

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION REGULAR MEETING

111 Hawk Avenue and Zoom

AGENDA

October 18th, 2023 2:00-4:00pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the September 6th, 2023 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) Bring Forward List of Pending Items (For Information)
 - b) CEO's Monthly Report (For Information)
 - c) Transit Service Monthly Statistics (For Information)
5. New Business
 - a) Wellness Proposal Report (For Information Only)
 - b) Presentation of Reserves Report (Request for Decision)
 - c) Report on Bicycles on Roam (For Information Only)
 - d) Overload Report (For Information Only)
 - e) Fare Review 2023 (For Information Only)
 - f) Presentation of Proposed Operating and Capital Budgets (Request for Decision)
 - g) In Camera Session – (CEO Review)
6. Adjournment

Next Regular Meeting – Wednesday November 8th, 2023

To be held at: 111 Hawk Avenue, Banff and Zoom

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

111 Hawk Avenue and Zoom

Minutes

September 6th, 2023

10:00am – 12:00pm

BOARD MEMBERS PRESENT

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

BOARD MEMBERS ABSENT

Alex Parkinson, ID9

BVRTSC ADMINISTRATION PRESENT

Martin Bean, CEO
Mel Booth, Director of Finance and Administration
Fiona Gagnon, Manager Communications & Customer Experience

ADMINISTRATION PRESENT

Adrian Field, Town of Banff (Virtual)
Daniella Rubeling, Parks Canada
Danielle Morine, ID9 (Virtual)
Andy Esarte, Town of Canmore (Virtual)
Jed Cochrane (Virtual)
Palki Biswas, Town of Canmore (Virtual)

PUBLIC PRESENT

Greg Colgan – Rocky Mountain Outlook (Virtual)

1. Call to Order - Joanna McCallum calls the meeting to order at 10:03 a.m.
2. Approval of the Agenda

Joanna McCallum adds 2 requests received from Banff as items 5c) and 5d). Previous item 5c becomes 5e).

BVRTSC23-060 Tanya Foubert moves to approve the agenda as amended.

3. Minutes

Approval of the August 16th, 2023, Regular Meeting Minutes (attached)

BVRTSC23-061 Corrie DiManno moves to approve the August 16th, Regular Meeting minutes as presented.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a) Bring Forward List of Pending Items (For Information)

BVRTSC21-117 – Completed

BVRTSC23-055 & BVRTSC23-056 *Due in October 2023*

- b) CEO's Monthly Report (For Information)

- c) Transit Service Monthly Statistics (For Information)

Further information to come back to the Board on the increased transport of bicycles on Roam over the past few years.

5. New Business

- a) Presentation of Fare Free for Banff Residents (Request for Decision)

BVRTSC23-062 Corrie DiManno moves that fare free transit for Banff residents not be endorsed by the Commission at this time, and that administration investigate alternatives and report back to the Board in October 2023.

CARRIED UNANIMOUSLY

- b) Support of Banff New Service Level Requests (Request for Decision)

BVRTSC23-063 Corrie DiManno moves that The BVRTSC Board supports the four new service level requests presented to move forward to Banff Council for further discussion.

CARRIED UNANIMOUSLY

Additional early morning industrial compound service

Extended summer season: Banff local transit

Increased winter service: Banff local transit

Hybrid electric bus purchase for Banff local 2026

- c) Route Capacity Research (Request for Decision)

BVRTSC23-064 Grant Canning moves to direct Administration to return with a report by January 2024 investigating and presenting options to explore increasing capacity on routes 1, 2, and 8X during the 2024 summer season.

CARRIED UNANIMOUSLY

d) Ridership Prediction and Future Fleet Requirement Report (Request for Decision)

BVRTSC23-065 Joanna McCallum moves to hire a consultant to conduct a study based on ridership and projected growth to map out the network-wide fleet associated operational and infrastructure requirements for the next 10 years, as well as the anticipated associated budget, to be funded through capital reserves to a maximum of \$50,000 to be brought back by Q3 2024.

CARRIED UNANIMOUSLY

e) Presentation of Proposed Operating and Capital Budgets (Request for Decision)

BVRTSC23-066 Joanna McCallum moves to approve the Proposed 2024-2026 operating budget as presented.

CARRIED UNANIMOUSLY

BVRTSC23-067 Joanna McCallum moves to approve the Proposed 2024-2033 capital budget as presented.

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC23-068 Tanya moves to adjourn at 11:45 a.m.

CARRIED UNANIMOUSLY

Next Regular Meeting and Annual Organizational Meeting – Wednesday October 18th, 2023
2:00pm – 4:00pm (111 Hawk Avenue and Zoom)

CEO REPORT



October 2023

Financial:

- Roam currently has 2 active RFP's and 1 closed RFP:
 - Electric bus RFP – closes November 7
 - Low Floor Accessible Highway Coach RFP – closes November 7
 - Arrival Prediction System – closed

Transit Service Updates:

- Ridership eclipsed 2 million during the third week in August on Banff local. Ridership is measured by the number of boardings on all Roam services, not including contracted services (OnIt). The milestone was celebrated on September 26th, with Board members and Administration handing our Roam swag to passengers. The RMO provided a photographer for newspaper coverage.
- Route 5 ridership remains strong, with an average of 25K rides per month being taken. Commencing in August of 2023, ridership data collection was split between 5C (Cougar Creek) and 5T (Three Sisters). Since that split, data shows that Route 5C sees 24% more ridership than 5T (33,377 vs 26,908 to Oct.8).
- Route 5 was changed to add 5 minutes to the round-trip time on both 5C and 5T in the middle of August. This creates a frequency of approximately 40 minutes vs. 35, however the buses are able to run significantly more often on time, allowing transit users to plan their trips better. On time performance has increased from an average of 69.8% in July to 87.6% in September.
- With the volume of visitation and the continued warm weather, Fall was a very challenging time on Routes in Banff and to Lake Louise and Moraine Lake. Service levels on Route 1 dropped from 4 buses to 2 buses on September 18th, while demand stayed at summer levels. Moraine Lake and Lake Louise routes were in high demand, with long line ups for multiple departures. Additional overload buses were dispatched in the afternoons where possible to improve the experience for residents and visitors and mitigate the negative impact to the Roam Brand.

Route	September 18 – 30 Average Ridership	Oct 1 – 9 (Thanksgiving)
1	2230	2174

2	2241	1669
8X	698	730
10	495	527
11	88	103

- Route 8X is the most challenging for the Roam front line team, with passengers not happy with lining up and waiting to return to Banff from Lake Louise. Roam had received a number of one star Google Reviews related to this and the following 5-star review:



Kate Hinchliffe

5 reviews • 0 photos

★★★★★ 3 days ago

I couldn't believe the amount of abuse and harassment that some of the staff members had to put up with, and still managed to handle it in a professional manner. The staff here are doing such a good job at dealing with people who clearly aren't very good at following instructions. I witnessed abuse being hurled at a staff member, Natasha, who handled herself unbelievably well. Overall, its a well run transit system that for people who aren't complete idiots, can benefit from immensely. Great drivers, great staff. Highly recommend!



Bow Valley Regional Transit Services Commission - Roam Transit

Owner

- The above review demonstrates that operation changes are needed to ensure safety and job enjoyment for our team as well as meeting expectations for the majority of passengers.
- OnIt service achieved record ridership, even through the Fall service extension to Thanksgiving! The majority of departures during the Fall extension were sold out; see below data from our contractor, Southland, regarding OnIt:

"OnIt Highlights

- 42,745 tickets sold (24,724 in 2022) an **increase of 72.9%**
- Seat Utilization average 84.22% (75.98% in 2022) an **increase of 10.8%**
- Introduction of Thursday service
- Busiest Friday / Saturday / Sunday and Bank Holiday since service started.
- I think that we can say that it has been an incredibly successful season."*

Ridership comparison to 2019:

Ridership YTD (end of September)	2019	2023	Increase
1 Gondola	456,916	668,476	46%
2 Tunnel Mtn/Fairmont	354,744	580,786	64%
3 Canmore/Banff Regional	150,765	211,776	40%
4 Cave and Basin	22,331	27,605	24%
5 Canmore Local	101,868	229,912	126%
6 Lake Minnewanka	42,738	88,623	107%
8X Lake Louise Express	98,508	195,756	99%
9 Johnston Canyon	10,993	28,901	163%
Onlt	20,263	42,745	111%

Ridership September Only	2019	2023	Increase
1 Gondola	59,934	87,082	45%
2 Tunnel Mtn/Fairmont	45,951	74,550	62%
3 Canmore/Banff Regional	16,379	24,953	52%
4 Cave and Basin	3,146	4,741	51%
5 Canmore Local	12,348	25,028	103%
6 Lake Minnewanka	4,184	14,922	257%
8X Lake Louise Express	15,154	29,979	98%
9 Johnston Canyon	1,659	5,150	210%
Onlt	4,017	10,329	157%

General/Health and Safety

- Roam Transit has entered an agreement with the Palliative Care Society of the Bow Valley to allow for complimentary transportation between communities on a limited basis for their volunteers.
- Our MLA, Sarah Elmeligi, visited the Roam Training and Operations Centre this in September for a chat about transit and a facility tour. The simulator was a highlight of the visit!



- Capacity and overcrowding remain challenges, and solutions will be investigated further in the coming months (and years) as the situation is unlikely to change in the near future. This challenge is facing other agencies also, as outlined in the attached CBC video from Metro Vancouver: <https://www.youtube.com/watch?v=7eJOT8HpeJc>
- Roam's target is to provide enough service to carry up to 50 people on a typical transit bus (36 seated and 14 standees) for comfort. At times, we are carrying over 70 people on buses for short time periods due to demand. This goal is a longer term vision and will hopefully become more achievable as service is added in the coming years.

Bow Valley Regional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of October 2023)

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
BVRTSC23-055 Joanna McCallum moves that the Commission directs Administration to create reserve policies for all reserve accounts for Commission approval at the October 2023 meeting.	August 16 th , 2023	October 2023	Melanie	Move to November after education
BVRTSC23-056 Joanna McCallum moves that the Commission directs Administration to create reserve education for Commission members at our October meeting before presenting BVRTSC Reserve policy.	August 16 th , 2023	October 2023	Melanie	
BVRTSC23-065 Joanna McCallum moves to hire a consultant to conduct a study based on ridership and projected growth to map out the network-wide fleet associated operational and infrastructure requirements for the next 10 years, as well as the anticipated associated budget, to be funded through capital reserves to a maximum of \$50,000 to be brought back by Q3 2024.	Sept. 6 th 2023	Q3 2024	Martin/Steve	
BVRTSC23-064 Grant Canning moves to direct Administration to return with a report by January 2024 investigating and presenting options to explore increasing capacity on routes 1, 2, and 8X during the 2024 summer season.	Sept. 6 th 2023	January 2024	Steve	

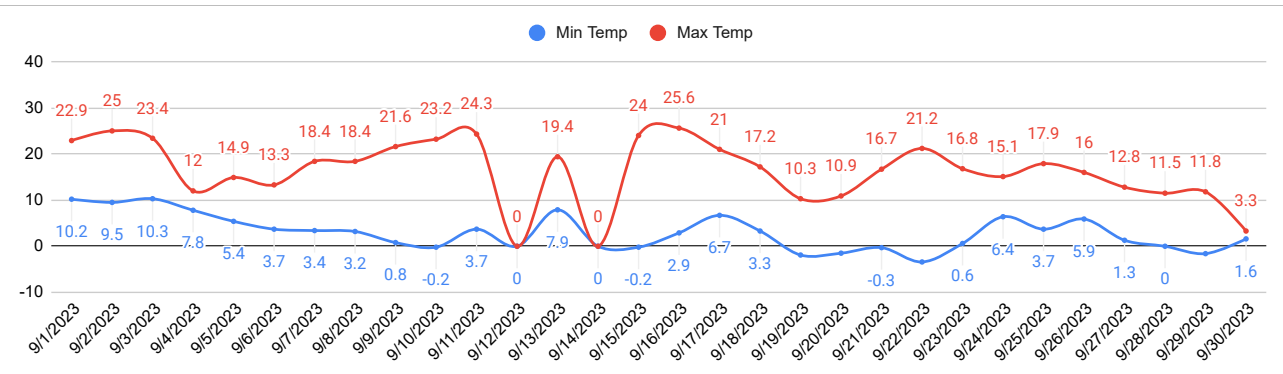
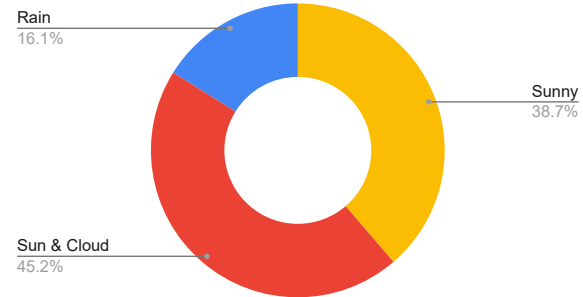
Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
September 2023	Ridership	161,632	25,028	24,953	29,979
	Bikes	445	843	940	68
	Winter Sports	8	40	5	17
	Strollers	358	125	78	28

Route	Monthly Ridership Change 2022 - 2023	Comment
Route 1	41.44%	Change from September 2022 to September 2023
Route 2	38.18%	Change from September 2022 to September 2023
Route 3	43.71%	Change from September 2022 to September 2023
Route 4	-2.09%	Change from September 2022 to September 2023
Route 5	46.13%	Change from September 2022 to September 2023
Route 6	46.55%	Change from September 2022 to September 2023
Route 8X	86.68%	Change from September 2022 to September 2023
Route 9	77.10%	Change from September 2022 to September 2023

Weather Conditions September 2023



10/10/2023

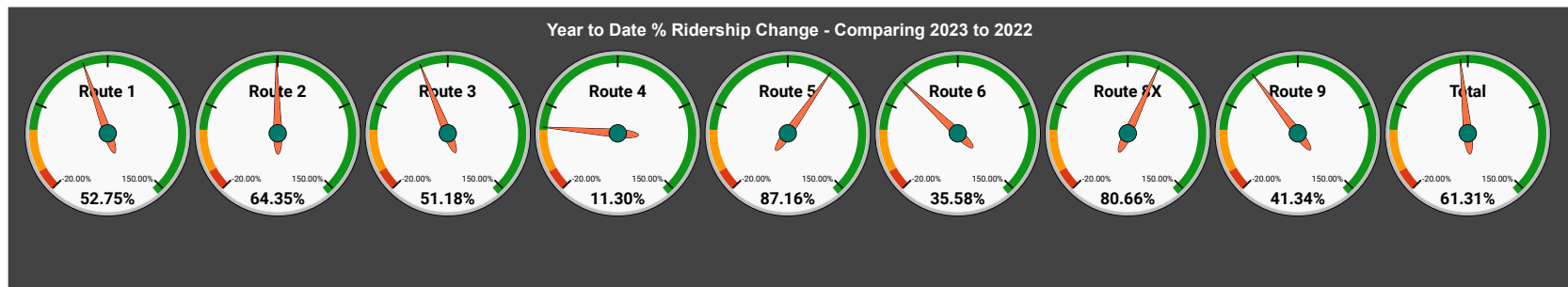
Route 1 (Inns of Banff/ Gondola)								Route 2 (Tunnel Mtn / Banff Springs Hotel)								Route 4 Cave & Basin								Banff Local (Route 1, 2 & 4)							
Month	R1 2019	R1 2021	R1 2022	R1 2022 YTD	R1 2023 YTD	% Change -22	% Change -19	R2 2019	R2 2021	R2 2022	R2 2022 YTD	R2 2023 YTD	% Change -22	% Change -19	R4 2019	R4 2021	R4 2022	R4 2022 YTD	R4 2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19			
January	28,912	4,761	16,080		16,080	40,113	149.46%	38.74%	27,358	4,703	16,870		16,870	49,550	193.72%	81.12%						56,270	9,464	32,950	32,950	89,663	172.12%	59.34%			
February	29,757	6,370	19,661		19,661	40,287	104.91%	35.39%	26,543	5,903	21,518		21,518	46,804	117.51%	76.33%						56,300	12,273	41,179	41,179	87,091	111.49%	54.69%			
March	34,329	8,668	21,722		21,722	47,437	118.38%	38.18%	27,413	7,734	24,785		24,785	52,940	113.60%	93.12%						61,742	16,402	46,507	46,507	100,377	115.83%	62.57%			
April	27,420	6,709	20,918		20,918	40,604	94.11%	48.08%	22,763	5,643	20,192		20,192	44,315	119.47%	94.68%						50,183	12,352	41,110	41,110	84,919	106.57%	69.22%			
May	48,522	5,901	37,615		37,615	66,888	77.82%	37.85%	32,526	5,008	27,452		27,452	55,186	101.03%	69.67%	1,147	60	1,153	1,153	1,841	59.67%	60.51%	82,195	10,969	66,220	66,220	123,915	87.13%	50.76%	
June	66,195	13,551	65,375		65,375	101,852	55.80%	53.87%	47,222	11,196	50,118		50,118	75,248	50.14%	59.35%	4,002	535	4,698	4,698	6,554	39.51%	63.77%	117,419	25,282	120,191	120,191	183,654	52.80%	56.41%	
July	80,651	31,554	100,148		100,148	123,986	23.80%	53.73%	61,895	31,179	67,979		67,979	91,943	35.25%	48.55%	6,704	2,753	7,321	7,321	7,458	1.87%	11.25%	149,250	65,486	175,448	175,448	223,387	27.32%	49.67%	
August	81,196	43,151	93,303		93,303	120,227	28.86%	48.07%	63,073	34,735	68,183		68,183	90,250	32.36%	43.09%	7,332	3,438	6,392	6,392	7,011	9.68%	-4.38%	151,601	81,324	167,878	167,878	217,488	29.55%	43.46%	
September	59,934	28,975	61,567		61,567	87,082	41.44%	45.30%	45,951	22,068	53,950		53,950	74,550	38.18%	62.24%	3,146	1,709	4,842	4,842	4,741	-2.09%	50.70%	109,031	52,752	120,359	120,359	166,373	38.23%	52.59%	
October	28,982	16,333	37,893		14,048	19,562	39.25%		21,044	12,439	32,911		11,486	15,024	30.80%				396	396	0	-100.00%		50,026	28,772	71,200	25,930	34,586	33.38%		
November	24,776	15,151	30,751		45,460		0.00%		20,300	13,693	36,146				0.00%							45,076	28,844	66,897	0	0	0.00%				
December	28,935	18,948	45,460				0.00%		26,238	16,819	50,744				0.00%							55,173	35,767	96,204	0	0	0.00%				
YTD	539,609	200,072	550,493	450,437	688,038	52.75%	47.48%	422,326	171,120	470,848	362,533	595,810	64.35%	64.96%	22,331	8,495	24,802	24,802	27,605	11.30%	26.69%	984,266	379,687	1,046,143	837,772	1,311,453	56.54%	54.38%			

