organizations throughout Canada, and can find no others that allow bikes to be carried on board buses. All other transit organizations only allow bikes to be carried on the external bicycle racks at the front of the bus, or with a rear mounted trailer system in place. Administration has concerns about liability allowing bikes to be carried on board that can obstruct exits and are unsecured in the event of sudden stop or accident.

Because of this challenge, Administration has investigated the installation of on board bicycle racks for our two regional buses. The installation would allow for 2 possibly 3 bikes to be racked in the interior of each bus, but may require the removal of existing seating located on the driver side of the bus. (See Photos Below)

Administration fully supports and encourages alternative modes of transportation including bicycling, although we are concerned with liability of unsecured on board bicycles.

PREVIOUS COMMISSION DIRECTION/POLICY

Report 2015-05 was brought forward to the Commission for a decision regarding the installation of interior bike racks on board regional buses. Commission passed a motion to direct Administration to investigate an alternate system to secure bikes on the bus that allows the aisle to remain free.

Administration Recommendation:

That the Commission

- Approve the purchase and installation of the interior bike racks researched and recommended by Administration in time for the 2015 bicycling season.

AND

- Direct Administration with regards to the purchase of two, 2-seat flip up benches from Nova Bus Company to compliment the proposed interior bike rack installation.

AND

- Direct Administration with regards to the existing guidelines allowing drivers to limit the number of bikes allowed on board to the number of available interior rack spaces available.

INVESTIGATION

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

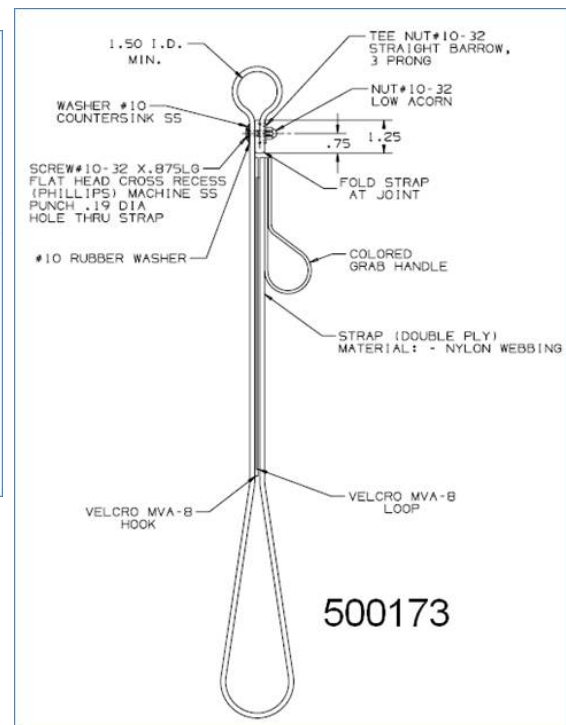
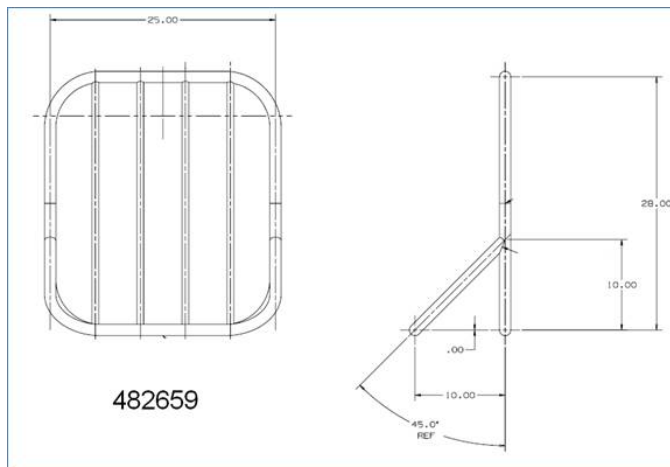
March 20, 2015

An interior bike rack system has been in production by New Flyer bus company and is currently being used by Omnitrans in San Bernardino, California. www.omnitrans.org

Administration contacted Jack Dooley, Director of Maintenance with Omnitrans in San Bernardino California to get their input regarding the success of an interior bike rack system.

*"The only complaint that I know about is if the rider doesn't park the bike in the bike rack **"backed in"** the rear tire sticks out in the door way. Our riders are now backing them in and it seems to have solved the problem. On the other hand it is a lot easier than the traditional bike rack mounted on the front of the bus."*

The rack system manufactured by New Flyer is designed to accommodate up to 3 bikes and use a simple horizontal Velcro strapping system to keep the bikes upright and in control. The cost for each rack is \$384.01, plus 55.99 for each strap system. Therefore a single bus installation would be in the neighbourhood of \$550.00 plus shipping/taxes etc..



Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

March 20, 2015



Options for installation include the following:

- Option 1 - Remove the entire 3 seat flip up bench behind the driver, and install the racking system with seats entirely removed.



Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

March 20, 2015

- Option 2 - Replace the entire 3 seat flip up bench with a 2 seat flip up bench – the same as the bench on the other side of the bus. This would allow for the installation of the bike rack system, while still maintaining 2 seats, and should still allow the storage of 3 bikes. This would require the purchase of 2, 2-seat flip up benches from Nova Bus Company. The cost of replacement seats was unavailable at the time of this report creation. It is hoped a cost will be available in time for the April 8th Commission meeting. Additional installation costs would also be required from Fleet Services mechanics.



IMPLICATIONS:

General

Introducing secured interior bike racks provides a level of comfort for Administration with regards to allowing bicycles on board public transit buses. As stated earlier, no other transit authority in Canada that Administration is aware of allows bikes on board public transit buses. Administration is concerned from a liability point of view that bikes onboard can block exits during regular service, can block exits in the event of an emergency/crash, and could become “air born” in the event of a sudden stop or crash. A minor liability is the report of passengers getting grease/oil on their clothes trying to squeeze by onboard bicycles.

If interior bike racks are installed on regional buses, it is assumed this would affect the guideline currently in place for both local and regional service, which gives transit operators the discretion to allow bicycles on board based on vehicle occupancy. See Attachment 1 current “Bike Information.pdf” document.

Administration looks to the Commission for direction regarding the current bicycle onboard guideline.

BUSINESS PLAN/ BUDGET IMPLICATIONS

If bike racks are purchased for the two regional buses, the total cost would cost \$1,100.00 plus shipping/taxes etc..

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 07 – Regional Internal Bike Rack Alternate System – Request for Decision

March 20, 2015

Costs to swap the existing 3-seat flip up bench seating with 2-seat flip up bench seating supplied through Nova Bus Company will be determined ASAP and Administration hopes to report this cost at the April 8th Commission meeting.

It is expected that an additional installation cost would be incurred through bus maintenance at \$70/hr. It is expected that installation would take approximately 2 hours per bus.

The amount asked for would be taken from the Canmore Regional Capital budget line R1 item, for 2014 Regional Bike Trailer, which currently contains \$20,000. The probability of implementing a regional bike trailer with our existing fleet is slim – the buses are simply not constructed in a way that would allow the use of any trailer system.

RISKS

If the Commission gives Administration direction to modify the current guideline for allowing bicycles onboard buses, there could be an impact to ridership and revenue numbers to both regional and local service.

Continuing to allow bicycles onboard BVRTSC buses may expose the Commission to liability claims.

ATTACHMENTS

1. Bike Information.pdf

Bikes on Buses

You don't have to leave your bike at home – the entire Bow Valley Regional Transit Services Commission bus fleet is equipped with bike racks. Combining cycling and taking the bus is a great way to get around while making sustainability a part of your lifestyle.

Cost

There is no additional cost to take your bike on a bus. It's free!

Capacity

- Maximum of two or three bikes on the bike rack depending on which bus.
- Bike rack space is based on first come first serve basis.
- If the outside rack is full, 2 or 3 bikes may be permitted inside the bus at the driver's discretion based on space availability. Passengers without bicycles will take priority for inside loading.
- **IMPORTANT** – As space becomes available on exterior bike racks, any bikes inside the bus **MUST** be moved onto available bike rack space(s) as soon as possible as requested by the bus operator. This is to ensure the enjoyment and safety of other passengers.

Restrictions

- Motor-assisted bikes of any kind are not permitted
- Trailers or other obtrusive attachments are not allowed inside of the bus.

- Bikes inside the bus cannot be left unattended. Passengers who bring bikes inside must always stand by their bike, and hold the bikes at all times to ensure it does not inconvenience other passengers.
- Passengers who bring bicycles inside the bus are responsible for any damage or liabilities caused to other passengers.
- Bikes to be brought inside the bus must be a clean no mud, not wet, excess grease etc.
- Drivers always reserved the right to decline bicycle placement inside the bus.

