

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

111 Hawk Avenue and Zoom

AGENDA

March 8th, 2023 2:00 – 4:00pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the February 8, 2023 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) CAO's Monthly Report (For Information)
 - b) Bring Forward List of Pending Items (For Information)
 - c) Transit Service Monthly Statistics (For Information)
5. New Business
 - a) Strategic Plan Update (For Information Only)
 - b) Year End Financials (Unaudited)(For Information Only)
 - c) Financial Reserve Transfers (Request for Decision)
 - d) Dogs on the Bus (Request for Decision)
6. Adjournment

Next Meeting – Wednesday April 12th 2023 2:00-4:00pm (111 Hawk Avenue and Zoom)

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

111 Hawk Avenue and Zoom

MINUTES

February 8th, 2023 2:00 – 4:00pm

BOARD MEMBERS PRESENT

Joanna McCallum, Town of Canmore – Chair
Dave Schebek, ID9 (Virtual)
Alex Parkinson, ID9
Grant Canning, Town of Banff
Tanya Foubert, Town of Canmore

BOARD MEMBERS ABSENT

Corrie DiManno, Town of Banff

BVRTSC ADMINISTRATION PRESENT

Martin Bean, CAO
Steve Nelson, Manager Operations
Mel Booth, Controller
Fiona Gagnon Manager of Communications

ADMINISTRATION PRESENT

Daniella Rubeling, Parks Canada
Claire Ellick, Town of Canmore (Virtual)
Adrian Field, Town of Banff (Virtual)
Danielle Morine, ID9 (Virtual)
Jed Cochrane, Parks Canada (Virtual)
Patti Youngberg, Parks Canada

PUBLIC PRESENT

Greg Colgan (Rocky Mountain Outlook)

1. Call to Order

Joanna McCallum calls meeting to order at 2:03PM

2. Approval of the Agenda

BVRTSC23-001 Grant Canning – moves to approve the Agenda as presented

CARRIED UNANIMOUSLY

3. Minutes

- Approval of the December 15th, 2022, Regular Meeting minutes (attached)

BVRTSC23-002 Tanya Foubert moves to accept December 15th, 2022 Regular Meeting minutes as presented

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a) CAO's Monthly Report (For Information)
- b) Bring Forward List of Pending Items (For Information)
- c) Transit Service Monthly Statistics (For Information)

5. New Business

- a) Canmore Electric Bus Purchase (Request for Decision)

BVRTSC23-003 Joanna McCallum moves that the Commission approve the purchase of an additional electric bus from Proterra through the City of Edmonton's onboarding clause to supplement the Canmore fleet allocation and allow for increased year-round service for Canmore local, to be funded 80% by the Federal Rural Transit Solutions Fund and 20% by Canmore Capital Reserves

CARRIED UNANIMOUSLY

- b) Report on Staff Accommodation (Request for Decision)

BVRTSC23-004 Joanna McCallum moves that the BVRTSC Board direct administration to move forward with the process of purchasing a 5-bedroom common amenity housing unit in Bald Eagle Peak Chalets, estimated for completion early 2024

..and that the BVRTSC board direct administration to bring back financing options to the Board for approval

CARRIED UNANIMOUSLY

- c) Dogs on the Bus (Request for Decision)

BVRTSC23-005 Joanna McCallum moves to postpone a decision until next meeting asking Administration to come back with a report outlining concerns or alternative scenarios of implementing a pilot.

- Joanna McCallum, Alex Parkinson, Tanya Foubert, Dave Schebek - In favour
- Grant Canning - In opposition

d) Presentation of Amended Budget (Request for Decision)

BVRTSC23-006 Joanna McCallum moves to accept the amended Budgeted.

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC23-007 Tanya Foubert moves to adjourn.

CARRIED UNANIMOUSLY

Next Meeting – Wednesday March 8th 2023 2:00-4:00pm (111 Hawk Avenue and Zoom)

DRAFT

CAO REPORT




March 2023

Financial:

- Confirmed Audit Dates for 2022 Year-end:
 - Everything uploaded to Sharefile: March 6th at the latest
 - Testing: End of January/beginning of February
 - Fieldwork: March 13th – 14th
 - Drafts: April 5th
 - Board meeting: April 12th
- Canmore Council approved an additional bus purchase on February 21st and subsequently a purchase order has been submitted to Proterra to ensure our order gets in the queue for delivery in Spring of 2024
- It is anticipated that maintenance costs will be significantly over budget for 2023, based on a recent change to the structure of the charges that the Town of Banff charges for work on Roam vehicles. See below summary from the Manager of Fleet Services:

“The increased charge out rate reflects the town’s recent compensation review of heavy-duty mechanical technicians and their industry. Mechanics are a “hot” or “in demand” segment of the job market and because of this competitiveness, hourly wages have risen. The town’s increase to \$115/hr covers the cost of paying its employee’s a market competitive salary while recovering cost for its shop space. Market charge out rates for identical work ranges from \$150 to \$190 per hour”

Transit Service Updates:

- Winter driving conditions have presented a few challenges, primarily on Route 8X in the last couple of weeks. Drivers have, on multiple occasions, had to install tire socks on the buses to be able to get up Lake Louise hill due to heavy snowfall and prior to road being plowed.
- 
- Delivery dates for the 5 Proterra buses being received in 2023 have been finalized. Bus inspections at the factory will be occurring on March 15th and 16th, with the factory departure dates set for:
 - Bus 1 March 16th
 - Bus 2 March 21st
 - Bus 3 March 29th
 - Bus 4 March 29th
 - Bus 5 April 6th

Once the buses arrive in Banff after approximately 5 days of travel, CVIP inspections will occur as well as some finishing setup. It is estimated that each vehicle will be able to be put in service approximately 3 weeks after arrival.

Current production process as of March 3rd:

BNFF4-1



Bus is in Station 9, working on the interior now. Finishing up seat installation!



BNFF4-1: Exterior

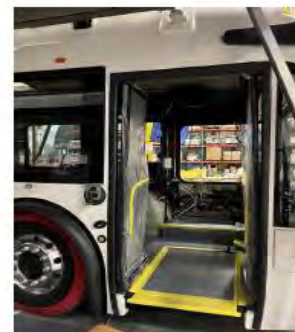


Doors are in!

Rooftop assembly complete, batteries are in



BNFF4-2



Bus is in Station 8: Rooftop assembly

Doors are in!



- Summer schedules are targeted to be finalized by the end of March. This will allow reservations on 8X and 8S to be put in the system well ahead of the summer season for visitor's planning purposes. Roam is finalizing with Parks Canada and ID9 a service within Lake Louise to allow passengers (residents and LL hotel guests) to move between the village and lakeshore.
- Route 3 and Route 5 changes have been finalized, with the additional approved services to begin on Monday March 20th.
- Currently administration is in receipt of a draft report on future electrification for Banff facility future upgrades from Equicharge, intended to assist in shaping decisions for expansion moving forward. A second part of this study was commissioned by Parks Canada, focusing on needs in the Lake Louise area.
- Unfortunately, one of the Roam bus shelters was the target of graffiti recently. Luckily this is a rare occasion and does not occur with the frequency that most transit agencies see:



- The Dillon commissioned Canmore Local Transit Service Review is currently being prepared in the draft stage and is anticipated to be received in the next couple of weeks for review. This will assist in decision making for Canmore local service for the upcoming years.

Ridership comparison to 2019:

Ridership YTD (end of Feb)	2019	2023	Increase
1,2 Banff Local	167,016	269,567	61%
3 Canmore/Banff Regional	28,335	37,473	32%
5 Canmore Local	19,138	43,207	126%
8X Lake Louise Express	6,973	19,949	186%
9 Johnston Canyon	0	1,495	

Ridership Feb Only	2019	2023	Increase
1,2 Banff Local	56,270	89,662	59%
3 Canmore/Banff Regional	12,849	17,243	34%
5 Canmore Local	8,913	20,397	129%
8X Lake Louise Express	2,920	8,085	177%
9 Johnston Canyon	0	946	

General/Health and Safety

- The first class of MELT training for 2023 has just finished, with the second class beginning on March 6th.
- The BVRTSC has signed a contract with Arbus Mountain Homes Inc. to purchase a staff accommodation unit in the Bald Eagle Peak Chalets project, due to be completed in early 2024. This unit will provide 5 bedrooms for upcoming staff accommodation needs for Roam employees.
- CBC News recently featured an article on Roam, our ridership, and the staffing challenges of operating in the Bow Valley:

<https://www.cbc.ca/news/canada/calgary/transit-canmore-banff-drivers-needed-1.6762256>

<https://www.cbc.ca/player/play/2177631811674>

Bow Valley *R*egional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as March 2023)

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
BVRTSC22-011 Tanya Foubert moves that the Commission direct administration to bring back a report and recommendations by summer of 2022, with public consultation, on potentially allowing leashed dogs on buses without the use of a pet carrier.	March 2022	March 2023	Admin (Fiona Gagnon)	Completed – revised report to be presented March 8.
BVRTSC21-117 Davina Bernard moves that the subcommittee of the CAO performance review committee focuses on the following three topics in 2022. 1. CAO updated Contract 2. CAO performance pay structure update 3. CAO performance review structure update.			Board (Joanna, Dave, Corrie)	Removed Davina and added Dave

Bow Valley Regional Transit Services Commission Ridership Statistics

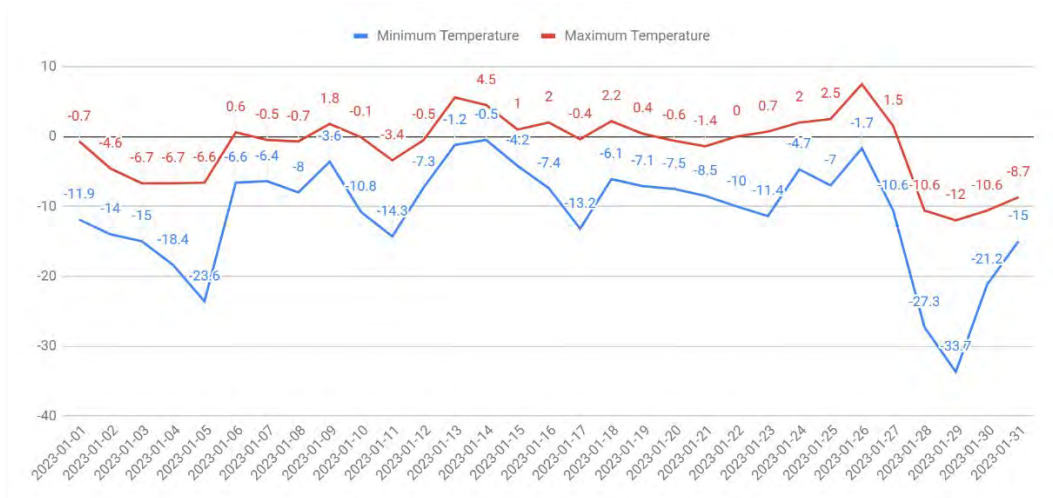
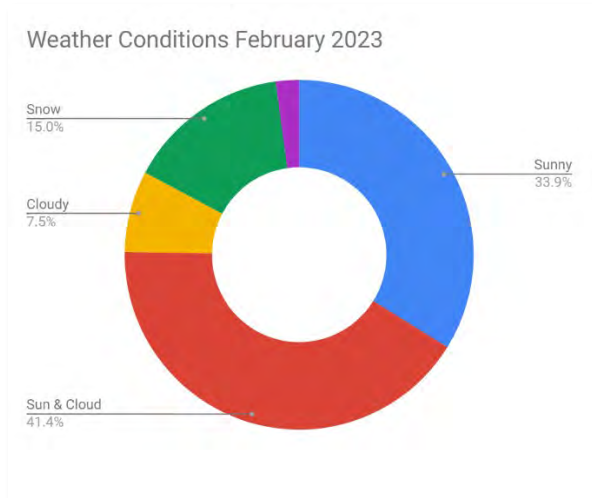


Month	Type	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
February 2023	Bikes	4	87	96	4
	Winter Sports	1923	244	803	82
	Strollers	69	110	29	0

February 2023

Route	Monthly Ridership Change 2022 to 2023	Comments
Route 1	97%	February 2022 to February 2023
Route 2	97%	February 2022 to February 2023
Route 3	64%	February 2022 to February 2023
Route 4	N/A	February 2022 to February 2023
Route 5	108%	February 2022 to February 2023
Route 6	N/A	February 2022 to February 2023
Route 8X	100%	February 2022 to February 2023
Route 9	N/A	February 2022 to February 2023

Weather for February 2023



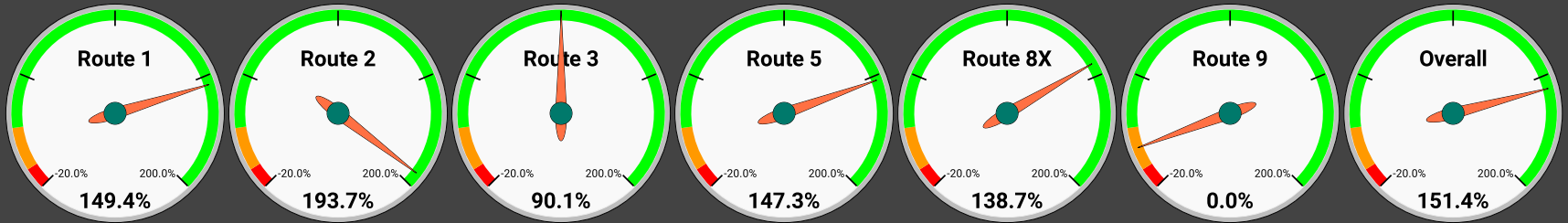
2023-02-28	Route 1 (Inns of Banff/ Gondola)							Route 2 (Tunnel Mtn / Banff Springs Hotel)							Route 4 Cave and Basin							Banff Local Combined Totals (Routes 1, 2, 4)						
Month	R1 2019	R1 2021	R1 2022	2022 YTD	R1 2023	% Change - 22	% Change - 19	R2 2019	R2 2021	R2 2022	R2 2022 YTD	R2 2023	% Change - 22	% Change - 19	R4 2019	R4 2021	R4 2022	I4 2022 YTD	R4 2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19
January	28,912	4,761	16,080	16,080	40,109	149.4%	38.73%	27,358	4,703	16,870	16,870	49,553	193.73%	81.13%								56,270	9,464	32,950	32,950	89,662	172.12%	59.34%
February	29,757	6,370	19,661	19,661	38,465	95.6%	29.26%	26,543	5,903	21,518	21,518	42,316	96.65%	59.42%								56,300	12,273	41,179	41,179	80,781	96.17%	43.48%
March	34,329	8,668	21,722			0.0%		27,413	7,734	24,785			0.00%									61,742	16,402	46,507			0.00%	
April	27,420	6,709	20,918			0.0%		22,763	5,643	20,192			0.00%									50,183	12,352	41,110			0.00%	
May	48,522	5,901	37,615			0.0%		32,526	5,008	27,452			0.00%		1,147	60	1,153			0.00%		82,195	10,969	66,220			0.00%	
June	66,195	13,551	65,375			0.0%		47,222	11,196	50,118			0.00%		4,002	535	4,698			0.00%		117,419	25,282	120,191			0.00%	
July	80,651	31,554	100,148			0.0%		61,895	31,179	67,979			0.00%		6,704	2,753	7,321			0.00%		149,250	65,486	175,448			0.00%	
August	81,196	43,151	93,303			0.0%		63,073	34,735	68,183			0.00%		7,332	3,438	5,725			0.00%		151,601	81,324	167,211			0.00%	
September	59,934	28,975	61,567			0.0%		45,951	22,068	53,950			0.00%		3,146	1,709	4,842			0.00%		109,031	52,752	120,359			0.00%	
October	28,982	16,333	37,893			0.0%		21,044	12,439	32,911			0.00%				396			0.00%		50,026	28,772	71,200			0.00%	
November	24,776	15,151	30,751			0.0%		20,300	13,693	36,146			0.00%							0.00%		45,076	28,844	66,897			0.00%	
December	28,935	18,948	45,460			0.0%		26,238	16,819	50,744			0.00%							0.00%		55,173	35,767	96,204			0.00%	
YTD	539,609	200,072	550,493	35,741	78,574	119.8%	-85.44%	422,326	171,120	470,848	38,388	91,869	139.32%	-78.25%	22,331	8,495	24,135	0	0	0.00%	-100.00%	984,266	379,687	1,045,476	74,129	170,443	129.9%	-82.7%

	Route 3 (Canmore-Banff Regional)							Route 5 Canmore							Route 8X (Express Lake Louise - Banff Regional)							Roam TOTAL Ridership (Not including OnIt)						
Month	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19
January	15,486	5,499	10,642	10,642	20,230	90.10%	30.63%	10,225	6,204	9,224	9,224	22,810	147.3%	123.08%	4,053	1,117	3,714	3,714	8,864	138.66%	118.70%	86,034	22,284	56,530	56,530	142,115	151.40%	65.18%
February	12,849	5,781	10,492	10,492	17,243	64.34%	34.20%	8,913	6,700	9,789	9,789	20,397	108.4%	128.85%	2,920	1,017	4,039	4,039	8,085	100.17%	176.88%	80,982	25,771	65,499	65,499	127,452	94.59%	57.38%
March	15,057	7,951	12,770			0.00%		9,759	8,650	12,208			0.0%		3,310	1,438	4,305			0.00%		89,868	34,441	75,790			0.00%	
April	14,618	5,507	12,028			0.00%		9,144	7,360	10,924			0.0%		2,926	1,146	4,153			0.00%		76,871	26,365	68,215			0.00%	
May	16,925	6,850	15,148			0.00%		10,769	6,760	13,066			0.0%		5,634	1,516	8,422			0.00%		119,508	27,604	106,822			0.00%	
June	18,924	9,321	19,058			0.00%		12,852	8,250	16,015			0.0%		15,224	3,454	18,115			0.00%		176,309	54,438	190,769			0.00%	
July	20,422	12,330	22,015			0.00%		14,183	7,581	16,715			0.0%		24,544	10,637	28,200			0.00%		227,664	107,890	271,789			0.00%	
August	20,105	12,610	19,854			0.00%		13,675	8,345	17,070			0.0%		24,743	15,688	22,575			0.00%		231,246	132,189	252,773			0.00%	
September	16,379	11,365	17,364			0.00%		12,348	8,621	17,127			0.0%		15,154	8,728	16,059			0.00%		159,058	88,472	187,459			0.00%	
October	15,563	11,258	17,605			0.00%		14,180	9,215	16,802			0.0%		5,581	3,709	8,061			0.00%		85,350	54,346	118,488			0.00%	
November	15,682	10,446	17,797			0.00%		13,841	9,685	19,956			0.0%		4,715	2,798	6,021			0.00%		79,314	51,773	110,983			0.00%	
December	15,994	10,599	19,213			0.00%		13,526	8,870	21,194			0.0%		6,645	3,973	9,248			0.00%		91,338	59,209	146,145			0.00%	
YTD	198,004	109,517	193,986	21,134	37,473	77.31%	-81.07%	143,415	96,241	180,090	19,013	43,207	127.2%	-69.87%	115,449	55,221	132,912	7,753	16,949	118.61%	-85.32%	1,503,542	684,782	1,651,262	122,029	269,567	120.9%	-82.1%

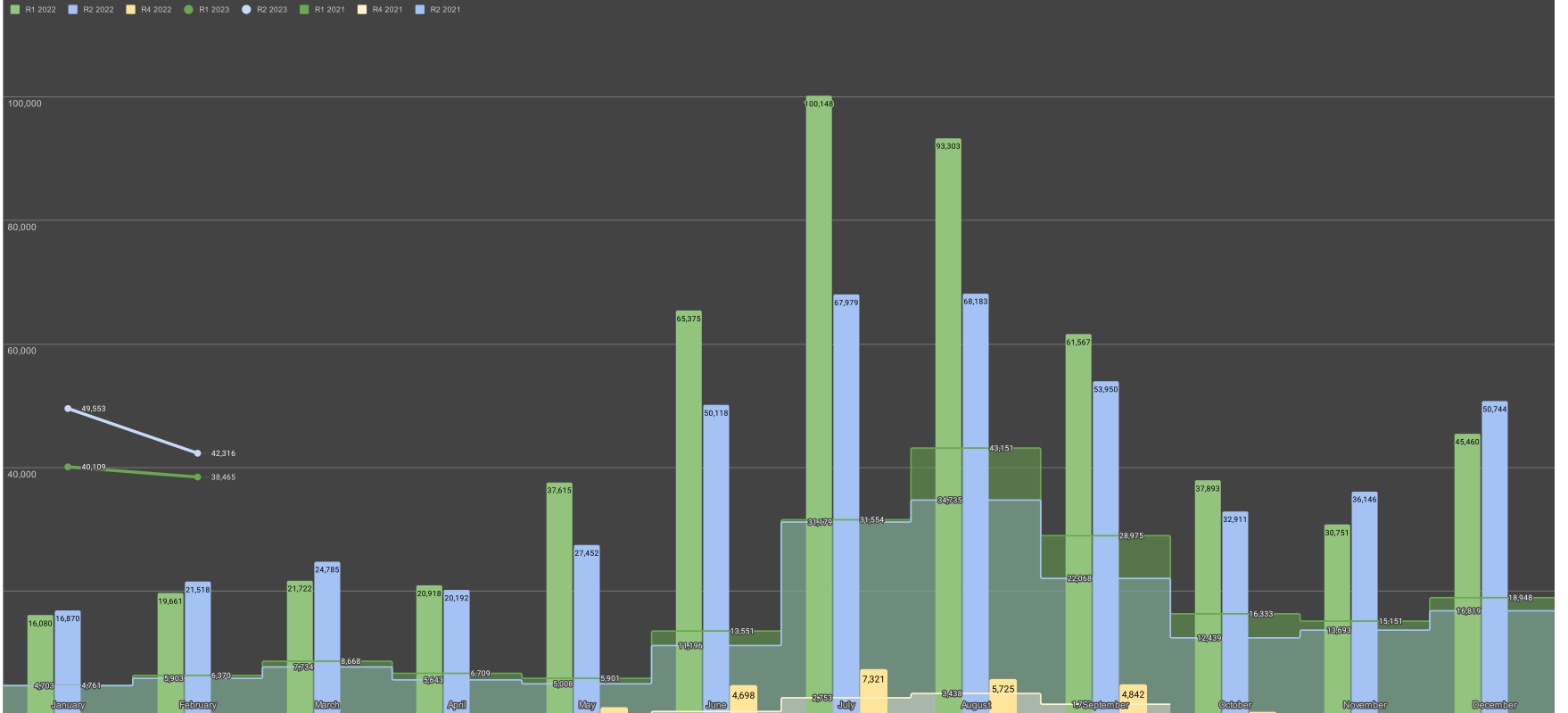
	Route 6 (Minnewanka)							Route 8S (Scenic Lake Louise - Banff Regional)							Route 9 (Johnston Canyon)							Route 10 (Moraine Lake)						
Month	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19
January																			549	0.00%								
February																			946	0.00%								
March																				0.00%								
April																				0.00%								
May	3985	559	2783		0	0.00%			97				0.00%			853	1,183			0.00%								
June	9966	2857	12662		0	0.00%		795	862				0.00%		1,129	4,412	4,728			0.00%								
July	11801	6367	20639		0	0.00%		3,521	1,313	2,183		0	0.00%		3,943	4,176	6,589			0.00%								
August	12802	8396	19063		0	0.00%		4,058	2,000	1,640		0	0.00%		4,262	3,826	5,360			0.00%								
September	4184	3303	10107		0	0.00%		303	757	0		0	0.00%		1,659	1,448	2,908			0.00%			1,498	3,535	0	0.00%		
October	0	0	530		0	0.00%										419	897			0.00%			973	3,393	0	0.00%		
November																	312			0.00%								
December																	286			0.00%								
YTD	42,738	21,482	65,784	0	0	0.00%	-100.00%	8,677	5,029	3,823	0	0	0.00%	-100.00%	10,993	14,715	22,045	0	1,495	0.00%	-86.40%		2,471	6,928	0	0	0.00%	