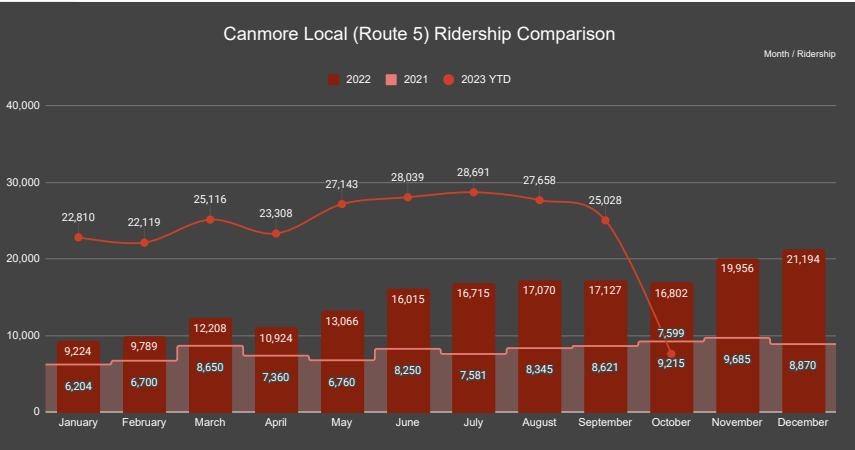
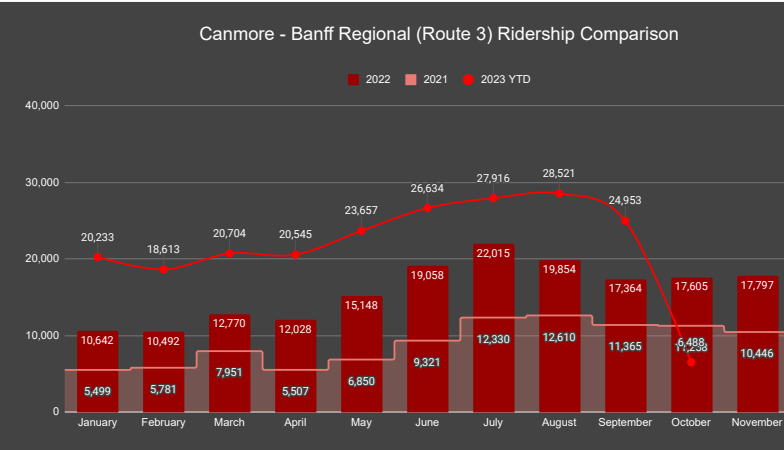
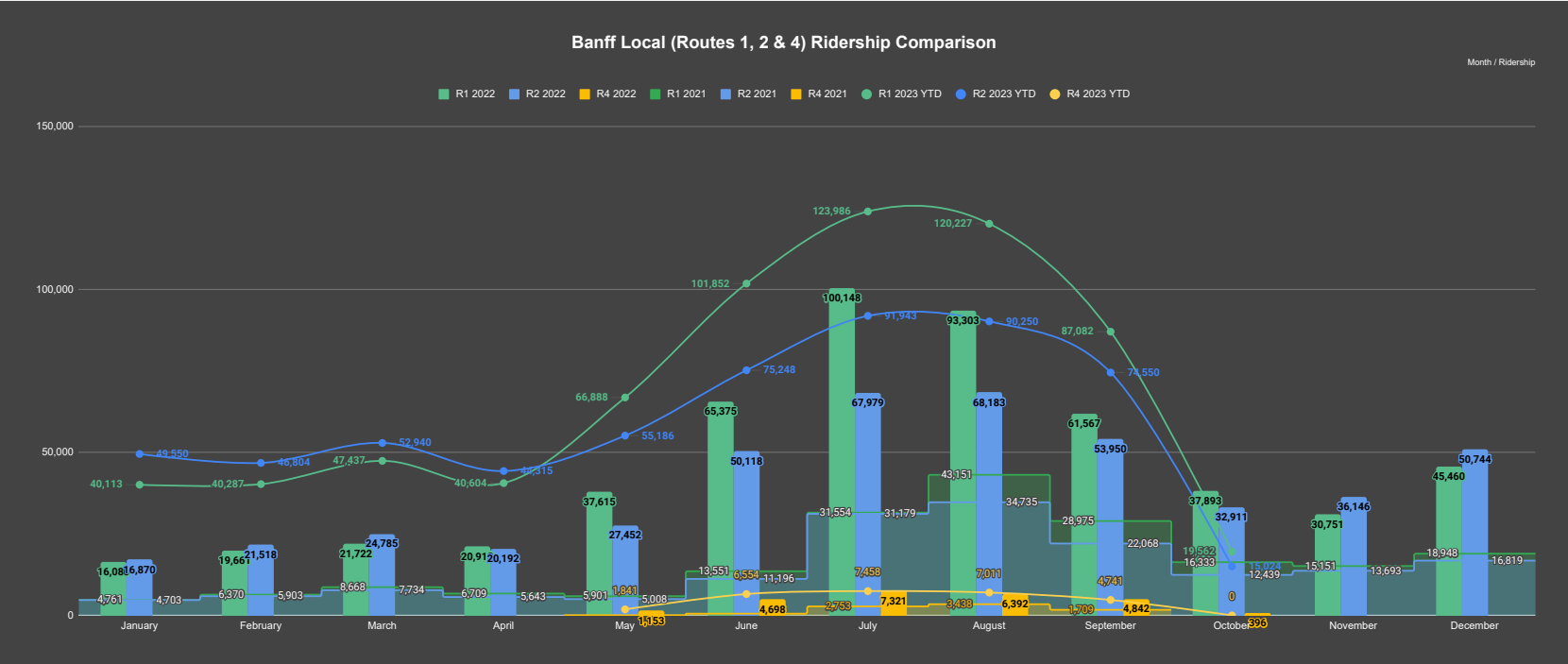
Route 3 (Canmore-Banff Regional)								Route 5 Canmore								Route 6 Minnewanka								Roam Total Ridership							
Month	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19			
January	15,486	5,499	10,642		10,642	20,233	90.12%	30.65%	10,225	6,204	9,224		9,224	22,810	147.29%	123.08%						86,034	22,284	56,530	56,530	141,978	151.16%	65.03%			
February	12,849	5,781	10,492		10,492	18,613	77.40%	44.86%	8,913	6,700	9,789		9,789	22,119	125.96%	148.17%						80,982	25,771	65,499	65,499	137,120	109.35%	69.32%			
March	15,057	7,951	12,770		12,770	20,704	62.13%	37.50%	9,759	8,650	12,208		12,208	25,116	105.73%	157.36%						89,868	34,441	75,790	75,790	155,871	105.66%	73.44%			
April	14,618	5,507	12,028		12,028	20,545	70.81%	40.55%	9,144	7,360	10,924		10,924	23,308	113.37%	154.90%						76,871	26,365	68,215	68,215	138,604	103.19%	80.31%			
May	16,925	6,850	15,148		15,148	23,657	56.17%	39.78%	10,769	6,760	13,066		13,066	27,143	107.74%	152.05%	3,985	559	2,783	2,783	5,690	104.46%	42.79%	119,508	27,604	106,822	106,822	199,977	87.21%	67.33%	
June	18,924	9,321	19,058		19,058	26,634	39.75%	40.74%	12,852	8,250	16,015		16,015	28,039	75.08%	118.17%	9,966	2,857	12,662	12,662	17,689	39.70%	77.49%	176,309	54,438	190,769	190,769	298,421	56.43%	69.26%	
July	20,422	12,330	22,015		22,015	27,916	26.80%	36.70%	14,183	7,581	16,715		16,715	28,691	71.65%	102.29%	11,801	6,367	20,639	20,639	25,067	21.45%	112.41%	227,664	107,890	271,789	271,789	360,372	32.59%	58.29%	
August	20,105	12,610	19,854		19,854	28,521	43.65%	41.86%	13,675	8,345	17,070		17,070	27,658	62.03%	102.25%	12,802	8,396	19,238	19,238	25,255	31.28%	97.27%	231,246	132,189	253,615	253,615	355,474	40.16%	53.72%	
September	16,379	11,365	17,364		17,364	24,953	43.71%	52.35%	12,348	8,621	17,127		17,127	25,028	46.13%	102.69%	4,184	3,303	10,182	10,182	14,922	46.55%	256.64%	159,058	88,472	187,534	187,534	276,308	47.34%	73.72%	
October	15,563	11,258	17,605		5,003	6,488	29.68%		14,180	9,215	16,802		4,766	7,599	59.44%				530	530	905	70.75%		85,350	54,346	118,488	42,117	62,976	49.53%		
November	15,682	10,446	17,797				0.00%		13,841	9,685	19,956				0.00%							79,314	51,773	110,983	0	0	0.00%				
December	15,994	10,599	19,213				0.00%		13,526	8,870	21,194				0.00%							91,338	59,209	146,145	0	0	0.00%				
YTD	198,004	109,517	193,986	144,374	218,264	51.18%	40.13%	143,415	96,241	180,090	126,904	237,511	87.16%	123.74%	42,738	21,482	66,034	66,034	89,528	35.58%	108.65%	1,503,542	684,782	1,652,179	1,318,680	2,127,101	61.31%	66.89%			

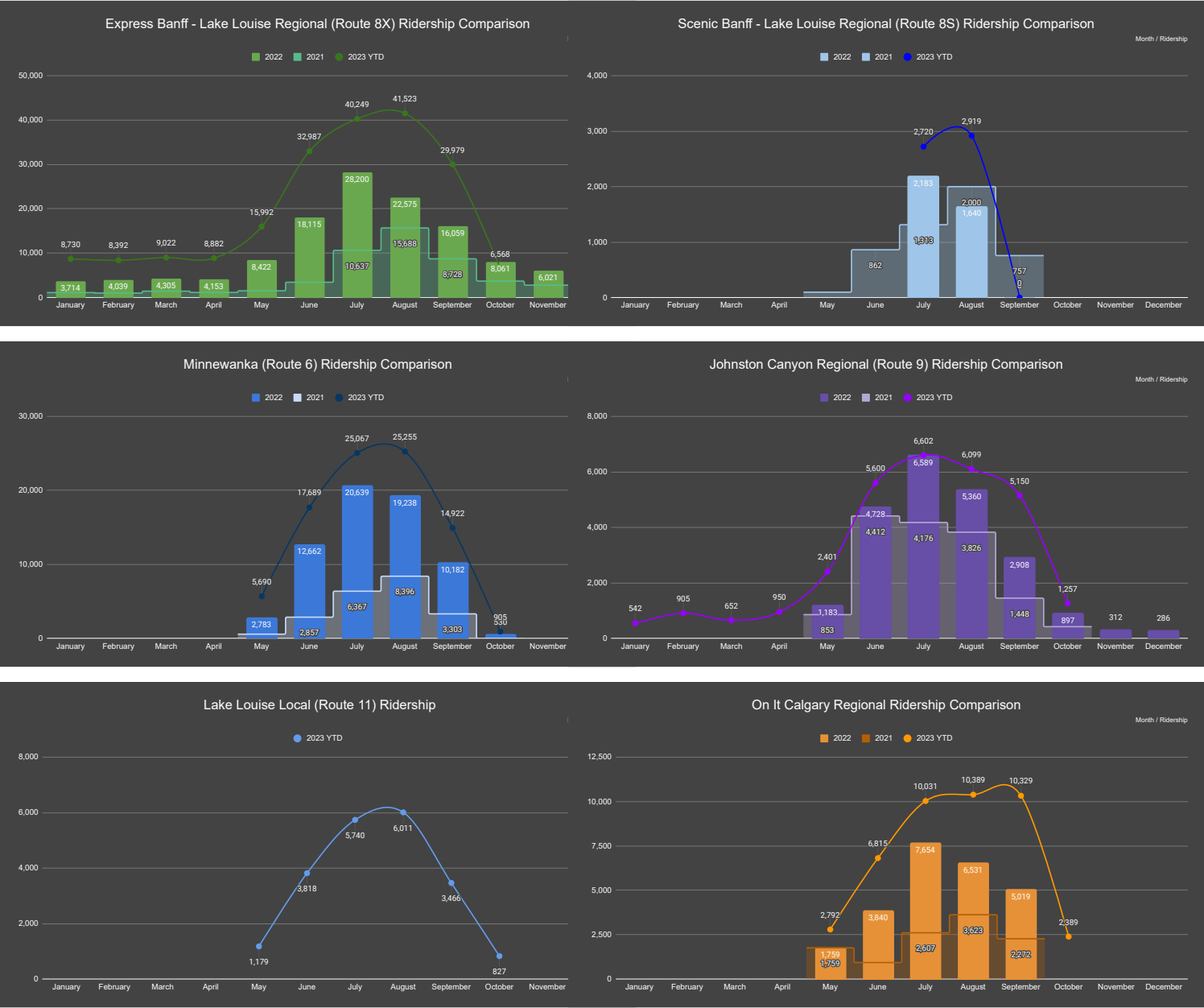
Route 8X (Express Lake Louise - Banff Regional)								Route 8S (Scenic Lake Louise - Banff Regional)								Route 9 (Johnston Canyon)							
Month	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023 YTD	% Change -22	% Change -19		
January	4,053	1,117	3,714		3,714	8,730	135.06%	115.40%											542				
February	2,920	1,017	4,039		4,039	8,392	107.77%	187.40%											905				
March	3,310	1,438	4,305		4,305	9,022	109.57%	172.57%											652				
April	2,926	1,146	4,153		4,153	8,882	113.87%	203.55%											950				
May	5,634	1,516	8,422		8,422	15,992	89.88%	183.85%			97								1,183	102.96%			
June	15,224	3,454	18,115		18,115	32,987	82.10%	116.68%	795	862				0.00%	-100.00%	1,129	4,412	4,728	4,728	5,600	18.44%	396.01%	
July	24,544	10,637	28,200		28,200	40,249	42.73%	63.99%	3,521	1,313	2,183	2,183	2,720	24.60%	-22.75%	3,943	4,176	6,589	6,589	6,602	0.20%	67.44%	
August	24,743	15,688	22,575		22,575	41,523	83.93%	67.82%	4,058	2,000	1,640	1,640	2,919	77.99%	-28.07%	4,262	3,826	5,360	5,360	6,099	13.79%	43.10%	
September	15,154	8,728	16,059		16,059	29,979	86.68%	97.83%	303	757	0	0	0	0.00%	-100.00%	1,659	1,448	2,908	2,908	5,150	77.10%	210.43%	
October	5,581	3,709	8,061		2,410	6,568	172.53%										419	897	569	120.91%			
November	4,715	2,798	6,021				0.00%												312	0.00%			
December	6,645	3,973	9,248				0.00%												286	0.00%			
YTD	115,449	55,221	132,912	111,992	202,324	80.66%	101.22%	8,677	5,029	3,823	3,823	5,639	47.50%	-34.83%	10,993	15,134	22,263	21,337	30,158	41.34%	174.34%		

	Route 10 (Moraine Lake)							On-It (Calgary Regional)							Route 11 (Lake Louise Local)						
Month	2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19
January																					
February																					
March																					
April																					
May								1,271	1,759	1,759	1,768	2,792	57.92%	119.67%						1,179	
June								3,846	930	3,840	3,839	6,815	77.52%	77.20%						3,818	
July								4,847	2,607	7,654	7,599	10,031	32.00%	106.95%						5,740	
August								6,282	3,623	6,531	6,514	10,389	59.49%	65.38%						6,011	
September		1,498	3,535	3,535	6,437	82.09%		4,017	2,272	5,019	5,004	10,329	106.41%	157.13%						3,466	
October		973	3,393	2,909	4,746	63.15%						2,389								827	
November																					
December																					
YTD	0	2,471	6,928	6,444	11,183	73.54%	0.00%	20,263	11,191	24,803	24,724	42,745	72.89%	110.95%	0	0	0	0	21,041	0.00%	0.00%

	Route 5C (Cougar Creek)							Route 5T (Three Sisters)						
Month	2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19	2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19
January														
February														
March														
April														
May														
June														
July														
August				15,005							12,653			
September				14,113							10,915			
October				4,259							3,340			
November														
December														
YTD	0	0	0	0	33,377	0.00%	0.00%	0	0	0	0	26,908	0.00%	0.00%







Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

Bow Valley *Regional* Transit Services Commission



Wellness Benefit Report

(For Information Only)

Report to the Bow Valley Regional Transit Services Commission

Report 2023.10.02 Wellness comparison

October 10, 2023 – Report by Melanie Booth

In the August 2023 meeting, the Board approved the NSLR 'Employee Wellness Plan' under the condition that administration return to the Board with how this proposal compares to our member offerings.

Summary of proposed changes:

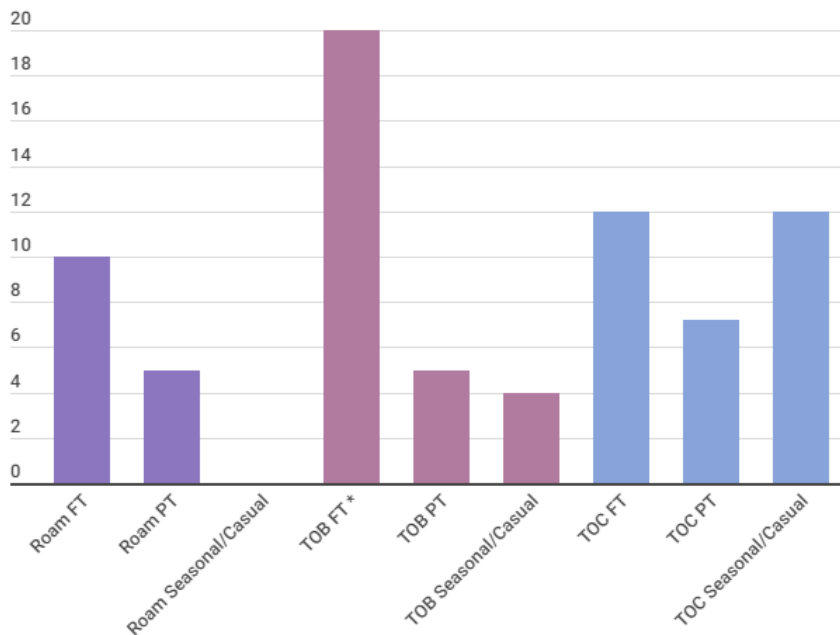
- Paid wellness days:
 - 10 paid days off for full-time staff
 - 5 paid days off for part-time staff.
- Flex spending account (health and wellness)
 - Increase from \$100 to \$150 per month for part-time/seasonal staff.
 - \$750 per year for full-time staff.

Full copy of NSRL from August meeting is included with the package for your reference.

Paid Wellness days

The graph below shows a comparison of sick time provided by Roam (proposed), Town of Banff (TOB), and Town of Canmore (TOC). It is categorized by employee groups, Full-time (FT), Part-time (PT), and seasonal/casual/temporary employees.

Sick Day Comparison (per year)



*TOB FT sick time accrues at 1.66 days per month (20 per year) and is carried over up to a total of 80 days.

Report to the Bow Valley Regional Transit Services Commission

Report 2023.10.02 Wellness comparison

October 10, 2023 – Report by Melanie Booth

Notes:

Full-time – overall Roam proposed offering is slightly lower than both TOB and TOC

- 10 vs 20 and 12 respectively

Part-time – overall Roam proposed offering is consistent with both TOB and TOC. However, TOC is based on pro-rated full time equivalent hours.

Seasonal/casual – overall Roam proposed is lower than TOB and TOC. TOB policy is 2 personal days, and TOC policy is 1 sick day per month of contract.

TOB FT sick day accrual carries over to a maximum of 80 days. Roam proposed and TOC do not allow for carry over.

Sick Policy wording variation

Roam (Proposed)

“Can be used for mental or personal sickness that prevents you from working, out of town medical appointments or short-term care for an immediate family member who is unwell.”

Town of Banff

“Sick/Personal Benefit”: when employees (or eligible family members) are injured or too ill to perform their work duties safely and productively, they may be paid from their sick/personal benefit...”

Eligible employees may transfer up to 10 sick/personal benefit days per calendar year for the care of an immediate family member.

Eligible employees may transfer up to 4 sick/personal benefit days per calendar year for their mental health.

Town of Canmore

"Sick day" means paid time off for personal sickness, out-of-town medical appointments, or short-term care of an immediate family member who is ill.

Overall summary of benefits offered:

Report to the Bow Valley Regional Transit Services Commission

Report 2023.10.02 Wellness comparison

October 10, 2023 – Report by Melanie Booth

	Roam FT (Proposed)	Roam PT (Proposed)	Roam Casual/ Seasonal (Proposed)	TOB FT	TOB PT	TOB Casual/ Seasonal	TOC FT	TOC PT	TOC Casual/ Seasonal
Extended Health Benefits	X			X	X		X		
Access to Employee Assistance Program	X			X	X		X	X	X
Health Spending Account	X	X	X	X			X	X	X
Paid Sick Days	X	X		X	X	X	X	X	X
Pension	X			X					
RRSP					X		X	X	

Notes

- Health spending, TOB is \$250 per year for FT staff only, TOC is \$825 per year FT and \$425 per year PT, Seasonal \$75 per month of contract.
- RRSP – TOB offers choice of pension or RRSP for FT staff.
- Extended health/dental
 - Roam FT 80% ER paid.
 - TOB FT 80% ER paid, TOB PT 50% ER paid.
 - TOC FT 100% ER paid.

This document does not include a comprehensive analysis of extended health and dental coverage comparisons between organizations.

Definition of employment categories

Organization	Full-time	Part-time	Seasonal/Casual
Roam Transit (Proposed)	<u>Full-time Salary</u> (35-40 hours per week) <u>Full-time Hourly</u> (> 30 hours per week, year round continuous)	<u>Part-time</u> (<30 hours per week, >10 hours per week)	<u>Seasonal</u> (contract) / <u>Casual</u> (<10 hours per week or 40 hours per month)
Town of Banff	<u>Full-time</u> (> 27 hours per week)	<u>Part-time</u> (<27 hours per week, >21 hours per week to be eligible for benefits)	<u>Seasonal/Casual</u>
Town of Canmore	<u>Full-time</u> (non-union)	<u>Part-time</u> (non-union)	<u>Seasonal</u> (contract > 2 months)/Casual

Bow Valley *Regional* Transit Services Commission



Reserves Report

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

SUMMARY/ ISSUE

In the August 2023 meeting, the Board requested an education document outlining the types of reserves that are held by the Commission.

This report also includes some suggested guidelines on how each of the reserves can be used.

PREVIOUS COMMISSION DIRECTION/POLICY

The Commission holds the following reserves:

- Operating reserves
- Deferred capital contributions
- Capital reserves

Both the operating and capital reserves have no clear policies on how and when these can be used. Administration is planning a policy document to provide guidelines for the use of reserves to benefit the Commission and its members.

Administration Recommendations:

- a) The Board direct administration to move forward with a reserves policy consistent with the guidelines recommended in this report, to be presented for final approval at the November 2023 meeting.
- b) The Board direct administration to move forward with a 'Deferred capital contribution' reserves analysis to ensure member contributions are sufficient for future asset purchases and replacements. Administration will bring a report back to the board prior to the end of Q1, 2024

INVESTIGATION

Below is a summary of each of the three types of reserves held by the Commission, their purpose and how each of them comes about.

Operating reserves

These are the cumulative impact of annual route surpluses and deficits associated with each member. Based on the following split:

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

	Admin	Route 1	Route 2	Route 3	Route 5	Route 8
Banff	33%	100%	100%	50%		
Canmore	33%			50%	100%	
ID9	33%					100%

Annual surplus/deficit are determined by actual route results compared to budgeted member requisitions.

Because the Commission has had a few surplus years these balances have accumulated to a substantial level. To date these reserves have not really been utilized except on one occasion to reduce annual operating requisition, but mostly to be available to absorb any route deficits. Over the past year or so there has been several upcoming projects that have been approved and committed to come from 'operating reserve funding'. Administration would like to come up with some clear guidelines on how and when members can elect to use these reserves.

See Appendix 1 for current operating reserve amounts, and current commitments of operating reserve funds.

Capital reserves and deferred capital contributions

Deferred capital contributions

Deferred capital contributions are established after a purchase of a Tangible Capital asset (TCA) that will need to be replaced by the Commission at the end of its useful life.

When the TCA is purchased, the Commission will establish the useful life of the asset and the amount that will need to be set aside in reserves for replacement at the end of this period.

For bus purchases it is assumed that there will be 50% grant funding available when the TCA is replaced. Generally, all other TCA are assumed to be replaced at historical cost adjusted for inflationary increases.

Some TCAs have certain major components that will need to be replaced over the useful life of the asset. These major components are set up in the same method as above.

- As an example, during the useful life of a diesel bus, the engine may need to be replaced X times, and the transmission may also need to be replaced X times. In this case a reserve is set up for the bus, engine, and transmission separately with the corresponding useful lives and annual contribution amounts.

Members start contributing to the deferred capital contributions in the year following the TCA purchase.

Each member has a deferred capital contribution fund based on the TCA that they have purchased using the following assumptions:

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

	Admin	Route 1	Route 2	Route 3	Route 5	Route 8
Banff	33%	100%	100%	50%		
Canmore	33%			50%	100%	
ID9	33%					100%

*ID9 LLB route 8 regional winter/summer – see further explanation below.

Sometimes specific asset fund balances may be negative if the replacement is earlier than expected, if purchase replacement amounts were more than budget, if the assumed grant is less than anticipated, or if the purchase was approved by the member. Administration will look at any negative balances on an annual basis and if necessary, adjust contributions going forward.

Lake Louise/Banff regional Maintenance and replacement reserve

Capital reserves for Route 8 and LLB regional TCA are administered slightly differently to the above deferred capital contributions.

When the LLB 3 Nova and 4 MCI buses were purchased in 2018, they were a collaboration between ID9 and Parks Canada. An annual replacement and maintenance reserve amount was established for each bus. This amount was split into a winter contribution and a summer contribution.

The winter amount is contributed annually by ID9 for replacement and maintenance and is allocated to the deferred capital contributions above.

The contributions for the summer amount are split between ID9 and Parks Canada based on the following LLB regional cost sharing allocation:

Route 8X, 8S, 9 Operating expenses (before amortization)

Less Route 8X, 8S, 9 Income before requisitions

Plus Total summer budgeted reserve transfer from above

= total for cost sharing agreement which is split 40% ID9/60% parks*

**Maximum ID9 annual contribution for LLB summer routes is \$330,000.*

Parks Canada contribution agreement does not allow them to contribute towards 'reserves', however, amortization is considered an allowable annual expense. So, Parks contributes to their portion of 'maintenance and replacement reserve' through being invoiced for amortization.

The calculated contribution by ID9 is held in the deferred capital contributions above.

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

The calculated contribution by Parks Canada is held in the 'Capital reserve' below. The capital reserve will be explained in the next section.

See Appendix 2 for current deferred capital contribution balances.

Capital Reserve

Parks Canada play a large role in our operating budget on an annual basis. However, because they are not a commission member they come with some unique circumstances. Commission members pay equally for administration operating costs, deferred capital contributions for administration TCA including spare buses, and annual capital costs such as office furniture, IT etc. Parks Canada gets operational benefit out of these, however, does not contribute to them.

Parks Canada have a time specific contribution agreement, meaning that they pay on an annual basis for actual expenditures that occurred during the year. There is no implied commitment to the Commission after this contribution agreement has ended. As mentioned above their agreement does not allow them to contribute towards reserves, so there is no expectation to have any of these annual contributions available in the future. Annually administration invoice Parks Canada for amortization allocated to their unique routes (4,6) and the calculated contribution for the LLB summer maintenance and replacement reserve explained above. These cumulative amounts make up the 'Capital reserve'. Parks consider this an annual operating expense and part of the cost of us providing the services for them.