Loading and Unloading Your Bike on the Exterior Bike Rack

Here's how to load and unload your bike:

- **Before the bus arrives**, remove loose items such as water bottles, pumps, and panniers.
- **Tell the driver** you want to load your bike.
- **Lift your bike** onto the rack. If no other bike is on the rack, place your bike in the slot closest to the bus.
- **Lift the support arm** up and over the front tire.
- **Sit at the front** of the bus and keep an eye on your bike.
- **When leaving** the bus, please tell the driver that you need to remove your bike. Exit from the front door.
- **Drivers are not expected to load or unload the bikes.** Passengers who use this aspect of our service must be physically capable of load and unload the bikes themselves.

Play it Safe

- **Always load and unload** on the curb side of the street. Don't step into oncoming traffic.
- **Never use a personal lock** and/or chain to secure your bike to the bus rack. For increased security, you may want to lock together your bike frame and one of the bike's wheels. (Please put the lock on before the bus arrives.)
- **You're responsible** for properly loading and unloading your bike. Neither Bow Valley Regional Transit Services Commission nor its operating subsidiaries are liable for any property damage or bodily harm caused by loading and unloading of bikes.

Any questions, please call us at 403-762-0606.

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 08 – June 2014 Tunnel Mountain Campground Transit Results – For Information

March 25, 2015

SUMMARY/ ISSUE

During the month of June 2014, Administration decided to offer complimentary one way transit trips on Route 2 from stop #30 (Tunnel Mountain Campground). The intent was to increase ridership and to understand the uptake of complimentary one way transit trips with the camping public. Fares were then reinstated July 1st, 2014.

PREVIOUS COMMISSION DIRECTION/POLICY

At the March 11, 2015 Commission meeting, the Commission asked Administration to return with details regarding the impact of the June 2014 complimentary transit initiative at the Tunnel Mountain Campground so that the Commission may direct Administration with regards to continuing or possibly expanding the complimentary transit service during the summer months of 2015.

Administration Recommendation:

That the Commission

- Direct Administration with regards to enacting the complimentary transit service at the Tunnel Mountain Campground for the month of June 2015.

OR

- Direct Administration to expand the dates of the complimentary transit service at the Tunnel Mountain Campground service as decided by the Commission.

OR

- Direct Administration to not reinstate the complimentary transit service at the Tunnel Mountain Campground in 2015.

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 08 – June 2014 Tunnel Mountain Campground Transit Results – For Information

March 25, 2015

INVESTIGATION



Parks Canada records the number of nights campsites are occupied at each campground. They do not record the number of individuals staying at the campgrounds.

Administration has put together the following table to show the nights stayed versus transit ridership of Route 1 at stop #30 before, during, and after the complimentary transit service was in effect in June 2014. The resulting increase of roughly 20% transit uptake in June, compared to the paid service available in May and July indicates a strong uptake in transit when the service was complimentary.

*Occupied = total number of nights sites were occupied. Not number of campers.

<u>Trailer Court</u>	<u>*Occupied</u>	<u>Month</u>	<u>Adult Cash Fares</u>	<u>Adult Cash Rev.</u>	<u>Total Boardings</u>	<u>Transit Uptake %</u>
May	3032	May	389	\$ 778.00	659	21.7
June	5401	June	1960	\$ -	2196	40.7
July	8617	July	1143	\$ 2,280.00	2256	26.2
August	N/A	August	1219	\$ 2,440.00	2187	N/A
September	N/A	September	604	\$ 1,210.00	1276	N/A
Total:	14,018					

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 08 – June 2014 Tunnel Mountain Campground Transit Results – For Information

March 25, 2015

IMPLICATIONS:

General

It is expected that an offering of complimentary one way transit service from the Tunnel Mountain Campground would see similar increases in camper ridership throughout the summer months as was the case in June 2014.

Referring to the table above, BVRTSC has the potential to lose an average of \$2,400.00 each summer month from Adult Cash fares not purchased at the TMCII bus stop due to a complimentary transit service. However, the 20% increase in Transit uptake (due to complimentary service) should result in an approximate additional \$900 revenue in cash fare contributions each summer month from other Route 2 bus stops, as the TMCII stop users will choose to pay the \$2 cash fare return trip rate.

All surrounding transit stops are most frequented by hotel users and staff who already participate in the hotel and guest pass partner program. Therefore it is expected that most, if not all users of the complimentary trip are campers staying at the Tunnel Mountain Campground.