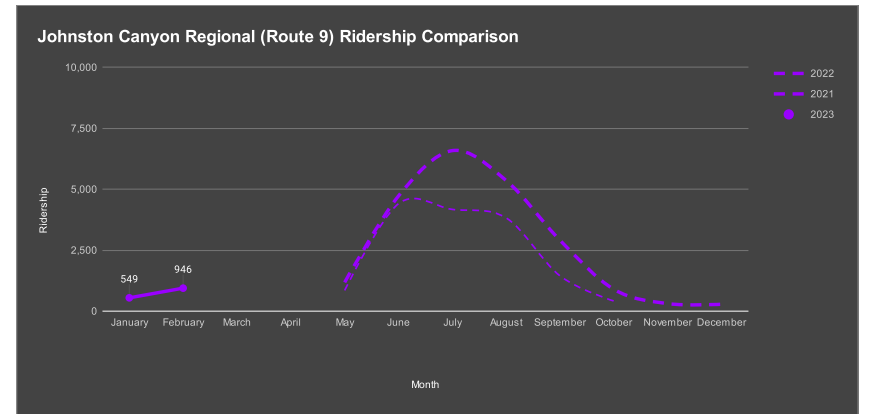
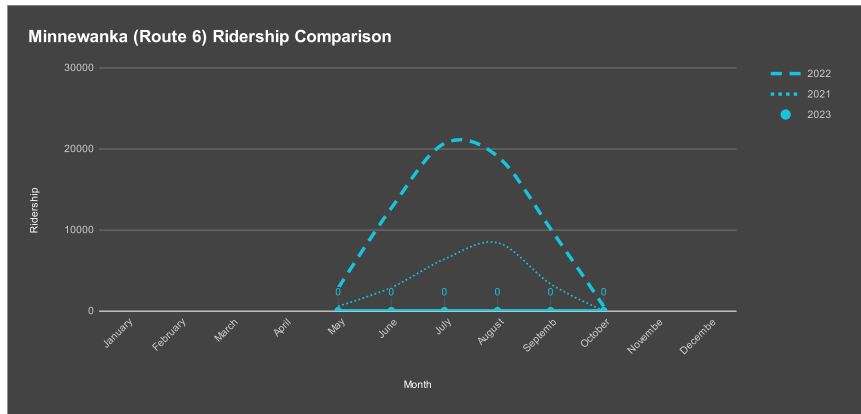
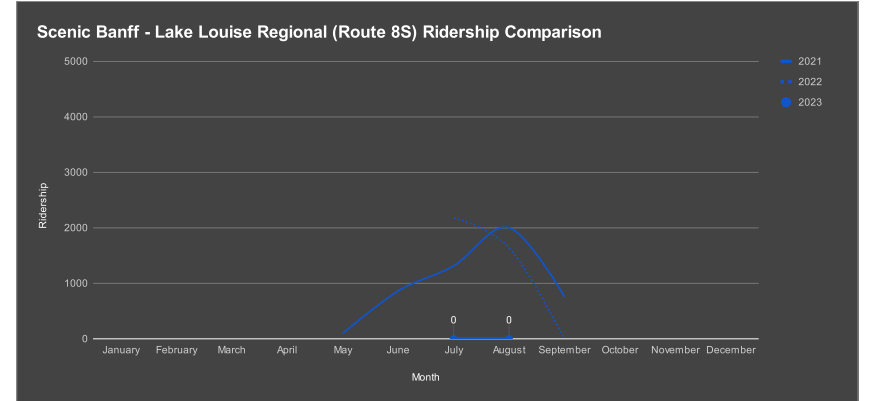
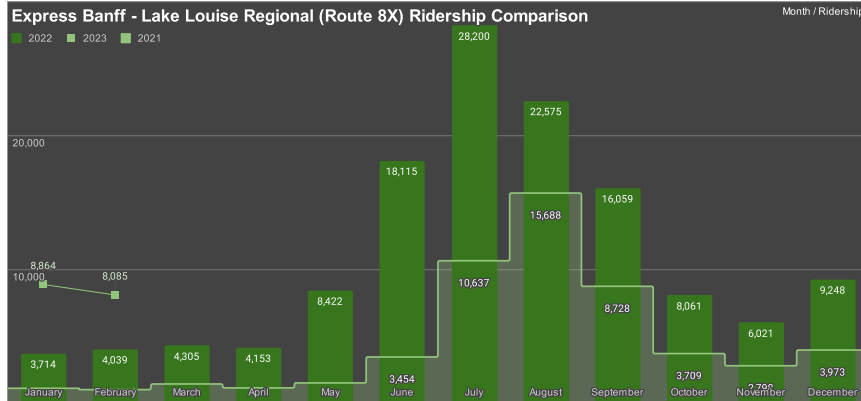
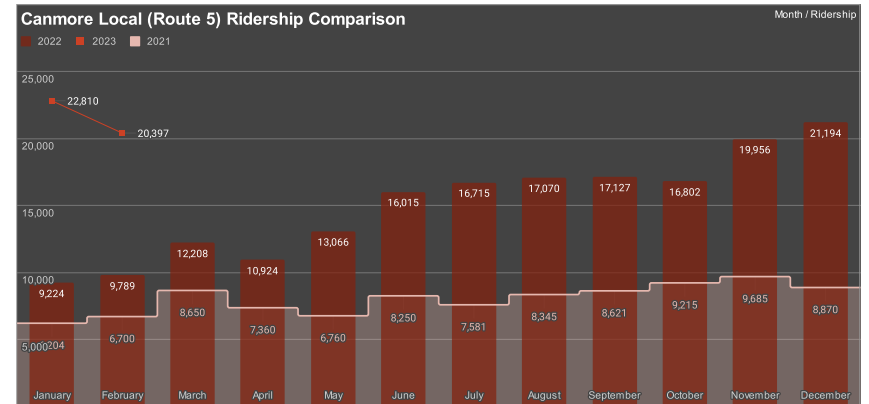
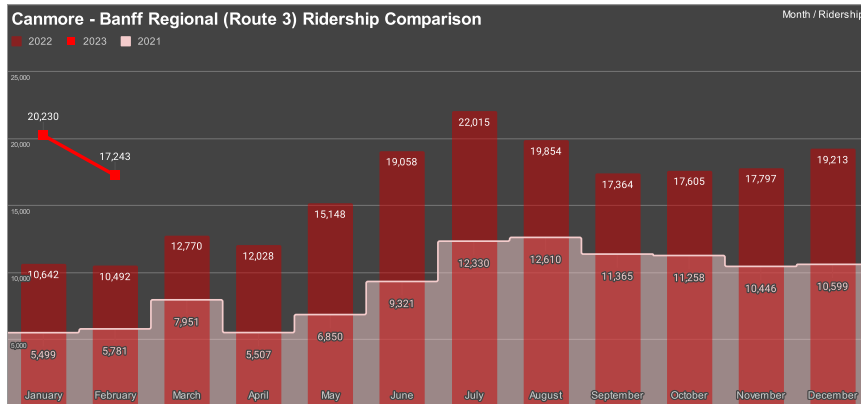
	On-It (Calgary Regional)						
Month	2019	2021	2022	2022 YTD	2023	% Change - 22	% Change - 19
January							
February							
March							
April							
May			1,759		0	0.00%	
June	1,271	930	3,840		0	0.00%	
July	3,846	2,607	7,654		0	0.00%	
August	4,847	3,623	6,531		0	0.00%	
September	6,282	2,272	5,019		0	0.00%	
October	4,017					0.00%	
November							
December							
YTD	20,263	9,432	24,803	0	0	0.00%	-100.00%

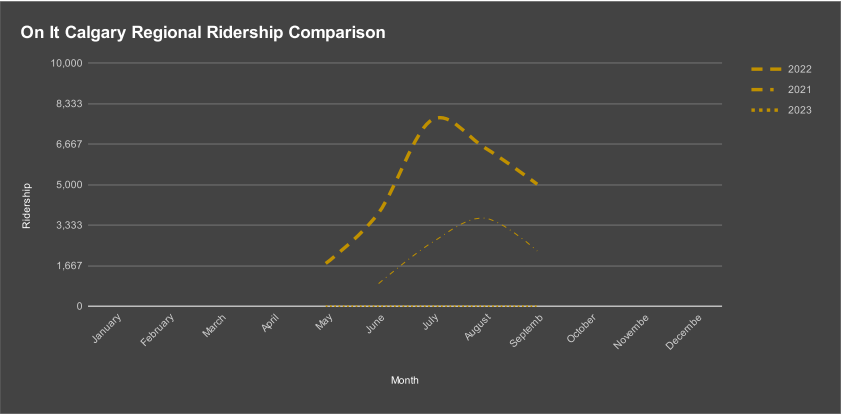
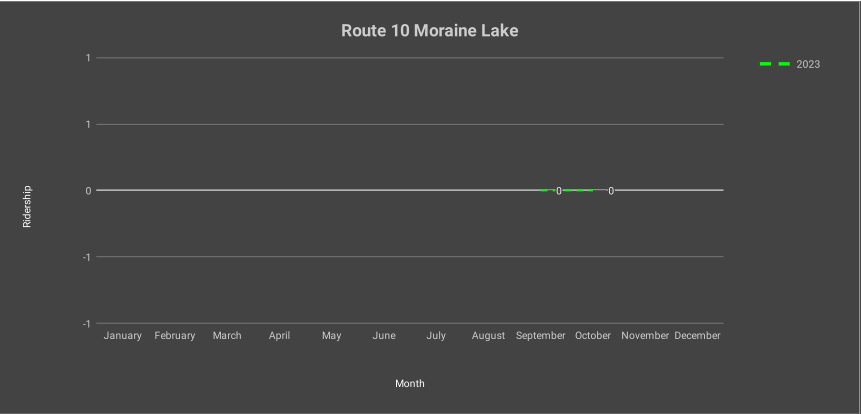
Year to Date % Ridership Change - Comparing 2023 to 2022



Banff Local (Routes 1, 2 & 4) Ridership Comparison





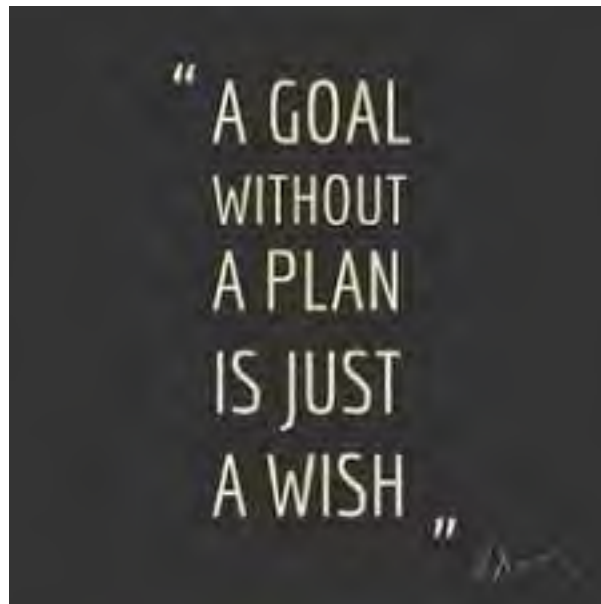


Bow Valley *Regional* Transit Services Commission

**WHAT'S
NEW!**

NEW BUSINESS

Bow Valley *Regional* Transit Services Commission



Strategic Plan Update January 2023

BVRTSC Strategic Planning January 2023 Update

**Held at the Moose Hotel, Banff
January 12, 2023**



Roam

Introduction



The BVRTSC Strategic Plan was developed in 2020 to assist in guiding the organization between 2021 and 2024. With the last couple of years being spent navigating through COVID, reviewing the strategic plan for continued relevancy and status is warranted at this point.

Governance











Task #	Task Description	2021-22	2023	2024
GOV 1	Create and approve a 4-year Strategic and Business Plan and review it annually	✓		
GOV 2	Review and approve annual operating (3-year rolling) and capital (10-year rolling) budgets.	✓		
GOV 3	Annually establish CAO's goals, conduct their annual performance evaluation, and receive feedback from CAO.			
GOV 4	As a standard item on AGM agenda, offer to review wording and content of Operating Bylaw.			
GOV 5	As a standard item on AGM agenda, offer to conduct Commission board self- assessment, reviewing Board effectiveness and planning for improvement.			
GOV 5A	Create simpler board self-assessment tool.		Fall 2023	
GOV 6	Update and improve board orientation process.	✓	Board Chair to contact Elevated HR	No specified timeline
GOV 7	Document quarterly review and annual reconciliation of financial results.	✓	Review again in 2023	
GOV 8	Develop a procedure to review every bylaw and policy once per term.		✓	

Legal Authority and Policy

Task #	Task Description	2021-22	2023	2024
LAP 1	If necessary, develop a Transit Bylaw to assign authority and penalties for fare collection, bus stops, passenger behavior enforcement, etc.			
LAP 2	Continue to update Transit Policy and Procedures Manual.	✓		
LAP 3	If the Commission wishes to expand to include other forms of sustainable transportation, is that permissible under the documents that establish the Commission? If not, what is the change process?			
LAP 4	Consolidate and review the policies directing senior management – determine gaps, if any.			
LAP 5	Do a compliance check with all legal authorities in our territory (federal, provincial, municipal).	✓		

Human Resources

Task #	Task Description	2021-22	2023	2024
HR 1	Continue to develop and update Organization Chart, showing how staffing levels would change with growth.	✓		
HR 2	Develop HR plans, structures and policies to allow for growth.	✓	●	●
HR 3	Create and maintain a development/resilience plan for key administrative positions including cross-training, upgrading, succession.	✓		
HR 4	Ensure staff retention and morale by developing and implementing policies on wages & benefits.	✓		
HR 4A	Ensure staff retention and morale through staff recognition/appreciation and staff events, communication, documented annual performance reviews.	✓		
HR 5	Develop a professional development/training plan, possibly to include Banff Ambassador program.			
HR 6	Investigate pension flexibility, to see whether it is possible to offer a choice between LAPP defined benefit plan and RRSP contributions.			
HR 7	Plan for potential staff housing requirement due to growth	✓		
HR 8	Develop a CAO remuneration policy			
HR 9	Develop an off-boarding process for all staff, including exit interview.			
HR 10	Develop an on-boarding process for admin staff.			

Task #	Task Description	2021-22	2023	2024
TS 1	Overall system review – Roam plus other transportation providers, how does it all work together?			
TS 2	Draft for commission approval and recommendation to the partners a policy to allow the CAO to make service adjustments (+/- 10% service hours) for operational needs without prior approval of the Contributing Partner(s)			
TS 3	Consider new partners as/when those partners commit to contribution			
TS 4	Complete study exploring provision of on demand service for the severely disabled			
TS 5	Re-establish partnership on Banff Centre route.		On hold	
TS 6	Innovation: investigate our relationship with alternative modes (car share, bike share, gondola)			
TS 7	Conduct system review meetings with all potential partners in the area. Look for opportunities for integration, to give riders one-stop shopping.			
TS 8	Review contribution agreements with Parks Canada and renew agreements as possible.			
TS 9	Identify the metrics for each route. Review and optimize all existing routes with regard to the strategic direction from the commission.			
TS 10	Investigate all new route opportunities within our mandate. Start with discussions with partners, then map out opportunities and create plan for roll-out			
TS 11	Continue to expand Roam's involvement in Lake Louise local service			
TS 12	Explore on-demand service options to reach outlying areas.			

Infrastructure

Task #	Task Description	2021-22	2023	2024
INF 1	Work with Parks Canada on a Lake Louise Transit Exchange.	✓		🟡
INF 2	Implement a consistent visual identity for Roam bus stops, passenger shelters and signage. This does not mean that every bus stop will be exactly the same, but it does mean that consistent elements will make the stops easily recognizable for users.	✓		
INF 3	Explore and champion transit priority infrastructure.	✓		
INF 4	Plan for new infrastructure if needed for growth.			





Fleet

Task #	Task Description	2021-22	2023	2024
FL 1	Maintain a 10-year rolling Fleet Plan identifying the timing and cost of the acquisition, refurbishment and disposal of each bus, planning for maintenance of service and for growth. Update budget with regard to grant availability/probability.			
FL 2	Bus Specifications - Continue to investigate fleet options with regard to best practices in new technologies, sustainability and accessibility	✓		

Technology

Task #	Task Description	2021-22	2023	2024
TEC 1	Add Arrival prediction displays at major bus stops and improve accuracy of Arrival prediction displays.	✓		
TEC 2	Add more on-board wifi.	✓		
TEC 3	Improve app.			
TEC 4	Promote and install technology to deliver more transit information to customers in secondary locations, such as hotel lobbies, etc., when hotels are ready.	✓		
TEC 5	Ensure latest technology is available/used for tracking ridership and other key performance indicators.	✓		
TEC 6	Explore multilingual customer interface.			
TEC 7	Explore options for more efficient boarding @ crunch locations, including passenger queueing, how to get on/off, ticket vending machines.	✓	🟡	🟡
TEC 8	Continue to investigate individual technology to deliver messages (area information) to riders on visitor-focused routes.			

Marketing and Communications Services

Task #	Task Description	2021-22	2023	2024
MCS 1	Update our online presence - use all new means to keep current.	✓		
MCS 2	Make a formal presentation at least once annually to each partner council.	✓		
MCS 3	Continue to build relationships at the federal and provincial levels to ensure that BVRTSC is understood.	✓		
MCS 4	Update and implement Marketing Plan to increase levels of awareness among visitors and increase ridership and mode share. Continue to refine how we will position, advertise and promote our services in the local, regional and national/ international markets.		In Progress	
MCS 5	Define policy for how we will contribute to community events and initiatives, including how we will communicate about our contributions			●
MCS 6	Evaluate and review Roam brand standard for currency and effectiveness.			
MCS 7	Finalize transfer of Brand Standard from Town of Banff to the BVRTSC.	✓		
MCS 8	Investigate multilingual communication.			
MCS 9	Develop and implement PSA program on buses (wildlife safety, etc.) Five messages, three languages.			
MCS 10	Continue to produce hard-copy communications		✗	✗
MCS 11	Advocate for disincentives to private vehicle use.	✓		

Task #	Task Description	2021-22	2023	2024
FS 1	Review fares annually, checking against Commission's and partners' relative valuing of ridership vs. revenue and cost reduction vs. frequency.	✓		
FS 2	Explore opportunities for and advocate for free-to-user public transit, where it works for the partners.	✓		
FS 3	Conduct formal fare review like the one in 2018.		Planned for Q2 2023	




Fare System

Financial

Task #	Task Description	2021-22	2023	2024
FIN 1	Annual Financial Audit.	✓		
FIN 2	Annual Capital Grant Review – investigate access to capital grants from higher orders of government.	✓		
FIN 3	Operating and Capital Budget Reserve Policy -- investigate policies and update if necessary, in light of changing grant availability and growth.			
FIN 4	Excess Operating Revenue Policy - investigate policy and update if necessary.			
FIN 5	Prepare a rolling 10-year Capital Plan to reflect the goals of this Plan.	✓		
FIN 6	Review capital amortization schedule and assumptions.			

Performance Monitoring

Task #	Task Description	2021-22	2023	2024
PM 1	Identify targets for all key performance indicators for all routes (overhead per service hour, amortization per service hour, net cost per service hour per route, % capacity used on buses, number of over-full buses, ridership per service hour per route, fuel consumption per service hour, mode share per route, percentage cost recovery per service hour). Prioritize these targets into high, medium and low priorities for each route.			
PM 2	Track all performance indicators.	✓		
PM 3	Annually review performance indicators, targets and priority levels to ensure that they are still appropriate.	✓		
PM 4	Work with CUTA calculations and partners to calculate environmental benefit based on ridership and fuel consumption per service hour.			
PM 5	Quarterly, report individual Route Performance to the Commission.	✓		
PM 6	Annually report and present on Roam Transit system performance to each member Council. This annual report will highlight overall performance plus performance on the strategic directions identified by the individual partners.	✓		
PM 7	Report as required by grantors on government grant funding received.	✓		
PM 8	Compare our performance to the stats and best practices for other tourism destinations, for the information of the Commission board members and the contributing partner councils.			
PM 9	Develop a metric to quantify the number of cars off the road because of transit.			