This 'Capital reserve' is kept distinct from the deferred capital contributions above because:

- it is non-specific in nature (ie it is not held for replacement of a specific asset).
- it is not associated with a specific member.

Effectively the capital reserve is a benefit to the commission members to be used for future capital or operational projects.

Balances have been accumulating in this account since 2019 and have not yet been utilized. Administration would like to come up with some clear guidelines on how and when members can elect to use these reserves so that administration can start using these funds to benefit the Commission and its members.

See Appendix 3 with Capital reserve balances.

Policy guidelines

Below administration has suggested some guidelines on how and for what purpose the reserve balances can be utilized by members.

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

Operating Reserves

These balances fluctuate annually based on budget vs actual. Ideally administration would like to keep balances at a 'reasonable' level to absorb potential member annual deficits.

Administration would like to propose that members can only elect to use amounts if the current reserve balance (including commitments) is greater than 25% of current year annual operating requisitions.

Members can elect to use amounts for operating or capital projects that are outside of the previously approved annual amounts. Members can also elect to use balances to reduce annual operating requisitions. Members would have to provide administration with written authorization that they would like to use the funds.

If the transaction/project is going to effect more than one member's account:

- All account balances must pass threshold test above, and authorization from all members that they agree to use the funds.
- Project must be approved by all members involved.
- If one member does not meet the threshold test above but would still like to move forward with the project they will be invoiced for their share of the amount.

See Appendix 1 – Example of threshold calculation.

Deferred capital contributions

These balances are to be used for the intended purchase or replacement that each 'fund' was set up for.

Each TCA or component has a 'fund' associated with it. Funds, annual contributions and actual replacements or purchases are tracked at the asset level.

Funds or pools of funds can be transferred to other assets within the members account with the approval of the member (example all amounts contributed for Banff original hybrids replacement were used towards the purchase of the Proterra buses that ended our replacing them)

Capital reserves

This reserve can only be used for capital or operating Commission projects that benefit all three members.

Project must be approved by all three members.

Annually there is an increase to this account based on non-member contributions. When approving the use of these funds for future year capital projects members must consider that current balances do not

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

include future year contributions. So when taking into account future year contributions prior to project funding, it is acceptable for project approvals to take this account balance to zero or slightly below.

Example – approving a 2025 project in the current year to come from capital reserves

Actual account balance in 2025 will be current balance + 2023 contributions + 2024 contributions.

AMOUNTS IN DEFERRED CAPITAL CONTRIBUCTIONS

Not directly relevant to purpose and use of reserve, but relevant to overall reserve balances.

The move towards zero emission buses comes with a larger price point. The historical cost, and therefore the calculated contributions for ‘replacements’ is based on lower priced diesel vehicles. Administration would like to do a reserve fund analysis to look at the funds we currently have for each asset, and the funds that we will have at replacement ensure that we are annual contributing enough to cover this price differential.

Administration feels this analysis can be completed using current internal resources.

BRAND IMPACT

Having policies about the use of reserves shows good governance and fiscal responsibility, thereby having a positive brand impact.

RISKS

Risk that electing to use operating reserves will mean that they are not ‘available’ to absorb potential future operating deficits. This would result in members having to come up with additional requests to cover deficits.

This however is not a risk specific to the use of operating reserves; it is always a risk if the budget vs actual variances are large enough. Administration feels that the threshold test will help to minimize this risk so that members do not diminish their balances to zero. Also, through the reporting processes in place administration attempts to minimize deficits through cost cutting measures during the year.

ATTACHMENTS

Appendix 1 Current operating reserve amounts

Current approved commitments of operating reserve funds.

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

Threshold calculation

Appendix 2 Current deferred capital balances

Appendix 3 Capital reserve balance

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.03 Reserves

October 10, 2023 – Report by Melanie Booth

Appendix 1 - Operating reserves				
	Operating reserves			
	Town of Banff	Town of Canmore	Improvement District 9	
Balance at December 31 2022	1,352,958	565,125	870,744	
Current approved commitments				
Balance of Town of Canmore Dillon Study		15,345		
Additional amount for 2023 interim staff accomodation	6,667	6,667	6,667	
Deposit for staff accomodation	33,333	33,333	33,333	
Amount approved for KPMG cyber review	6,000	6,000	6,000	
Total of approved commitments	46,000	61,345	46,000	
Operating reserve balances after comittments	1,306,958	503,780	824,744	
Example of threshold calculation				
2023 operating requisitions	1,938,543	1,756,898	663,504	
Threshold test - 25%	484,636	439,225	165,876	
Balance available to use	822,323	64,555	658,868	
Appendix 2 - Deferred capital contriubtions				
	Deferred capital reserves			
	Town of Banff	Town of Canmore	Improvement District 9	
Balance at December 31 2022	\$ 2,136,429	\$ 1,113,133	\$ 1,150,213	
Comprised of:				
Banff Local Route Assets	\$ 1,717,983			
Canmore Local Route Assets		\$ 694,687		
CB Regional Route Assets	\$ 285,909	\$ 285,909		
Commission General Assets	\$ 132,538	\$ 132,538	\$ 132,538	
Route 8 assets summer/winter			\$ 1,017,676	
	\$ 2,136,429	\$ 1,113,133	\$ 1,150,213	
Appendix 3 - Capital reserves				
Balance at December 31 2022	858,869			
Arrival prediction software (2024)	260,000			
Additional highway coaches (2025)	615,000			
Current capital reserve balance including future comittments	- 16,131 *			

* These 2 commitments use all the current balance, however amounts will be added at the year end of 2023/24 and 25

Bow Valley *R*egional Transit Services Commission



Bicycle Report

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.01 Route 3 - Bicycle Analysis

October 10, 2023

SUMMARY/ ISSUE

An analysis of bicycle transportation on the Route 3 buses has been requested by the BVRTSC Board, with the goal of reviewing whether the number of transported bikes has increased compared to previous years. The number of bikes were compared to actual service hours recorded on Route 3 from 2016 to 2023 (2023 includes actual service hours and bikes transported from January to August).

Administration Recommendation: No recommendation for change – report is provided for information only.

INVESTIGATION

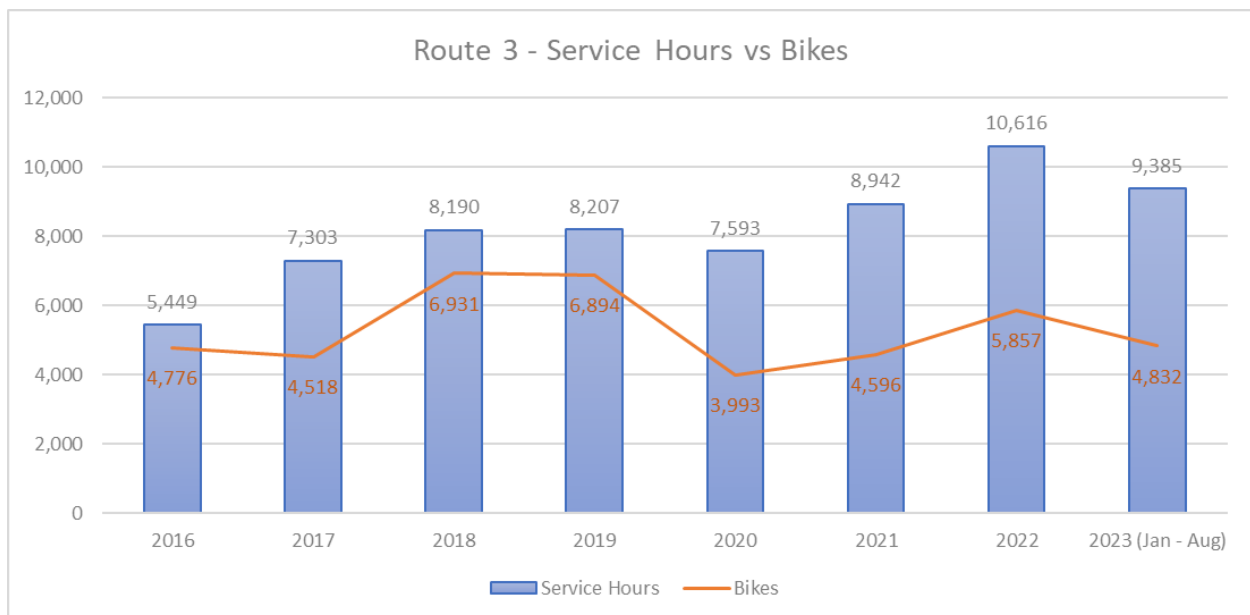
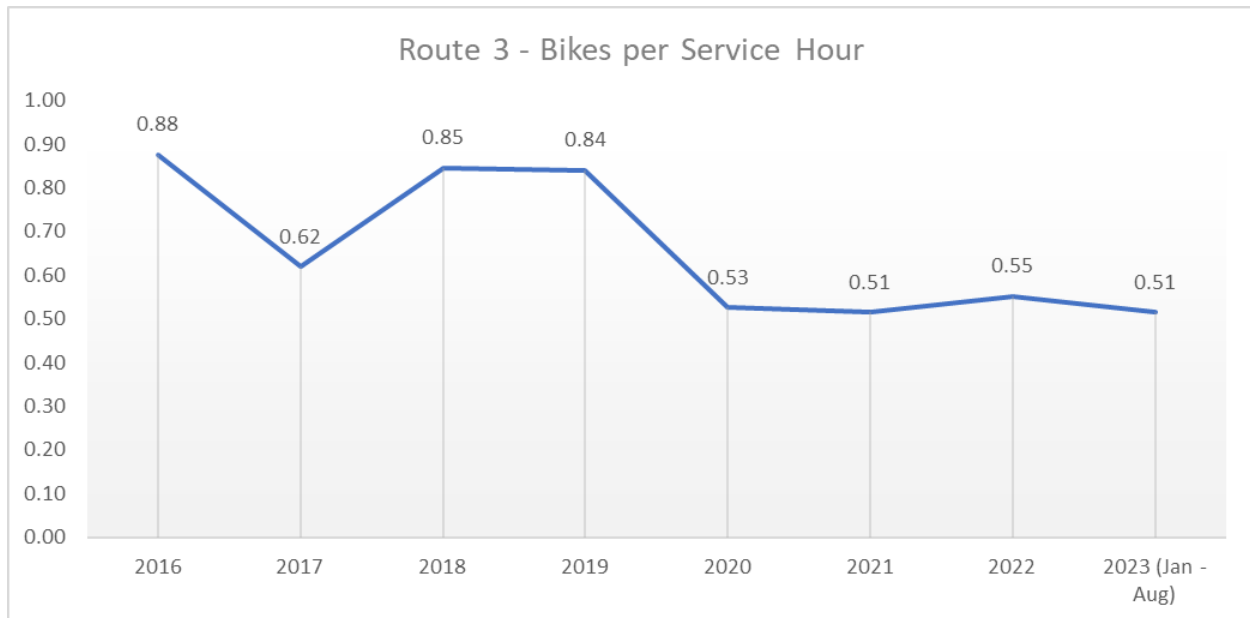


Chart above shows correlation between service hours on Route 3 and number of bikes transported. The number of bikes has increased over the past 3 years, attacking pre-covid numbers which were close to 7,000 bikes per year. With increased service hours, the number of bikes per service hour have dropped to 0.53 in 2020, 0.51 in 2021 and 0.55 in 2022. Year 2023 from January till August is at 0.51 as per actual service hours and bikes transported.

Report to the Bow Valley Regional Transit Services Commission

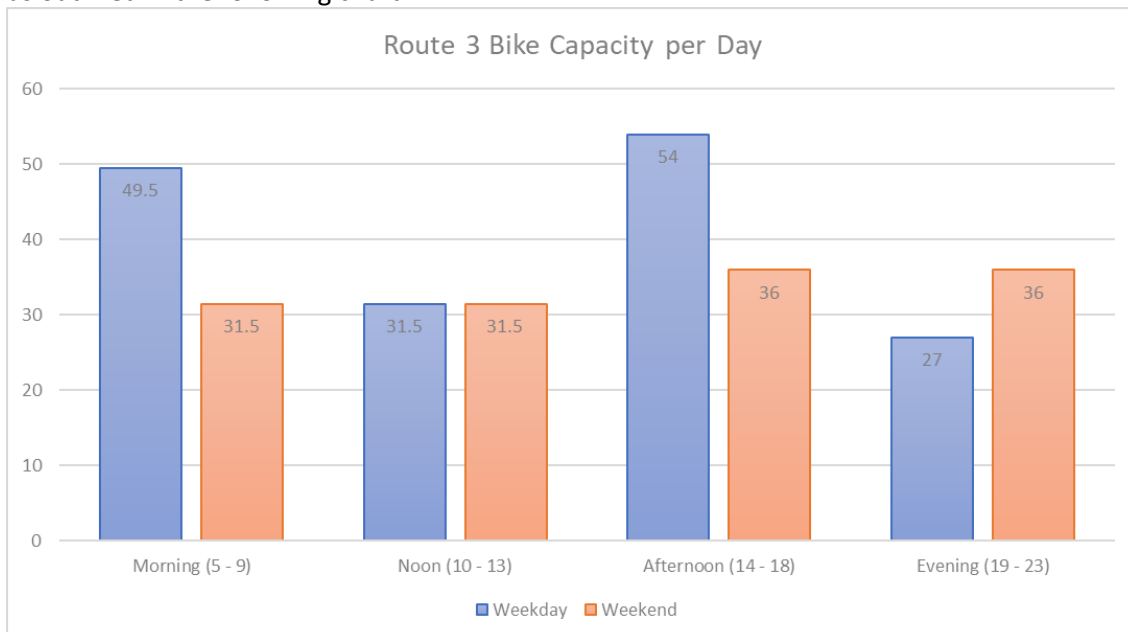
Report 2023-10.01 Route 3 - Bicycle Analysis

October 10, 2023



With some prediction for the rest of the year 2023, considering forecasted service hours the rest of 2023 and the number of bikes transported in previous years during the time frame of September - December, which in 2022 was 1,884 additional bikes, 2023 would end with bikes per service hour around 0.47. This is a decrease compared to previous years, but with a notable increase in service hours.

Route 3 schedule runs 36 trips daily from Monday to Friday, and 30 trips daily on weekends. Considering that different bus types have different bike storage capacity, the average is 4.5 bikes per bus as outlined in the following chart:

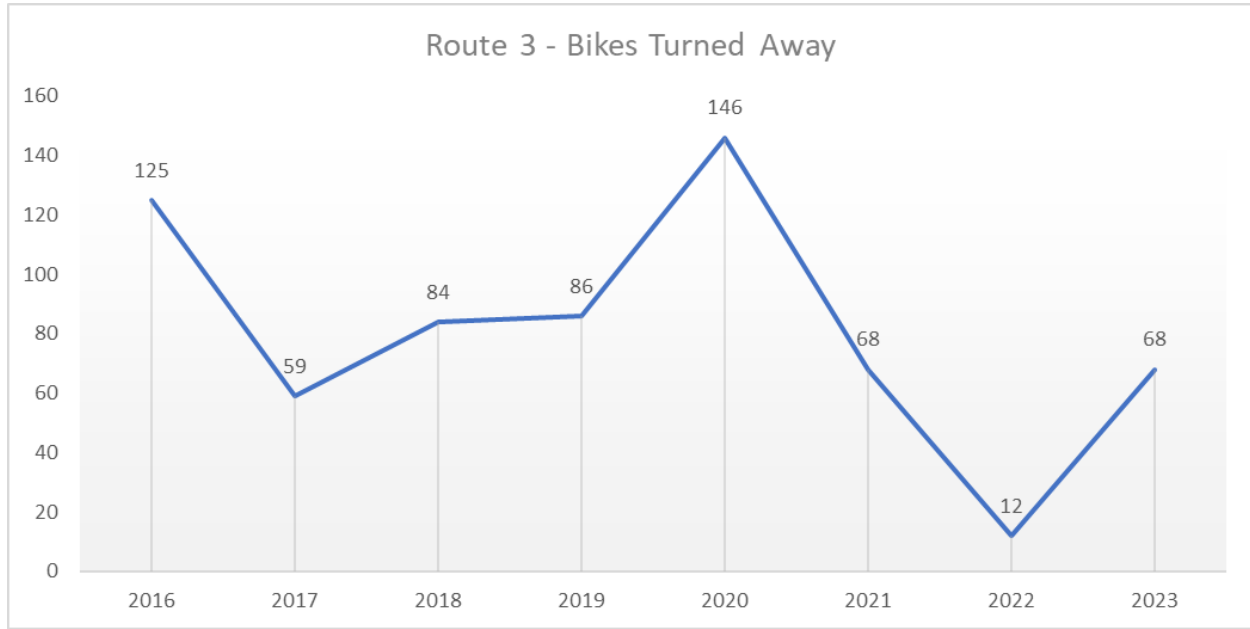


Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.01 Route 3 - Bicycle Analysis

October 10, 2023

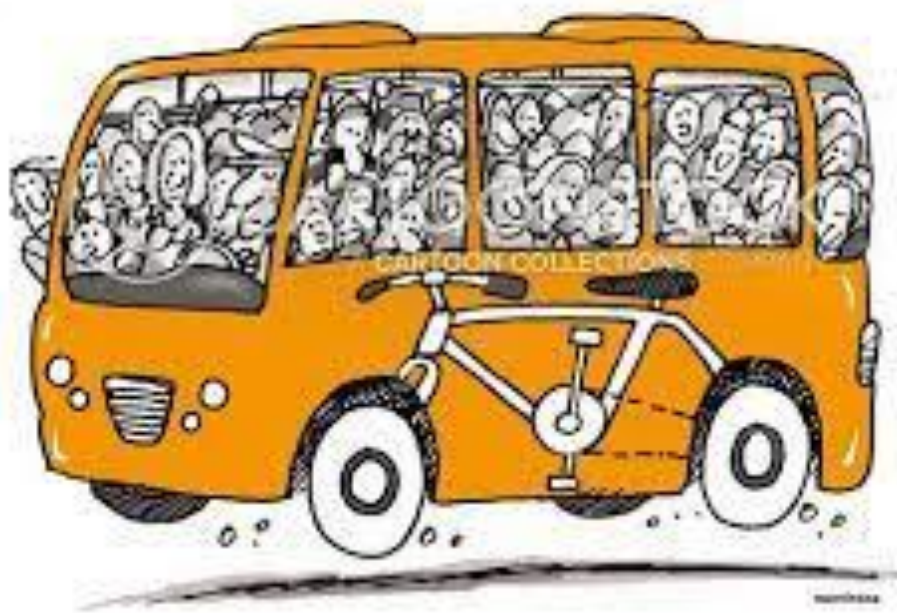
APENDIX A - Charts



Bikes - per service hour									
	2015	2016	2017	2018	2019	2020	2021	2022	2023 (Jan - Aug)
Route 1	-	0.12	0.14	0.08	0.09	0.13	0.13	0.15	0.18
Route 2	-	0.09	0.14	0.08	0.08	0.08	0.12	0.09	0.12
Route 3	-	0.88	0.62	0.85	0.84	0.53	0.51	0.55	0.51
Route 4	-	0.00	0.01	0.01	0.00	0.00	0.02	0.01	0.00
Route 5	-	-	0.14	0.25	0.42	0.21	0.20	0.33	0.59
Route 6	-	-	-	0.06	0.06	-	0.07	0.10	0.11
Route 7	-	-	-	0.00	0.01	0.00	-	-	-
Route 8X	-	-	-	0.12	0.07	0.07	0.12	0.07	0.06
Route 8S	-	-	-	-	0.07	-	0.10	0.04	0.04
Route 9	-	-	-	-	0.02	-	0.13	0.09	0.10
Route 10	-	-	-	-	0.00	0.02	0.02	0.01	-
Route 11	-	-	-	-	-	-	-	-	0.03

Bow Valley *Regional* Transit Services Commission

CS-448130



Overload Report

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.04 Overload Summer Pattern 2023 Summary

October 10, 2023

SUMMARY/ ISSUE

With increasing numbers of visitors travelling to Bow Valley and Banff National Park during summer months (June - September), Roam Transit sees an increased number of customers choosing public transit.

Administration has prepared an overload report to help identify the 'where and when' overloads are occurring on Banff local routes 1 and 2 and regional route 8X. Increased demand was analyzed by the number of overloads that occurred on each of these routes, which is an indicator that a bus was not able to board any more customers due to its full capacity - which is recorded by a bus driver by hitting an "Overload" button on a Farebox screen.

Number of trips overloaded during summer months on analyzed routes:

	Jun	Jul	Aug	Sep	Total
Route 1	107	239	237	162	745
Route 2	58	153	111	52	374
Route 8X	62	105	145	103	415
Total	227	497	493	317	1,307

Percentage of trips with overloads during summer months on analyzed routes:

	Jun	Jul	Aug	Sep	% per route
Route 1	3.50%	7.56%	7.50%	6.16%	6.20%
Route 2	2.61%	6.67%	4.84%	2.34%	4.14%
Route 8X	5.74%	9.41%	12.99%	9.54%	9.45%
% per month	3.57%	7.56%	7.50%	5.34%	5.14%

Administration Recommendation:

This report is for information only, and will help to inform a previously approved motion below:

BVRTSC23-064 Grant Canning moves to direct Administration to return with a report by January 2024 investigating and presenting options to explore increasing capacity on routes 1, 2, and 8X during the 2024 summer season.

INVESTIGATION

Analysis for each route was conducted in order to identify the most critical days and times of the day, followed by identifying specific times and bus stops per each direction with the most overloads occurred over the period of time. Time of overload has been rounded to the closest 15 minutes for this analysis.

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.04 Overload Summer Pattern 2023 Summary

October 10, 2023

Route 1 Analysis

42.55% of all recorded overloads on Route 1 occurred on weekends (24.56% on Saturday and 17.99% on Sunday) during the summer months – see table below. Combining all days of the week, 45.77% of all overloads occurred during afternoon hours (2:00pm - 5:00pm), and 34.09% of overloads occurred during noon hours (10:00am - 1:00pm).

	1	Morning		Noon		Afternoon		Evening		Night		Total	
		6:00	9:00	10:00	13:00	14:00	17:00	18:00	21:00	22:00	1:00		
Total	Mon	2		39		38		14		1		94	12.62%
	Tue	0		44		49		8		0		101	13.56%
	Wed	0		15		21		13		0		49	6.58%
	Thu	2		39		58		16		0		115	15.44%
	Fri	1		30		26		12		0		69	9.26%
	Sat	2		51		88		38		4		183	24.56%
	Sun	2		36		61		34		1		134	17.99%

Gondola bound - 143 overloads - 40% of all Gondola bound overloads occurred at the Banff Park Museum bus stop. Overload instances started to pick up early in the morning, throughout the noon and early afternoon, and slowed down later in the day.