BUSINESS PLAN/ BUDGET IMPLICATIONS

There is a potential impact to Banff Local Route 2 revenues in the range of approximately \$2,400.00 per summer month when complimentary service is offered at the TMCII Campground Stop #30. There is also a potential intake of approximately \$900.00 per summer month in cash fares collected at other Banff Local Route 2 stops from the additional riders returning to the Campground. Therefore, the total monthly impact to revenues for Route 2 is a potential loss of approximately \$1,500.00 each summer month that a complimentary service is in place for Tunnel Mountain Campground stop #30.

Based on an expected 20% increase in the uptake of transit at the Tunnel Mountain Campground stop #30, an approximate 900 passenger trips per month increase can be expected on top of existing Route 2 ridership statistics. This is assuming that the roughly 450 additional transit users choose to return to the campground using Roam transit Route 2.

There would be minimal costs to produce signage announcing complimentary one way transit trips which would be displayed at the Tunnel Mountain Campground II stop #30. Additional marketing material may be produced as required and distributed to campground users where possible.

RISKS

None

ATTACHMENTS

None

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015

SUMMARY/ ISSUE

Route 3 is our very popular regional transit service that connects the towns of Banff and Canmore through hourly transit service, 7 days a week.

The BVRTSC Administration is always looking for ways to make all routes as efficient as possible while continuing to provide a high level of service and standard for schedule adherence. While travel times between the two towns is very consistent, with only minor delays caused by commercial rail crossing in Canmore, some efficiencies may be achieved by implementing a new route entering and exiting the Banff town site.

Currently, there is a single inbound stop coming into Banff, located at the Rotary Park on Banff Ave – Stop # 111/03. Report 2015-05, which asked the Commission for a decision on modifying the service of stop number 11/03 from a full service bus stop to a 'Drop Off Only' stop, was brought forward at the March 2014 Commission meeting and was unanimously approved. Contained within report 2015-05 was a discussion point regarding the possibility of using the time saved altering stop 11/03 to provide a regional transit stop near the Banff Industrial area. Commission members were very interested in learning more about providing regional stop service to the Banff industrial area, and instructed Administration to investigate any possibilities and return to the Commission with findings.

Administration has investigated the time it takes Route 3 to exit from the Trans-Canada Highway and makes it's way into the core of Banff and end it's trip at the Banff High School. Administration has also investigated the time it takes to continue on the Trans-Canada Highway and exit at the Norquay exit and continue to the end/start of Route 3 at the Banff High School.

This report asks the Commission for a decision to adjust the routing of Regional Route 3 in an effort to improve schedule adherence for Route 3 while at the same time provide additional stop service near the Banff Industrial Compound area.

PREVIOUS COMMISSION DIRECTION/POLICY

Administration Recommendation:

That the Commission

- Approves the permanent rerouting of Route 3 as outlined in this report, on the condition that Parks Canada allows a Roam public transit bus stop pole to be located near the intersection of Hawk Avenue and Industrial Compound Road.
- Approves the removal of stop #111 (Rotary Park) from the Route 3 schedule, on the condition that Parks Canada allows a Roam public transit bus stop pole to be located near the intersection of Hawk Avenue and Industrial Compound Road.

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015

INVESTIGATION

Administration directed it's Route 3 drivers to record the time it takes to exit the Trans-Canada highway and make their way to the end of their trips at the Banff High School. 3 drivers recorded similar travel times with a combination of direct travel times, as well as travel times that included passenger request stops on route. The times recorded are listed in the table below.

Administration directed it's Route 3 drivers to record the time it takes to depart from the Banff High School and merge onto the Trans-Canada Highway headed for Canmore. The times recorded are listed in the table below.

Administration recorded the time it took to travel from the Trans-Canada /Banff Ave exit to the Norquay exit, turning left onto Railway Ave then right onto Elk Street, and arriving northbound in front of the Banff High School. The times recorded are listed in the table below.

Administration also recorded the time it took to travel from the Inns of Banff to the Banff Industrial Compound – turning left onto the industrial compound road, pausing at the intersection of Hawk Ave (simulating a 60 second stop for boardings and alightings) - then proceeding to merge onto the Trans-Canada and reach the oncoming on ramp from Banff Ave. The times recorded are listed in the table below.