**The way to get
started is to quit talking
and begin doing.**

Walt Disney

Bow Valley *Regional* Transit Services Commission



2022 Unaudited Financial Results and KPIs

Report to the Bow Valley Regional Transit Services Commission

2022 Overall Summary of results

March 2, 2023

Bow Valley Regional Transit Services Commission						
All routes - Actual vs budget vs Prior Year (PY)						
January - December 2022						
	Actual	Budget	Over/ under budget		PY Jan-Dec 2021	Difference from PY
Income						
Bus Pass Sales	2,751,411	2,357,375	394,036		1,200,391	1,551,020
Grant Revenue	3,935	-	3,935		11,241	(7,307)
Interest Revenue	103,551	12,000	91,551		13,311	90,240
Marketing & Advertising Revenue	28,172	55,141	(26,969)		26,233	1,939
Other Income	91,528	2,496	89,032		12,007	79,521
Partner Programs	509,229	361,561	147,668		257,117	252,112
Recoveries - Operating (non-members)	1,097,001	1,201,046	(104,045)		1,263,505	(166,504)
Requisitions - Capital	23,219	-	23,219		5,121	18,097
Requisitions - Operating	4,624,807	3,660,527	964,280		2,177,368	2,447,439
Total Income	9,232,852	7,650,146	1,582,706		4,966,145	4,266,707
Gross Profit						
Expenses						
Advertising & Marketing Expenses	89,752	212,231	(122,479)		48,970	40,782
Contracted Services / Professional Fees	222,790	115,584	107,206		203,917	18,873
Fuel Expense	843,816	686,935	156,881		566,273	277,543
General Operating Expenses	209,770	111,379	98,391		134,638	75,132
Infrastructure Maintenance	76,086	38,902	37,184		30,237	45,849
Insurance Expense	151,027	111,152	39,875		82,071	68,956
Software Fees & Licences	142,999	183,750	(40,751)		153,510	(10,510)
Training, Travel & Meals	38,556	47,470	(8,914)		19,346	19,210
Vehicle Expenses	1,669,501	1,437,788	231,713		1,149,376	520,125
Wages & Benefits	4,123,650	4,178,997	(55,347)		3,200,291	923,359
Total Expenses	7,567,947	7,124,188	443,759		5,588,627	1,979,320
Surplus / Deficiency Prior to Amortization	1,664,906	525,958	1,138,948		(622,482)	2,287,387
Other Expenses						
Amortization Expense	1,431,675	1,441,134	(9,459)		1,196,815	234,860
Loss on Sale of TCA	23,114	-	23,114		-	23,114
Net Revenue	210,117	(915,176)	1,125,293		(1,819,296)	2,029,413

Note

- Admin and Route expenses only - excludes Tangible capital assets and grant category.
- \$301,000 of surplus represents payments made by non-partners to cover amortization expenses. True surplus is \$1,364,000.

Report to the Bow Valley Regional Transit Services Commission

2022 Overall Summary of results

March 2, 2023

Summary of variances

Strong recovery from COVID-19 in both revenues and ridership.

Actual service hours for 2022 were 56,370, down from budgeted service hours of 58,580. This was mostly due to service reductions due to lack of drivers for Rt1, Rt2, Rt3 and Rt8S. Rt 7 did not operate in 2023. Rt 5 was over in service hours by 800 hours due to 5C/5T schedule changes. Rt 9 was also over by 600 hours due to fall/winter service extension.

Actual ridership for 2022 was 1.65 million passengers up from budgeted ridership of 1.54 (PY ridership of 680,000).

Operating requisitions includes 1.2 million of RESTOR funding. This is allocated to each partner based on agreed upon allocation formula. RESTOR funding is for COVID relief funding based on lost revenues/increased expenses due to COVID-19. Comparison period for funding eligibility was revenues compared to 2019. So, although revenues were more than budget, in comparison to 2019 they were still less per service hour for most routes. Also, there was lost revenues from service reductions related to driver shortages and additional costs that can be attributed to COVID such as overtime from driver shortages, additional cleaning costs, extra maintenance costs etc.

Revenues from bus pass sales/farebox revenues/hotel partner program were \$3.35 million; up \$550,000 from budgeted amounts of \$2.7 million (PY revenues of 1.45 million).

Overall operating expenses were \$7.56 million; \$440,000 above budgeted amounts of \$7.12 million (PY operating expenses of \$5.59 million).

Overall net expenses (operating expenses less revenues excluding member and non-member recoveries) are fairly consistent with budgeted amounts. COVID relief funding was not budgeted and lead to route surpluses because 2022 operating requisitions were based on recovery of increased expenses due to COVID.

Revenue

Pass and farebox sales combined were approximately \$400,000 over budget. Regional ridership for Banff-Canmore and Banff-Lake Louise was much higher than anticipated and Super pass including Moraine Lake led to very strong sales in this area.

Partner program revenues were approximately \$150,000 over budget. Hotel occupancy and ridership were high from the summer onwards, and additional agreements from Pursuit for Gondola and Boat passengers were not budgeted.

Interest revenues were above budget due to higher operating balances. Balances included Parks funding for bus purchases and RESTOR funding. A portion of both operating and capital reserves were transferred to CIBC managed investment accounts during the year which also led to increasing interest income.

Report to the Bow Valley Regional Transit Services Commission

2022 Overall Summary of results

March 2, 2023

Other income includes approximately \$20K for charter income and the rest is warranty income. This \$70K offsets some of the increase in vehicle maintenance expenses below.

Non-member recoveries are under budget due but based on recovery of actual net expenses.

Overall member recoveries are consistent with budget amounts excluding the COVID relief funding discussed earlier and approximately \$200,000 of the ID#9 contribution for Lake Louise summer routes was allocated to the maintenance reserve.

Expenses

Even though service hours are less than budget operating expenses are over budget. Largest variances are coming from fuel costs and vehicle maintenance.

We saw a large increase in Diesel costs during the year. Which was \$150,000 higher than the inflationary increase that was budgeted. Rt 5 saw larger increases than other routes because fuel is purchased from Fas Gas compared to Parks Canada. Rts 1 and 2 saw decreases from budget amounts due to benefits of Electric buses vs diesel especially in the summer months with the solar panels.

Town of Banff vehicle maintenance expenses were approximately \$250,000 more than budgeted. Variances were due to several different factors. Buses are getting older, more mechanics required to service Roam fleet, staff shortages, higher rates charges, difficulties with sourcing parts, parts person added in Q4. As mentioned above some of this increase is absorbed by warranty reimbursements.

Wages are \$55,000 under budget. Most wages were consistent with budgeted amounts except for customer service which was approximately \$70,000 less than budget due to being unable to hire staff in this area. Driver wages were consistent with budget even with service level reductions. This is mainly due to rate increases, adding more breaks to certain routes and adding more full-time staff members which increased benefits cost.

Contracted services are over budget. This includes contract payments for On-it of \$130,000 which was not budgeted, and TOC transit study which was funded by their operating reserve.

Infrastructure maintenance is \$37,000 over budget due to expenses for the transit storage building that were not budgeted such as drain cleaning and snow. There was also \$12,000 of costs for repairs and maintenance on the vending machines.

Insurance expenses are greater than budgeted. The annual invoice was \$25,000 more than budget. There were some grant programs for insurance that ended, and we are now being charged the full premium. Also, AMSC was delayed in getting us invoices the some of the new Proterra from 2021; as such \$7,000 of 2021 insurance is included in 2022.

Software is less than budgeted amounts due to our switch to internal farebox hosting from March 2022 which reduced our annual operating costs by over \$30,000 per year. In the first year there is migration costs which have been included in capital projects.

Report to the Bow Valley Regional Transit Services Commission

2022 Overall Summary of results

March 2, 2023

Advertising and marketing expenses are under budget by \$90,000. Advertising activity increased in the lead up to summer, and in the second half of the year, but still much less than budgeted amounts.

Loss on sale of TCA is from the disposal of Trout Jr during the year.

Bow Valley Regional Transit Services Commission
All Routes - Actual vs Budget (pg 1/2)
January - December 2022

	Administrative		Calgary-Banff		Rt 01 - Banff Local (Sulphur Mtn)		Rt 02 - Banff Local (Tunnel Mtn)		Rt 03 - CB Regional		Rt 04 - Cave and Basin		Rt 05 - Canmore Local	
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget
Income														
Bus Pass Sales	0				250,410	274,232	218,556	308,277	1,009,710	904,955	10,149	13,236	0	
Farebox Revenue	0													
Grant Revenue	190				976		867		370		125		376	
Interest Revenue	103,551	12,000												
Marketing & Advertising Revenue	93				6,040	15,606	5,277	15,606	6,285	12,485	650		3,747	11,444
Other Income	-1,857				11,909	1,248	12,372	1,248	4,810		408		25,519	
Partner Programs	0				316,516	250,027	153,432	105,414	3,556	6,120				
Recoveries - Operating (non-members)	-42,373	-63,600	84,437		22,295	23,177	40,525	27,235			156,023	150,258		
Requisitions - Capital					7,990		7,990		7,239					
Requisitions - Operating	564,714	564,720	54,532		875,646	622,003	847,272	593,629	345,947	345,946			1,342,456	927,578
Total Income	\$ 624,318	\$ 513,120	\$ 138,969	\$ -	\$ 1,491,782	\$ 1,186,293	\$ 1,286,291	\$ 1,051,409	\$ 1,377,917	\$ 1,269,506	\$ 167,355	\$ 163,494	\$ 1,372,098	\$ 939,022
Expenses														
Advertising & Marketing Expenses	6,696	3,957			14,522	48,410	12,376	44,336	13,324	29,992	1,888	4,866	20,102	23,657
Contracted Services / Professional Fees	27,851	52,038	128,969		9,081	10,387	8,916	10,450	7,083	7,638	810	790	28,785	19,393
Fuel Expense	664				82,095	98,086	81,690	78,095	226,979	195,920	7,400	5,429	151,544	94,507
General Operating Expenses	56,653	56,725			28,421	8,040	24,788	7,680	36,816	10,078	2,498	761	9,700	6,977
Infrastructure Maintenance	3,384				12,518	7,411	11,389	7,823	22,028	3,511	904	1,040	14,132	9,423
Insurance Expense	10,039	12,094			27,266	18,915	22,337	15,397	16,777	11,959	2,971	2,021	20,583	16,956
Software Fees & Licences	11,175	22,162			23,757	26,639	22,415	23,808	19,173	18,899	3,296	5,798	15,412	23,630
Training, Travel & Meals	33,231	39,456			1,093	1,544	889	1,394	833	1,224	156	122	795	1,475
Vehicle Expenses	16,578	23,604			302,298	250,934	271,843	220,753	321,113	247,198	32,652	37,227	243,154	175,462
Wages & Benefits	336,812	303,084	10,000		674,068	715,915	613,124	641,658	693,933	743,089	92,053	80,986	649,323	567,547
Total Expenses	\$ 503,083	\$ 513,120	\$ 138,969	\$ -	\$ 1,175,120	\$ 1,186,281	\$ 1,069,767	\$ 1,051,394	\$ 1,358,059	\$ 1,269,508	\$ 144,627	\$ 139,040	\$ 1,153,530	\$ 939,027
Surplus / Deficiency Prior to Amortization	\$ 121,235	\$ -	\$ -	\$ -	\$ 316,662	\$ 12	\$ 216,524	\$ 15	\$ 19,858	\$ (2)	\$ 22,728	\$ 24,454	\$ 218,569	\$ (5)
Loss os Sale of TCA														
Amortization Expense	53,805	52,236			279,142	267,573	252,098	267,576	153,554	145,776	22,728	24,453	114,822	146,484
Net Income	\$ 67,430	\$ (52,236)	\$ -	\$ -	\$ 37,520	\$ (267,561)	\$ (35,573)	\$ (267,561)	\$ (133,696)	\$ (145,778)	\$ -	\$ 1	\$ 103,747	\$ (146,489)

Bow Valley Regional Transit Services Commission All Routes - Actual vs Budget (pg 2/2) January - December 2022																	
	Rt 06 - Lake Minnewanka		Rt 07 - Banff Centre		Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		TOTAL		
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget
Income																	
Bus Pass Sales	39,001	47,521		3,415	394,486	212,446	27,739	77,687	652,156	368,924	102,182	115,283	47,022	31,399	2,751,411	2,357,375	117%
Farebox Revenue															0	0	#DIV/0!
Grant Revenue	311						54		512		154				3,935		
Interest Revenue															103,551	12,000	863%
Marketing & Advertising Revenue	650				1,332		618		2,861		618				28,172	55,141	51%
Other Income					28,166				10,200						91,528	2,496	3667%
Partner Programs	35,726														509,229	361,561	141%
Recoveries - Operating (non-members)	441,492	446,611	44,373	121,889			80,682	99,507	101,074	278,492	124,369	76,556	44,104	40,921	1,097,001	1,201,046	91%
Requisitions - Capital															23,219		
Requisitions - Operating					495,317	255,060		76,967	98,923	215,410		59,214			4,624,807	3,660,527	126%
Total Income	\$ 517,179	\$ 494,132	\$ 44,373	\$ 125,304	\$ 919,301	\$ 467,506	\$ 109,093	\$ 254,161	\$ 865,727	\$ 862,826	\$ 227,323	\$ 251,053	\$ 91,126	\$ 72,320	\$ 9,232,852	\$ 7,650,146	121%
Expenses																	
Advertising & Marketing Expenses	4,428	8,247	17	1,205	2,644	9,230	2,775	6,399	8,050	25,136	2,788	6,066	144	730	89,752	212,231	42%
Contracted Services / Professional Fees	2,354	2,396	0	740	2,693	3,204	1,310	1,513	3,394	5,567	1,329	1,244	216	224	222,790	115,584	193%
Fuel Expense	47,320	35,467		3,707	94,069	74,803	4,153	14,795	104,862	63,381	32,426	14,343	10,613	8,402	843,816	686,935	123%
General Operating Expenses	7,486	1,836	1,678	892	9,805	6,081	4,300	1,909	20,820	8,355	5,617	1,829	1,188	216	209,770	111,379	188%
Infrastructure Maintenance	1,466	2,129	0	765	5,807	3,279	196	602	2,783	2,051	1,197	562	281	306	76,086	38,902	196%
Insurance Expense	13,638	8,054	3,855	2,914	3,156	2,147	7,100	4,832	16,207	11,031	7,100	4,832			151,027	111,152	136%
Software Fees & Licences	8,810	12,310	2,871	4,944	6,544	5,927	6,045	8,907	16,384	21,595	6,827	8,907	290	224	142,999	183,750	78%
Training, Travel & Meals	414	306	0	129	116	1,071	183	204	636	306	195	219	13	20	38,556	47,470	81%
Vehicle Expenses	90,675	96,571	18,502	44,268	138,772	87,863	47,624	49,775	119,922	145,496	53,090	49,225	13,278	9,412	1,669,501	1,437,788	116%
Wages & Benefits	222,429	220,232	549	48,838	284,933	273,901	30,405	93,546	338,580	355,187	140,969	92,228	36,472	42,786	4,123,650	4,178,997	99%
Total Expenses	\$ 399,021	\$ 387,548	\$ 27,471	\$ 108,402	\$ 548,537	\$ 467,506	\$ 104,091	\$ 182,482	\$ 631,637	\$ 638,105	\$ 251,538	\$ 179,455	\$ 62,496	\$ 62,320	\$ 7,567,947	\$ 7,124,188	106%
Surplus / Deficiency Prior to Amortization	\$ 118,158	\$ 106,584	\$ 16,903	\$ 16,902	\$ 370,764	\$ -	\$ 5,002	\$ 71,679	\$ 234,089	\$ 224,721	\$ (24,215)	\$ 71,598	\$ 28,629	\$ 10,000	\$ 1,664,906	\$ 525,958	
Loss on Sale of TCA	23,114																
Amortization Expense	118,158	106,589	16,903	16,908	68,002	35,536	59,954	71,680	204,007	224,723	59,874	71,600	28,629	10,000	1,431,675	1,441,134	99%
Net Income	\$ (23,114)	\$ (5)	\$ -	\$ (6)	\$ 302,762	\$ (35,536)	\$ (54,952)	\$ (1)	\$ 30,082	\$ (2)	\$ (84,089)	\$ (2)	\$ -	\$ -	\$ 210,117	\$ (915,176)	

	<div>Bow Valley Regional Transit Services Commission</div> <div>All Routes - Actual vs Prior Year (pg 1/2)</div> <div>January - December 2022</div>																	
	Administrative		Calgary-Banff		Intercept Lot Shuttle		Moraine early bird		Rt 01 - Banff Local (Sulphur Mtn)		Rt 02 - Banff Local (Tunnel Mtn)		Rt 03 - CB Regional		Rt 04 - Cave and Basin		Rt 05 - Canmore Local	
	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)
INCOME																		
Bus Pass Sales	0	0							250,410	108,828	218,556	95,228	1,009,710	454,606	10,149	4,947	0	-51
Farebox Revenue	0	0								-1	-4	-14			0		0	0
Grant Revenue	190	4,832							976	721	867	797	370	1,015	125	78	376	1,134
Interest Revenue	103,551	13,311																
Marketing & Advertising Revenue	93	1,347							6,040	5,862	5,277	5,460	6,285	5,529	650		3,747	3,120
Other Income	-1,857	9,017							11,909	1,330	12,372	1,330	4,810		408		25,519	
Partner Programs	0								316,516	173,302	153,432	75,370	3,556	1,692				
Recoveries - Operating (non-members)	-42,373	8,684	84,437	84,583			84,684		22,295	19,647	40,525	25,663			156,023	127,580		
Requisitions - Capital		4,388							7,990	367	7,990	367	7,239					
Requisitions - Operating	564,714	62,228	54,532	65,552		62,000			875,646	385,698	847,272	386,339	345,947	314,702			1,342,456	696,954
Total Income	624,318	103,806	138,969	150,136	-	62,000	-	84,684	1,491,782	695,754	1,286,291	590,549	1,377,917	777,529	167,355	132,605	1,372,098	701,157
EXPENSES																		
Advertising & Marketing Expenses	6,696	5,233							14,522	8,462	12,376	7,974	13,324	9,381	1,888	649	20,102	8,004
Contracted Services / Professional Fees	27,851	23,451	128,969	142,636					9,081	5,238	8,916	4,956	7,083	6,729	810	812	28,785	9,166
Fuel Expense	664	154				4,082	12,705		82,095	64,276	81,690	55,745	226,979	137,485	7,400	5,500	151,544	82,830
General Operating Expenses	56,653	49,584				55	72		28,421	15,345	24,788	13,092	36,816	16,162	2,498	2,128	9,700	8,351
Infrastructure Maintenance	3,384	658				403			12,518	6,471	11,389	6,554	22,028	3,988	904	539	14,132	1,031
Insurance Expense	10,039	7,622							27,266	13,315	22,337	10,003	16,777	9,344	2,971	1,926	20,583	10,334
Software Fees & Licences	11,175	7,841							23,757	22,071	22,415	20,818	19,173	21,149	3,296	4,558	15,412	18,148
Training, Travel & Meals	33,231	18,157							1,093	216	889	198	833	235	156	27	795	209
Vehicle Expenses	16,578	25,799				5,497	7,915		302,298	193,613	271,843	176,635	321,113	200,610	32,652	26,783	243,154	167,179
Wages & Benefits	336,812	245,737	10,000	7,500		23,331.43	38,804		674,068	456,180	613,124	428,123	693,933	535,766	92,053	67,090	649,323	481,051
Total Expenses	503,083	384,237	138,969	150,136	-	33,369	-	59,497	1,175,120	785,187	1,069,767	724,097	1,358,059	940,849	144,627	110,011	1,153,530	786,304
Surplus / Deficiency Prior to Amortization	121,235	(280,431)	-	0	-	28,631	-	25,187	316,662	(89,434)	216,524	(133,548)	19,858	(163,319)	22,728	22,594	218,569	(85,147)
Loss os Sale of TCA Amortization Expense	53,805	30,623					25,187		279,142	223,009	252,098	213,066	153,554	116,311	22,728	22,594	114,822	113,732
Net Income	67,430	(311,054)	-	0	-	28,631	-	-	37,520	(312,443)	(35,573)	(346,614)	(133,696)	(279,631)	-	-	103,747	(198,878)