Overloads at the Banff Park Museum location started to occur as early as 8:45am with few peaks at certain times:

- 10:00am - 10:30 with 28 overloads, representing 7.82% of all Gondola bound overloads
- 11:30am - 12:00pm with 63 overloads, representing 17.60% of all Gondola bound overloads
- 12:30pm - 4:00pm with 177 overloads, representing 49.44% of all Gondola bound overloads, evenly distributed throughout the 15 minutes time segments

Downtown bound - 308 overloads - 80% of all Downtown bound overloads occurred at the first two bus stops, Banff Gondola, and Rimrock Resort Hotel. Overload instances started to pick up at 11:30am and are consistent throughout the day with several peaks at certain times listed below:

- 3:00pm - 3:30pm with 54 overloads, representing 13.95% of all Downtown bound overloads
- 4:15pm - 4:30pm with 38 overloads, representing 9.82% of all Downtown bound overloads
- 5:00pm - 5:15pm with 33 overloads, representing 8.53% of all Downtown bound overloads
- 9:15pm - with 28 overloads, representing 7.24% of all Downtown bound overloads

The 28 overloads recorded at 9:15pm correspond with the last Gondola ride down, which happens around 9:00pm.

Route 2 Analysis

61.76% of all recorded overloads on Route 2 occurred between Mondays and Wednesdays, with

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Mondays being the most frequent with 29.41%. Combining all the days of the week, 40% of all overloads occurred during evening hours (6:00pm - 9:00pm), followed by 33.42% in the afternoon hours (2:00pm - 5:00pm). See table below.

	2	Morning		Noon		Afternoon		Evening		Night		Total	
		6:00	9:00	10:00	13:00	14:00	17:00	18:00	21:00	22:00	1:00		
Total	Mon	0		3		39		58		10		110	29.41%
	Tue	1		10		19		22		8		60	16.04%
	Wed	0		12		22		21		6		61	16.31%
	Thu	0		5		13		12		3		33	8.82%
	Fri	0		5		5		9		5		24	6.42%
	Sat	2		7		20		18		5		52	13.90%
	Sun	4		6		7		12		5		34	9.09%

Tunnel Mountain/Campground bound – 138 overloads - 73% of all Tunnel Mountain bound overloads occurred at the High School Transit Field.

Overload instances started to pick up between:

- 4:15pm - 7:00pm with 65 overloads, representing 34.57% of all Tunnel Mountain bound overloads
- 7:30pm - 8:30pm with 49 overloads, representing 26.06% of all Tunnel Mountain bound overloads
- 9:15pm - 9:30pm with 24 overloads, representing 12.77% of all of Tunnel Mountain bound overloads
- 10pm with 26 overloads, representing 13.83% of all Tunnel Mountain bound overloads

The overloads occurring at 10:00pm could be attributed to decreased service frequency after 8:00pm. Service frequency reduces from every 20 minutes to 40 minutes / 30 minutes.

Downtown bound - 96 overloads - 51.61% of all Downtown bound overloads occurred at the Tunnel Mountain Hotels bus stop, followed by the Moose Street bus stop with 37 overloads - 19.89% of all Tunnel Mountain bound overloads.

Overload instances started to pick up between:

- 7:15am - 12:00pm with 49 overloads, representing 26.34%, with the peak around 11:00am with 27 recorded Downtown bound overloads
- 4:00pm - 5:00pm with 37 overloads, representing 19.89% of Downtown bound overloads
- 5:00pm - 8:30pm with 52 overloads, representing 27.96% of Downtown bound overloads
- 9:15pm - 10:00pm with 23 overloads, representing 12.37% of Downtown bound overloads

Route 8X Analysis

Route 8X had overloads evenly dispersed throughout weekdays, compared to Routes 1 and 2. Thursdays and Saturdays were the days of the week that saw more frequent overload instances at

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17.83%. Combining all the days of the week, 41.93% of all overloads occurred during afternoon hours (2:00pm - 5:00pm) and 28.67% during noon hours (10:00am - 1:00pm). See table below.

	8X	Morning		Noon		Afternoon		Evening		Night		Total	
		6:00	9:00	10:00	13:00	14:00	17:00	18:00	21:00	22:00	1:00		
Total	Mon	7		25		30		6		0		68	16.39%
	Tue	4		17		29		13		0		63	15.18%
	Wed	15		8		12		5		0		40	9.64%
	Thu	18		24		24		8		0		74	17.83%
	Fri	2		9		22		19		1		53	12.77%
	Sat	2		19		40		13		0		74	17.83%
	Sun	1		17		17		8		0		43	10.36%

Lake Louise bound - 172 recorded overloads in this direction happened at the High School Transit Hub with overloads happening in the morning through to the early afternoon.

- 6:45am - 11:00am with 59 overloads, representing 34.30% of Lake Louise bound overloads
- 11:15am - 12:00pm with 68 overloads, representing 39.53% of Lake Louise bound overloads
 - 11:15 being the peak time with 44 overloads, representing 25.58% of Lake Louise bound overloads

Banff bound - 176 recorded overloads - 72.43% of all Banff bound overloads occurred at Lake Louise Lakeshore, followed by Lake Louise Village South with 67 overloads - 27.57% of Banff bound overloads.

Almost all recorded overloads in this direction happened in the afternoon, starting at 2:15pm, and continuing throughout the day until 8:00pm.

- 3:00pm - 4:30pm with 84 overloads, representing 34.57% of Banff bound overloads
- 5:30pm - 6:45pm with 104 overloads, representing 42.80% of Banff bound overloads
- 8:00pm with 10 overloads, representing 4.12% of Banff bound overloads

SUMMARY OBSERVATIONS

Data Collection

The overload data collected by Roam drivers enables administration to identify the date, time and stop location where overloads are occurring. The data presented relies on Roam drivers to accurately record overload events on their farebox.

Roam drivers are not tasked with counting and recording the number of passengers left waiting at the bus stop due to an overload. In order to accurately collect this level of information, additional data collection staff would be required.

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Banff local routes 1 and 2

- Route 1 overloads occurring at the Gondola directly impact partner hotel Rimrock guests and staff.
- Route 2 campground overloads occur most often from late afternoon through early evening as people return to campgrounds.

Lake Louise regional route 8X

- As walk-up passengers travel from Banff to Lake Louise throughout the day, many stay into the late afternoon and want to return on one of our later scheduled departures. Passengers with reservations typically return to Banff at their chosen scheduled departure times, however some arrive late and miss their return bus. These missed departures combined with the buildup of walk-up passengers is typically when we see peaks in customer congestion and overloads.
- Overloads occurring in Banff on 8X departures to Louise are typically in the AM and a result of high demand and limited capacity.

APENDIX B - Bus Stop Split

Route 1 - Total				
<i>Bound</i>	<i>Stop #</i>	<i>Bus Stop</i>	<i>Grand Total</i>	
Downtown Bound	1	Banff Gondola	121	16.24%
	2	Rimrock Resort Hotel	187	25.10%
	3	Valleyview	30	4.03%
	4	YWCA	26	3.49%
	5	Downtown Buffalo East	20	2.68%
	6	Downtown Caribou East	3	0.40%
Gondola Bound	1	Marmot Crescent	2	0.27%
	4	Rabbit Street West	1	0.13%
	6	Elk Street Transit Hub	25	3.36%
	7	Downtown Wolf Street West	19	2.55%
	8	Downtown Caribou West	49	6.58%
	9	Banff Park Museum	143	19.19%
	10	Mountain Ave	52	6.98%
	11	Glacier Drive	17	2.28%
	12	Middle Springs Drive	22	2.95%
	13	Banff Upper Hot Springs	28	3.76%
Total			745	

Report to the Bow Valley Regional Transit Services Commission

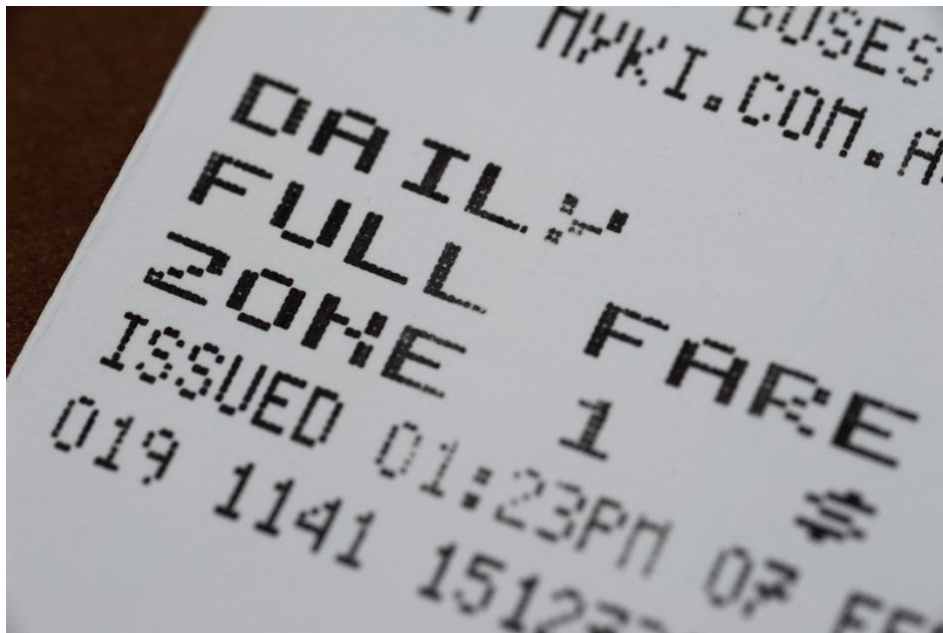
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Route 2 - Total			
Bound	Stop #	Bus Stop	Grand Total
Campground Bound	1	Fairmont Banff Springs	9
	2	Bow Falls	4
	3	Rundle Avenue	1
	4	YWCA	5
	5	Downtown Buffalo East	1
	6	Downtown Caribou East	8
	7	Banff High School Field	138
	8	Muskrat South	6
	9	Douglas Fir Resort	15
	10	TMV II	1
Downtown Bound	2	Tunnel Mountain Village I Registration	1
	3	T. M. C. Village II	4
	4	Hidden Ridge Resort	11
	5	Tunnel Mountain Resort	96
	6	Muskrat North	12
	7	Moose Street	37
	8	Elk Street Transit Hub	1
	9	Downtown Wolf Street West	6
	10	Downtown Caribou West	1
	11	Banff Park Museum	15
	12	Spray Avenue	2
Grand Total			374

Route 8X - Total			
Bound	Stop #	Bus Stop	Grand Total
Banff Bound	1	Lake Louise Lakeshore	176
	2	Lake Louise Village South	67
Lake Louise Bound	1	Banff High School Transit Hub	172
Total			415

Bow Valley *Regional* Transit Services Commission



Fare Review Report

Report to the Bow Valley Regional Transit Services Commission

Report 2023-10.05 Fare Study 2023 Summary

October 10, 2023

SUMMARY/ ISSUE

BVRTSC as an organization has been growing in the number of transported customers on its fleet, surpassing two million riders in 2023. With new and returning customers to Bow Valley, as well as Bow Valley residents, BVRTSC needs to provide adequate fare products to accommodate this demand.

The last fare review study was presented to the Commission in 2018. Administration presents this report as part of its commitment of a fare review study to be performed every 5 years.

Administration Recommendation: Report is provided for information only.
--

INVESTIGATION

As of September 2023, BVRTSC started conducting a fare study comparing its fare products to other similar agencies in Canada and United States. Overall, thirty-one agencies were identified as having one or more similar characteristics to Roam Transit. An initial internal analysis of our fare structure was first executed, followed by the identification of comparable agencies. Primary research which involved the use of a survey sent to transit agencies was followed by secondary research used to supplement information gathered during primary research, which included observation of agencies websites, relevant articles, and use of online tools to determinate information like service area, etc.

While comparing Roam Transit against other agencies, metrics like regional service fares and fare product structure were found to be in line with other agencies, which resulted in the administration not recommending any actions to be taken at this moment.

However, there are a few key takeaways to be considered after conducting this study in order to provide appropriate and updated fare products to passengers.

Fare Product Offerings: The current offerings of fare products at Roam Transit exceeds the number of products commonly offered by other agencies. The distribution of fares among all routes of Roam Transit seems to be accommodating the needs of Bow Valley locals and visitors.

Excluding resident passes, partner passes and other free and discounted offerings, single ride fare is the most used product at 79.60%, followed by day pass at 11.21%.

The bottom of the list, with products used the least, consists of the 3-day local passes at 0.69% and the 186-day passes at 0.68%, which implies low demand among customers, that are more likely to purchase different types of fare products.

Method of Purchase: Although Roam Transit currently offers more payment methods than most transit agencies included in the study, the method of fare purchase is one of the most discussed topics among

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Report 2023-10.05 Fare Study 2023 Summary

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reviewers on Google and TripAdvisor. The option of using a cashless payment option on the bus, like credit/debit card is expected from more Roam customers every year.

PLANNED IMPROVEMENTS

Fare Product Offerings: Due to the lack of use of 3-day, 93-day and 186-day passes on Banff local routes, and the implementation of the Banff Resident Fare Free program, administration will consider removing these Banff local fare products. Removal of these fare products will enable operational efficiencies. Hotel Partner program will continue to provide 3-day passes for their guests.

Method of Purchase: A Fare Technology report to be provided by an outside consultant will help to provide direction and inform the optimal solution(s) for fare collection methodology to be used in the future. Report recommendations may include the ability to purchase fares on the bus using credit/debit cards.

POTENTIAL OPTIONS

Data determined through comparison with other regional transit operators suggests that current fares are reasonable and should remain unchanged

Administration has identified a potential opportunity to increase Banff local single fare product by \$0.50 to \$1.00 with no change/impact to other local fare products should the Commission and Banff Council choose this option.

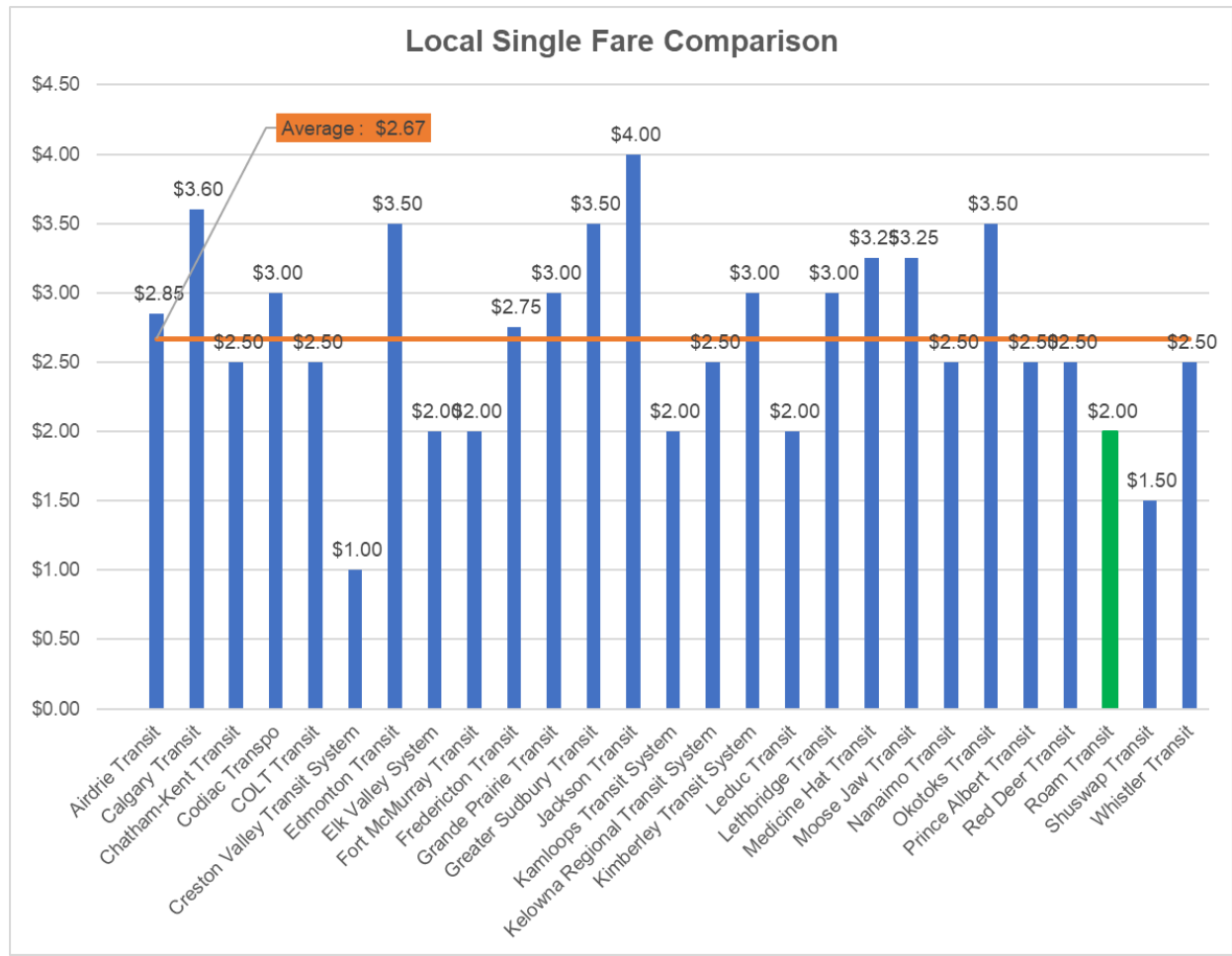
The estimated revenue potential through a single fare increases of \$0.50 (adult) and \$0.25 (senior + youth) would be \$94,983. Increase of \$1.00 (adult) and \$0.50 (senior + youth) would be estimated revenue potential of \$175,260. These numbers would be reduced slightly if more eligible people chose to register for the Banff resident pass or chose not to use transit.

The current \$2 single ride fare hasn't changed since the formation of Roam Transit. As shown in the chart below, the average cost of a single fare product among all compared agencies was \$2.67. With the newly established Banff Resident Fare Free program this increase would not impact Banff residents using local public transportation.

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Roam Transit Fare Review 2023

Bow Valley Regional Transit Services Commission

October 2023

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1.0 Introduction

Roam Transit has conducted the following Fare Review Report to ensure that the fare product strategies and the prices offered now and into the future are targeted to best serve the Bow Valley. Guided by the Bow Valley Regional Transit Services Commissions' (BVRTSC) core mandate, this report was designed to analyze the Roam Transit fare structure and identify areas of potential change. This BVRTSC core mandate being to attract and increase transit ridership, and to encourage travelling in the Bow Valley with less need for private vehicles. The central concept used was a comparative examination of the current fare structure to that of other North American transit agencies with similar demographics and operational characteristics. Thirty-one agencies with comparable features were identified and researched (Appendix A). The recommendations developed from this report are aimed at bridging any gaps revealed in Roam Transit's current fare structure.

2.0 Research Methods

The core approach of this Fare Review was the comparison of our current fare structure to that of other agencies. The thirty-one agencies used for comparison were identified as having one or more similar characteristics with Roam Transit such as agency size, service area, customer base, and the provision of local and regional services (Appendix B). An initial internal analysis of our fare structure was first executed, followed by the identification of comparable agencies; primary research; secondary research; and the subsequent examination of information to create recommendations for improvement.

Primary researched involved the use of a survey sent to the transit agencies identified as having common characteristic with Roam (Appendix C). This survey yielded a 50% response rate and provided information not made publicly available. Information provided on the service area of many agencies proved inconsistent or inaccurate and therefore these details were filled in by secondary research. Online resources were used to supplement information gathered during primary research (Appendix A). This included the websites put forth by each agency, relevant articles, and online tools to help in determining service area size.

3.0 Roam Transit Agency Information

Service Routes

Over the course of 2023 Roam has operated a total of twelve routes: six permanent and six seasonal. In addition, two of the permanent routes increased in frequency on a summer seasonal basis. Of all the permanent routes four are local and two are regional. Of all the seasonal routes, three are local and three are regional.

Banff Local routes include:

- Route 1: Sulphur Mountain / Banff Avenue
- Route 2: Tunnel Mountain / Banff Springs Hotel
- Route 4: Cave and Basin – Summer Seasonal
- Route 6: Lake Minnewanka – Summer Seasonal

Canmore Local routes include:

- Route 5C: Canmore – Cougar Creek Local Service
- Route 5T: Canmore – Three Sisters Local Service

Lake Louise route:

- Route 11: Lake Louise Local Service – Summer Pilot

Regional routes include:

- Route 3: Canmore-Banff Regional
- Route 8X: Banff-Lake Louise Regional
- Route 8S: Banff-Lake Louise Scenic Regional – Summer Seasonal
- Route 9: Johnston Canyon Regional – Summer Seasonal
- Route 10: Moraine Lake Regional - Summer Seasonal

Service Area

The local service area of Roam Transit was calculated in a square kilometer for permanent routes. Banff local routes were determined to serve 4.77 square kilometers, Canmore local routes serves 7 kilometers squared and Lake Louise 0.9 kilometers squared. This creates a total local service area of 11.85 kilometers squared. The addition of seasonal Route 6 to Lake Minnewanka would add another 8.02 square kilometers to this total, and Campground area, which is part of Route 2 in the summer months, would add an additional 1.67 square kilometers. With these additional routes the total size would be 21.54 square kilometers.

Regional permanent routes consist of Route 8X, with 58 kilometers and Route 3, with 26 kilometers. Seasonal routes would add an additional 60 kilometers for route 8S, 25 kilometers for Route 9 and 71 kilometers for Route 10.

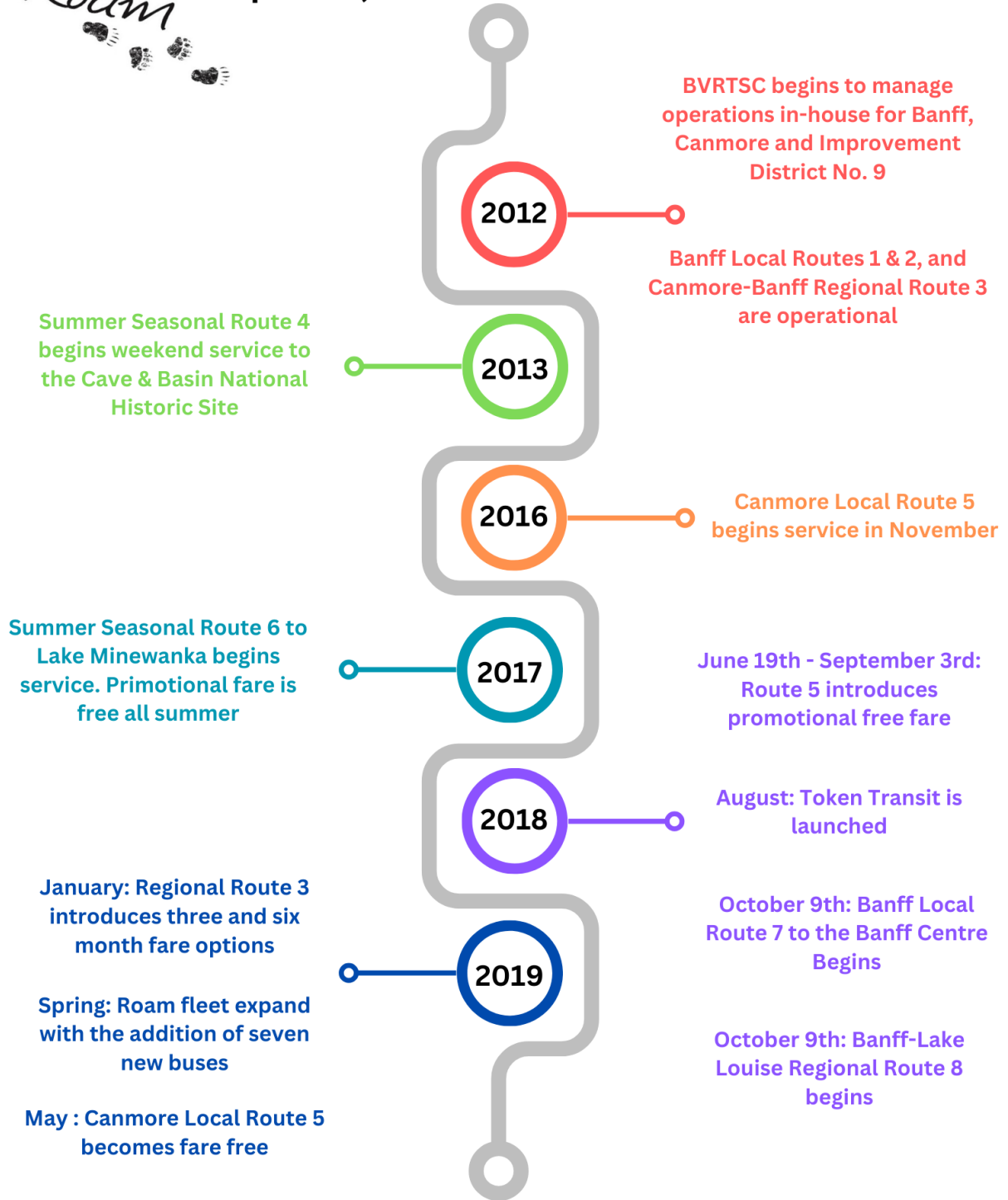
Fleet Size

Roam currently operates with 31 buses.