Travel Time Comparison Into Banff – Avoiding Banff Avenue (Mid-March Weekday)			
Existing Route 3 travel time from Hwy Exit to Banff High School			
Drivers	With No Stops	With Stops	
Rob	00:07:30	00:09:00	
Bob	00:08:00	00:09:00	
Murray	00:08:00	00:09:30	
Route 3 alternate routing to Norquay Exit to Banff High School			
	With No Stops		Average Travel Time Savings Into Banff
Admin	00:06:00		00:02:30

Travel Time Comparison Out of Banff – Servicing Banff Industrial Area (Mid-March Weekday)			
Existing Route 3 travel time from Inns of Banff to merging onto TCH			
Drivers	With No Stops		
Bob	00:05:00		
Murray	00:04:30		
Admin	00:04:10		

Report to the Bow Valley Regional Transit Services Commission

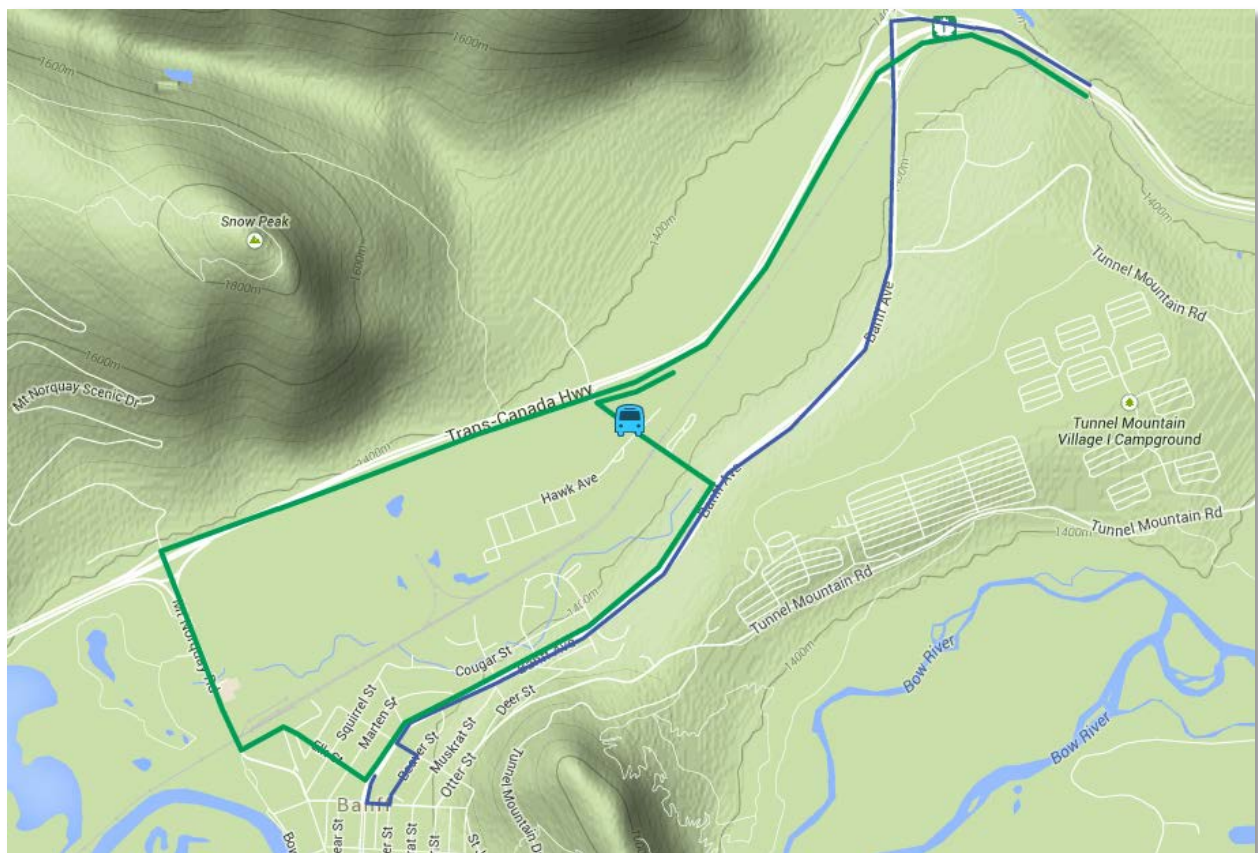
Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015

Route 3 Alternate Routing to Hawk Avenue then on to same merge location above			
	<i>With a 60 second stop</i>		
Admin	00:05:00		

MAP - <https://www.google.com/maps/d/edit?mid=zj93cW3jJcWA.kvWizgvXdoLw>

- Existing Route 3 in blue.
- Proposed Reroute in green.