<div> <div>Bow Valley Regional Transit Services Commission</div> <div>All Routes - Actual vs Prior Year (pg 2/2)</div> <div>January - December 2022</div> </div>																	
	Rt 06 - Lake Minnewanka		Rt 07 - Banff Centre		Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		TOTAL		
	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Jan - Dec. 2022	Jan - Dec. 2021 (PY)	Change
INCOME																	
Bus Pass Sales	39,001	13,363		0	394,486	149,243	27,739	32,745	652,156	241,302	102,182	83,008	47,022	17,172	2,751,411	1,200,391	1,551,020
Farebox Revenue		-18		0		-12		-40		-60		0		0	0	-149	149
Grant Revenue	311	107					54	394	512	1,453	154	397		313	3,935	11,241	-7,307
Interest Revenue															103,551	13,311	90,240
Marketing & Advertising Revenue	650	378			1,332	2,024	618	328	2,861	1,757	618	428			28,172	26,233	1,939
Other Income					28,166			165	10,200			165			91,528	12,007	79,521
Partner Programs	35,726	6,753													509,229	257,117	252,112
Recoveries - Operating (non-members)	441,492	326,621	44,373	41,632			80,682	106,340	101,074	294,566	124,369	93,496	44,104	50,009	1,097,001	1,263,505	-166,504
Requisitions - Capital															23,219	5,121	18,097
Requisitions - Operating					495,317	203,895			98,923	0					4,624,807	2,177,368	2,447,439
Total Income	517,179	347,204	44,373	41,632	919,301	355,150	109,093	139,933	865,727	539,018	227,323	177,495	\$ 91,126	\$ 67,494	\$ 9,232,852	\$ 4,966,145	\$ 4,266,707
EXPENSES																	0
Advertising & Marketing Expenses	4,428	1,977	17	0	2,644	2,275	2,775	1,032	8,050	2,872	2,788	1,111	144	0	89,752	48,970	40,782
Contracted Services / Professional Fees	2,354	2,257	0	0	2,693	3,003	1,310	1,265	3,394	3,245	1,329	990	216	171	222,790	203,917	18,873
Fuel Expense	47,320	31,374		-115	94,069	56,416	4,153	17,676	104,862	67,943	32,426	23,370	10,613	6,831	843,816	566,273	277,543
General Operating Expenses	7,486	6,168	1,678	1,564	9,805	5,251	4,300	2,900	20,820	9,367	5,617	3,750	1,188	847	209,770	134,638	75,132
Infrastructure Maintenance	1,466	1,544	0	0	5,807	1,077	196	2,547	2,783	2,468	1,197	2,623	281	334	76,086	30,237	45,849
Insurance Expense	13,638	4,994	3,855	2,776	3,156	2,046	7,100	4,336	16,207	10,506	7,100	4,470		399	151,027	82,071	68,956
Software Fees & Licences	8,810	9,659	2,871	3,876	6,544	7,275	6,045	7,992	16,384	20,779	6,827	8,270	290	1,073	142,999	153,510	-10,510
Training, Travel & Meals	414	65	0	0	116	90	183	32	636	89	195	28	13		38,556	19,346	19,210
Vehicle Expenses	90,675	66,724	18,502	16,628	138,772	94,643	47,624	34,306	119,922	89,763	53,090	34,526	13,278	8,754	1,669,501	1,149,376	520,125
Wages & Benefits	222,429	169,325	549	0	284,933	233,635	30,405	76,695	338,580	306,941	140,969	99,827	36,472	30,286	4,123,650	3,200,291	923,359
Total Expenses	399,021	294,086	27,471	24,730	548,537	405,712	104,091	148,781	631,637	513,972	251,538	178,965	\$ 62,496	\$ 48,696	\$ 7,567,947	\$ 5,588,627	\$ 1,979,320
Surplus / Deficiency Prior to Amortization	118,158	53,118	16,903	16,903	370,764	(50,561)	5,002	(8,848)	234,089	25,046	(24,215)	(1,470)	\$ 28,629	\$ 18,798	\$ 1,664,906	\$ (647,669)	\$ 2,312,574
Loss on Sale of TCA Amortization Expense	23,114																
	118,158	53,118	16,903	16,903	68,002	64,750	59,954	52,236	204,007	194,251	59,874	52,236	28,629	18,798	1,431,675	1,196,815	
Net Income	(23,114)	-	-	-	302,762	(115,312)	(54,952)	(61,084)	30,082	(169,205)	(84,089)	(53,706)	-	-	\$ 210,117	\$ (1,819,296)	2,029,413

**Bow Valley Regional Transit Services Commission
Administrative**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Grant Revenue										190			190	-	
Interest Revenue	2,521	3,000	84%	15,773	3,000	55%	37,318	3,000	1244%	47,939	3,000	1598%	103,551	12,000	863%
Marketing & Advertising Revenue	93												93	-	
Other Income	-10			87						-1,934			(1,857)	-	
Recoveries - Operating (non-members)	-11,009	-15,643	70%	(9,470)	(15,533)	78%	(10,696)	(15,738)	68%	-11,198	-16,686	67%	(42,373)	(63,600)	67%
Requisitions - Operating	156,549	156,546	100%	131,952	131,952	100%	123,741	123,741	100%	152,472	152,481	100%	564,714	564,720	100%
Total Income	\$ 148,145	\$ 143,903	103%	138,341	119,419	116%	150,363	111,003	135%	187,469	138,795	135%	624,318	513,120	122%
Gross Profit	\$ 148,145	\$ 143,903	1.0294798	138,341	119,419	1.158454	150,363	111,003	1.354583	187,469	138,795	1.350687	624,318	513,120	
Expenses													-	-	
Advertising & Marketing Expenses	843	990	85%	1,455	990	1195%	463	990	47%	3,935	987	399%	6,696	3,957	169%
Contracted Services / Professional Fees	7,142	18,259	39%	9,676	11,259	66%	4,802	11,259	43%	6,231	11,261	55%	27,851	52,038	54%
Fuel expense	126			155			247			136			664	-	
General Operating Expenses	15,208	14,184	107%	15,080	14,184	90%	16,299	14,184	115%	10,067	14,173	71%	56,653	56,725	100%
Infrastructure Maintenance	2,304			346			322			412			3,384	-	
Insurance Expense	2,484	3,024	82%	2,484	3,024	115%	2,484	3,024	82%	2,586	3,022	86%	10,039	12,094	83%
Software Fees & Licences	2,256	5,541	41%	2,784	5,541	23%	2,957	5,541	53%	3,178	5,539	57%	11,175	22,162	50%
Training, Travel & Meals	2,227	9,864	23%	9,065	9,864	60%	7,199	9,864	73%	14,741	9,864	149%	33,231	39,456	84%
Vehicle Expenses	5,058	5,901	86%	988	5,901	2%	2,629	5,901	45%	7,903	5,901	134%	16,578	23,604	70%
Wages & Benefits	87,747	86,141	102%	72,022	68,655	104%	61,856	60,239	103%	115,187	88,049	131%	336,812	303,084	111%
Total Expenses	125,395	143,904	87%	114,054	119,418	96%	99,257	111,002	89%	164,377	138,796	118%	503,083	513,120	98%
Surplus / Deficiency Prior to Amortization	22,750	(1)		24,287	1		51,106	1		23,091	(1)		121,235	-	
Amortization Expense	13,059	13,059	100%	13,059	13,059	100%	13,059	13,059	100%	14,628	13,059	112%	53,805	52,236	103%
Net Income	9,691	(13,060)		11,228	(13,058)		38,047	(13,058)		8,464	(13,060)		67,430	(52,236)	

1) Operating balance high, so interest higher. Due to operating reserves, parks payment for new proterras, and RESTOR funding received.

2) Non-member allocation for route 7 - costs less because route did not run, so allocation less

3) Contracted Services are below budget. No contract contingency used.

4) Infrastructure maintenance expenses include some additional signage and R&M expenses for Hawk Ave

5) Software and licence fees under budget. Minimal spending to date on HR/Schedulling software

6) Conferences, training and travel under budget but based on actual expenses.

7) Vehicle expenses under budget - budget included allocation for Lion electric bus which was cancelled. Includes general parts for hawk ave, and accident related parts

10) Wages are slightly over budget. New advertising/communications staff member was hired full-time and has graphic design skills, so we should se a decrease in advertng expenses going forward. Also more year round customer service staff with visitors centre move.

Bow Valley Regional Transit Services Commission Route 1 - Banff Local Sulphur Mtn															
	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales	31,068	42,673	73%	58,784	66,480	94%	115,128	123,896	93%	45,431	41,183	110%	250,410	274,232	91%
Grant Revenue										976			976	-	
Marketing & Advertising Revenue	751	2,094	36%	1,194	3,770	47%	3,320	6,112	54%	775	3,630	21%	6,040	15,606	39%
Other Income	4,403	166	2653%		302	0%	6,028	489	1233%	1,478	291	508%	11,909	1,248	954%
Partner Programs	58,843	62,508	94%	80,399	62,508	78%	137,357	62,508	220%	39,917	62,503	64%	316,516	250,027	127%
Recoveries - Operating (non-members)	4,912	5,793	85%	5,794	5,793	88%	5,794	5,793		5,794	5,798		22,295	23,177	96%
Requisitions - Capital										7,990			7,990	-	
Requisitions - Operating	76,763	76,763	100%	170,784	170,784	100%	259,203	259,203	100%	368,896	115,253	320%	875,646	622,003	141%
Total Income	176,740	189,997	93%	316,955	309,637	102%	526,829	458,001	115%	471,257	228,658	206%	1,491,782	1,186,293	126%
Expenses															
Advertising & Marketing Expenses	3,604	10,049	36%	3,258.43	12,827.00	36%	1,865	15,867	12%	5,793.78	9,667.00	60%	14,522	48,410	30%
Contracted Services / Professional Fees	2,563	1,392	184%	3,181.15	2,510.00	15%	1,705	4,067	42%	1,632.14	2,418.00	67%	9,081	10,387	87%
Fuel Expense	15,617	13,161	119%	23,571.13	23,694.00	81%	10,958	38,413	29%	31,949.21	22,818.00	140%	82,095	98,086	84%
General Operating Expenses	4,449	1,079	412%	4,271.88	1,943.00	96%	4,660	3,147	148%	15,039.94	1,871.00	804%	28,421	8,040	353%
Infrastructure Maintenance	3,708	997	372%	1,974.79	1,791.00	255%	1,398	2,903	48%	5,436.47	1,720.00	316%	12,518	7,411	169%
Insurance Expense	9,732	4,728	206%	6,188.46	4,728.00	86%	6,188	4,728	131%	5,157.90	4,731.00	109%	27,266	18,915	144%
Software Fees & Licences	4,075	6,523	62%	7,054.05	6,648.00	81%	5,763	6,822	84%	6,864.87	6,646.00	103%	23,757	26,639	89%
Training, Travel & Meals	139	201	69%	806.37	374.00	10%	38	605	6%	108.99	364.00	30%	1,093	1,544	71%
Vehicle Expenses	44,627	38,722	115%	76,368.36	60,987.00	99%	107,372	92,113	117%	73,931.08	59,112.00	125%	302,298	250,934	120%
Wages & Benefits	91,094	113,142	81%	138,697.54	194,133.00	74%	236,854	289,333	82%	207,423.27	119,307.00	174%	674,068	715,915	94%
Total Expenses	179,609	189,994	95%	265,372	309,635	86%	376,801	457,998	82%	353,338	228,654	155%	1,175,120	1,186,281	99%
Surplus / Deficiency Prior to Amortization	(2,868)	3		51,583	2		150,028	3		117,920	4		316,662	12	
Amortization Expense	66,894	66,894	100%	66,894	66,894	100%	66,894	66,894	100%	78,460	66,891	117%	279,142	267,573	104%
Net Income	(69,762)	(66,891)		(15,311)	(66,892)		83,134	(66,891)		39,459	(66,887)		37,520	(267,561)	

Service hours less than budget by approximately 1,100 - due to 4th bus not operating for summer season.

- Overall Pass sales/farebox revenue/partner program revenue are approximately \$40,000 over budget due to strong COVID recovery. Brewster agreement for Gondola passengers was not in budget, but pushed some revenue from pass sales to partner revenue.
- Alberta job grant for summer customer service wages.
- Other income is proterra warranty income - offsets some of the increase in vehicle expenses.
- Still reduced Advertising and Marketing activity (both revenue and expenses) compared to budget
- Requisitions includes 50% allocation of TOB RESTOR funding (50% rt 1, and 50% rt 2)
- Fuel costs less than budget. Less service hours than budget. Also starting to see the benefits of Electric bus usage and credits from solar panels over the summer.
- General operating expenses includes office rent for transit storage which is budgeted in vehicle expenses below. Also utilities paid for transit storage building, these were not budgeted for. Also includes smart card and hotel pass stock which is funded through capital requisitions above.
- Infrastructure maintenance over budget - mostly due to transit storage costs not included in the budget such as wash drain cleaning, snow removal etc. Also additional costs for maintenance of ticket vending machines.
- Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts, and AMSC was late in billing for some 2021 premiums for the additional Proterra buses which were allocated to January.
- Vehicle expenses for maintenance approximately \$55K higher than budgeted amounts, but based on actual TOB billings to date. Transit storage rent 5K under budget because of office allocation above.
- To date, all wages less than budgeted amounts due to service hours being less than budget.

Bow Valley Regional Transit Services Commission Route 2 - Banff Local Tunnel Mtn															
	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales	30,613	42,315	72%	52,996	72,944	87%	96,539	150,498	64%	38,408	42,520	90%	218,556	308,277	71%
Grant Revenue										867			867	-	
Marketing & Advertising Revenue	338	2,372	14%	844	3,600	46%	3,320	5,520	60%	775	4,114	19%	5,277	15,606	34%
Other Income	4,866	185	2631%		288	0%	6,028	442	1364%	1,478	333	444%	12,372	1,248	991%
Partner Programs	32,229	26,355	122%	36,441	26,355	54%	49,938	26,355	189%	34,824	26,349	132%	153,432	105,414	146%
Recoveries - Operating (non-members)	6,416	6,810	94%	11,370	6,810	63%	11,370	6,810	167%	11,370	6,805	167%	40,525	27,235	149%
Requisitions - Capital										7,990			7,990	-	
Requisitions - Operating	110,644	110,644	100%	154,646	154,646	100%	180,058	180,058	100%	401,924	148,281	271%	847,272	593,629	143%
Total Income	185,106	188,681	98%	256,297	264,643	97%	347,253	369,683	94%	497,636	228,402	218%	1,286,291	1,051,409	122%
Expenses													-	-	
Advertising & Marketing Expenses	3,422	9,149	37%	2,792	11,096	39%	1,462	13,719	11%	4,699	10,372	45%	12,376	44,336	28%
Contracted Services / Professional Fees	2,568	1,581	162%	1,244	2,409	16%	3,227	3,698	87%	1,877	2,762	68%	8,916	10,450	85%
Fuel Expense	19,423	11,871	164%	15,751	18,013	87%	14,172	27,622	51%	32,344	20,589	157%	81,690	78,095	105%
General Operating Expenses	3,890	1,172	332%	3,392	1,772	100%	3,855	2,721	142%	13,651	2,015	677%	24,788	7,680	323%
Infrastructure Maintenance	3,665	1,219	301%	1,816	1,809	242%	1,101	2,736	40%	4,808	2,059	233%	11,389	7,823	146%
Insurance Expense	8,499	3,849	221%	4,956	3,849	80%	4,956	3,849	129%	3,925	3,850	102%	22,337	15,397	145%
Software Fees & Licences	4,075	5,832	70%	6,712	5,928	80%	5,040	6,075	83%	6,588	5,973	110%	22,415	23,808	94%
Training, Travel & Meals	115	209	55%	638	323	11%	30	492	6%	106	370	29%	889	1,394	64%
Vehicle Expenses	44,869	37,243	120%	66,544	51,644	97%	88,878	74,198	120%	71,553	57,668	124%	271,843	220,753	123%
Wages & Benefits	93,146	116,557	80%	121,949	167,801	87%	190,789	234,573	81%	207,240	122,727	169%	613,124	641,658	96%
Total Expenses	183,672	188,682	97%	225,794	264,644	85%	313,509	369,683	85%	346,792	228,385	152%	1,069,767	1,051,394	102%
Surplus / Deficiency Prior to Amortization	1,435	(1)		30,502	(1)		33,744	-		150,843	17		216,524	15	
Amortization Expense	66,894	66,894	100%	66,894	66,894	100%	66,894	66,894	100%	51,416	66,894	77%	252,098	267,576	94%
Net Income	(65,459)	(66,895)		(36,392)	(66,895)		(33,150)	(66,894)		99,428	(66,877)		(35,573)	(267,561)	

Service hours less than budget by approximately 700- due to 3rd bus not operating for summer season.

- 1) Pass sales/farebox revenue/partner program revenue are down from budget approximately \$40K. Strong covid recovery on revenue and ridership, but still under budgeted amounts.
- 2) Alberta job grant for summer customer service wages.
- 3) Other income is proterra warranty income - offsets some of the increase in vehicle expenses.
- 4) Still reduced Advertising and Marketing activity (both revenue and expenses) compared to budget
- 5) Increase based on new PC contriubiton agreement.
- 6) Requisitions includes 50% allocation of TOB RESTOR funding (50% rt 1, and 50% rt 2)
- 6) Fuel costs less than budget. Less service hours than budget. Also starting to see the benefits of Electric bus usage and credits from solar panels over the summer.
- 7) General operating expenses includes office rent for transit storage which is budgeted in vehicle expenses below. Also utilities paid for transit storage building, these were not budgeted for. Also includes smart card and hotel pass stock which is funded through capital requisitions above.
- 8) Infrastructure maintenance over budget - mostly due to transit storage costs not included in the budget such as wash drain cleaning, snow remova etc. Also additional costs for maintenance of ticket vending machines.
- 9) Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts, and AMSC was late in billing for some 2021 premiums for the additional Proterra buses which were allocated to January.
- 10) Vehicle expenses for maintenance approximately \$55K higher than budgeted amounts, but based on actual TOB billings to date. Transit storage rent 5K under budget because of office allocation above.
- 11) To date, all wages less than budgeted amounts due to service hours being less than budget.

Bow Valley Regional Transit Services Commission																
Route 3 - Canmore / Banff Regional																
	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total			
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	
Income																
Bus Pass Sales	139,286	188,639	74%	230,255	226,075	135%	386,557	264,801	146%	253,612	225,440	112%	1,009,710	904,955	112%	1
Grant Revenue						23%				370			370	-		2
Marketing & Advertising Revenue	1,150	2,726		1,690	3,118		2,265	3,328		1,180	3,313		6,285	12,485	50%	4
Other Income	4,810					53%							4,810	-		3
Partner Programs	44	1,530	3%	920	1,530	60%	796	1,530	52%	1,796	1,530		3,556	6,120	58%	
Requisitions - Capital						46%				7,239			7,239	-		
Requisitions - Operating	94,524	94,524	100%	85,542	85,542	100%	52,128	52,128	100%	113,753	113,752	100%	345,947	345,946	100%	
Total Income	239,813	287,419	83%	318,407	316,265	101%	441,746	321,787	137%	377,951	344,035	110%	1,377,917	1,269,506	109%	
Expenses													-	-		
Advertising & Marketing Expenses	3,341	6,796	49%	3,868	7,569	44%	1,267	7,829	16%	4,847	7,798	62%	13,324	29,992	44%	4
Contracted Services / Professional Fees	1,553	1,673	93%	1,675	1,907	18%	1,516	2,038	74%	2,339	2,020	116%	7,083	7,638	93%	
Fuel Expense	48,152	42,769	113%	57,077	48,921	49%	57,317	52,224	110%	64,432	52,006	124%	226,979	195,920	116%	5
General Operating Expenses	4,677	2,199	213%	5,716	2,516	109%	9,784	2,685	364%	16,639	2,678	621%	36,816	10,078	365%	6
Infrastructure Maintenance	3,676	772	476%	8,087	876	197%	4,727	932	507%	5,538	931	595%	22,028	3,511	627%	7
Insurance Expense	4,194	2,991	140%	4,194	2,991	110%	4,194	2,991	140%	4,194	2,986	140%	16,777	11,959	140%	8
Software Fees & Licences	3,478	4,690	74%	6,006	4,724	99%	3,878	4,742	82%	5,812	4,743	123%	19,173	18,899	101%	
Training, Travel & Meals	106	267	40%	582	304	13%	26	327	8%	119	326	36%	833	1,224	68%	
Vehicle Expenses	65,782	55,129	119%	87,092	61,735	126%	89,071	65,280	136%	79,170	65,054	122%	321,113	247,198	130%	9
Wages & Benefits	151,229	170,133	89%	162,303	184,722	94%	174,546	182,740	96%	205,854	205,494	100%	693,933	743,089	93%	10
Total Expenses	286,188	287,419	100%	336,600	316,265	106%	346,327	321,788	108%	388,944	344,036	113%	1,358,059	1,269,508	107%	
Surplus / Deficiency Prior to Amortization	(46,375)	-		(18,193)	-		95,419	(1)		(10,993)	(1)		19,858	(2)		
Amortization Expense	36,444	36,444	100%	36,444	36,444	100%	36,444	36,444	100%	44,222	36,444	121%	153,554	145,776	105%	
Net Income	(82,819)	(36,444)		(54,637)	(36,444)		58,975	(36,445)		(55,215)	(36,445)		(133,696)	(145,778)		

Service hours less than budget by approximately 1,100 - due to weekday 3rd bus being pushed to 2023.

- 1) Pass/Farebox revenue above budget due to strong COVID recovery on revenues and ridership.
- 2) Alberta job grant for summer customer service wages.
- 3) Other income is warranty income - offsets some of the increase in vehicle expenses.
- 4) Still reduced Advertising and Marketing activity (both revenue and expenses) compared to budget
- 5) Fuel costs higher than budget due to large increases in rates charged for diesel.
- 6) General operating expenses above budget. Bank fees are higher, transit storage utilities not budgeted and office rent portion of transit storage was budgeted in vehicle expenses.
- 7) Infrastructure maintenance over budget - mostly due to transit storage costs not included in the budget such as wash drain cleaning, snow removal etc. Also additional costs for maintenance of ticket vending machines. Also vandalism of 2 Canmore vending machines which was not budgeted for.
- 8) Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts
- 9) Vehicle expenses for maintenance approximately \$80K higher than budgeted amounts, but based on actual TOB billings to date. Transit storage rent 10K under budget because of office allocation above.
- 10) To date, all wages less than budgeted amounts due to service hours being less than budget.