4.0 Timeline of Roam Transit



April 21, 2011 BVRTSC is formed





April : Roam Transit Operations and Training Centre opened, providing a state of the art facility for bus storage and the Roam operations team

Roam added its' first electric buses with the delivery of 3 Proterra ZX5 vehicles to operate on Banff local services

Roam introduces a reservation system on Regional routes between Banff and Lake Louise for 60% of seats to help address anticipated demand issues

Roam's fleet of electric vehicles reaches 10, or 30% of the entire fleet

Roam ridership anticipated to eclipse 2 million by the end of September

Route 8 winter between Banff and Lake Louise added a second bus beginning in March to address demand from both locals and visitors

2020

Roam firmly established itself as an essential service during COVID by ensuring residents could move throughout the Bow Valley for commuting, groceries, pharmacy visits and medical appointments. Overall ridership impacted negatively by up to 90%

2021

Roam added to the electric fleet, with an additional 4 Proterra buses

2022

Roam Transit's recovery from pandemic ridership was complete, with overall ridership reach 1.652 million and surpassing the previous 2019 ridership record of 1.5 million

2023

Roam Route 9 to Johnston Canyon extended to operate on weekends through the winter months

Banff Resident program is introduced. Banff Residents travel fare free on Local Routes 1, 2, 4 & 6.

5.0 Current Methods of Purchase

Cash Fare on the Bus

Canadian and American (on par) currency is accepted on the bus for single fare and single day passes. No change is dispensed by the fare box.

Roam Transit Customer Service Counter (Banff Visitor Centre)

All regular fare products offered are available for purchase through the Roam Transit service desk at the Banff Visitor Centre, including single ride fare and single day passes. While many of the discounted fare products are created at the Roam office, they are distributed by partner companies, hotels, and the town offices.

When purchasing a physical fare product, all options—outside of single ride fare, single day passes and super passes — require the use of Smart Card technology. Each Smart Card is an additional \$3.00 fee which is refunded if the card is returned, undamaged, after use. If a customer wishes, they may reload a new fare onto an existing Smart Card at the Roam Transit service desk without another \$3.00 fee.

Town of Banff and Town of Canmore Offices

All regular fare options are available on pre-loaded Smart Cards at both town offices. These locations are also able to renew expired Smart Cards with the same fare option as previously loaded. The new issue Affordable Services transit passes are only available at the resident's local town office, provided to an applicant that meets the criteria of the program.

Town of Banff Resident Program

Banff residents are eligible to get a free Roam Pass valid for 6 months (renewable). After providing proof of residency, and paying a \$5 card deposit fee, Banff residents are given a Smart Card that they need to tap at the farebox upon boarding the bus. This free fare is valid for all Banff local routes (Route 1, 2, 4 & 6).

Partner Hotel Locations

The BVRTSC has agreements with multiple hotels and tourism businesses in Banff whereby they pay a monthly fee for unlimited transit services for their guests and staff. Paper tickets that hotels manage and stamp 3-day expiry dates on are offered to guests, and hotel staff passes are distributed to eligible parties by the hotel itself. Regional partner program passes must be purchased through the employees' company but may be picked up at the Roam office.

Retail Vendor Locations

Pre-loaded Smart Card fare products are available for purchase at several retail vendors in Banff, Canmore, and Lake Louise. These passes can be purchased using cash, credit, or debit. There are currently six retail locations which sell pre-loaded Smart Cards.

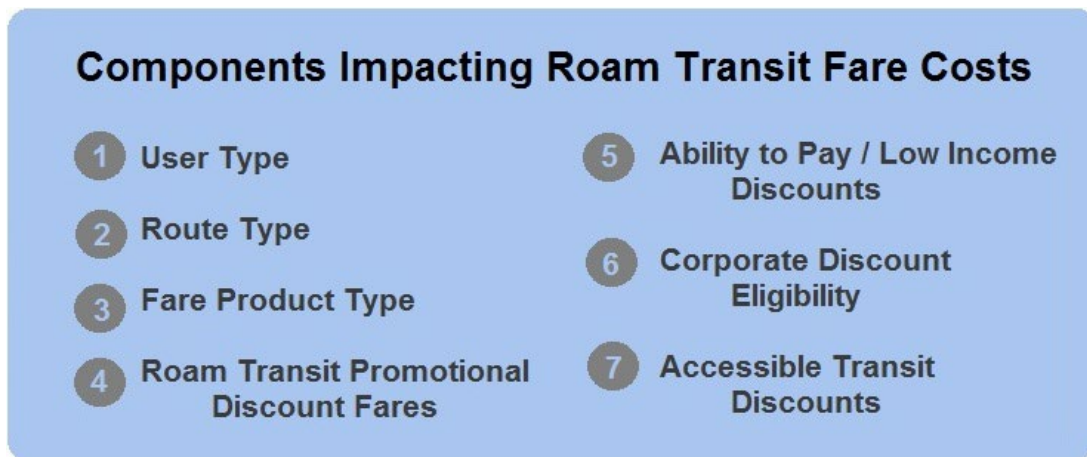
Token Transit Mobile App

All regular fare products for adults, seniors, and youths are available for purchase on the Token Transit mobile app. Fare products can be bought using credit, debit, or a prepaid debit card and appear for use immediately on the customer's smartphone.

Transit Mobile App

Users of the popular Transit app can choose to purchase passes through this app, essentially rerouted to the Token Transit service to complete their purchase and present their proof of fare.

6.0 Current Fare Offerings



6.1 Regular Fare Offerings

Regular fare offerings are available to all customers. Prices are determined first by user type, as determined by age; then by route type; and finally, by product type. Adults pay the full fare cost, while both seniors and youths are charged 50% of the adult regular fare. All transit fare products are tax exempt.

Banff Local : Routes 1,2,4 & 6

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$2.00	\$5.00	\$25.00	\$12.00	\$17.50	\$30.00	\$65.00	\$105.00
Youth (Ages 13 -	\$1.00	\$2.50	\$12.50	\$6.00	\$8.75	\$15.00	\$32.50	\$52.50
Senior (Ages 65+)	\$1.00	\$2.50	\$12.50	\$6.00	\$8.75	\$15.00	\$32.50	\$52.50
Banff Resident	Free							

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Canmore Regional : Route 3

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$6.00	\$15.00	\$25.00	\$35.00	\$50.00	\$80.00	\$192.00	\$360.00
Youth (Ages 13 -	\$3.00	\$7.50	\$12.50	\$17.50	\$25.00	\$40.00	\$96.00	\$180.00
Senior (Ages 65+)	\$3.00	\$7.50	\$12.50	\$17.50	\$25.00	\$40.00	\$96.00	\$180.00

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Canmore Local : Route 5C & 5T

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	Free							
Youth (Ages 13 -	Free							
Senior (Ages 65+)	Free							

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Lake Louise Regional : Route 8X & 8S

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$10.00	\$20.00	\$25.00	\$45.00	\$65.00	\$105.00	\$252.00	\$472.50
Youth (Ages 13 -	\$5.00	\$10.00	\$12.50	\$22.50	\$32.50	\$52.50	\$126.00	\$236.25
Senior (Ages 65+)	\$5.00	\$10.00	\$12.50	\$22.50	\$32.50	\$52.50	\$126.00	\$236.25

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Johnston Canyon : Route 9

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$5.00	\$10.00	\$25.00	\$22.50	\$32.50	\$52.50	-	-
Youth (Ages 13 -	\$2.50	\$5.00	\$12.50	\$11.25	\$16.25	\$26.25	-	-
Senior (Ages 65+)	\$2.50	\$5.00	\$12.50	\$11.25	\$16.25	\$26.25	-	-

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Moraine Lake Express : Route 10

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$10.00	\$20.00	\$25.00	-	-	-	-	-
Youth (Ages 13 -	\$5.00	\$10.00	\$12.50	-	-	-	-	-
Senior (Ages 65+)	\$5.00	\$10.00	\$12.50	-	-	-	-	-

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

Lake Louise Local : Route 11

	Single Fare	1 Day Pass	Super Pass**	3 Day Pass*	10 Ride Pass*	1 Month Pass*	3 Month Pass*	6 Month Pass*
Adult (Ages 19 -	\$2.00	\$5.00	\$25.00	\$12.00	\$17.50	\$30.00	-	-
Youth (Ages 13 -	\$1.00	\$2.50	\$12.50	\$6.00	\$8.75	\$15.00	-	-
Senior (Ages 65+)	\$1.00	\$2.50	\$12.50	\$6.00	\$8.75	\$15.00	-	-

Children of age twelve and under ride free

* Required purchase of a smartcard

** Reservation are subject to a \$3 transaction fee per booking

6.2 Discounted Regular Fare Offerings

Youth and Senior Fare

All regular fare offerings are discounted by user type, with youth and senior passes priced at 50% of the regular adult rate.

Child Free Fare

Children twelve years of age and under ride free on any route.

Affordable Services Program Discounts

Both the Town of Banff and the Town of Canmore operate Affordable Services Programs for low-income residents. Discounted Roam Transit fare products are available to qualifying residents through the town offices. The types of fare products offered, and their costs are managed by the towns. Affordable Services passes available vary per town.

- Town of Banff:
 - o Regional Banff-Canmore 2 Rides – 90% discount.
 - o Regional Banff-Canmore 10 Rides - 90% discount.
 - o Regional Banff-Canmore Month Pass - 90% discount.
 - o Regional Banff-Lake Louise 10 Rides – 90% discount.
- Town of Canmore:
 - o Tier 1: 10 Rides Pass & Monthly Pass – 50% discount.
 - o Tier 2: 10 Rides Pass & Monthly Pass – 25% discount.

Accessible Transit

The entire Roam Transit fleet is fully accessible: all buses are equipped with ramps to aid with boarding and alighting, as well as straps to secure mobility devices while underway. Customers who are unable to travel independently and require a caregiver to access Roam services, pay the regular fare, however their caregiver rides free. Canadian National Institute for the Blind (CNIB) cards are accepted on all Roam routes and enable complimentary travel for the card owner.

6.3 Discounted Corporate Fare Offerings

Regional Route 3 Partner Program Discounts

Employees of partner corporations are eligible for additional discounts. Current partners include Caribou Properties and Pursuit – Banff / Jasper Collection. Regional Partner Program passes are available for the Canmore-Banff regional route. These must be ordered and administered through the company Human Resources department.

Banff Caribou Lodge has a discounted price of \$4 per ride on the Canmore-Banff regional route, compared to regular fare of \$6 per ride.

Hotel and Staff Partner Program Discount

Partner corporations in Banff offer two additional discounted transit fares: Banff local staff passes which expire January of each year; and complimentary three-day hotel guest passes. The cost of these passes is covered by a monthly fee paid to the Commission, which in 2022 contributed 18% of the total revenues (BVRTSC 2022 Financial Statements, 2023).

Currently, staff passes are distributed each December for use the following year. Each contract states the amount of staff passes provided to the corporation with no card fee. Partner contracts are reviewed every two years.

Current Hotel Guest Pass Partners:

- Douglas Fir Resort & Chalets
- Fairmont Banff Springs
- HI-Banff Alpine Centre
- Rimrock Hotel
- Banff Caribou Lodge Properties: Banff Caribou Lodge & Spa, Banff Ptarmigan Inn, Banff Rocky Mountain Resort, Dorothy Motel, Fox Hotels & Suites, Hidden Ridge Resort, Irwin's Mountain Lodge, Moose Hotels & Suites, Red Carpet Inn, Rundlestone Lodge, Tunnel Mountain Lodge, soon to open Hotel Canoe.

Current Staff Pass Partners:

- Banff Caribou Lodge Properties: Banff Caribou Lodge & Spa, Banff Ptarmigan Inn, Banff Rocky Mountain Resort, Dorothy Motel, Fox Hotels & Suites, Hidden Ridge Resort, Irwin's Mountain Lodge, Moose Hotels & Suites, Red Carpet Inn, Rundlestone Lodge, Tunnel Mountain Lodge, soon to open Hotel Canoe.
- Douglas Fir Resort & Chalets
- HI-Banff Alpine Centre
- Pursuit – Banff / Jasper Collection
- Rimrock Hotel
- Town of Banff
- Town of Canmore

6.4 Promotional Fare Discounts

Promotional fare discounts have been used to increase public awareness of new services, increase the use of specific routes, and promote the use of transit for events. These promotions are applicable on regular-fare products and are only available for a specific period.

In previous years, Roam Transit was offering free transportation as part of opening new routes to increase awareness of new services. Which led to increased ridership for this specific time frame.

One of the ongoing promotions of using public transport is during events when the town of Banff is welcoming an increased number of visitors for one or more days. An example of this is the Banff Marathon which attracts thousands of people every year. As a response to this increase in potential passengers, Roam Transit offers free travels on its local routes for all participants and family members, which leads to less traffic around town and increased ridership on buses.

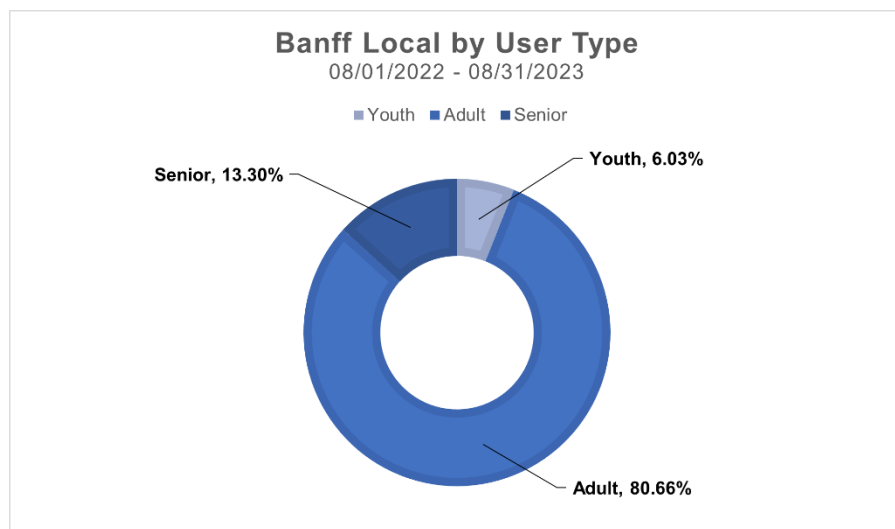
7.0 Fare Product Ridership

7.1 Regular Fare Ridership

For ridership purposes of this chapter, dataset timeframe is from August 2022 – August 2023. During this data frame, Roam Transit welcomed 2,604,508 passengers (2023 Roam Ridership Report) on board its fleet on all routes and in every fare category, including all its partner's, discounted, and free fares. Going forward in this chapter, the overall number will be split into smaller sections and categories. (Data used in this chapter are from Roam Ridership Report, Trapeze system & Betterez reservation system)

Fare by User Type on Banff Local & Regional Routes

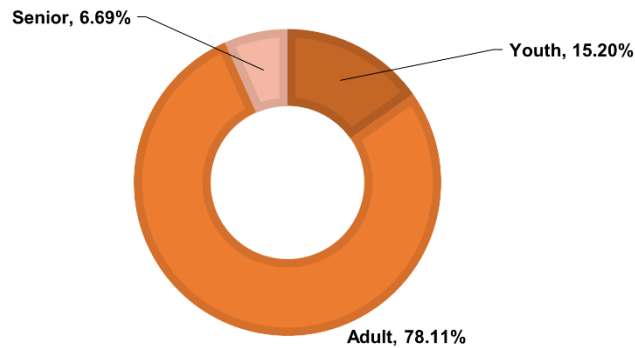
The upcoming section provides detailed information on user type for Banff Local routes (Route 1, Route 2, Route 4 & Route 6), Banff-Canmore Regional (Route 3) and Lake Louise Express Regional (Route 8X). This section excludes free and discounted fares, partners, and super pass users. However, transfers from regional routes will be included.



Banff / Canmore Regional by User Type

08/01/2022 - 08/31/2023

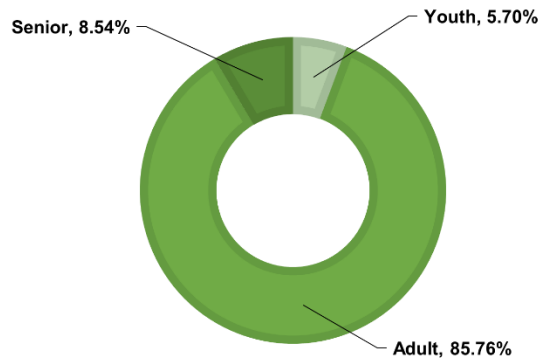
Youth Adult Senior



Lake Louise Regional by User Type

08/01/2022 - 08/31/2023

Youth Adult Senior



Banff Local Regular Fare

Banff Local Routes 1, 2, 4 & 6, provide ridership that's comprised of:

- 80.66% - adult use
- 13.30% - senior use
- 6.03% - youth use

Adult ridership follows the overall fare products trend, where the most used are:

- 78.13% - single fare
- 17.17% - day pass
- 3.37% - 93-day pass

By removing single ride fare from the adult ridership equation. Fare product split looks as follow:

- 78.51% - day pass
- 15.42% - 93-day pass

- 2.76% - 3-day pass

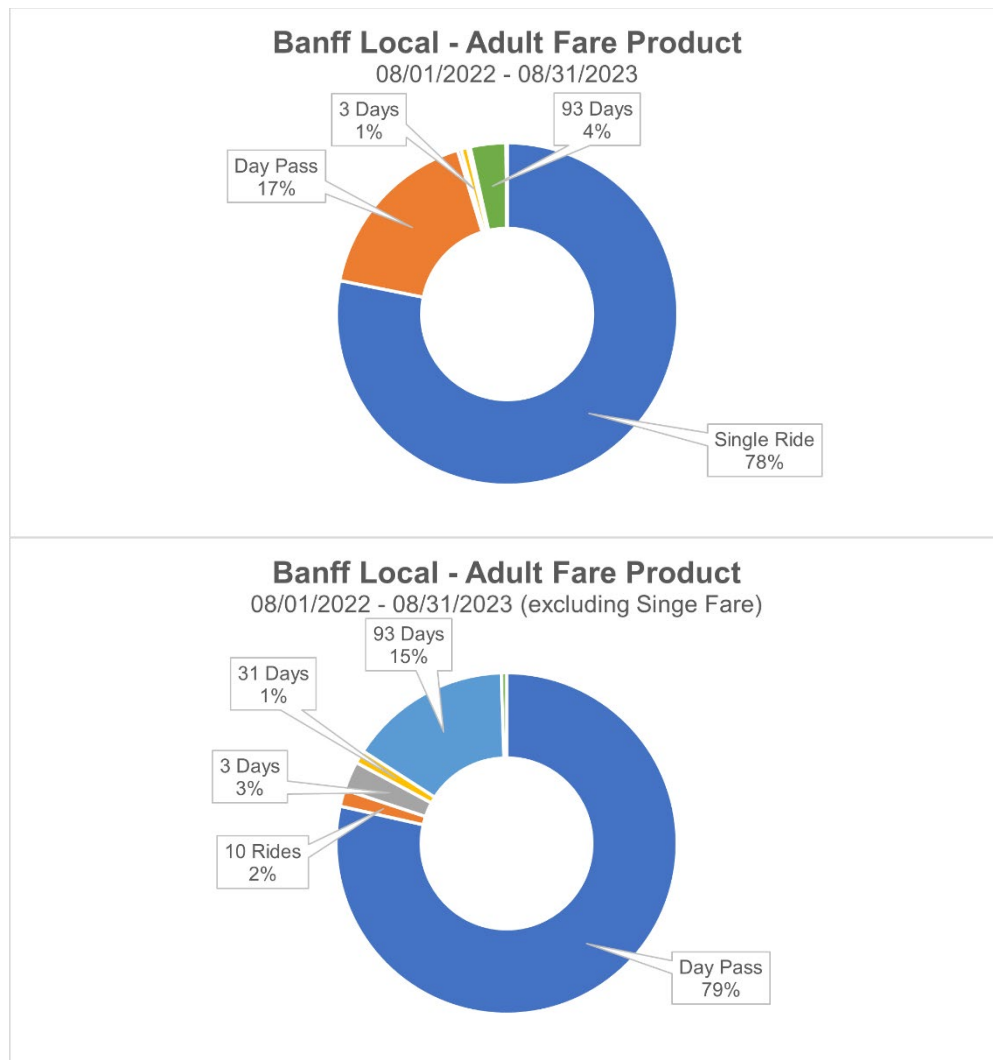
Fare distribution for youth and senior group on Banff Local Routes, single ride fare is the most dominant, followed by day pass tickets.