Administration is satisfied that the time saved by having Route 3 stay on the Trans-Canada Highway and exit at the Norquay exit provides enough time to arrive up to 3 minutes early to the Banff High School, and allows the route to completely avoid busy Banff Avenue. This is a positive impact on schedule adherence and provides an arrival/departure buffer should a train or exceptional traffic backup on Norquay Road be experienced during busy summer weekends. This extra time would allow passengers a buffer to catch every other hourly (7am, 9am, 11am, etc.) Route 1 departure from Elk Street stop #6 heading southbound on Banff Ave. This extra time also provides Roam transit operators with enough

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015

time for a well-deserved break/stretch. By avoiding inbound trips from Canmore on Banff Avenue, we also avoid customer confusion and possible complaints, that *“the Roam bus didn’t stop for me when I waived them down”* even though there are no Route 3 pick stops located along southbound Banff Ave.

Administration is satisfied that the time it takes to serve the Banff Compound equals the same amount of time the bus already spends proceeding down Banff Avenue to the Trans-Canada. Essentially, if 2 buses departed the Banff High School at the same time, and one served the proposed Banff Industrial Compound stop, the 2 buses would meet at roughly the same spot on the Trans-Canada Highway heading to Canmore, with a delay in travel time of potentially 30 seconds.

Administration would like to point out, all savings in time are assuming that the rail crossings in Banff are free and clear as buses approach. This of course won’t always be the case.

Administration contacted the Town of Banff Planning department to ask about the number of individuals employed within the compound area, but they had no official numbers on record to supply.

IMPLICATIONS:

General

By rerouting Route 3 away from Banff Ave on the ‘incoming’ leg of it’s trip, there will no longer be a Drop Off Only stop located in front of Rotary Park, stop #111. However, riders still wishing to disembark in that general area could remain on the bus and get off at stop #101 located directly across the street from the existing Rotary Park stop. The proposed reroute will also no longer cause confusion and complaints from passengers waiting at a stop along Banff Ave, wondering *“why didn’t the Route 3 bus stop for me?”* (there are no longer any Route 3 stops for pick up along Banff Ave). The rerouting will also remove the impact of a busy Banff Ave on Route 3 arrival times into Banff therefore improving the route’s schedule adherence.

A unique challenge with regards to fares would arise with passengers wishing to access a Banff Compound stop. All passengers boarding the regional Route 3 bus are required to pay the \$6.00 cash fare, or swipe a regional service smart card. Administration would need to investigate a creative solution to allow passengers to pay a local or perhaps a ‘zone’ fare or use a local pass to ride the Regional bus to access the Banff Compound stop. Transit operators would need to ensure that those paying a local or zone rate disembark at the Compound stop, and do not continue on to Canmore, avoiding the regional fare. Administration believes it can come up with an effective solution to this challenge.

Providing service to the Banff Industrial Compound has been requested many times by existing and potential riders through social media, and in person at our Customer Service Centre. By providing service to this area, Administration hopes to fill a service gap it believes exists in the delivery of public transit in Banff.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015

Since schedule and stop changes have already been approved for existing stops in Banff, there is expected to be a minimal budget impact to implement this service. The additional kilometers driven with this rerouting is minimal and any impact to fuel costs is negligible.

It is expected that stop signage would be placed along the roadside just past Hawk Avenue, and the suggestion of a transit shelter installation at some point has been discussed very briefly with the Town of Banff. The installation of some form of lighting would be expected to follow installation of a bus stop here. Some low cost alternatives could be a standalone solar powered light.



Report to the Bow Valley Regional Transit Services Commission

Report 2015 – 09 – Regional Route 3 Route Change in Banff – Request for Decision

February 19, 2015



It should be noted that the addition of a transit stop along the Industrial access road near Hawk Avenue is outside the Banff town boundary and on Parks Canada land. This transit stop location scenario is the same as the existing stops located at the Upper Hot Springs, the Banff Gondola, the Cave and Basin, and the Tunnel Mountain Campground. Administration has been in contact with Parks Canada staff to discuss the potential of a stop installation at this location, and has been provided with a *Project Description Guiding Document* to be filled in and submitted if a decision to reroute Route 3 is made by the Commission. A general comment from Parks Canada is that *'if it's simply a pole in the ground with a sign, there shouldn't be a problem getting this approval in place before this summer'*.

RISKS

By rerouting Route 3, there would be 2 additional market and gated railway crossings that Route 3 drivers would be required to negotiate. Any time a rail crossing is introduced to a route, there may be a minor increase in risk or collision or delay. However Administration is confident the benefit to customers far outweighs the minor increase in risk.

ATTACHMENTS

None