**Bow Valley Regional Transit Services Commission
Route 4 - Cave & Basin**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
			% of			% of			% of			% of			% of
	Actual	Budget	Budget	Actual	Budget	Budget	Actual	Budget	Budget	Actual	Budget	Budget	Actual	Budget	Budget
Income															
Bus Pass Sales		-		2,967	2,896		6,970	10,340	67%	212	-		10,149	13,236	77%
Grant Revenue						10%				125			125	-	
Marketing & Advertising Revenue				200			450						650	-	
Other Income	408												408	-	
Recoveries - Operating (non-members)	7,599	10,151	75%	46,481	45,958	80%	91,007	92,664	98%	10,935	1,485	736%	156,023	150,258	104%
Total Income	8,007	10,151	79%	49,648	48,854	102%	98,428	103,004	96%	11,272	1,485	759%	167,355	163,494	102%
Expenses															
Advertising & Marketing Expenses	140	984	14%	601	1,471	14%	310	2,411	13%	838			1,888	4,866	39%
Contracted Services / Professional Fees	160	260	62%	416	133	9%	233	397	59%	1			810	790	103%
Fuel Expense				2,363	1,370	138%	4,885	4,059	120%	152			7,400	5,429	136%
General Operating Expenses	555			537	194	85%	518	567	91%	889			2,498	761	328%
Infrastructure Maintenance	34			162	262	180%	305	778	39%	403			904	1,040	87%
Insurance Expense				1,114	757	110%	1,857	1,264	147%	0			2,971	2,021	147%
Software Fees & Licences	158			1,184	2,111	65%	1,480	3,687	40%	473			3,296	5,798	57%
Training, Travel & Meals	18			129	33	13%	6	89	7%	3			156	122	128%
Vehicle Expenses	4,797	1,485	323%	7,390	9,378	68%	15,218	24,879	61%	5,247	1,485	353%	32,652	37,227	88%
Wages & Benefits	1,907	7,422	26%	26,772	23,976	74%	58,332	49,588	118%	5,043			92,053	80,986	114%
Total Expenses	7,768	10,151	77%	40,668	39,685	102%	83,144	87,719	95%	13,047	1,485	879%	144,627	139,040	104%
Surplus / Deficiency Prior to Amortization	239	-		8,980	9,169		15,284	15,285		(1,775)	-		22,728	24,454	
Amortization Expense				9,170	9,170	100%	15,283	15,283	100%	-1,725			22,728	24,453	93%
Net Income	239	-		(190)	(1)		1	2		(50)	-		(0)	1	

1) Pass sales/farebox revenue where less than budgeted amounts.

2) Alberta job grant for summer customer service wages.

3) Recoveries based on actual net expenses.

4) Overall expenses were fairly close to budget. Summer service operated until Oct 2nd, resulting in increased costs for fuel and wages.

**Bow Valley Regional Transit Services Commission
Route 5 - Canmore Local**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Grant Revenue										376			376	-	
Marketing & Advertising Revenue	687	2,547	27%	1,115	2,945	27%	1,565	2,979	53%	380	2,973	13%	3,747	11,444	33%
Other Income	25,519												25,519	-	
Requisitions - Operating	224,719	224,719	100%	233,034	233,034	100%	228,398	228,398	100%	656,305	241,427	272%	1,342,456	927,578	145%
Total Income	250,925	227,266	110%	234,149	235,979	99%	229,963	231,377	99%	657,061	244,400	269%	1,372,098	939,022	146%
Expenses													-	-	
Advertising & Marketing Expenses	8,771	5,496	160%	4,445	6,153	44%	2,004	6,013	33%	4,881	5,995	81%	20,102	23,657	85%
Contracted Services / Professional Fees	2,375	4,316	55%	2,436	4,988	66%	1,906	5,052	38%	22,068	5,037	438%	28,785	19,393	148%
Fuel Expense	30,041	21,042	143%	39,344	24,314	100%	37,643	24,608	153%	44,517	24,543	181%	151,544	94,507	160%
General Operating Expenses	3,002	1,561	192%	2,010	1,793	84%	958	1,817	53%	3,731	1,806	207%	9,700	6,977	139%
Infrastructure Maintenance	10,216	2,100	486%	2,838	2,424	0%	175	2,453	7%	903	2,446	37%	14,132	9,423	150%
Insurance Expense	5,398	4,239	127%	5,062	4,239	109%	5,062	4,239	119%	5,062	4,239	119%	20,583	16,956	121%
Software Fees & Licences	2,739	5,873	47%	4,352	5,917	103%	2,981	5,921	50%	5,340	5,919	90%	15,412	23,630	65%
Training, Travel & Meals	88	329	27%	488	380	12%	37	384	10%	182	382	48%	795	1,475	54%
Vehicle Expenses	49,888	39,248	127%	69,306	45,097	138%	66,546	45,625	146%	57,413	45,492	126%	243,154	175,462	139%
Wages & Benefits	138,643	143,061	97%	145,512	140,672	108%	166,220	135,264	123%	198,949	148,550	134%	649,323	567,547	114%
Total Expenses	251,161	227,265	111%	275,791	235,977	117%	283,533	231,376	123%	343,046	244,409	140%	1,153,530	939,027	123%
Surplus / Deficiency Prior to Amortization	(236)	1		(41,642)	2		(53,570)	1		314,016	(9)		218,569	(5)	
Amortization Expense	36,621	36,621	100%	36,621	36,621	100%	36,621	36,621	100%	4,959	36,621	14%	114,822	146,484	78%
Net Income	(36,857)	(36,620)		(78,263)	(36,619)		(90,191)	(36,620)		309,057	(36,630)		103,747	(146,489)	

Service hours approximately 800 more than budget due to changes from old schedule to 5T and 5C

AB world cup charter - approx 150 service hours not budgeted - additional revenue and expenses

- 1) Alberta job grant for summer customer service wages.
- 2) Less Advertising and Marketing activity than anticipated so currently is less than budget
- 3) Other income includes \$20K of charter income and \$5K warranty income
- 4) Requisitions includes 100% allocation of TOC RESTOR funding
- 5) Includes \$5K marketing fee which was contra for world cup charter revenue.
- 6) Contracted services includes transit study of \$20K, year end adjustment for this amount to come straight from reserves. Otherwise is below budget due to cleaning costs being below budget and no security costs.
- 7) Fuel costs higher than budget due to large increases in rates charged for diesel. All route 5 fuel is purchased through FasGas, average rate per litre is considerably higher than the rest of the fleet purchased through Parks Canada.
- 8) Infrastructure maintenance higher than budget due to signage changes for 5T and 5C
- 9) Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts
- 10) Savings in software costs due to internal hosting.
- 11) Vehicle maintenance expenses approximately \$60K higher than budgeted amounts, but based on actual TOB billings to date.
- 12) Driver and ops wages above budget due to increased service hours

**Bow Valley Regional Transit Services Commission
Route 6 - Lake Minnewanka**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales		-		7,541	15,020		31,234	32,501	96%	226	0%		39,001	47,521	82%
Grant Revenue										311			311	-	
Marketing & Advertising Revenue				200			450						650	-	
Partner Programs							35,601			125			35,726	-	
Recoveries - Operating (non-members)	19,158	23,380	82%	144,114	162,266	79%	233,359	257,251	91%	44,860	3,714	1208%	441,492	446,611	99%
Total Income	19,158	23,380	82%	151,856	177,286	86%	300,644	289,752	104%	45,521	3,714	1226%	517,179	494,132	105%
Expenses															
Advertising & Marketing Expenses	193	1,506	13%	1,198	2,950	18%	816	3,791	22%	2,221			4,428	8,247	54%
Contracted Services / Professional Fees	480	1,100	44%	1,252	439	8%	619	857	72%	3			2,354	2,396	98%
Fuel Expense				14,542	12,018	68%	32,023	23,449	137%	755			47,320	35,467	133%
General Operating Expenses	1,663			1,595	619	85%	1,687	1,217	139%	2,541			7,486	1,836	408%
Infrastructure Maintenance	29			331	722	101%	121	1,407	9%	986			1,466	2,129	69%
Insurance Expense				5,357	3,021	68%	8,928	5,033	177%	-647			13,638	8,054	169%
Software Fees & Licences	316			2,849	4,596	69%	3,994	7,714	52%	1,652			8,810	12,310	72%
Training, Travel & Meals	48			343	105	7%	17	201	8%	7			414	306	135%
Vehicle Expenses	12,869	3,714	347%	25,003	31,399	57%	38,842	57,744	67%	13,961	3,714	376%	90,675	96,571	94%
Wages & Benefits	4,472	17,060	26%	58,389	81,446	86%	146,978	121,726	121%	12,589			222,429	220,232	101%
Total Expenses	20,070	23,380	86%	110,859	137,315	81%	234,024	223,139	105%	34,068	3,714	917%	399,021	387,548	103%
Surplus / Deficiency Prior to Amortization	(912)	-		40,996	39,971	1.02565	66,620	66,613	1.0001	11,454	-		118,158	106,584	
Loss on Sale of TCA										23,114			23,114	-	
Amortization Expense				39,971	39,971	100%	66,618	66,618	100%	11,569			118,158	106,589	111%
Net Income	(912)	-		1,025	-		2	(5)		(23,229)	-		(23,114)	(5)	

1) Pass sales/farebox revenue where less than budgeted amounts.

2) Alberta job grant for summer customer service wages.

3) Partner revenue from Lake Minnewanka boat tours not budgeted.

4) Recoveries based on actual net expenses.

5) Overall expenses were fairly close to budget. Summer service operated until Oct 2nd, resulting in increased costs for fuel and wages.

6) Loss on sale of Trout Jr which was disposed of during the year.

**Bow Valley Regional Transit Services Commission
Route 7 - Banff Centre**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales										3,415	0%		-	-	
Farebox Revenue													-	-	
Marketing & Advertising Revenue													-	-	
Recoveries - Operating (non-members)	11,009	15,643	70%	11,470	15,533	78%	10,696	15,738	68%	11,198	74,975	15%	44,373	121,889	36%
Total Income	11,009	15,643	70%	11,470	15,533	74%	10,696	15,738	68%	11,198	78,390	14%	44,373	125,304	35%
Expenses													-	-	
Advertising & Marketing Expenses		5	0%	17				600	0%		600	0%	17	1,205	1%
Contracted Services / Professional Fees		100	0%								640	0%	-	740	0%
Fuel Expense											3,707	0%	-	3,707	0%
General Operating Expenses	546			326			164			642	892	72%	1,678	892	188%
Infrastructure Maintenance				-							765	0%	-	765	0%
Insurance Expense	964	729	132%	964	729	108%	964	729	132%	964	727	133%	3,855	2,914	132%
Software Fees & Licences	580	1,236	47%	946	1,236	70%	681	1,236	55%	663	1,236	54%	2,871	4,944	58%
Training, Travel & Meals											129	0%	-	129	0%
Vehicle Expenses	4,611	8,946	52%	4,611	8,946	63%	4,611	8,946	52%	4,670	17,430	27%	18,502	44,268	42%
Wages & Benefits	82	399	21%	380	400	95%	49	-		37	48,039	0%	549	48,838	1%
Total Expenses	6,782	11,415	59%	7,243	11,311	64%	6,469	11,511	56%	6,976	74,165	9%	27,471	108,402	25%
Surplus / Deficiency Prior to Amortization	4,227	4,228		4,227	4,222		4,227	4,227		4,222	4,225		16,903	16,902	
Amortization Expense	4,227	4,227	100%	4,227	4,227	100%	4,227	4,227	100%	4,222	4,227	100%	16,903	16,908	100%
Net Income	-	1		-	(5)		-	-		-	(2)	0	-	(6)	

Did not operate - fixed expenses for route 7 bus only. Allocated to admin to split amount members

**Bow Valley Regional Transit Services Commission
Route 8 - Lake Louise / Banff Regional Winter**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales	98,716	65,112	152%	70,370	34,773	145%	30,133	12,409	243%	195,267	100,152	195%	394,486	212,446	186%
Marketing & Advertising Revenue	337			245		28%				750			1,332	-	
Other Income	28,166												28,166	-	
Requisitions - Operating	107,700	107,700	100%	62,358	62,358	100%	12,957	12,957	100%	312,302	72,045	433%	495,317	255,060	194%
Total Income	234,920	172,812	136%	132,973	97,131	137%	43,090	25,366	170%	508,319	172,197	295%	919,301	467,506	197%
Expenses															
Advertising & Marketing Expenses	1,508	3,410	44%	576	1,878	48%	26	463	6%	534	3,479	15%	2,644	9,230	29%
Contracted Services / Professional Fees	840	1,181	71%	562	656	25%	101	158	64%	1,190	1,209	98%	2,693	3,204	84%
Fuel Expense	29,625	27,591	107%	19,634	15,328	39%	3,678	3,679	100%	41,132	28,205	146%	94,069	74,803	126%
General Operating Expenses	2,671	2,247	119%	1,669	1,246	104%	507	300	169%	4,959	2,288	217%	9,805	6,081	161%
Infrastructure Maintenance	3,448	1,210	285%		672	29%	85	161	53%	2,274	1,236	184%	5,807	3,279	177%
Insurance Expense	1,183	804	147%	592	402	110%	197	134	147%	1,183	807	147%	3,156	2,147	147%
Software Fees & Licences	1,734	2,216	78%	2,226	1,129	130%	518	356	145%	2,065	2,226	93%	6,544	5,927	110%
Training, Travel & Meals	20	395	5%	42	220	8%	1	53	1%	53	403	13%	116	1,071	11%
Vehicle Expenses	38,089	30,162	126%	35,533	18,814	182%	23,483	8,099	290%	41,667	30,788	135%	138,772	87,863	158%
Wages & Benefits	93,339	103,595	90%	62,095	56,787	95%	5,494	11,963	46%	124,005	101,556	122%	284,933	273,901	104%
Total Expenses	172,457	172,811	100%	122,929	97,132	127%	34,090	25,366	134%	219,061	172,197	127%	548,537	467,506	117%
Surplus / Deficiency Prior to Amortization	62,463	1	62463.18	10,044	(1)	-10043.69	9,000	-		289,257	-		370,764	-	
Amortization Expense	13,326	13,326	100%	6,663	6,663	100%	2,221	2,221	100%	45,792	13,326	344%	68,002	35,536	191%
Net Income	49,137	(13,325)		3,381	(6,664)		6,779	(2,221)		243,465	(13,326)		302,762	(35,536)	

1) Pass sales/farebox revenue budget due to strong COVID recovery on revenues and ridership.

2) Other income is warranty income - offsets some of the increase in vehicle expenses.

3) Requisitions includes 100% allocation of ID#9 RESTOR funding

4) Still reduced Advertising and Marketing activity compared to budget

5) Fuel expenses much larger than budget due to rate increases for diesel.

6) General operating expenses above budget. Bank fees are higher, transit storage utilities not budgeted and office rent portion of transit storage was budgeted in vehicle expenses.

7) Vehicle expenses for maintenance approximately \$45K higher than budgeted amounts, but based on actual TOB billings to date. Transit storage rent 5K under budget because of office allocation above.

8) Wages over budgeted amounts, but includes allocation of wages for 10pm departure that was included in 8X budget

**Bow Valley Regional Transit Services Commission
Route 8S - Lake Louise / Banff Regional Summer Scenic**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales				857	19,762	567%	26,882	57,925	46%				27,739	77,687	36%
Grant Revenue										54			54	-	
Marketing & Advertising Revenue				247			371						618	-	
Recoveries - Operating (non-members)	11,720	8,308	141%	53,431	39,952	131%	43,667	48,730	90%	-28,136	2,517	-1118%	80,682	99,507	81%
Requisitions - Operating		6,422	0%		30,885	0%		37,671	0%		1,989	0%	-	76,967	0%
Total Income	11,720	14,730	80%	54,535	90,599	60%	70,920	144,326	49%	(28,082)	4,506	-623%	109,093	254,161	43%
Expenses													-	-	
Advertising & Marketing Expenses	387	1,290	30%	724	2,300	25%	722	2,809	26%	942			2,775	6,399	43%
Contracted Services / Professional Fees	200	500	40%	586	344	12%	513	669	77%	12			1,310	1,513	87%
Fuel Expense					5,013	71%	4,153	9,782	42%				4,153	14,795	28%
General Operating Expenses	828			701	645	55%	1,693	1,264	134%	1,078			4,300	1,909	225%
Infrastructure Maintenance	38			140	204	792%	18	398	5%				196	602	33%
Insurance Expense				2,662	1,812	110%	4,437	3,020	147%				7,100	4,832	147%
Software Fees & Licences	1,506			1,757	3,322	72%	2,103	5,585	38%	680			6,045	8,907	68%
Training, Travel & Meals	20			145	68	12%	7	136	5%	10			183	204	90%
Vehicle Expenses	7,303	4,500	162%	11,386	15,433	63%	20,762	25,337	82%	8,172	4,505	181%	47,624	49,775	96%
Wages & Benefits	4,380	8,441	52%	6,611	34,578	80%	18,781	50,527	37%	633			30,405	93,546	33%
Total Expenses	14,664	14,731	100%	24,712	63,719	39%	53,190	99,527	53%	11,526	4,505	256%	104,091	182,482	57%
Net Operating Income	(2,944)	(1)	2943.87	29,823	26,880		17,730	44,799		(39,608)	1	-39607.6	5,002	71,679	
Amortization Expense				26,880	26,880	100%	44,800	44,800	100%	(11,726)			59,954	71,680	84%
Net Income	(2,944)	(1)	2943.87	2,943	-		(27,070)	(1)		(27,881)	1		(54,952)	(1)	

Service hours less than budget by approximately 900 - due to limited weekend schedule

- 1) Pass/Farebox sales under budget due to less service hours
- 2) Recoveries based on parks allocation of actual net expenses.
- 3) ID# contribution allocated to maintenace reserve.
- 4) Most expenses lower than budget due to reduced service hours.
- 5) Amortization under budget - overall proportionate share of service hours for 8S/9 vs 10 busses was higher due to reduction in 8S service.

Bow Valley Regional Transit Services Commission
Route 8X - Lake Louise / Banff Regional Summer Express

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales				219,011	92,421	164%	441,335	276,503	160%	-8,190	0%		652,156	368,924	177%
Grant Revenue						20%				512			512	-	
Marketing & Advertising Revenue				945			1,917						2,861	-	
Other Income	10,200												10,200	-	
Recoveries - Operating (non-members)	44,798	30,379	147%	53,793	122,506	147%	(3,241)	120,599	-3%	5,724	5,008	114%	101,074	278,492	36%
Requisitions - Operating	0	23,485	0%		94,704	0%		93,230	0%	98,923	3,991	2479%	98,923	215,410	46%
Total Income	54,998	53,864	102%	273,749	309,631	88%	440,011	490,332	90%	96,969	8,999	1078%	865,727	862,826	100%
Expenses															
Advertising & Marketing Expenses	449	6,375	7%	2,043	9,169	12%	2,105	9,592	22%	3,452			8,050	25,136	32%
Contracted Services / Professional Fees	600	1,700	35%	1,762	1,309	7%	933	2,558	36%	98			3,394	5,567	61%
Fuel Expense				41,412	21,475	60%	65,458	41,906	156%	-2,007			104,862	63,381	165%
General Operating Expenses	1,793			5,352	2,833	42%	10,622	5,522	192%	3,052			20,820	8,355	249%
Infrastructure Maintenance	138			514	694	234%	409	1,357	30%	1,722			2,783	2,051	136%
Insurance Expense	0			6,078	4,137	85%	10,129	6,894	147%	0			16,207	11,031	147%
Software Fees & Licences	5,742			3,905	8,061	68%	4,869	13,534	36%	1,868			16,384	21,595	76%
Training, Travel & Meals	75			532	102	10%	26	204	13%	3			636	306	208%
Vehicle Expenses	15,433	9,000	171%	35,713	46,687	46%	54,878	80,809	68%	13,896	9,000	154%	119,922	145,496	82%
Wages & Benefits	21,185	36,789	58%	101,699	130,892	100%	226,355	187,506	121%	-10,659			338,580	355,187	95%
Total Expenses	45,416	53,864	84%	199,011	225,359	88%	375,784	349,882	107%	11,426	9,000	127%	631,637	638,105	99%
Surplus / Deficiency Prior to Amortization	9,583	-		74,737	84,272		64,226	140,450		85,543	(1)	-85542.97	234,089	224,721	
Amortization Expense				84,271	84,271	100%	140,452	140,452	100%	-20,716			204,007	224,723	91%
Net Income	9,583	-		(9,534)	1		(76,226)	(2)		106,259	(1)		30,082	(2)	

1) Pass sales/farebox revenue budget due to strong COVID recovery on revenues and ridership.

2) Alberta job grant for summer customer service wages.

3) Other income is warranty income - offsets some of the increase in vehicle expenses.

4) Recoveries based on parks allocation of actual net expenses.

5) ID# contribution allocated to maintenance reserve.

6) Still reduced Advertising and Marketing activity compared to budget

7) Fuel expenses much larger than budget due to rate increases for diesel.

8) General operating expenses above budget. Bank fees are higher, transit storage utilities not budgeted and office rent portion of transit storage was budgeted in vehicle expenses.

9) Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts

10) Vehicle expenses for maintenance slightly lower than budget. When route is not operating base monthly charge for monthly maintenance and costs based on service hours in the summer months. Actual allocation less than budget.