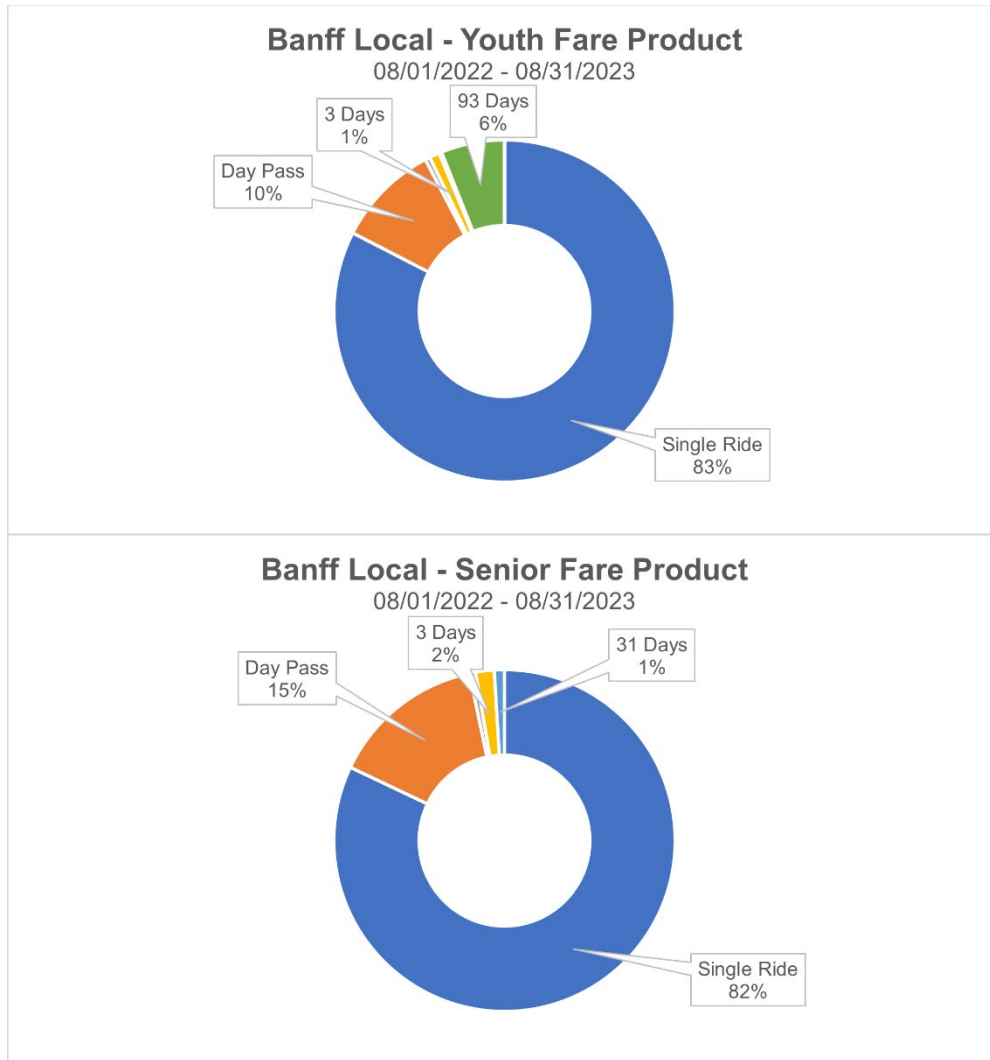
Youth fare distribution:

- 82.54% - single fare
- 9.77% - day pass
- 6.02 - 93-day pass

Senior fare distribution:

- 82.06% - single fare
- 14.65% - day pass
- 1.76% - 3-day pass





Banff-Canmore Regional Regular Fare

Regional route between Banff and Canmore is comprised of:

- 78.11% - adult use
- 15.20% - youth use
- 6.69% - senior use

Adult fare distribution shows comparatively greater preference towards longer term passes than overall trend. This trend is most likely due to fluctuation of workers between Banff and Canmore. Adult fare distribution:

- 65.80% - single fare
- 14.32% - 31-day pass
- 7.54% - 93-day pass
- 5.86% - 186-day pass

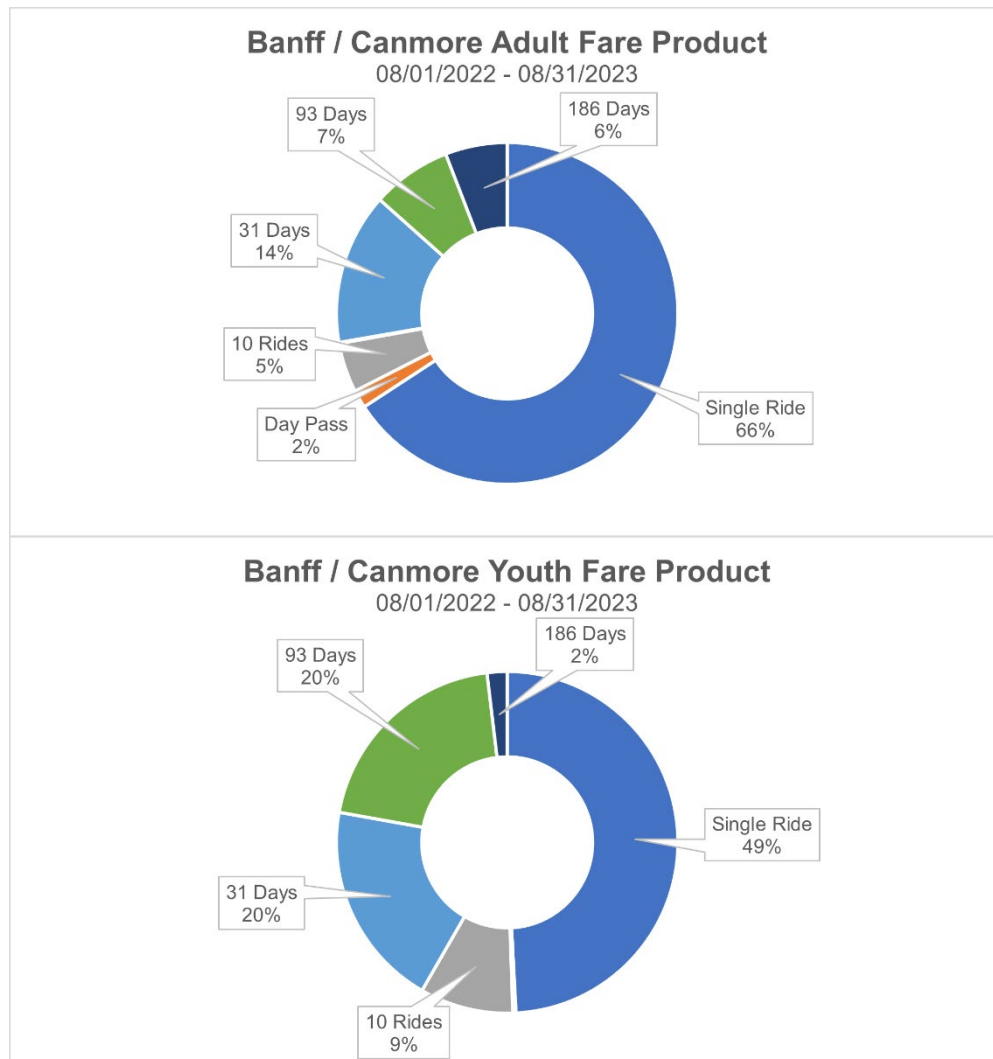
Preference towards long term passes is even higher for the youth category. Where passes valid for one month or longer represent 41.69% of the total distribution. This

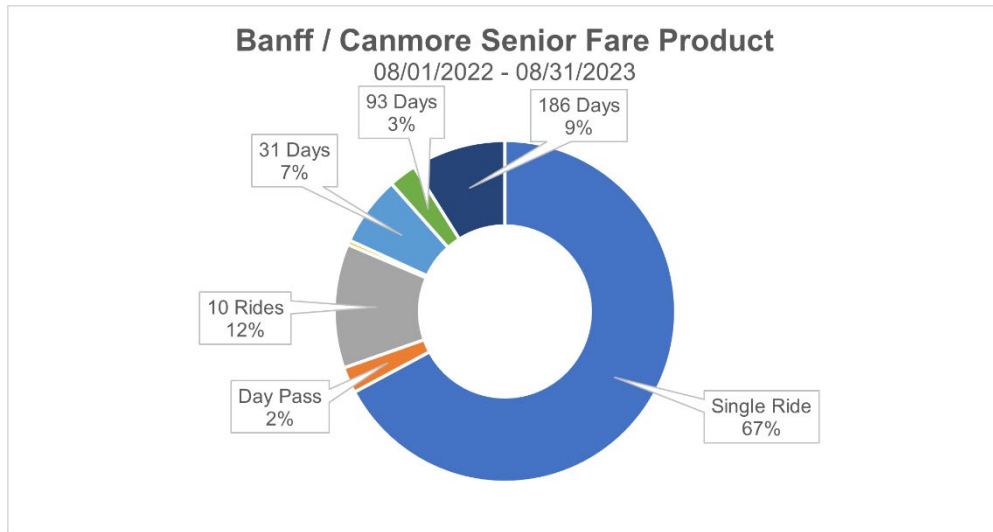
trend is mostly likely supported by the fluctuation between Banff and Canmore, although this time of students. Youth fare distribution:

- 49.18% - single fare
- 20.29% - 93-day pass
- 19.50% - 31-day pass

Senior fare distribution is not as high for long-term passes, but still higher than overall trend. Senior fare distribution:

- 67.17% - single fare
- 11.78% - 10-ride pass
- 8.95% - 186-day pass





Banff-Lake Louise Regional Regular Fare

Regional route between Banff and Lake Louise is split between:

- 85.76% - adult use
- 8.54% - senior use
- 5.70% - youth use

Adult fare distribution:

- 57.43% - single fare
- 36.79% - day pass
- 3.93% - 10-ride pass

The youth category has a higher usage of 31-day and 93-day passes, compared to the previous two categories. These passes combined represent 14%. Youth fare distribution:

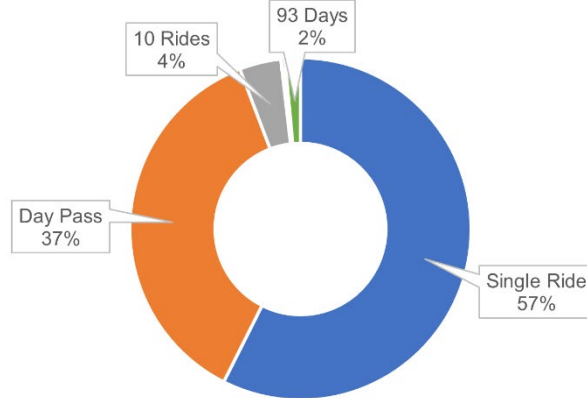
- 62.54% - single fare
- 18.78% - day pass
- 14.29 - combined for 31-day pass (7.83%) and 93-day pass (6.46%)

Senior fare distribution:

- 52.64% - day pass
- 45.17% - single fare
- 2.18% - 10-ride pass

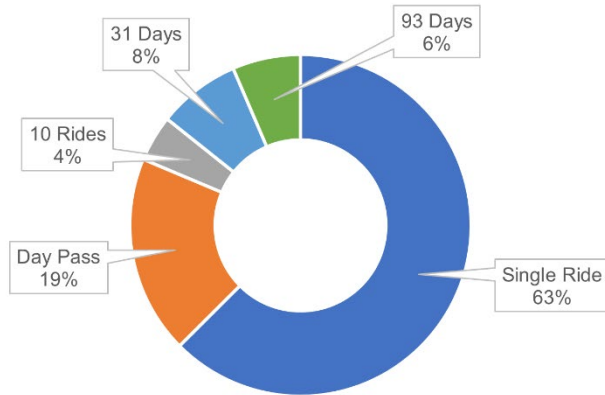
Banff / Lake Louise Adult Fare Product

08/01/2022 - 08/31/2023



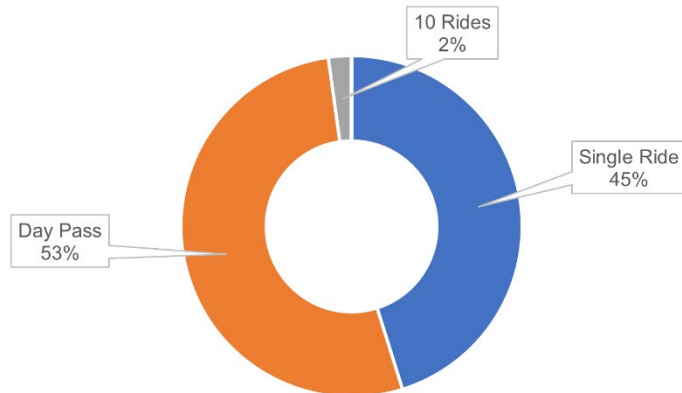
Banff / Lake Louise Youth Fare Product

08/01/2022 - 08/31/2023



Banff / Lake Louise Senior Fare Product

08/01/2022 - 08/31/2023

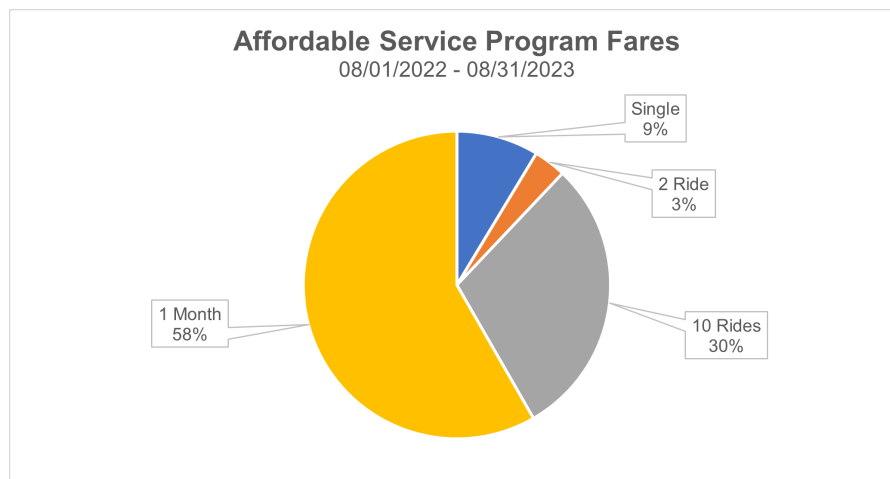


7.2 Discounted & Other Fare Products

Affordable Services Program Ridership

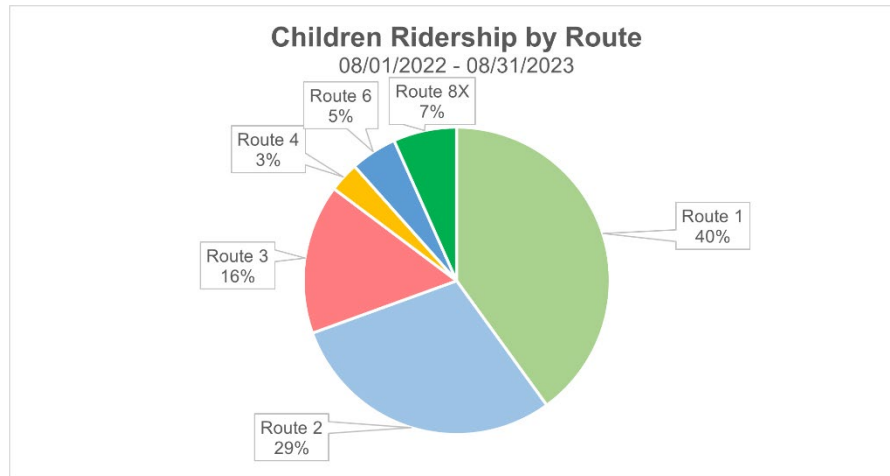
The Town of Banff and Town of Canmore both offer affordable service programs to support their residents with affordability challenges. Both towns have two different tiers of this program, based on the maximum household income. After meeting the eligibility criteria, residents can get discounted prices on certain passes. For the Town of Banff, both tiers qualify for 90% discount on 2 rides, 10 rides and one month pass between Banff and Canmore, and 90% discount for 10 rides pass for Lake Louise. Town of Canmore tier 1 offers 50% discount on 10 rides and monthly passes between towns, and tier two offers 25% discount on the same passes.

Between August 2022 and August 2023, the discounted affordable service program passes were tapped on the buses 12,339 times, with 854 unique cards used. With the biggest portion of 86% of this number on regional route 3 between Banff and Canmore. Looking at the fare split, 58.30% consists of monthly passes, followed by 10 rides passes with 29.63%.



Child Ridership

At Roam Transit, child is considered twelve and younger. Children are traveling freely on all routes. Considering our time frame, and observed routes, this fare was used 69,31 times, 40% of children traveled on Route 1, followed by Route 2 at 29.46% and Route 3 at 15.76%.



Banff Resident Ridership

Banff residents are eligible to get a free Roam Pass valid for 6 months. After providing proof of residency, and paying a \$5 deposit fee, Banff residents are given a smart card that they need to tap at the farebox upon boarding the bus. This free fare is valid for all Banff local routes (Route 1, 2, 4 & 6).

During our measured time frame, this fare was used 383,696 times. Ridership is divided by 96.96% of adult passengers, 1.56% senior passengers and 1.48% of youth passengers.

Super Pass Ridership

Reservable Super Pass is offered as a day ticket that allows passengers to travel on all roam transit services. This ticket also allows passengers to make a return reservation on Route 8X and Route 8S and includes transfer to Parks Canada Lake Connector Shuttle to Moraine Lake from Lake Louise in the summertime. Combining data from the farebox and reservation system for super pass used on Routes 1, 2, 3, 4, 6 and 8X, this fare was used 72,163 times and the distribution between age groups is as follows, adults 82.86%, seniors 9.29%, children 5.81% and youth 2.04%. Although children up to age 12 travel for free, reservation for return super pass is required.

Route 8X Reservation

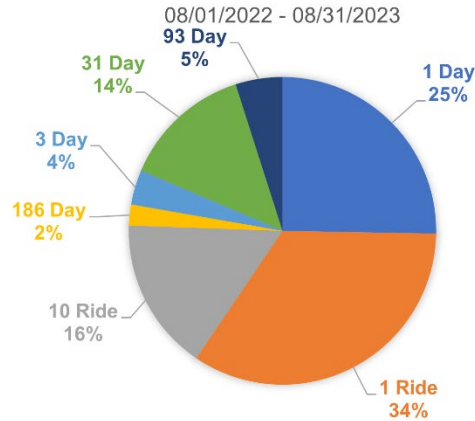
This section contains reservations for route 8X between Banff and Lake Louise, excluding any reservation connected with the super pass. There were 70,916 reservations during the time frame. The age distribution of ridership is very similar to the one for super pass, with adults of 83.34%, senior of 7.12%, children of 4.86% and youth of 4.68%.

Token Transit Ridership

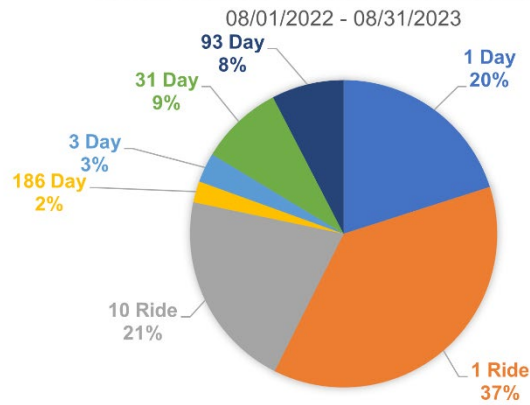
Token Transit app allows passengers to buy different types of fares through their mobile phone, which is then scanned/presented upon boarding a bus. Considering Routes 1, 2, 3, 4, 6 and 8X, Token Transit was used 281,992 times. This payment option is mostly

used for adult fares representing 92.59%, youth fares representing 6.04% and senior fares representing 1.37%.

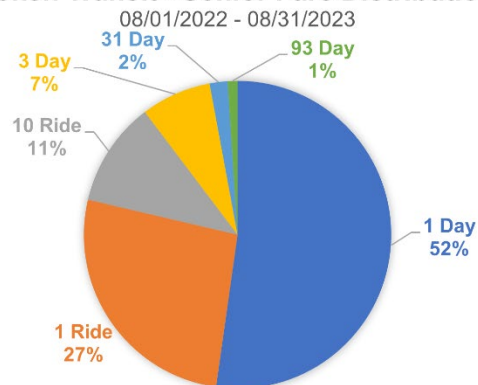
Token Transit - Adult Fare Distribution



Token Transit - Youth Fare Distribution



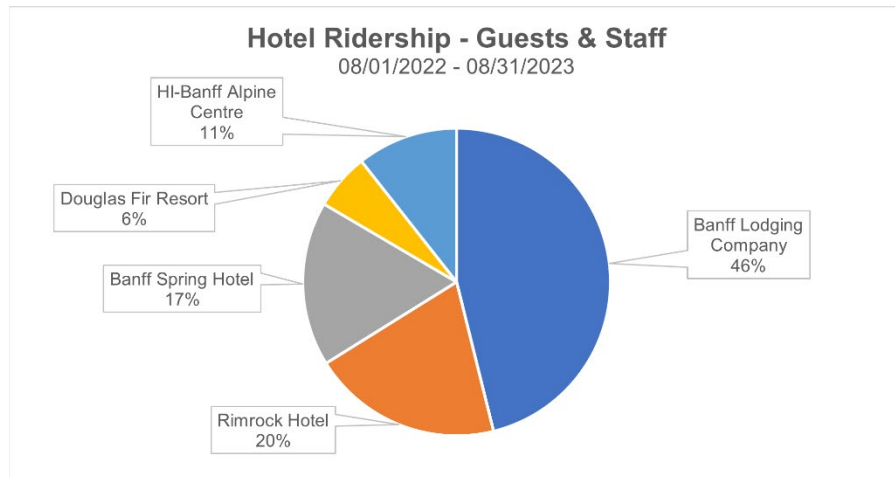
Token Transit - Senior Fare Distribution



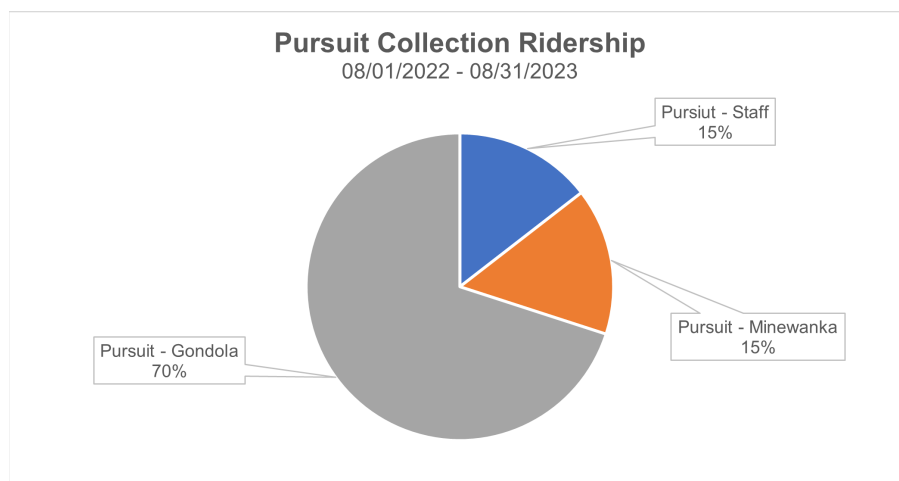
Hotels & Partners

Roam Transit has partnership with several hotels around Banff, offering free/discounted fares for their guests and staff. These passes were used 648,871 times in our timeframe on all Banff local routes and Banff-Canmore regional route. 17.3% of this number comes from hotel guests at Banff Springs Hotel, followed by 16.2% for Rimrock Hotel guests and 11.4% for Tunnel Mountain Resort guests. Only 4.6% of the total number comes from staff, where the main partner is Rimrock Hotel with 86%, followed by Douglas Fir Resort, HI-Banff Alpine Centre and Banff Caribou Lodge & Spa.

The overall number for guests and staff combined, when also combining all 11 Banff Caribou Lodge hotels together, the split distribution is as follows:



Another partner is Pursuit – Banff / Jasper Collection company. Roam Transit offers free rides for everyone with a purchased ticket for either of the Pursuit attractions (Sulphur Mountain Gondola and Lake Minnewanka Cruises), as well as passes for their staff members. Pursuit is invoiced at a reduced rate of \$1.60 per ride.



A complimentary one-way trip for users of a Parks Canada campground (Tunnel Mountain campgrounds, Two Jack campgrounds, Johnston Canyon campground, Protection Mountain campground) is offered to registered campers to encourage campers to leave their vehicles and RVs at their campsites. In the analyzed data frame, these passes were used 54,277 times.

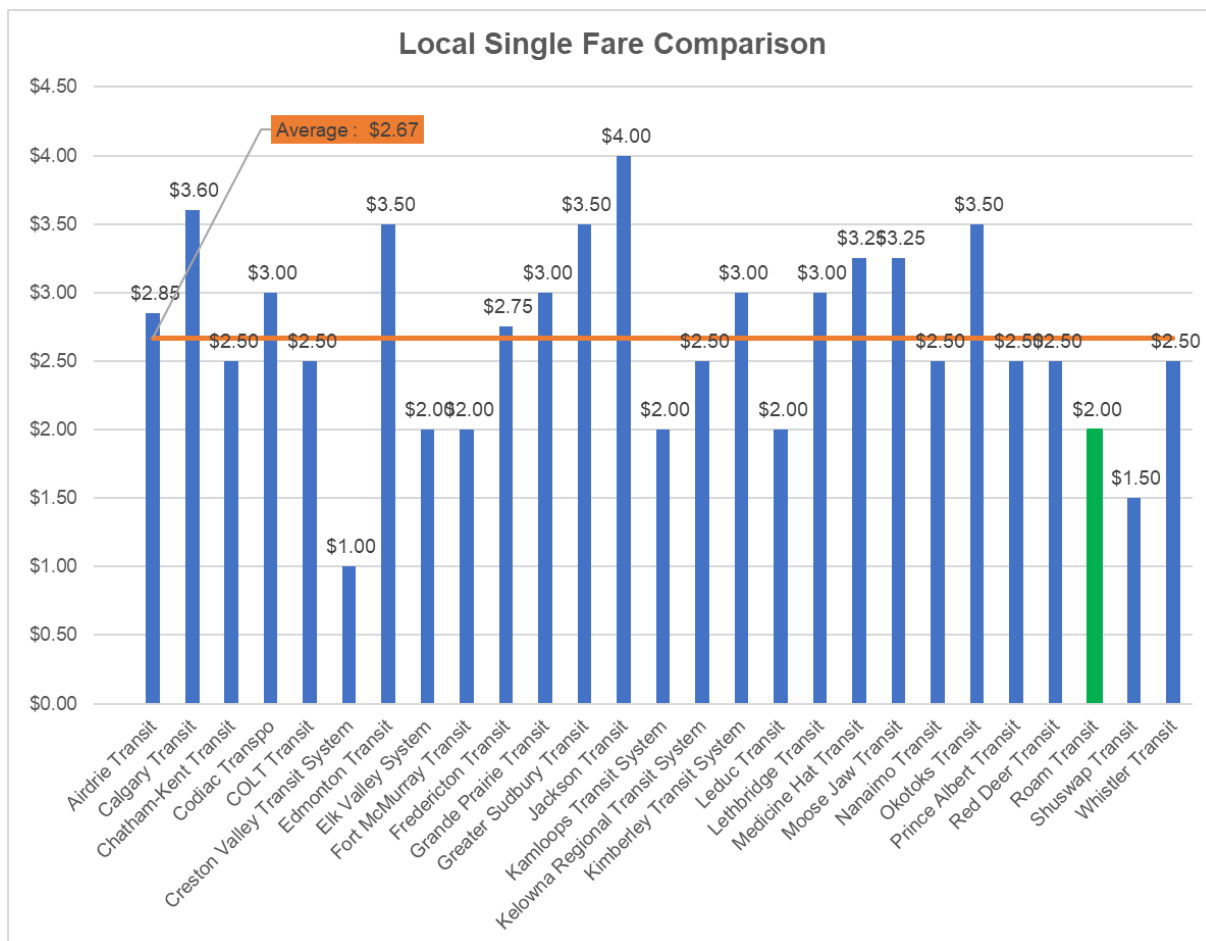
On-It Calgary Regional Transport

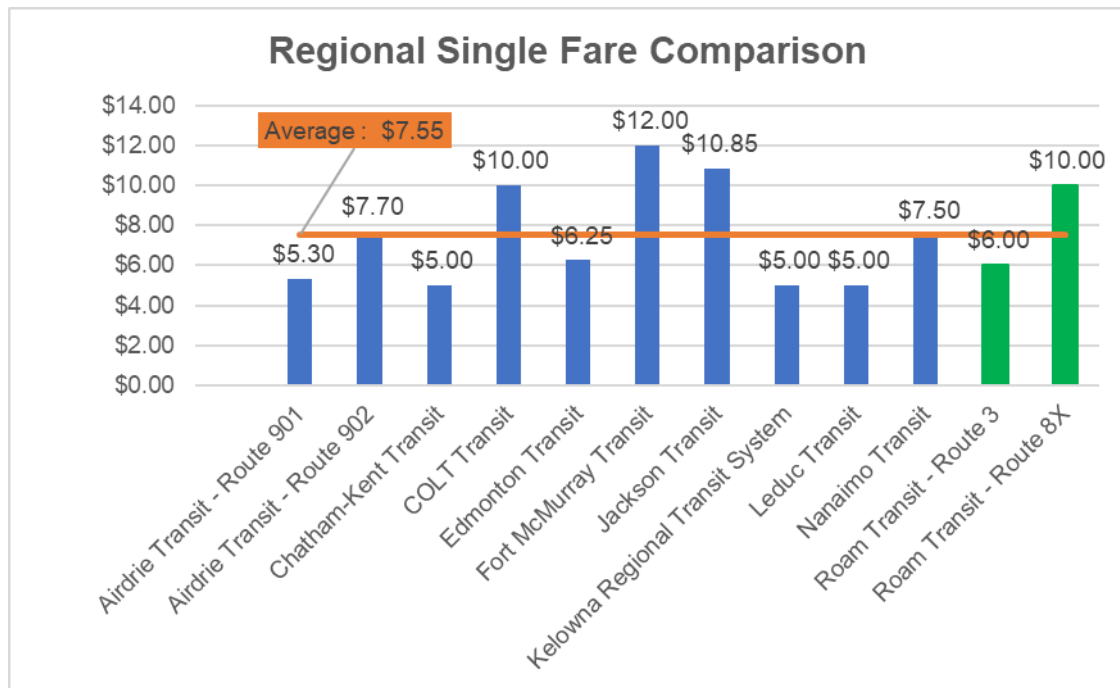
On-it as a partner of Roam transit is offering transportation from Calgary to the Bow Valley and back. This route is operated from May to September every year, with extended service until October in 2023. Passengers with valid ticket from On-It transport can travel on Banff local routes for free during their visit. This brought an additional 11,186 boardings on Banff local services during measured time frame.

8.0 Agency Comparisons

8.1 Single Fare Comparisons

American dollar values for Jackson Transit have been converted to the Canadian dollar equivalent using the August 2023 conversion rate of 1.3531 (Bank of Canada, 2023). Two agencies have two different regional routes with different fares per adult: Roam Transit and Airdrie Transit.



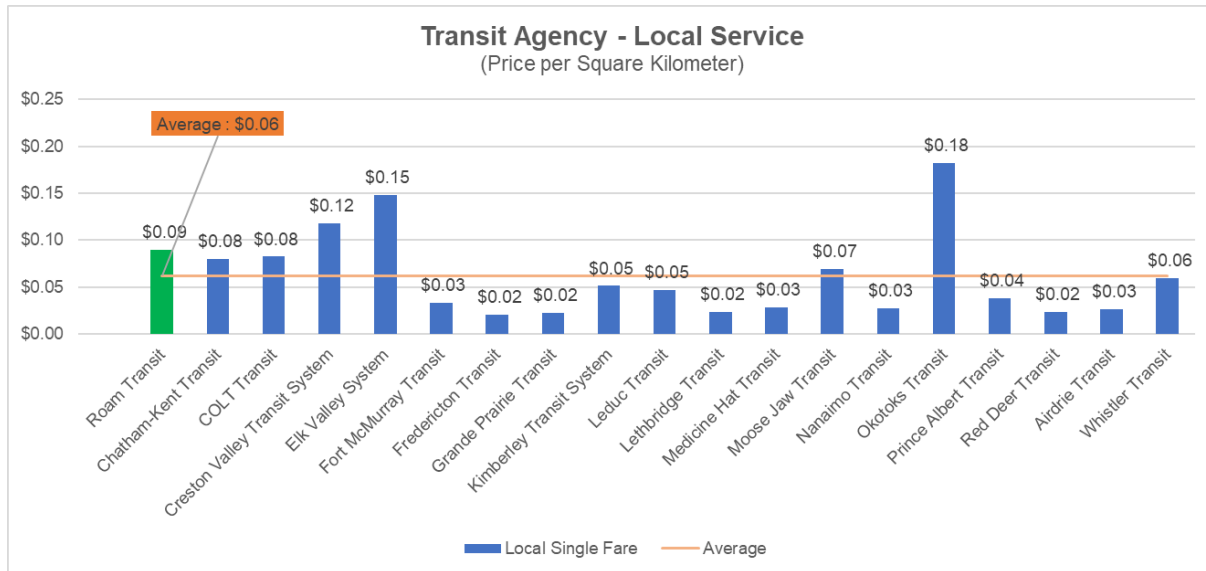


Local Service Comparison

Local transit service has been compared based on the cost of square kilometer served for all agencies reviewed, including Roam Transit. Each cost was calculated using the price of a single adult fare. The cost for Roam Transit permanent local routes is \$0.09/km² served, calculated based on service area of 21.54 square kilometer and adult single fare ticket of \$2.

When compared against all twenty-six other transit agencies, the average cost per square kilometer served by permanent local Roam Transit routes is \$0.02 higher than the overall agency average. This however includes agencies which do not provide a comparable service to that of Roam, such as larger service area size.

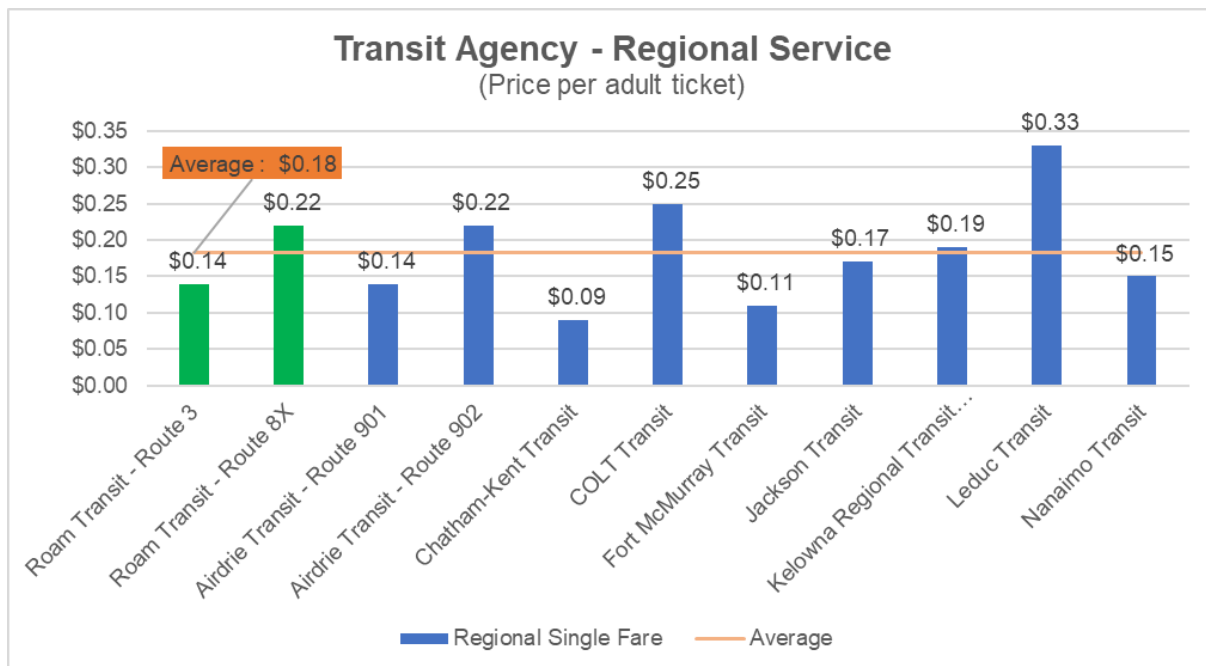
Adjusting the parameters to exclude the eight agencies with significantly larger service area, Roam Transit cost is \$0.03 higher than average.



Regional Service Comparison

Regional service has been compared to eight transit agencies based on the cost per kilometer. The cost was calculated using the price of a single adult fare for every regional route provided by the agency.

The average cost among all routes is \$0.18, while Roam's Regional Route 3 is \$0.14 per kilometer and Regional Route 8X \$0.22 per kilometer.

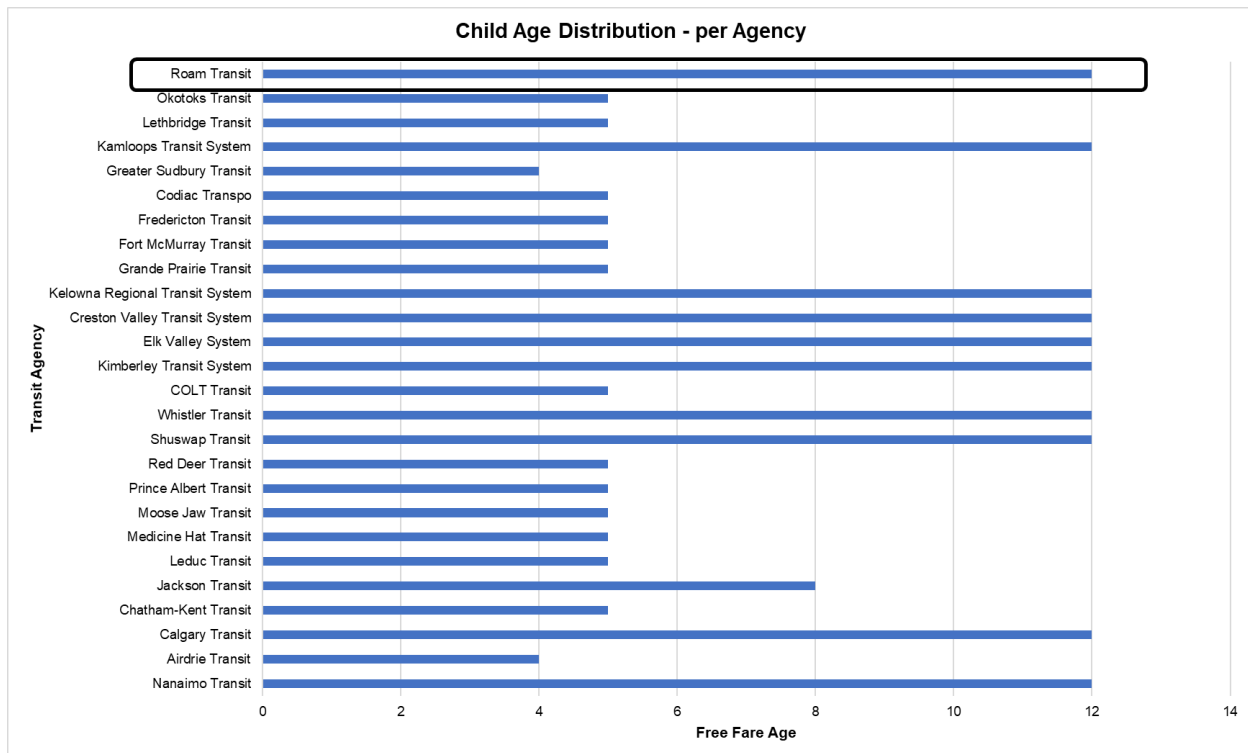


8.2 User Type Comparison

Five agencies have been removed from this comparison, as they offer free transit for everyone regardless of age including Mountain Riders, Skyline Transit, Tahoe Truckee Transit, Vail Transit and Park City Transit.

Child Free Fare Age Comparison

Free fare offerings for children vary by agency. Of the total of 27 agencies, including Roam Transit, 50% of them offer a free ride for children of age 5 & under. 38,46%, including Roam Transit, offer a free ride for children of age 12 & under. 7,69% for 4 years & under and 3.85% for 8 years and under.



Youth Fare Type

The youth category is being offered by 19 agencies, which is 70% of the total. Although the age range is very diverse, and in some agencies higher than others, this is due to the offering of this fare type for students at high schools and/or universities. Student ID is required when purchasing a ticket in this category.

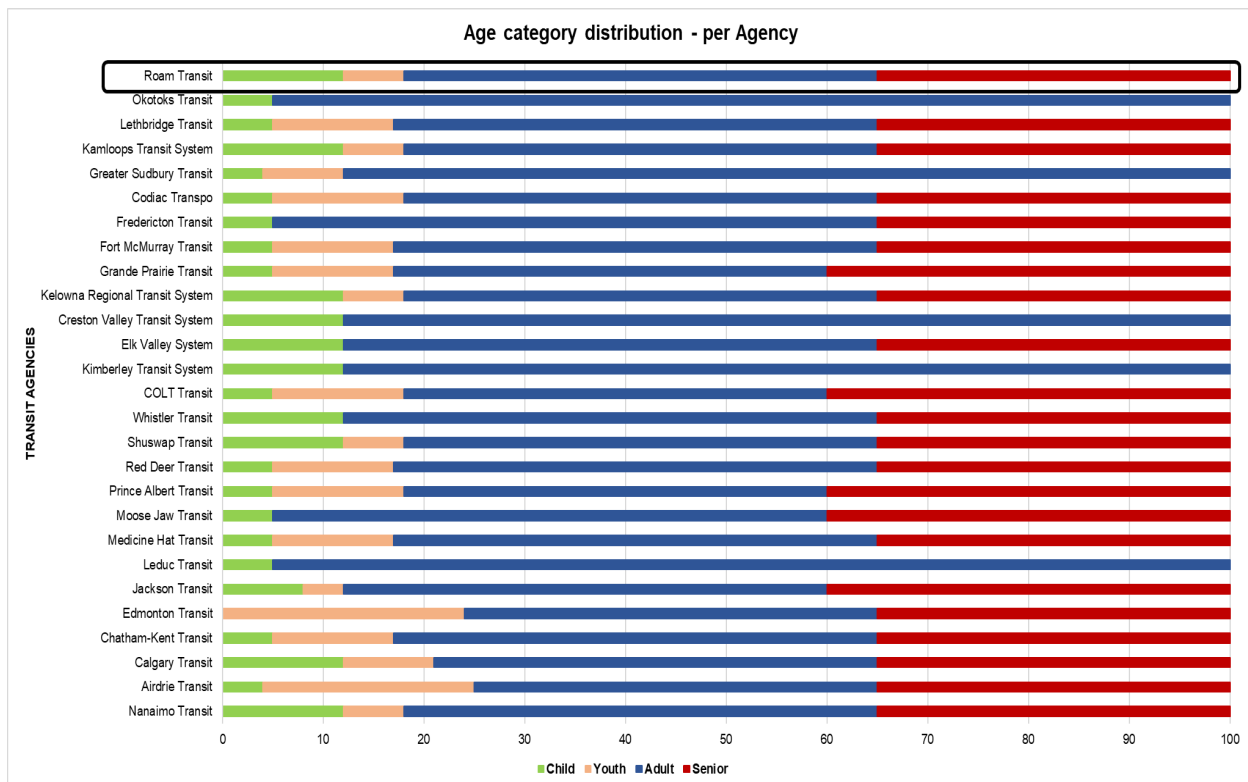
Age Fare Type - Range Comparison

Age fare type discounts are determined by the age of the transit customer. The age ranges which qualify the rider for a certain fare type discount vary between agencies, as well as how many fare types based on age are recognized for discounts.

Roam Transit recognizes four categories: children are twelve and under; youth are thirteen to eighteen; adults are nineteen to sixty-four, and seniors are sixty-five and

over. These discounts are applied to all Roam Transit fare products; however, sixteen of the twenty-seven agencies offer discounted price based on age only for multiple trips/days passes.

When compared against twenty-six other agencies Roam Transit is in the 63% of agencies which offer four categories of fare type based on age. 22% of agencies offer three categories and 15% offer two categories. Of this 63% offering four categories, eleven agencies, which represent 69%, apply the youth and senior discounts only to monthly fare products, while others products are charged at a single price regardless of age fare type.



8.3 Fare Product Comparison

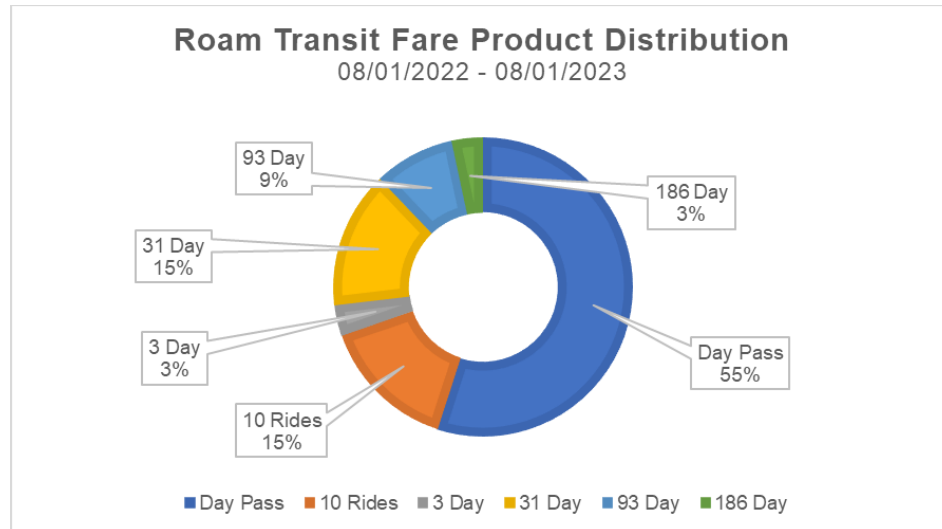
Transit Agency Fare Product Comparison										
Agency	Single Fare	10 Rides	1 Day	3 Days	1 Month	3 Months	6 Months	Student Pass	Family Pass	Other Passes
Roam Transit	✓	✓	✓	✓	✓	✓	✓			
Airdrie Transit	✓	✓			✓					
Calgary Transit	✓	✓	✓		✓				✓	
Chatham-Kent Transit	✓				✓			✓		
Edmonton Transit	✓	✓			✓			✓	✓	
Jackson Transit	✓	✓								Season Pass
Leduc Transit	✓	✓			✓			✓		
Medicine Hat Transit	✓		✓		✓					
Moose Jaw Transit	✓	✓			✓				✓	
Prince Albert Transit	✓	✓			✓			✓		
Red Deer Transit	✓		✓		✓					12 Rides
Shuswap Transit	✓	✓	✓		✓					
Whistler Transit	✓	✓	✓		✓		✓			Annual Pass
COLT	✓	✓			✓					
Kimberley Transit System	✓	✓								
Elk Valley System	✓	✓			✓					
Creston Valley Transit System	✓									
Kelowna Regional Transit System	✓	✓	✓		✓					
Grande Prairie Transit	✓	✓			✓					
Fort McMurray Transit	✓				✓					18 Rides
Fredericton Transit	✓	✓			✓					
Codiac Transpo	✓	✓	✓		✓					20 Rides
Greater Sudbury Transit	✓		✓		✓					
Kamloops Transit System	✓	✓	✓		✓					
Lethbridge Transit	✓	✓	✓		✓					
Okotoks Transit	✓	✓								
Nanaimo Transit	✓	✓	✓		✓					

Table above shows that Roam Transit is offering more fare types than any other agency. The most used fares across all agencies are single tickets, 10 rides tickets and one month pass.