11) Wages under budgeted amounts, budget includes allocation of wages for 10pm departure to that was allocated to Rt 8

**Bow Valley Regional Transit Services Commission
Route 9 - Johnson Canyon**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales				28,953	38,044	3342%	64,913	77,239	84%	8,316	0		102,182	115,283	89%
Grant Revenue										154			154	-	
Marketing & Advertising Revenue				247			371			0			618	-	
Recoveries - Operating (non-members)	14,075	8,228	171%	62,958	28,879	69%	54,675	36,929	148%	-7,339	2,520	-291%	124,369	76,556	162%
Requisitions - Operating		6,361	0%		22,325	0%		28,548	0%		1,980	0%	-	59,214	0%
Total Income	14,075	14,589	96%	92,159	89,248	103%	119,959	142,716	84%	1,131	4,500	25%	227,323	251,053	91%
Expenses													-	-	
Advertising & Marketing Expenses	185	1,260	15%	885	2,185	22%	708	2,621	27%	1,010			2,788	6,066	46%
Contracted Services / Professional Fees	200	500	40%	554	252	8%	324	492	66%	251			1,329	1,244	107%
Fuel Expense				8,389	4,860	87%	17,008	9,483	179%	7,028			32,426	14,343	226%
General Operating Expenses	819			1,146	618	131%	1,841	1,211	152%	1,812			5,617	1,829	307%
Infrastructure Maintenance	37			143	190	934%	58	372	16%	959			1,197	562	213%
Insurance Expense				2,662	1,812	110%	4,437	3,020	147%	0			7,100	4,832	147%
Software Fees & Licences	1,506			1,753	3,321	72%	2,311	5,586	41%	1,257			6,827	8,907	77%
Training, Travel & Meals	20			141	75	6%	7	144	5%	27			195	219	89%
Vehicle Expenses	7,141	4,500	159%	11,180	15,022	56%	16,450	25,203	65%	18,319	4,500	407%	53,090	49,225	108%
Wages & Benefits	4,357	8,328	52%	38,199	34,064	87%	71,369	49,836	143%	27,043			140,969	92,228	153%
Total Expenses	14,265	14,588	98%	65,053	62,399	104%	114,514	97,968	117%	57,706	4,500	1282%	251,538	179,455	140%
Surplus / Deficiency Prior to Amortization	(190)	1		27,105	26,849	1.00955	5,445	44,748		(56,575)	-		(24,215)	71,598	
Amortization Expense				26,850	26,850	100%	44,750	44,750	100%	-11,726			59,874	71,600	84%
Net Income	(190)	1		255	(1)		(39,305)	(2)		(44,849)	-		(84,089)	(2)	

Service hours more than budget by approximately 600- route continued to operate extended schedule over the fall/winter

- 1) Revenues for the summer season were less than budgeted amounts.
- 2) Alberta job grant for summer customer service wages.
- 3) Recoveries based on parks allocation of actual net expenses.
- 4) ID# contribution allocated to maintenace reserve.
- 5) Fuel costs higher than budget due to large increases in rates charged for diesel and increase in service hours
- 6) General operating expenses above budget. Bank fees are higher, transit storage utilites not budgeted and office rent portion of transit storage was budgeted in vehicle expenses.
- 7) Insurance costs greater than budget. Annual bill is approximately \$25K higher than budgeted amounts
- 8) Vehicle expenses are above budget due to increase in service hours.
- 9) All wages higher than budgeted amounts due to higher service hours.
- 5) Amortization under budget - overall proportionate share of service hours for 8S/9 vs 10 busses was higher due to reduction in 8S service.

**Bow Valley Regional Transit Services Commission
Route 10 - Moraine Lake**

	Jan - Mar, 2022			Apr - Jun, 2022			Jul - Sep, 2022			Oct - Dec, 2022			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income															
Bus Pass Sales							30,317	18,906	160%	16,705	12,493	134%	47,022	31,399	150%
Recoveries - Operating (non-members)	1,558	3,686	42%	3,314	3,020	110%	(1,425)	18,440	-8%	40,657	15,775	258%	44,104	40,921	108%
Total Income	1,558	3,686	42%	3,314	3,020	110%	28,892	37,346	77%	57,362	28,268	203%	91,126	72,320	126%
Expenses													-	-	
Advertising & Marketing Expenses	73						43	438	10%	27	292	9%	144	730	20%
Contracted Services / Professional Fees	0						96	134	72%	120	90	133%	216	224	97%
Fuel Expense							6,052	5,041	120%	4,561	3,361	136%	10,613	8,402	126%
General Operating Expenses							720	130	553%	469	86	545%	1,188	216	550%
Infrastructure Maintenance							134	184	73%	147	122	121%	281	306	92%
Software Fees & Licences	8			3			94	112	84%	185	112	165%	290	224	130%
Training, Travel & Meals							1	12	8%	12	8	154%	13	20	66%
Vehicle Expenses	67						7,565	5,647	134%	5,647	3,765	150%	13,278	9,412	141%
Wages & Benefits	1,482	3,686	40%	3,237	3,020	107%	9,182	20,647	44%	22,570	15,433	146%	36,472	42,786	85%
Total Expenses	1,631	3,686	44%	3,240	3,020	107%	23,887	32,345	74%	33,738	23,269	145%	62,496	62,320	100%
Surplus / Deficiency Prior to Amortization	(74)	-		74	-		5,005	5,001		23,624	4,999		28,629	10,000	
Amortization Expense				-			5,000	5,000	100%	23,629	5,000	473%	28,629	10,000	286%
Net Income	(74)	-		74	-		5	1		(5)	(1)		0	-	

1

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4

- 1) Overall pass sales/farebox revenue/partner program revenue is over budget due to strong COVID recovery.
- 2) Recoveries based on actual net expenses.
- 3) Overall expenses were fairly close to budget.
- 4) Amortization over budget - overall proportionate share of service hours for 8S/9 busses was higher due to reduction in 8S service.

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

All Routes	January - December 2022				2019
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 60.07	\$ 47.40	26.7%	\$ 31.39	\$ 57.13
Gross Cost per Service Hour	\$ 156.14	\$ 146.01	6.9%	\$ 137.00	\$ 113.42
Direct Operating Cost per Service Hour	\$ 122.87	\$ 112.86	8.9%	\$ 104.87	\$ 91.24
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 25.40	\$ 24.60	3.2%	\$ 24.76	\$ 15.35
Net Cost per Service Hour (CUTA)	\$ 70.68	\$ 74.01	-4.5%	\$ 80.84	\$ 40.93
% Cost Recovery (CUTA)	55%	39%		28%	58%
Gross cost per KM	\$ 5.37	\$ 4.48		\$ 4.00	
Route KM	1,639,818	1,910,869		1,621,639	
Ridership	1,651,182	1,540,415	7.2%	684,782	1,524,582
Service Hours	56,368	58,579	-3.8%	47,311	49,178
Ridership per Service Hour	29	26	11.4%	14	31

Cost recovery % excludes route 5

We are working on the accuracy of reporting of KM, because currently based on manual driver input. Comparisons to budget and PY may seem off while we improve these processes.

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 1 - Banff Local Sulphur Mtn	January - December 2022			
	2022	2022	COMP	2021
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 55.76	\$ 46.77	19.2%	\$ 34.37
Gross Cost per Service Hour	\$ 147.23	\$ 135.11	9.0%	\$ 127.77
Direct Operating Cost per Service Hour	\$ 111.84	\$ 102.54	9.1%	\$ 93.27
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36
Lease/Amortization per Service Hour	\$ 27.52	\$ 24.02	14.6%	\$ 27.14
Net Cost per Service Hour (CUTA)	\$ 63.95	\$ 64.32	-0.6%	\$ 66.27
% Cost Recovery (CUTA)	47%	42%		34%
Gross cost per KM	\$ 9.73	\$ 8.57		\$ 7.28
Route KM	159,033	182,376		147,710
Ridership	550,448	539,609	2.0%	200,072
Service Hours	10,507	11,569	-9.2%	8,419
Ridership per Service Hour	52	47	12.3%	24

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 2 - Banff Local Tunnel Mtn	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 41.15	\$ 42.17	-2.4%	\$ 23.58	\$ 49.43
Gross Cost per Service Hour	\$ 148.13	\$ 138.64	6.8%	\$ 132.61	\$ 108.23
Direct Operating Cost per Service Hour	\$ 112.73	\$ 102.98	9.5%	\$ 96.27	\$ 86.67
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 27.52	\$ 27.10	1.6%	\$ 28.98	\$ 14.73
Net Cost per Service Hour (CUTA)	\$ 79.46	\$ 69.37	14.5%	\$ 80.05	\$ 44.06
% Cost Recovery (CUTA)	34%	38%		23%	53%
Gross cost per KM	\$ 10.40	\$ 6.35		\$ 5.04	
Route KM	135,170	222,866		197,971	
Ridership	470,753	422,325	11.5%	171,120	422,326
Service Hours	9,489	10,209	-7.1%	7,521	7,911
Ridership per Service Hour	50	41	19.9%	23	53

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 3 - Canmore / Banff Regional	January - December 2022				2019 ACTUAL
	2022 ACTUAL	2022 BUDGET	COMP %	2021 ACTUAL	
Revenue per Service Hour	\$ 96.53	\$ 78.60	22.8%	\$ 51.65	\$ 99.11
Gross Cost per Service Hour	\$ 151.22	\$ 129.90	16.4%	\$ 126.24	\$ 112.75
Direct Operating Cost per Service Hour	\$ 127.93	\$ 108.04	18.4%	\$ 105.22	\$ 93.40
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 15.42	\$ 13.30	16.0%	\$ 13.66	\$ 12.52
Net Cost per Service Hour (CUTA)	\$ 39.27	\$ 38.00	3.4%	\$ 60.94	\$ 1.12
% Cost Recovery (CUTA)	71%	67%		46%	99%
Gross cost per KM	\$ 3.46	\$ 2.98		\$ 2.73	
Route KM	464,426	511,360		413,947	
Ridership	193,737	221,604	-12.6%	109,517	198,004
Service Hours	10,616	11,750	-9.7%	8,942	8,207
Ridership per Service Hour	18	19	-3.2%	12	24

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 4 - Cave & Basin	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 8.19	\$ 13.02	-37.1%	\$ 4.69	\$ 14.01
Gross Cost per Service Hour	\$ 129.77	\$ 170.29	-23.8%	\$ 133.76	\$ 123.40
Direct Operating Cost per Service Hour	\$ 104.52	\$ 136.78	-23.6%	\$ 104.32	\$ 98.53
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 17.38	\$ 24.95	-30.3%	\$ 22.07	\$ 18.05
Net Cost per Service Hour (CUTA)	\$ 104.20	\$ 132.32	-21.2%	\$ 107.00	\$ 91.34
% Cost Recovery (CUTA)	7%	9%		4%	13%
Gross cost per KM	\$ 8.81	\$ 13.48		\$ 10.25	
Route KM	20,378				
Ridership	24,135	21,959	9.9%	8,495	21,959
Service Hours	1,384	1,017	36.1%	1,055	1,017
Ridership per Service Hour	17	22	-19.3%	8	22

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 5 - Canmore Local	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 2.94	\$ 1.23	138.9%	\$ 0.37	\$ 5.64
Gross Cost per Service Hour	\$ 134.77	\$ 126.29	6.7%	\$ 116.72	\$ 112.45
Direct Operating Cost per Service Hour	\$ 114.54	\$ 101.08	13.3%	\$ 94.98	\$ 90.71
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 12.36	\$ 16.66	-25.8%	\$ 14.38	\$ 14.91
Net Cost per Service Hour (CUTA)	\$ 119.47	\$ 108.40	10.2%	\$ 101.97	\$ 91.90
% Cost Recovery (CUTA)	2%	1%		0%	6%
Gross cost per KM	\$ 6.96	\$ 5.61		\$ 5.08 *	
Route KM	195,012	209,034		190,192 *	
Ridership	180,394	143,415	25.8%	96,241	143,755
Service Hours	10,071	9,290	8.4%	8,279	7,630
Ridership per Service Hour	18	15	16.0%	12	19

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 6 - Lake Minnewanka	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 24.38	\$ 17.08	42.8%	\$ 7.59	\$ 15.10
Gross Cost per Service Hour	\$ 175.39	\$ 187.00	-6.2%	\$ 136.80	\$ 113.71
Direct Operating Cost per Service Hour	\$ 128.51	\$ 139.26	-7.7%	\$ 109.08	\$ 89.43
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 39.01	\$ 39.19	-0.5%	\$ 20.35	\$ 17.45
Net Cost per Service Hour (CUTA)	\$ 112.01	\$ 130.73	-14.3%	\$ 108.85	\$ 81.15
% Cost Recovery (CUTA)	18%	12%		7%	16%
Gross cost per KM	5.44	\$ 5.01		\$ 3.95	
Route KM	100,089			93,264	
Ridership	65,784	42,738	53.9%	21,482	42,738
Service Hours	3,105	2,783	11.6%	2,696	2,806
Ridership per Service Hour	21	15	38.0%	8	15

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 8 - Lake Louise / Banff Regional Winter	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 105.31	\$ 52.77	99.6%	\$ 42.14	\$ 87.70
Gross Cost per Service Hour	\$ 161.97	\$ 134.39	20.5%	\$ 139.08	\$ 124.89
Direct Operating Cost per Service Hour	\$ 136.25	\$ 116.12	17.3%	\$ 113.03	\$ 106.33
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 17.85	\$ 9.72	83.6%	\$ 18.69	\$ 11.74
Net Cost per Service Hour (CUTA)	\$ 38.81	\$ 71.91	-46.0%	\$ 78.25	\$ 25.45
% Cost Recovery (CUTA)	73%	42%		35%	78%
Gross cost per KM	\$ 3.04	\$ 1.85		\$ 2.84	
Route KM	214,173	292,186		175,807	
Ridership	47,681	32,107	48.5%	17,810	33,732
Service Hours	4,026	4,026	0.0%	3,590	2,832
Ridership per Service Hour	12	8	48.5%	5	12

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 8S - Lake Louise / Banff Regional Scenic - Summer	January - December 2022				2019
	2022	2022	COMP	2021	
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 105.22	\$ 65.85	59.8%	\$ -	\$ 58.37
Gross Cost per Service Hour	\$ 616.40	\$ 224.88	174.1%	\$ -	\$ 161.02
Direct Operating Cost per Service Hour	\$ 385.52	\$ 154.68	149.2%	\$ -	\$ 103.99
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ -	\$ 6.82
Lease/Amortization per Service Hour	\$ 223.01	\$ 61.65	261.7%	\$ -	\$ 50.21
Net Cost per Service Hour (CUTA)	\$ 288.17	\$ 97.38	195.9%	\$ -	\$ 52.44
% Cost Recovery (CUTA)	27%	40%		0%	53%
Gross cost per KM	17.57	\$ 5.78		\$ 3.19	
Route KM	9,473	45,876		65,928	
Ridership	3,823	8,757	-56.3%	0	8,677
Service Hours	270	1,180	-77.1%	0	731
Ridership per Service Hour	14	7	90.8%	0	12

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 8X - Lake Louise / Banff Regional Express - Summer	January - December 2022				2019
	2022	2022	COMP	2021	
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 141.98	\$ 85.29	66.5%	\$ 63.68	\$ 105.03
Gross Cost per Service Hour	\$ 187.05	\$ 208.91	-10.5%	\$ 193.62	\$ 129.14
Direct Operating Cost per Service Hour	\$ 134.71	\$ 147.51	-8.7%	\$ 134.70	\$ 100.12
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 44.46	\$ 52.84	-15.9%	\$ 51.56	\$ 22.20
Net Cost per Service Hour (CUTA)	\$ 0.60	\$ 70.78	-99.2%	\$ 78.38	\$ 1.91
% Cost Recovery (CUTA)	100%	55%		45%	98%
Gross cost per KM	\$ 3.52	\$ 3.28		\$ 3.19	
Route KM	249,390	275,710		231,746	
Ridership	85,236	88,544	-3.7%	37,411	81,717
Service Hours	4,689	4,326	8.4%	3,816	4,612
Ridership per Service Hour	18	20	-11.2%	10	18

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 9 - Johnston Canyon	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 59.42	\$ 100.29	-40.8%	\$ 61.97	\$ 56.50
Gross Cost per Service Hour	\$ 188.55	\$ 227.85	-17.2%	\$ 179.40	\$ 153.13
Direct Operating Cost per Service Hour	\$ 145.17	\$ 156.12	-7.0%	\$ 132.66	\$ 101.84
Overhead per Service Hour	\$ 7.87	\$ 8.55	-8.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 35.51	\$ 63.18	-43.8%	\$ 39.37	\$ 44.47
Net Cost per Service Hour (CUTA)	\$ 93.62	\$ 64.38	45.4%	\$ 78.06	\$ 52.16
% Cost Recovery (CUTA)	39%	61%		44%	52%
Gross cost per KM	4.56	\$ 6.24		\$ 3.19	
Route KM	71,643	41,969		75,917	
Ridership	22,263	11,107	100.4%	15,134	10,993
Service Hours	1,733	1,150	50.7%	1,349	827
Ridership per Service Hour	13	10	33.0%	11	13

Bow Valley Regional Transit Services Commission
2022 KPIs with 2021 Actuals

Route 10 - Moraine Lake	January - December 2022				
	2022	2022	COMP	2021	2019
	ACTUAL	BUDGET	%	ACTUAL	ACTUAL
Revenue per Service Hour	\$ 98.27	\$ 57.75	0.0%	\$ 37.60	\$ 49.21
Gross Cost per Service Hour	\$ 199.27	\$ 142.45	0.0%	\$ 155.78	\$ 119.29
Direct Operating Cost per Service Hour	\$ 130.61	\$ 114.61	0.0%	\$ 106.61	\$ 112.07
Overhead per Service Hour	\$ 7.87	\$ 8.55	0.0%	\$ 7.36	\$ 6.82
Lease/Amortization per Service Hour	\$ 60.79	\$ 19.28	0.0%	\$ 41.80	\$ 0.39
Net Cost per Service Hour (CUTA)	\$ 40.21	\$ 65.42	0.0%	\$ 76.38	\$ 69.68
% Cost Recovery (CUTA)	71%	47%	0.0%	33%	41%
Gross cost per KM	\$ 4.53			\$ 4.95	
Route KM	21,031			14,384	
Ridership	6,928	4,174	0.0%	2,471	4,452
Service Hours	479	544	0.0%	457	473
Ridership per Service Hour	14	8	0.0%	5	9

Bow Valley *Regional* Transit Services Commission



2022 Reserve Transfers

Report to the Bow Valley Regional Transit Services Commission

Request for Decision – 2022 Financial Results

March 2, 2023

SUMMARY/ ISSUE

Briefing to the Board on the draft unaudited 2022 financial results and request for motion to approve 2022 operating & capital reserve transfers.

PREVIOUS COMMISSION DIRECTION/POLICY

BVRTSC operating Bylaw 3-2011 section 9 details cost allocation for operating requisitions as well as guidance on annual operating surpluses/deficits.

INVESTIGATION

Administration has prepared the draft unaudited 2022 financial results for the Board's review. These results have the potential to change based on the 2022 audit work which is being completed March 13-14, 2023.

2022 Operating Surplus/Deficit Transfers

2022 Financial Results with detailed explanations of the deficits are attached.

Based on the preliminary 2022 financial results, the following 2022 reserve transfers are being submitted for approval at the March 2023 Board meeting:

Operating Surplus/Deficit Proposed Transfers	Administrative	Rt 01 - Banff Local (Sulphur Mtn)	Rt 02 - Banff Local (Tunnel Mtn)	Rt 03 - CB Regional	Rt 04 - Cave and Basin	Rt 05 - Canmore Local	Rt 06 - Lake Minnewanka	Rt 07 - Banff Centre	Rt 08 - LLB Regional Winter	Rt 08S - LLB Regional Summer Scenic	Rt 08X - LLB Regional Summer Express	Rt 09 - Johnston Canyon	Rt 10 - Moraine Lake	Totals
Town of Banff Operating Reserve	40,524.18	316,661.89	216,524.13	9,929.16										\$ 583,639.36
Town of Canmore Operating Reserve	40,524.18			9,929.16		218,568.93								\$ 269,022.27
Df9 Operating Reserve	40,524.18								370,764.10		98,923.32			\$ 510,211.60
BVRTSC Operating Reserve	(337.84)													\$ (337.84)
Capital Reserve - nonpartner routes					22,727.87		118,157.81	16,902.62		21,352.64	72,657.53	21,324.15	28,629.33	\$ 301,751.95
	\$ 121,234.71	\$ 316,661.89	\$ 216,524.13	\$ 19,858.31	\$ 22,727.87	\$ 218,568.93	\$ 118,157.81	\$ 16,902.62	\$ 370,764.10	\$ 21,352.64	\$ 171,580.85	\$ 21,324.15	\$ 28,629.33	\$1,664,287.34

The reserve transfers above are based on Bylaw 3-2011 that states

“For any Fare Revenue Surplus, the Commission shall put the funds in a reserve to the credit of each Customer whose service the Fare Revenue Surplus pertains to be used to cover future cost overruns and/or reduce the amount of future levies”

For non-commission member routes, amounts paid for amortization expense are being transferred to a Capital reserve and held for future replacement of vehicles. This is due to non-commission members not paying into a Capital Requisition.

Report to the Bow Valley Regional Transit Services Commission

Request for Decision – 2022 Financial Results

March 2, 2023

Recommended Motion:

The Board moves to approve the reserve transfers presented in the draft 2022 financial results as follows:

2022 Operating surplus of \$1,664,287.34 to be transferred as follows:

- \$583,639.36 to the Town of Banff operating reserve
- \$269,022.27 to the Town of Canmore operating reserve
- \$510,211.60 to the ID#9 operating reserve
- \$337.84 out of the BVRTSC operating reserve
- \$301,751.95 to the Capital reserve

IMPLICATIONS

Prior to the auditors releasing the 2022 financial statements they require Board approval for reserve transfers. The above motion is being brought to the Board for approval at the March 2023 meeting so that reserve transfers can be discussed and approved or amended prior to the draft audited financial statement preparation for the April 2023 meeting.

If any changes are required resulting from the 2022 financial statement audit, a motion for the revised reserve transfers will be brought to the April 2023 meeting along with the draft audited financial statements.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Changes to the reserves as outlined above

BRAND IMPACT

None

RISKS

N/A

ATTACHMENTS

- 2022 Financial Reconciliation

Bow Valley Regional Transit Services Commission - 2022																
	Administrative	Calgary-Banff	Rt 01 - Banff Local (Sulphur Mtn)	Rt 02 - Banff Local (Tunnel Mtn)	Rt 03 - CB Regional	Rt 04 - Cave and Basin	Rt 05 - Canmore Local	Rt 06 - Lake Minnewanka	Rt 07 - Banff Centre	Rt 08 - LLB Regional Winter	Rt 08S - LLB Regional Summer Scenic	Rt 08X - LLB Regional Summer Express	Rt 09 - Johnston Canyon	Rt 10 - Moraine Lake	TCA & Grant Income	TOTAL
Income																
Bus Pass Sales			250,410.49	218,555.55	1,009,710.46	10,149.32	0.00	39,001.14		394,485.76	27,738.53	652,155.62	102,181.76	47,021.89		2,751,410.52
Grant Revenue	189.76		976.18	867.15	370.18	124.70	376.20	310.84			53.91	512.04	153.90		1,504,354.29	1,508,289.15
Interest Revenue	103,550.64															103,550.64
Marketing & Advertising Revenue	93.40		6,039.71	5,277.19	6,284.70	650.00	3,747.20	650.00		1,332.41	618.20	2,861.35	618.20			28,172.36
Other Income	-1,856.65		11,909.23	12,372.29	4,809.70	407.67	25,519.06			28,166.28		10,200.29				91,527.87
Partner Programs	0.00		316,515.53	153,432.00	3,556.00			35,725.50								509,229.03
Recoveries - Capital (non-members)															408,140.04	408,140.04
Recoveries - Operating (non-members)	-42,373.21	84,436.86	22,294.53	40,525.03		156,023.25		441,491.77	44,373.21		80,682.20	101,074.04	124,369.27	44,103.71		1,097,000.66
Requisitions - Capital			7,989.88	7,989.88	7,239.02										677,816.51	701,035.29
Requisitions - Operating	564,714.00	54,532.14	875,646.00	847,272.00	345,947.00		1,342,456.00			495,316.96		98,923.32				4,624,807.42
Total Income	\$ 624,317.94	\$ 138,969.00	\$ 1,491,781.55	\$ 1,286,291.09	\$ 1,377,917.06	\$ 167,354.94	\$ 1,372,098.46	\$ 517,179.25	\$ 44,373.21	\$ 919,301.41	\$ 109,092.84	\$ 865,726.66	\$ 227,323.13	\$ 91,125.60	\$ 2,590,310.84	\$ 11,823,162.98
Expenses																
Advertising & Marketing Expenses	6,695.89		14,521.66	12,375.58	13,323.51	1,888.01	20,101.61	4,428.49	16.51	2,643.67	2,775.10	8,049.90	2,787.99	143.90		\$ 89,751.82
Contracted Services / Professional Fees	27,850.69	128,969.00	9,081.29	8,915.86	7,082.77	810.06	28,784.96	2,353.71	0.00	2,693.27	1,309.93	3,393.50	1,328.58	216.47		\$ 222,790.09
Fuel Expense	664.44		82,095.21	81,690.38	226,978.58	7,400.14	151,544.40	47,320.23		94,068.75	4,152.71	104,862.20	32,425.66	10,613.27		\$ 843,815.97
General Operating Expenses	56,653.42		28,420.99	24,788.10	36,815.79	2,497.98	9,700.35	7,485.89	1,677.67	9,804.84	4,300.13	20,819.79	5,617.00	1,188.12		\$ 209,770.07
Infrastructure Maintenance	3,384.14		12,517.51	11,388.79	22,028.49	903.80	14,131.93	1,466.38	0.00	5,806.77	196.07	2,783.46	1,197.35	280.82		\$ 76,085.51
Insurance Expense	10,038.86		27,266.49	22,336.65	16,776.84	2,970.56	20,582.76	13,638.09	3,854.76	3,155.52	7,099.81	16,206.80	7,099.81			\$ 151,026.95
Software Fees & Licences	11,174.84		23,757.38	22,415.36	19,173.09	3,295.64	15,412.19	8,810.17	2,870.57	6,543.62	6,045.04	16,383.87	6,827.22	290.31		\$ 142,999.30
Training, Travel & Meals	33,231.03		1,093.02	888.81	833.24	156.49	794.62	414.21	0.00	116.41	183.04	636.40	195.30	13.29		\$ 38,555.86
Vehicle Expenses	16,577.54		302,297.81	271,843.45	321,113.40	32,651.54	243,153.55	90,675.43	18,502.24	138,771.89	47,624.19	119,921.53	53,090.08	13,278.46		\$ 1,669,501.11
Wages & Benefits	336,812.37	10,000.00	674,068.30	613,123.98	693,933.04	92,052.85	649,323.16	222,428.84	548.84	284,932.57	30,405.23	338,579.79	140,969.31	36,471.63		\$ 4,123,649.91
Total Expenses	\$ 503,083.22	\$ 138,969.00	\$ 1,175,119.66	\$ 1,069,766.96	\$ 1,358,058.75	\$ 144,627.07	\$ 1,153,529.53	\$ 399,021.44	\$ 27,470.59	\$ 548,537.31	\$ 104,091.25	\$ 631,637.24	\$ 251,538.30	\$ 62,496.27	\$ -	\$ 7,567,946.59
Surplus / (Deficit) Prior to Amortization	\$ 121,234.72	\$ -	\$ 316,661.89	\$ 216,524.13	\$ 19,858.31	\$ 22,727.87	\$ 218,568.93	\$ 118,157.81	\$ 16,902.62	\$ 370,764.10	\$ 5,001.59	\$ 234,089.42	\$ (24,215.17)	\$ 28,629.33	\$ 2,590,310.84	\$ 4,255,216.39
Amortization Expense	53,804.62		279,142.35	252,097.51	153,553.94	22,727.87	114,821.98	118,157.81	16,902.62	68,002.31	59,953.69	204,006.94	59,873.69	28,629.33		\$ 1,431,674.66
Loss on sale of TCA								23,113.91								\$ 23,113.91
Net Income	\$ 67,430.10	\$ -	\$ 37,519.54	\$ (35,573.38)	\$ (133,695.63)	\$ -	\$ 103,746.95	\$ (23,113.91)	\$ -	\$ 302,761.79	\$ (54,952.10)	\$ 30,082.48	\$ (84,088.86)	\$ -	\$ 2,590,310.84	\$ 2,800,427.82

Note 4

Operating Surplus/Deficit Proposed Transfers	Administrative	Calgary-Banff	Rt 01 - Banff Local (Sulphur Mtn)	Rt 02 - Banff Local (Tunnel Mtn)	Rt 03 - CB Regional	Rt 04 - Cave and Basin	Rt 05 - Canmore Local	Rt 06 - Lake Minnewanka	Rt 07 - Banff Centre	Rt 08 - LLB Regional Winter	Rt 08S - LLB Regional Summer Scenic	Rt 08X - LLB Regional Summer Express	Rt 09 - Johnston Canyon	Rt 10 - Moraine Lake	Totals	
Town of Banff Operating Reserve	40,524.18		316,661.89	216,524.13	9,929.16										\$ 583,639.36	Note 4
Town of Canmore Operating Reserve	40,524.18				9,929.16		218,568.93								\$ 269,022.27	Note 2/4
ID#9 Operating Reserve	40,524.18									370,764.10		98,923.32			\$ 510,211.60	Note 4
BVRTSC Operating Reserve	(337.84)														\$ (337.84)	Note 1
Capital Reserve - nonpartner routes						22,727.87		118,157.81	16,902.62		21,352.64	72,657.53	21,324.15	28,629.33	\$ 301,751.95	
	\$ 121,234.71	\$ -	\$ 316,661.89	\$ 216,524.13	\$ 19,858.31	\$ 22,727.87	\$ 218,568.93	\$ 118,157.81	\$ 16,902.62	\$ 370,764.10	\$ 21,352.64	\$ 171,580.85	\$ 21,324.15	\$ 28,629.33	\$ 1,664,287.34	

Accumulated Surplus Reconciliation	Opening Balance	2022 Amortization	2022 TCA Additions	2022 Reserve Transfers	2022 Surplus / (Deficit)	Ending Balance
Unrestricted Surplus (3300)	(0.00)	1,431,674.66	(2,590,310.84)	(1,664,287.34)	2,800,427.82	(22,495.70)
Town of Banff Operating (3100-1)	766,918.76			583,639.36		1,350,558.12
Town of Canmore Operating (3100-2)	293,702.11			269,022.27		562,724.38
Improvement District #9 Operating(3100-5)	358,132.25			510,211.60		868,343.85
BVRTSC Operating (3100-0)	2,154.13			(337.84)		1,816.29
Capital Reserve - nonpartner routes (3200)	573,121.15			301,751.95		874,873.10
Equity in TCA (3400)	13,579,463.51	(1,431,674.66)	2,590,310.84			14,738,099.69
	\$ 15,573,491.90	\$ -	\$ -	\$ -	\$ 2,800,427.82	\$ 18,373,919.72

Note 3

Note 3

Note 3

Note 1: Represents \$162.16 of funds being allocated to the BVRTSC Scholarship fund (this is other revenue such as recycling revenue and unclaimed lost/found cash/mask sales) and \$500 being paid out as a scholarship awarded in 2022.

Note 2: TOC \$19,665 for Dillon Consulting transit study in operating statement and funded by operating reserves

Note 3: Summer LL routes - only \$115,000 of amortization charged to Parks - because at max budgeted contriubtion to maintenance & replacement reserve of \$319,449

Note 4: RESTOR funding allocation below has been included as an operating requisition for rt 1,2,5,8 winter for the 3 partners

TOB	\$ 507,286
TOC	\$ 414,878
ID#9	\$ 240,257
	<u>\$ 1,162,421</u>

Bow Valley *Regional* Transit Services Commission



Dogs on the Bus

Report to the Bow Valley Regional Transit Services Commission

Report 2022-03.01 Dogs on Roam Transit (Revised February 2023)

March 3, 2023

SUMMARY/ ISSUE

Currently BVRTSC allows service and crated small dogs on its services. Some passengers have requested to be able to bring their uncaged dogs on board Roam services to allow them to go to local off-leash dog parks, hiking trails, etc. As many dogs are too large or pet owners do not have carriers, this prevents both locals as well as visitors from using transit and encourages the use of private vehicles instead.

PREVIOUS COMMISSION DIRECTION/POLICY

The current Pet Policy states:

“Certified assistance animals are allowed on board at no charge. Owners of assistance animals should be prepared to show the animal's verification of training.

Passenger pets are allowed on board at no charge. All pets must be crated in a secure and clean carrier designed and intended for the carrying of animals which is small enough to fit on the owner's lap.

Passengers must hold onto the carrier at all times and are responsible for the safety of their pet. (If there is room on the bus, carriers may be placed beside you on the floor, but the carrier should not block the aisle or restrict passenger movement.)

The pet must remain inside the carrier at all times”.

Leashed dogs, other than service dogs have not previously been allowed on Roam buses and recently requests have increased to allow for transportation of dogs on transit in the Bow Valley.

Administration Recommendation:

- Administration has been asked by the Board for more information; this report provides that information and no recommendation is being put forward at this point.

INVESTIGATION

Requests have been received asking for the allowing of dogs on Roam Transit in both Banff and Canmore. This has been a topic of discussion and letters sent into Roam, and has been more noticeable with additional attention on dog parks in both municipalities.

Canmore local service will include a route going to Quarry Lake, Canmore Nordic Centre and Grassi Lakes in 2024. This service will increase the demand for leashed dogs to be allowed on board transit. With limited parking, the number of vehicles could be reduced through this initiative.

In May 2022, Roam extended service out to the Banff Industrial Area; one of the off-leash dog parks in Banff is in the Industrial Compound.

Report to the Bow Valley Regional Transit Services Commission

Report 2022-03.01 Dogs on Roam Transit (Revised February 2023)

March 3, 2023

Additionally, requests from visitors at the campgrounds who cannot leave the dogs in their tent or trailer for safety and wildlife reasons. Allowing dogs on Roam services would potentially help BVRTSC meet the Strategic and Business Plan 2021 -2024 which states that **“TS 13: Advocate for, advise on and champion disincentives to private vehicle use”**.

Examples of customer requests and feedback:

“Thanks for your prompt reply. Unfortunately, your policy covers only tiny dogs and excludes larger dogs like [redacted] who is 50lbs. I would like to point out that he can ride the LRT in Calgary without his kennel and free of charge. From a green point of view your policy isn’t good, because I will just have to drive from Canmore to Banff and back instead”.

“Are dogs allowed on the bus? We plan to hike Six Glaciers and ride the bus from Lake Louise townsite to the Chateau”.

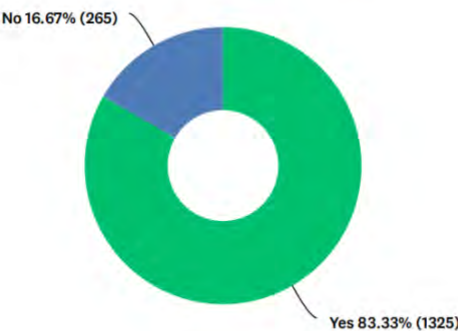
“Regarding your pet policy... Are there any accommodations for dogs that are larger than can be reasonably crated? I have a 40lbs dog [that could] sit on my lap for the duration of the ride.” (From Jan 2023)

“We are at Tunnel Mountain Resort... We have two small dogs with us, and we were planning on bringing them down the hill with us. Will we be able to bring them on the bus with us or will we have to use our own vehicle?” (From March 2022)

Initiated by these customer enquiries and further to the initial report in March 2022, BVRTSC administration released a Public Opinion Survey in January 2023, which ran for 2 weeks and received 1,590 responses. You can see more detailed feedback from this survey in the ‘Attachments’.

Q2 Do you support leashed dogs on buses?

Answered: 1,590 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	83.33% 1,325
No	16.67% 265
TOTAL	1,590

Report to the Bow Valley Regional Transit Services Commission

Report 2022-03.01 Dogs on Roam Transit (Revised February 2023)

March 3, 2023

As well as gathering the public's opinion, administration also asked Roam drivers for their feedback. 63.64% were in favour of allowing leashed dogs on buses, while 36.36% were not. There is detailed staff feedback in the 'Additional' documents for your review.

Of the 104 (CUTA – Canadian Urban Transit Association) transit agencies in Canada, 5.7% of transit agencies allow uncaged leashed dogs on their services: Calgary, Durham Region, Mississauga, Oakville, Montreal (Metro only), and Toronto (off peak only). 96% of Canadian transit agencies do not allow uncaged leashed dogs on their services.

Calgary Transit:

Dogs are welcome on board for free, but there must be a leash on your furry friend. Other animals can also ride for free, but they need to be in a carrier or cage. It is recommended by Calgary Transit that the dog on leash is seated next to the window with the passenger on the aisle side to allow for a comfortable ride for everyone.

Administration reached out to a few of these transit agencies and received feedback from Calgary Transit regarding their policy, and they provided the following statement:

“Calgary Transit allows dogs on leash and all other pets in a cage on our transit system. There have never been any issues or complaints. Our customers love seeing pets on transit and it makes their ride more interesting. Customers also post pictures of the pets on our twitter account. There have never been non-compliance issues with pets/animals on our transit system.”

Cheryl Martin – Transit Planner for Calgary Transit

Within the feedback gathered in the Public Opinion Survey there were several comments received regarding Dogs on Calgary Transit.

“I bring my dog on buses in Calgary often. There are zero issues, and it means I can leave my car at home.” – Survey feedback from a Visitor to The Bow Valley

Durham Region Transit:

Dogs, cats, and all other household pets are permitted onboard DRT vehicles, leashed or in carrier.

Mississauga Transit:

Pets such as cats and dogs are allowed on MiWay, but they must be leashed or kept in an animal cage. Exotic animals are not allowed.

Windsor Transit:

Passengers are permitted to board a bus with a small pet, provided the pet is secured in a proper pet carrier. The pet must remain in the pet carrier for the duration of the bus ride.

TTC (Toronto Transit):

Leashed dogs or pets secured in an enclosed container are welcome to travel on the TTC during weekends and weekday off-peak periods - that is before 6:30 a.m.; 10 a.m. to 3:30 pm; after 7 p.m.

Brewster Express / Banff Airporter / Sundog Transportation:

These airport / transportation shuttle services do not accept pets.

Discover Banff Tours / Brewster Sightseeing / Banff Adventures:

These Bow Valley tour agencies do not accept pets on their buses.

Report to the Bow Valley Regional Transit Services Commission

Report 2022-03.01 Dogs on Roam Transit (Revised February 2023)

March 3, 2023

BVRTSC Administration also reached out to a variety of service dog associations. Feedback was gained from two of these associations, one of which felt it would be a positive step to include leashed dogs and one who was strongly against this change to our policy. A written statement from CNIB has been included in the 'attached documents', however the other organisation wished to remain anonymous.

Residents and Visitors

The Bow Valley hosts not only a high number of residents with dog, but also, during the peak summer season many travellers bring their pets along for their vacation.

Residents

	Population 2021	Number of officially Licenced Dogs 2022 ¹	Percentage of population with licenced dogs
Banff	8,905	452	5.1%
Canmore	15,990	1240	7.8%
ID9	1,004	10*(2021 number)	1%

¹ Does not include visitors less than 30 Days (Banff) or homeowners that reside for less than 3 months (Canmore).

Visitor accommodation in the Bow Valley (these numbers exclude other visitor accommodation such as – B & B's, Vacation rentals, etc.)

	Number of Hotels	Number of hotels allowing Dogs	Percentage of hotels allowing dogs
Banff	34	20	59%
Canmore	36	22	61%
ID9	9	6	67%
	Number of Campgrounds ²	Number of Sites allowing Dogs	Percentage of sites allowing dogs
Banff	1603	1603	100%
Canmore	245	245	100%
ID9	642	642	100%

² Does not include backcountry or private campsites.

Banff National Park – Parks Canada

After consultation with Parks Canada – Dogs are allowed in the National Park, provided they are always on a leash and under control. Currently dogs are not allowed on any of their summer shuttle services, as well as the Lake Minnewanka trail during the summer. Dogs on leash are allowed on all other Banff National Park trails, however if there is a bear warning within the Park, the trails in the specified zone will be closed to dogs.

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PROPOSED

Option 1: Direct Administration to introduce a pilot program with unrestricted time access to leashed dogs on our transit services, limited to services with a travel time of 30 minutes or less.

Option 2: Direct Administration to introduce a pilot program for leashed dogs on board, limited to services with a travel time of 30 minutes or less, restricted to non-peak hours.

Option 3: Status quo - Administration to maintain the current Pet Policy, allowing only dogs in carriers and service dogs to be transported.

BRAND IMPACT

BVRTSC strives to provide the highest quality of services to be in line with international visitor expectation. Currently the Roam brand is well perceived and informal data seems to show that many customers return to use Roam services in turn helping to reach the transportation goals within the Strategic and Business Plan 2021 -2024. Allowing dogs on the BVRTSC services could strengthen the brand by being accommodating and flexible.

If unfortunate situations occur on board this could negatively impact the brand, especially given the instant nature of social media.

RISKS

Positive Risk:

- Flexibility in our mandate and potential increase in ridership

Negative Risk:

- Passenger and driver concerns around dogs
- Liability concerns (injuries to passengers/other dogs)
- Dog urinating or defecating on board = large service delays
- Overload/capacity concerns - Dogs taking space that would normally be available to passengers

ATTACHMENTS

- Appendix 1 - CNIB Statement
- Appendix 2 - Drivers Feedback
- Appendix 3 - Overload Information
- Appendix 4 - Detailed 'Against' results and comments
- Appendix 5 - Detailed dog owners' results and comments
- Appendix 6 – Policy suggestions
- Appendix 7 – Additional questions
- Appendix 8 – Dog Ridership data

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Appendix 1 - CNIB Statement

The Canadian National institute for the Blind (CNIB) is a 'Foundation that offers innovative programs and powerful advocacy that empowers people impacted by blindness to live their full dreams and tear down barriers.'

Roam Transit offers a free ride to CNIB card holders to assist them with safe and accessible travel in The Bow Valley.

BVRTSC administration reached out to CNIB to gather their feedback regarding how leashed dogs on transit services may affect service dog users. They provided us with the following statement:



While I understand that many people would like permission to bring leashed dogs on transit, this would certainly pose problems for guide dogs and their handlers.

Guide dogs and service dogs have access rights under the law, meaning that they are allowed to access any place that the public would normally have access to, such as transit. Therapy dogs and emotional support animals do not have access rights, nor do pets. Guide dogs are specifically trained to assist a person who is blind or partially sighted with mobility. Whether its avoiding obstacles, stopping at curbs or steps, or negotiating traffic, guide dogs foster independence for their handlers. They are among the most highly trained dogs in the world, performing tasks that require intensive standardized training. When a guide dog is wearing its harness, it requires its full attention to focus on its job. Unwanted interruptions, such as attention from humans or other dogs, could distract the guide dog from its job, impacting its training and potentially putting both the dog and handler at risk.

Allowing pets on transit would pose significant distractions for guide dogs and their handlers. While I'm sure that most pet owners would have the best of intentions when bringing their dogs on transit, dogs are often highly reactive to one another, and guide dog handlers have enough obstacles to contend with without the introduction of pet dogs barking, lunging, growling, or attempting to play, all of which would take a guide dog's focus away from its very important job.

Allowing pets on transit would create unnecessary barriers for already vulnerable populations and make the transit system less safe and welcoming. For people who are blind or partially sighted, most of whom are not able to drive, the bus may be their only transit option. I'd highly recommend against introducing any unnecessary barriers for these riders.

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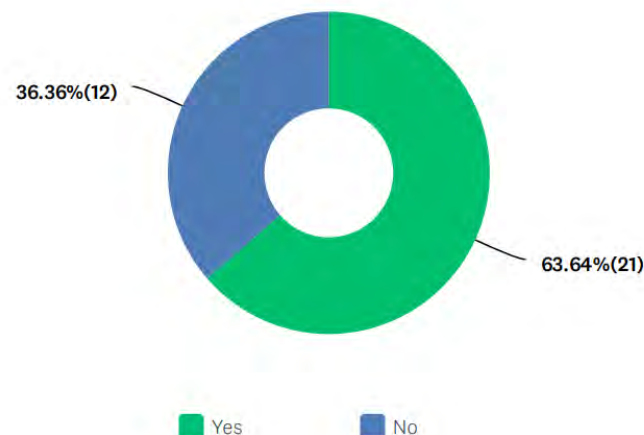
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Appendix 2 - Drivers Feedback

In addition to gathering public feedback, administration setup a staff only link to the survey so we could gather drivers' feedback regarding allowing leashed dogs on buses, 33 responses were received.

Q2 Do you support leashed dogs on buses?

Answered: 33 Skipped: 0



Positive / For

"Canmore has more dogs than kids and [this] would make it more accessible for everyone to get around with their pets."

"Would like to have dogs on the bus! Always having to explain that dogs can only be on the bus in a cage currently, so would be nice to allow them with a leash."

Cautionary

"Would be cautionary for making sure that owners know their dogs and aren't going to bring them on if they aren't well behaved. Having an altercation on a bus in a confined space would be dangerous and have consequences for bystanders.... Would be a big responsibility for drivers."

"How would we enforce that it's the owner's responsibility? Also, what if someone doesn't like dogs?"

Neutral

"Wouldn't mind it."

"Okay with having dogs on the bus. Just make sure there is space for them."

Negative / Against

"Is there not enough for drivers to do already? This is going down the wrong road. Many owners can't keep control of their pets. I love dogs but do not support this."

"Not really keen on having dogs on the bus. Would be worried about having someone get injured or bit."

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Appendix 3 - Overload Information

It is important to consider our capabilities to provide enough service to our current passengers before we look to introducing leashed dogs on our services. With ridership levels at a record high and the expectation that the 2023 season will surpass these levels, we may create additional overloads throughout the peak service times by allowing dogs which could take up more space than a person.

This brings up questions as to whether we introduce limitations to the days, times or services people may be able to bring their leashed dogs on the buses.

Outlined below, is a table indicating service overloads throughout the peak summer season. You can see each service broken down with how many days in the month they had any overloaded runs (i.e. the bus was at full capacity, so the driver could not stop to pick people up at a / multiple stops along the route.) A run is the route from the initial bus stop to its destination. ex. Marmot Crescent to The Banff Gondola is an example of one run on the Route 1. Banff High School Transit Hub to Canmore 9th Street would be one run on the route 3.

	Route 1			Route 2			Route 3		
	Days per month	Days with overloads	%	Days per month	Days with overloads	%	Days per month	Days with overloads	%
June	30	16	53%	30	17	57%	30	5	17%
July	31	18	58%	31	13	42%	31	8	26%
August	31	30	97%	31	20	65%	31	13	42%
September	30	20	67%	30	11	37%	30	2	7%

	Route 4			Route 5			Route 6		
	Days per month	Days with overloads	%	Days per month	Days with overloads	%	Days per month	Days with overloads	%
June	30	1	3%	30	2	7%	30	6	20%
July	31	6	19%	31	3	10%	31	5	16%
August	31	2	6%	31	0	0%	31	7	23%
September	30	1	3%	30	0	0%	30	2	7%

While we did not record how many people were left at each stop for the whole summer season, drivers did record instances where a stop could not board additional passengers, the service was “overloaded”. The busiest recorded day from the summer was Thursday July 7th, when 15 runs were overloaded.

Additional survey comments regarding busy / overloaded buses

“I would say no on some routes, like 1 and 2. There would be no room for anything else. Strollers have been hard enough to get on the bus this summer.” – Driver

“It’s busy enough on the buses as it is. I can’t get my bike on half the time.” – Canmore Resident

“Last summer, and even last week/most weekends, the Local Banff routes were way over capacity and residents and guests routinely experienced drive-bys... It would be irresponsible to allow dogs on the bus

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who will take up space and cause even greater capacity issues / delays. Most Canadian jurisdictions don't allow this, and we shouldn't either until we can solve our capacity issues." – Banff Resident

"My dog is 100lbs and would easily take up the space of 2 standing humans" – Banff Resident

The survey also asked when people would like to see dogs on the buses. 71.26% (1,333 people) were in favour of unrestricted travel, while 14.03% (223 people) would like to see travel restricted to specific times, the remaining 14.72% (234 people) were not in favour of either of these options.

Additional survey comments regarding time restrictions for leashed dogs

"Only allow non-service dogs to ride the bus during off peak hours." – Canmore Resident

"While I would advocate for unrestricted access, any access is better than none." – Banff Resident

"Roam buses, especially in the summer times, are busy and bustling with passengers." – Banff Resident

"Sometimes there's already not enough room for the people, their stuff and equipment." – Canmore Resident

"Oftentimes the buses are standing room only, which might be exacerbated by allowing dogs as well." – Banff Resident

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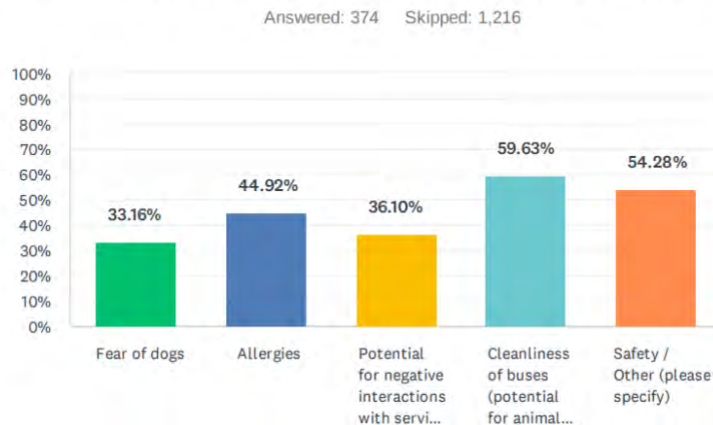
March 3, 2023

Appendix 4 - Detailed 'Against' results and comments

Of the 1,590 respondents, 265 people were not in support of allowing leashed dogs on the buses. Administration asked them why they were not in favour of this and allowed them to select as many responses as they felt applied, as well as leave further comments.

[While this was a skippable question, 374 people did answer this while only 265 should have. It is important to note that it does appear these additional 109 people selected 'Other' and many left comments expressing they were in favour / selected 'Yes'.]

Q3 If you answered 'No' to the previous question, which of these are your reasons or concerns? Please select all that apply.



ANSWER CHOICES	RESPONSES	
Fear of dogs	33.16%	124
Allergies	44.92%	168
Potential for negative interactions with service dogs on board	36.10%	135
Cleanliness of buses (potential for animal hair, dirty seats or dog accidents on buses)	59.63%	223
Safety / Other (please specify)	54.28%	203
Total Respondents: 374		

Fear of Dogs

"We [parent and child] had a situation where a service dog was on the bus, and we had to get off at the next stop because of the anxiety it was causing" – Banff Resident

Allergies

"My child is allergic to dogs and has itchy skin when he comes into contact with dogs." – Canmore Resident

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Potential for negative interactions with service dogs on board

"While I am on board, I am nervous about some owners not taking responsibility of their dogs on the bus, especially regarding potential interactions with service dogs." – Canmore Resident

Cleanliness of buses

"I think the cleanliness of the buses will be negatively impacted with dogs being allowed, especially on a rainy or snowy day." – Banff Resident

Safety / Other

"I am not scared of dogs, but I have frequent interactions with irresponsible owners in and around Canmore... I don't want to have those interactions in a confined space where I can't get away from either the dog or the owner." – Canmore Resident

Direct Letters to Council and BVRTSC

Letter #1:

"I would ask that council consider the population that has pet allergies, in particular those that experience an asthmatic reaction (like my wife). How would you provide a safe environment for them?"

Letter #2:

"People who don't like dogs are Hitler."
"WE are a dog loving *community*."
"EVERYONE is welcome."
"WE'RE not *cruel*."
"But dogs are good for your mental health, it's *proven*."
"Mans *BEST* friend."
"How could you not like *dogs*?"
"Have you tried being vegan?"
"Just get over it."
"I thought you were outdoorsy?"
"It won't bother you if you don't let it."
"My great aunt has some really great snake oil you should try!"
"How could you be so cruel?"
*eye roll followed by audible huff
"You're being difficult."
"It's about *accessibility*."
"Don't overreact."
"An allergy means you just don't like it."
"But you're so pretty and fit?"
"You'll be fine."
"You were just too sheltered as a child, you can get used to it."
"No one is *actually* allergic to dogs."
"Have you tried hypnoses?"
"I know a great chakra therapist."

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“You’re disgusting.”**

This is some of the bullshit that I have had to listen over my life to while being forced to leave events, friends, stores, restaurants, jobs, yoga classes, community and advocacy meetings, housing, public buildings, carpools, taxis... I have learned to just not say anything and excuse myself.

Unfortunately, I was born with a biology that causes my airways to swell shut if I inhale any dog or cat hair (yes, even if it is hypoallergenic, yes I have tried many different over and under the counter drugs and diets, yes I am an adult and in fact I know what works for my body thank you very much).

I think accessibility should not be about catering to certain groups of people. It should be about being open to and considering the idea that there are a lot of different bodies on this planet with different needs and ways of being in the world.

I really hope I don’t have to add the Roam bus to the list of things I don’t get to participate in.

Thank you, roam bus planning and decision makers, for your thoughtful and considerate deliberation on this issue.

Name redacted

P.S. While I have lived many many places, I spent all of my childhood, and the last five years of my adult life in Canmore, and most of the above quotes were received from other adults in various places in the Bow Valley in the last five years.

**The last one was because someone who smelled heavily of cat (i think) walked on the bus and it caused me to sneeze.”

P.P.S. It took me about 40 minutes to write and edit this. I don’t have time to go looking for all the proper email this should go to, but I assume you’ll pass it along to where it needs to go. I’ve decided to always include the time I take, when I write any advocacy letters to public bodies. Not to make you feel bad, but just to increase awareness of the hidden of public engagement. Like keeping track of how often you poop or the people who arent in the room or on the bus, awareness can be a helpful thing”

Letter #3 (RMO Letter to the Editor)

LETTER: Dogs on Roam buses

Letter to the Editor Feb 23, 2023 7:30 AM

Editor: I read with interest about the potential new “clientele” being considered for ridership on Roam transit. My experience with this “clientele” hasn’t been the most positive, and probably less so with their respective owners. I can indeed confirm that the same experience is echoed by many throughout the Bow Valley.

I chose to take a quick stroll near the Canmore public boat launch and then along the Bow River this past Feb. 9. Well, before I reached the latter and deposited on the trail a mere 45 seconds into my walk was dog excrement in all of its beauty. Sadly, this dog feces was within a mere 150 metres of the “mutt mitt” station.

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Needless to say, the elevated requirements are such that all the responsible dog owner had to follow was the simple three-step directions and the dog poop would have been dealt with. With my walk completed, I chose to get rid of some recycling. There again, within steps of my cardboard, was yet another canine deposit – perhaps the misguided responsible dog owner thought the latter would magically evaporate, disintegrate or levitate absolving him/her of all responsibilities.

These two events are not a new story to anyone who has spent minutes on any of the Bow Valley's trail systems. It happens all the time and of course, responsible dog owners are never to blame and how dare you suggest otherwise. Now – and I'm stating the obvious – if these responsible owners can't get this right, what makes one delusional enough to believe that they'll magically morph into responsible owners when multiple wheels are beneath them?

It's all well and good that commission member Tanya Foubert recommends rules to establish "appropriate behaviour for both dogs and their owners." Excuse my lack of enthusiasm, but Ms. Foubert needs to look no further than the deposits before her feet to realize the effectiveness of these rules. She states "the responsibility is on the owner to ensure their dog is behaving appropriately." Really? I very much doubt that some "clientele" would behave appropriately because simply put, their owners are absolutely incapable – or unwilling – of doing the same.

So, let's then invite them on the Roam bus via a discussed pilot project and see where this goes. What could possibly go wrong? Should this insidious pilot project proceed, and on those rare occasions I do take the Roam transit, I'll be sure to don my bear spray for dog and owner behavioural issues and wear my rubber boots. It's not if, it's when.

As commission chair Joanna McCallum said: let's "make decisions for everybody." That seems obvious.

Finally, the last paragraph in the *Outlook's* story is probably the most salient of all with the Canadian National Institute for the Blind chiming in concerning the stress that can be experienced by both guide dogs and their disabled owners since "for people who are blind or partially sighted... the bus may be their only transit option."

Blind or partially sighted to these palpable concerns is what I do not hope for with respect to all Roam transit policymakers concerned.

Succinctly put: scrap this lunacy.

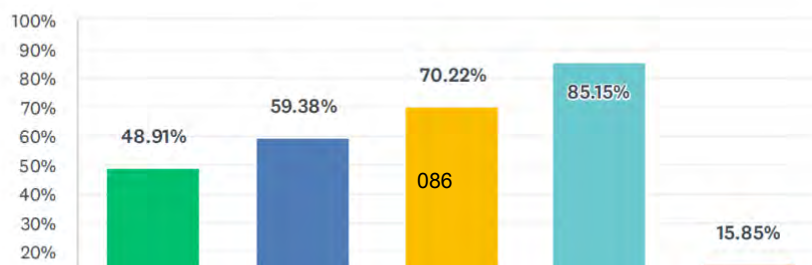
Sid Cupido, Canmore

Appendix 5 - Detailed dog owners' results and comments

Of the 1,590 survey respondents, 1,112 were dog owners. The survey allowed these respondents some additional questions, to gain more detailed feedback on where they would use transit to take their dog, and whether allowing leashed dogs would increase their use of the buses.

Q9 Why would you bring your dog on the bus? Select all that apply.

Answered: 1,098 Skipped: 492



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ANSWER CHOICES	RESPONSES	
Veterinary Appointments	48.91%	537
Dog Park	59.38%	652
Social Trips	70.22%	771
Hiking Trails	85.15%	935
Other (please specify)	15.85%	174
Total Respondents: 1,098		

Additional comments from this question

“My dog and I are getting older and sometimes overextend ourselves when walking. It would be convenient to know I could ride back if he and / I are tired.” – Banff Resident

“I can manage my dog as her is old and passive, but I 100% don’t trust other dogs in this town from previous experiences.” – Canmore Resident

“Winter hiking and skiing.” – Visitor to The Bow Valley

23 comments mentioned they would use the bus to take their dog to work.

“Going to work, as my workplace allows dogs.” – Banff Resident.

83.7% of dog owners said they would use Roam Transit more if they could bring their dog on the bus.

“If the Town wants locals to not drive our vehicles much, then we need to know transit supports our lifestyle choices. A dog is a reason why we drive more than take transit.” – Canmore Resident

“If I could have my dog with me, I would be able to use take transit much more frequently than I do now, and I would have an option other than driving.” – Banff Resident

Appendix 7 – Additional questions

How many dogs would be allowed on board at a time?

Roam would not limit the number of dogs allowed on each bus. Throughout the pilot, data would be collected to evaluate if a limit needs to be implemented before making any permanent policy changes. While administration will not be implementing a total capacity limit for dogs, only one dog per owner would be allowed.

Where can dogs be on the bus?

While administration understands the potential need to have specific areas for dogs, it is difficult to

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define one “dog zone” due to Roam having a variety of bus types with different layouts. It would also be challenging to define depending on other passenger requirements such as accessible seating and capacity limitations which would affect the “dog zone” availability.

Administration would however implement the following guidelines:

- Drivers would not have responsibility to intervene or control the location of dogs on buses.
- Dogs should not interact with or be located near service animals at any time while on board (this is at the strong suggestion of a Service Animal charity contacted).
- Dog owners should leave the accessible area clear whenever possible to do so, this way these areas can be utilized by strollers, wheelchairs, service animals, or anyone else who may require that additional space to travel.
- If multiple dogs are on one bus, appropriate spacing would be required to ensure there is minimal interaction between each animal (recommended minimum of 4ft apart).
-

What will the cleaning procedures be and is that an added cost?

Based on the feedback administration has received from other transit agencies, it appears that the impact of additional cleaning would be minimal. There may be exceptions where additional attention would be required, however it does not appear that this would have a large impact on our current cleaning procedures.

Administration would implement the following guidelines, which we hope would further limit the need for any additional cleaning:

- Owners must alert the driver if their dog makes a mess on the bus.
- Owners will be required to bring doggy bags and wipes to clean up any messes and should not depart the bus until they have cleaned up the mess. Dogs are not allowed on the seats at any time – no exceptions.
- Buses would be required to be removed from service for any dogs defecating on buses.

Other agencies have expressed that allowing dogs on their services has not had a noticeable impact on the cleaning of their vehicles.

We have not noticed any difference in cleaning requirements. – Oakville, ON

We've not had any problems with dogs on the bus. A few years ago, we asked riders to keep their dogs on the floor (or in a carrier on their laps) because the dog hair is hard to remove from the cloth seats but that's about it. – GERTIE, Gabriola Island, BC

I can advise however that having referred the matter to my operational colleagues, they are unaware of a negative impact of permitting dogs to travel on our services. – Lothian Buses, Scotland (This was a broad response to being asked whether they have noticed any additional cleaning being required, or whether they have had any negative interactions with dogs on their buses.)

What is the procedure if there is an incident between dogs or between dogs and people while a bus is on route?

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Owners would always be liable for the actions of their dog while on board. The expectation is that the dog owners would know the rules and they will only bring dogs on the buses that will listen to their commands, and do not pose any danger to other riders or animals.

Incidents with dogs on the bus should be dealt with in a similar way that drivers deal with unruly riders. Interactions would be minimal and non-confrontational for their safety. Drivers would not be instructed to intervene with dogs or dog owner conflicts.

For local and regional routes, Roam Transit reserves the right to refuse service to anyone travelling with a dog that has had to be removed from our services in the past.

Administration would however implement the following guidelines:

Local Services

- Drivers will not be asked to intervene with any owner/dog conflict issues.
- The driver will stop at the next bus stop.
- If in a safe location for the rider and dog to walk (if there is a sidewalk for example), owners would be asked to depart the bus.
- If it is unsafe for the guest to depart the bus and walk to their destination (e.g., route #6 along Bankhead when the bus is heading from Lake Minnewanka to Downtown Banff), the owner must control their dog until the next bus stop, where they must depart the service.

Regional CB Service

- Drivers will not be asked to intervene with any owner/dog conflict issues.
- It is not feasible to stop the bus on the highway.
- The driver will stop at the next bus stop and the owner and dog would be asked to depart the service. The owner must control their dog until the next bus stop. The driver may stop at bus stops not typically on their route if necessary (e.g. Route #3 may stop at Marmot to ask someone to disembark, even though it is not a stop on their usual route).

Other Transit agencies have expressed that they do not have problems with allowing dogs on their services

Calgary Transit allows dogs on leash and all other pets in a cage on our transit system. There have never been any issues or complaints... There has never been non-compliance issues with pets/animals on our transit system. – Calgary Transit

How will we create consistency with Parks Canada shuttles re: dogs?

This proposal only considers allowing dogs on services with a travel time of 30 minutes or less (Banff Local, Canmore Local and CB Regional). These services do not align with any locations that Parks Canada operate shuttles. We will not be allowing dogs on the Lake Louise, Moraine Lake, or Johnston Canyon Regional services at this time. This should initially alleviate any need to align with Parks Canada's services, however further discussion may be required in the future if we allow dogs on other routes. Parks Canada have expressed that they may reassess their own pet policy to align with Roam Transit's if we were to implement a new permanent policy allowing dogs on our services.

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Appendix 6 – additional policy suggestions

While administration have not yet made an updated policy regarding leashed dogs on Roam buses, the below points gathered from other agencies around Canada and in the UK speak strongly to the overall feel the new policy would take. Once a decision has been made, administration would look to formalising a new policy and use these suggestions to help guide its creation and implementation.

- One well behaved, leashed dog per owner.
- All owners will be fully responsible and liable for the actions of their dog while at bus stops and on our services.
- Drivers will not be asked to intervene with any owner/dog conflicts.
- Dog owners are responsible for ensuring their pets listen to their commands and travel without bothering any other passengers, no exceptions.
- Drivers and other staff are not allowed to take charge of any dog and should not be asked to do so.
- The driver may ask that a dog to be taken off the bus at any time should it become aggressive or cause a nuisance.
- Owners should be considerate of other riders on the bus who may be frightened of dogs or allergic.
- Dogs should not interact or be located near service animals at any time while on board (this is at the strong suggestion of a Service Animal charity we reached out to, who did not wish to be quoted in the report).
- Dog owners should leave the accessible area clear whenever possible to do so, this way these areas can be utilized by strollers, wheelchairs, service animals, or anyone else who may require that additional space to travel.
- If multiple dogs are on one bus, appropriate spacing would be required to ensure there is minimal interaction between each animal (recommended minimum of 4ft apart).
- Owners must alert the driver if their dog makes a mess on the bus.
- Owners will be required to bring doggy bags and wipes to clean up any messes and should not depart the bus until they have cleaned up the mess.
- Dogs are not allowed on the seats at any time – no exceptions.
- Roam Transit reserves the right to refuse service to anyone travelling with a dog that has had to be removed from our services in the past.
- Drivers and other transit staff will not be expected to overly implement the rules put in place or be expected to put themselves in the way of any aggressive or nuisance dogs or owners. The expectation is that owners will understand the rules before riding and will only bring dogs on the buses that will listen to their commands, and do not pose any danger to other riders or animals.

Appendix 8 – Dog Ridership data

Administration reached out to a variety of other transit agencies to try and gather dog specific ridership numbers. Unfortunately, Calgary Transit, Oakville Transit, and Lothian Buses (UK), got back to us but do not track ridership numbers for dogs on their services.

GERTIE, the transportation agency on Gabriola Island, BC, did however provide us with both passenger

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and dog ridership numbers for the years 2019 – 2022.

Gabriola Island has a population of around 4,500. With a fleet of only 4 buses, and no services on Sundays or Statutory Holidays, their transit system operates on a much smaller basis than Roam Transit.

Passengers & Dogs on GERTIE (Total 2019 - 2022)



	Ridership	Dog Ridership
2019	20,456	282
2020	13,259	104
2021	14,437	116
2022	16,204	113
TOTAL	64,356	615

We've not had any problems with dogs on the bus. A few years ago, we asked riders to keep their dogs on the floor (or in a carrier on their laps) because the dog hair is hard to remove from the cloth seats but that's about it. We're really in support of allowing dogs (other creatures too in cages; a certain amount of poultry rides the bus!) especially to encourage our riders to get out and walk the many trails accessible from the bus. – Katherine for GERTIE