Fare product usage distribution of Roam Transit over all routes is as follows (partners, free and discounted fares are excluded):

Fare Product	%
Single Fare	79.60%
Day Pass	11.21%
10 Rides	3.02%
3 Day	0.69%
31 Day	3.01%
93 Day	1.79%
186 Day	0.68%

Distribution shows that the majority, with 79.60%, is the usage of the Single Fare product. Followed by Day Pass with 11.21%. Removing Single Fare product from the table helps visualize the graphical representation of other products.



8.4 Other Transit Agencies Unique Offerings

Season Passes

Jackson Transit in Wyoming is the only agency offering a season pass. As a ski town, it sees a big fluctuation of people during winter and summer season, compared to off-season months.

Student Passes

Student passes are offered by ten agencies. These are available for high school / university students for discounted prices. The length of the pass is three months to cover a whole school semester. Although Roam Transit is not offering this type of discount, it's current offer of a youth pass covers the high school attendance.

Stored Value Cards

Two agencies offer the option of adding an amount of money to a Smart Card which is then able to be used on any route for any amount. Both Chatham-Kent Transit and Edmonton transit offer discounted prices with the use of this card. Chatham-Kent also offers off-peak discounted prices, when using the transit during off-peak hours. When using Arc-Card for Edmonton transit, you can reach a daily maximum limit after which you travel for free.

Unique Pass Lengths

A handful of agencies offer passes in unique lengths, including 6, 12, 18 and 20 Rides. Okotoks Transit offers to buy a booklet of tickets for discounted price, this includes 25/50/75/100 tickets. These pass options allow those visiting the area better options to suit their needs.

Low Income Pass

Six agencies offer discounted fares for people with limited income. This discount is usually offered for monthly passes after certain criteria are met. Every agency sets their criteria individually.

Family/Group Discounts

Four agencies offer specific versions of family/group passes. Calgary Transit offers a Weekend Group Day Pass for the maximum of two adults (above 18 years old) and maximum of five people over the age of twelve. It's available only on Saturday and Sunday and valid for unlimited travel. Edmonton Transit offers a similar version with a maximum of two adults (over twenty-four years old) for up to five people that has no limitation on day of use. This pass is valid on a bus and LRT. Moose Jaw transit offers discount of \$10 per pass for each monthly bus pass for members of a family group. Codiak Transpo offers group day passes for up to five people over eighteen years old.

8.5 Transfer Policies

Roam Transit transfers are valid for forty-five minutes on local routes and sixty minutes on regional routes. Transfers are valid for one use and cannot be used on the same route as issued, or to transfer from a local to a regional route. Passengers must ask the driver for a transfer when boarding. If moving from a local to a regional route the regional fare can be paid when boarding the local route. Currently, regional fare products are valid on all local routes; however, revenue is allocated to regional services.

Local / Regional Transfers

Of the twenty-six agencies, excluding Roam, seventeen offer transfer option that varies based on the agency, and nine agencies don't provide information about possible transfers.

The timeframe for transfer tickets varies from 45 minutes to 100 minutes. Sixteen agencies are advising passengers to ask a driver at the time of boarding for a transfer ticket, while at Codiak Transpo, the passenger must print the ticket itself from a machine on a bus. For all agencies with regional routes, passengers can transfer free to a local route, and/or pay regional route fare while boarding local route to be able to transfer to a regional route.

8.6 Accessible Transit Policies

As previously mentioned, the entire Roam Transit fleet is fully accessible. Customers requiring a caregiver pay the regular fare, however their caregiver rides free.

For this part, we will also include agencies which provide free service. This includes Mountain Riders, Skyline Transit, Tahoe Truckee Transit, Vail Transit and Park City Transit.

Of the total of thirty-one agencies compared, nineteen agencies offer accessible buses in their entire fleet, that can either be lowered for easier access or with a fold-out ramp, or both.

In case of passengers that are not able to travel to the bus stop and use public service, twenty-six agencies offer additional service. Twenty agencies offer on-demand service that can provide “curb-to-curb” service. An additional six agencies offer a Health Connector, which provides service for non-emergency doctor’s appointments for people that can’t use public transport due to medical conditions or due to lack of public service coverage.

8.7 Methods of Purchase

Transit Agency Fare Product Comparison							
Agency	Fare on bus (no change)	Retail Vendor	Mobile App Purchase	Online order / physical delivery	SmartCard online refill	SmartCard in-person refill	Ticket Vending Machine
Roam Transit	✓	✓	✓	-	-	✓	✓
Airdrie Transit	✓	✓	✓	-	-	-	
Calgary Transit	✓	✓	✓	✓	-	-	✓
Chatcham-Kent Transit	✓	-	-	-	✓	✓	
Edmonton Transit	-	✓	-	✓	✓	✓	✓
Jackson Transit	✓	✓	✓	-	-	-	-
Leduc Transit	✓	✓	-	✓	✓	✓	-
Medicine Hat Transit	✓	✓	-	-	✓	✓	-
Moose Jaw Transit	✓	✓	✓	-	-	-	-
Prince Albert Transit	✓	✓	-	-	-	-	-
Red Deer Transit	✓	✓	-	-	-	✓	-
Shuswap Transit	✓	✓	-	-	-	-	-
Whistler Transit	✓	✓	✓	-	-	-	-
COLT	✓	✓	✓	-	-	-	-
Kimberley Transit System	✓	✓	-	-	-	-	-
Elk Valley System	✓	✓	-	-	-	-	-
Creston Valley Transit System	✓	-	-	-	-	-	-
Kelowna Regional Transit System	✓	✓	✓	-	-	-	-
Grande Prairie Transit	✓	✓	-	-	✓	✓	-
Fort McMurray Transit	✓	✓	-	-	-	-	-
Fredericton Transit	✓	✓	✓	-	-	-	-
Codiac Transpo	✓	✓	✓	-	-	-	-
Greater Sudbury Transit	✓	✓	-	-	-	-	-
Kamloops Transit System	✓	✓	✓	-	-	-	-
Lethbridge Transit	✓	-	✓	-	✓	✓	-
Okotoks Transit	-	✓	✓	-	-	-	-
Nanaimo Transit	✓	✓	✓	-	-	-	-

The table above shows that almost all agencies have the option to purchase tickets on the bus (with the exact change) or use a local retail vendor.

Agencies are aware of the need for digitalization which indicates the usage of Mobile App Purchases and usage of Smartcard. Agencies that don't use Mobile App just yet, are most likely to use Smartcard that can be reloaded either online or in person at certain locations.

Additional information comes from the survey conducted for this study. Agencies are trying to expand their possibilities by offering more options for purchasing tickets. There

are several agencies that are implementing / planning to implement electronic fare payments in the upcoming months. Agencies adding more vendor retailers and agencies that are continuing conversations of innovative payments options.

8.8 Fare Adjustment Policies

Of all agencies surveyed, 39% reported they did not have a set policy to review and adjust fares, and 46% reported fare adjustments to be council-directed.

42% of surveyed agencies reported having a set time frame after which fares were reviewed: 20% reviewed fares annually; 6% reviewed them every three to four years, and 16% reported reviewing fares every five years or more.

9.0 Observations and Recommendations

Local Service Fares

With the average cost of \$0.06 per kilometer for local service among all agencies, Roam's local service is \$0.03 per kilometer above the average, with \$0.09.

Administration sees a potential opportunity to increase Banff local single fare product by \$0.50 to \$1.00. The current \$2 single ride fare hasn't changed since the formation of Roam Transit. The average cost of a single fare product among all compared agencies was \$2.67. With the newly established Banff Resident Fare Free program, an increase would not impact Banff residents using public transportation.

Banff Resident Fare Free program was used 383,696 times within observed time frame, which represents about 22% of all Banff Local ridership on routes 1, 2, 4 and 6. Roam Transit & Town of Banff issued 6,690 individual passes for residents. Which indicates that potentially every resident of Banff has its own pass, considering that children of age twelve and under ride free.

Route 5 has continued strong growth since the implementation of fare free transit. This indicates a successful decision, and that more people are willing to prioritize public transport over personal vehicles. Route 5 ridership is most likely to double, compared to year 2019, and reach 100,000 passengers more compared to 2022 by the end of the year.

Route 5 Canmore						
2019	2021	2022	2022 YTD	2023 YTD	% Change - 22	% Change - 19
10,225	6,204	9,224	9,224	22,810	147.29%	123.08%
8,913	6,700	9,789	9,789	22,119	125.96%	148.17%
9,759	8,650	12,208	12,208	25,116	105.73%	157.36%
9,144	7,360	10,924	10,924	23,308	113.37%	154.90%
10,769	6,760	13,066	13,066	27,143	107.74%	152.05%
12,852	8,250	16,015	16,015	28,039	75.08%	118.17%
14,183	7,581	16,715	16,715	28,691	71.65%	102.29%
13,675	8,345	17,070	17,070	27,584	61.59%	101.71%
12,348	8,621	17,127	13,655	19,889	45.65%	
14,180	9,215	16,802			0.00%	
13,841	9,685	19,956			0.00%	
13,526	8,870	21,194			0.00%	
143,415	96,241	180,090	118,666	224,699	89.35%	126.62%

Regional Service Fares

The average cost among all agencies for regional service is \$0.18 per kilometer traveled. Roam Transit offers two permanent regional services, with Banff-Canmore at \$0.14 per kilometer traveled and Banff-Lake Louise with \$0.22 per kilometer traveled. The average of these Roam's routes would be exactly the average among all agencies, \$0.18 per kilometer traveled.

As Roam's prices seem to be aligned with other transit agencies, the administration doesn't recommend any changes to permanent regional services.

Promotional Free & Discounted Fares

The administration recommends the continued use of promotional free and discounted fares in the future as an appropriate method to increase ridership and spread the awareness of Roam Transit. Promotional fares, as for example free public transport for participants in the Banff Marathon, help reduce the number of cars and smoother traffic.

Free and discounted fares are fast and inexpensive ways to get more people to use public transit, therefore it's recommended to review more potential partnerships within the Bow Valley, and even between the Bow Valley and close towns/cities.

Affordable Services Program

The use of affordable services is overseen by the Town of Banff and the Town of Canmore. Both towns funding and managing this service should also oversee reviewing this program and its economic impact on the Bow Valley. With recent adjusting of criteria, where for each town another tier of the program was added, Roam Transit may potentially see higher ridership for this specific program in the upcoming year.

The administration doesn't recommend any changes to this program, other than monitoring the usage on a regular basis with the help of the Town of Canmore and the Town of Banff.

Corporate Discounts

Corporate discounts are a great way to help with the growth of Bow Valley and be an essential part of the community. The administration recommends reviewing and optimizing current agreements for the future, as agreements were currently updated at the end of 2022 / beginning of 2023.

Child Free Fare Age

Only 38% of all agencies reviewed have free child fare set to the age of twelve years old. Since Roam Transit already increased the age from five to twelve in the, there is no recommendation for change at this moment.

User Type / Age Category Discounts

Roam Transit currently offers the same categories of user-type discounts as most agencies. The administration doesn't recommend any changes.

Fare Product Offerings

The current offerings of fare products at Roam Transit exceed the number of products other agencies offer to passengers. The distribution of fares among all routes of Roam Transit, seem to be accommodating the needs of the Bow Valley, their locals, and visitors.

Excluding resident passes, partner passes and other free and discounted offerings, single fare is the most used product with 79.60%, followed by day pass with 11.21%. The bottom of the list, with products used the least, consist of the 3-day passes with 0.69% and the 186-day passes with 0.68%

Due to the lack of use, administration will consider removing the 3-day passes from system-wide product offering, as well as consider removing the 93-day passes and 186-day passes product offering on the Banff local routes.

Transfer Policies

The transfer policies of Roam Transit are consistent with other agencies. With 45 minutes for a transfer, and increased service hours, the administration doesn't recommend any changes to be made.

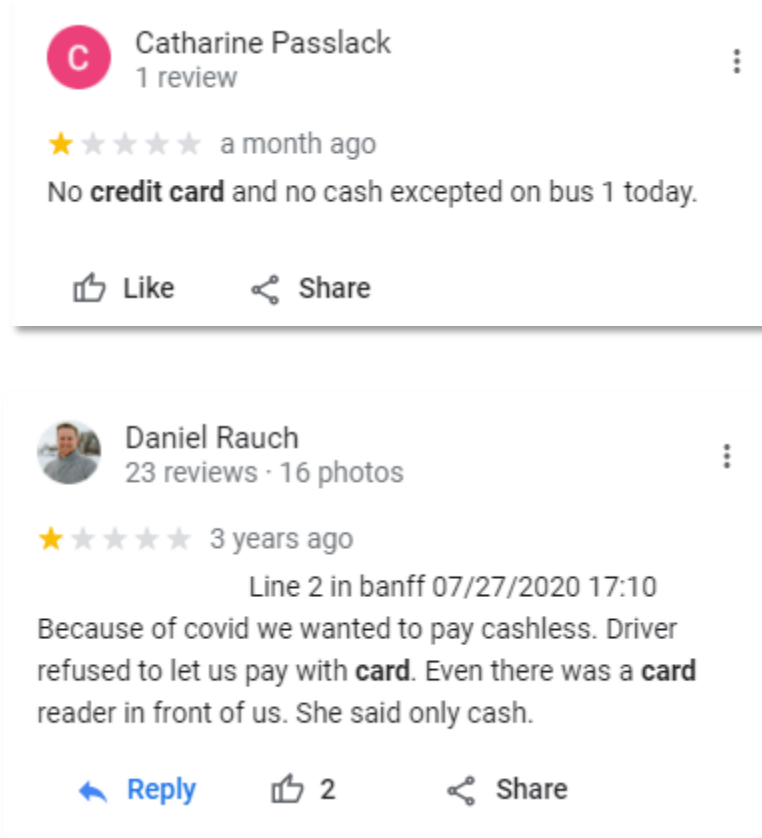
Accessible Transit Policies

The accessible transit policies of Roam Transit are consistent with those of other agencies on their fixed route services. Several agencies offer a health connector as a subsidiary transport option to help people get to non-emergency medical appointments. The administration doesn't recommend any changes.

Methods of Purchase

Roam Transit currently offers more payment methods than most transit agencies included in this study. Roam Transit also offers mobile app purchase, the most common method agencies stated they are planning to expand into.

Fare purchase is also one of the most discussed topics among reviewers on Google and Tripadvisor. The option of using a credit/debit card on a bus is expected from Roam's customers, which leads to negative reactions.



Administration recommends the investigation of contactless fare payment options for Roam Transit. The use of 'tap&go' credit/debit fare payment is available and successful in North American transit agencies and around the world. This method of fare payment can significantly speed up passenger boarding time, make transit easier to use and therefore more attractive travel option to those unfamiliar with transit, and help to improve overall customer satisfaction.

Fare Review Policies

Roam's current fare review policy is to review the fare structure every five years, which is aligned with other agencies reviewed. The administration doesn't currently recommend any changes.

10.0 Conclusion

This Fare Review has been created as a comprehensive analysis of the current Roam Transit fare structure to ensure the fare products and prices offered serve the needs of the Bow Valley. The primary method of analysis was a comparison of the Roam Transit structure against that of thirty-one agencies across Canada and the United States. Information for comparison was compiled through both primary and secondary research with the recommendations put forth stemming from these results.

Given the information in this report, administration is comfortable the fare products and prices of Roam Transit properly serve the Bow Valley, with a few key recommendations for improvement.

Local Service Fares: Potential identified to increase single fare pricing on Banff local routes by \$.50 to \$1.00.

Regional Service Fares: Continue as is, with no change to fare pricing.

Promotional Free & Discounted Fares: Continue with promotional programs to spread awareness of public transportation in the Bow Valley.

Affordable Service Programs: Continued partnership with the Town of Banff and the Town of Canmore.

Corporate Discounts: Review and optimize current corporate agreements, explore new agreements within the Bow Valley

Child Free Fare Age: Continue as is, with no change to fare pricing.

User Type / Age Category Discounts: Continue as is, with no change to fare types.

Fare Product Offerings: As a result of very low usage and to enable improved operational efficiencies, recommend the removal of the underutilized 3-day system wide pass, as well as the removal of the 93-day and 186-day Banff local passes.

Transfer Policies: Continue as is, with no change to transfer policies.

Accessible Transit Policies: Continue as is, with no change to accessible transit policies.

Method of Purchase: Investigate contactless fare payment options (pay by credit/debit card) for all Roam routes and buses.

Fare Adjustment Policies: Continue as is, with no change to BVRTSC's current 5-year fare review policy.

Appendix A

General References

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<https://www.airdrie.ca/index.cfm?serviceID=1625>

Calgary Transit (2023, August 15):
<https://www.calgarytransit.com/content/transit/en/home/home.html>

Chatham-Kent Transit (2023, August 15):
<https://www.chatham-kent.ca/transit/Pages/default.aspx>

Codiac Transpo (2023, August 15):
<https://www.codiactranspo.ca/moncton-transport/schedules-routes>

COLT (2023, August 15):
<https://ridecolt.ca/>

Creston Valley Transit System (2023, August 15):
<https://www.bctransit.com/creston-valley/schedules-and-maps>

Edmonton Transit (2023, August 15):
<https://www.edmonton.ca/edmonton-transit-system-ets>

Elk Valley Transit (2023, August 15):
https://www.rdek.bc.ca/departments/community/transit/ev_transit/

Fort McMurray Transit (2023, August 15):

<https://www.rmwb.ca/en/transit/transit.aspx>

Fredericton Transit (2023, August 15):

<https://www.fredericton.ca/en/resident-services>

Grance Prairie Transit (2023, August 15):

<https://cityofgp.com/roads-transportation/public-transit>

Greater Sudbury Transit (2023, August 15):

<https://www.greatersudbury.ca/live/transit/gova-routes-and-schedules/>

Jackson Transit (2023, August 15):

<https://www.jacksonwy.gov/587/START-Bus>

Kamloops Transit System (2023, August 15):

<https://www.kamloops.ca/city-services/transportation-roads/transit-services>

Kelowna Transit System (2023, August 15):

<https://bctransit.com/kelowna>

Kimberley Transit System (2023, August 15):

<https://www.bctransit.com/kimberley/home>

Leduc Transit (2023, August 15):

<https://www.leductransit.ca/>

Lethbridge Transit (2023, August 15):

<https://www.lethbridge.ca/roads-parking-transit/transit/>

Medicine Hat Transit (2023, August 15):

<https://www.medicinehat.ca/en/roads-parking-and-transportation/transit.aspx>

Moose Jaw Transit (2023, August 15):

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Mountain Riders (2023, August 15):

<https://www.mountainrides.org/>

Nanaimo Transit (2023, August 15):

<https://bctransit.com/nanaimo/schedules-and-maps>

Okotoks Transit (2023, August 15):

<https://www.okotokstransit.ca/>

Park City Transit (2023, August 15):

<https://www.parkcity.org/departments/transit-bus>

Prince City Transit (2023, August 15):

<https://www.citypa.ca/en/parking-streets-and-transportation/transit.aspx>

Red Deer Transit (2023, August 15):

<https://www.reddeer.ca/city-services/transit/>

Shuswap Transit (2023, August 15):

<https://www.bctransit.com/shuswap/home>

Skyline Transit (2023, August 15):

<https://skylinebus.com/>

Tahoe Truckee Transit (2023, August 15):

<https://tahoetruckeetransit.com/>

Vail Transit (2023, August 15):

<https://www.vailgov.com/government/departments/transportation-services>

Whistler Transit (2023, August 15):

<https://www.bctransit.com/whistler/home>

Appendix B

Agencies Used for Comparison

Airdrie Transit, Alberta
 Calgary Transit, Alberta
 Chatham-Kent Transit, Ontario
 Collingwood Transit, Ontario
 Edmonton Transit, Alberta
 Jackson Transit, Wyoming
 Leduc Transit, Alberta
 Lethbridge Transit, Alberta
 Medicine Hat Transit, Alberta
 Mont-Tremblant Transit, Quebec
 Moose Jaw Transit, Saskatchewan
 Mountain Rides, Idaho
 Prince Albert Transit, Saskatchewan
 Red Deer Transit, Alberta
 Roaring Fork Valley Transit, Colorado
 Shuswap Transit, British Columbia
 Skyline Transit, Montana
 Tahoe Truckee Transit, California
 Vail Transit, Colorado
 Whistler Transit, British Colu

Appendix C

Survey Questions

1. Transit Agency Name
2. What is your Transit Agency's total service area in square kilometers?
3. What is your Transit Agency's total fleet size?
1-10 / 11-20 / 21-50 / 51-100 / 100+
4. How many permanent routes does your agency have in place?
1-5 / 6-10 / 10-20 / 20+
5. How many seasonal routes does your agency have in place?
0 / 1-5 / 6-10 / 10+
6. Does your agency provide Regional service?
Yes / No
7. What fare products do you currently offer (check all that apply)?
None, transit is free / Single Ride Fare / 1 Day Pass / 3 Day Pass / 10 Ride Pass / 1 Week Pass / 1 Month Pass / 3 Month Pass / 6 Month Pass / Annual Pass / Other
8. Are there any special discounts or fare types offered which are not listed on your website (such as staff passes or corporate discounts)?
9. How often are your fares adjusted and how is the need for an adjustment determined?
Fares are reviewed after a set number of years (if so, please indicate how many years in the "Other" category) / Council-directed fare adjustments / Fares are linked to the cost of living / We do not have a set rule for determining adjustments / Other:
10. What payment options do customers have to purchase your fare products?
Exact fare on the bus (no change provided) / Fare on the bus (with change provided) / Credit/Debit card on the bus / Credit/Debit card through a retail vendor / Apple Pay / Mobile tap / Mobile app purchase / Online ordering (physical delivery) / Online Smart Card refill / Ticket vending machines / Other:
11. Are you considering offering additional fare products or payment options in the future?
Yes (if yes, please specify in "Other") / No / Other:
12. What fare type or payment options do you find customers ask for most often?
13. Optional: Any other comments?

Appendix D

Banff Affordability & Assistance Program (2023, September 25):
<https://banff.ca/185/Affordability-Assistance>

Canmore Affordable Service Program (2023, September 25):
<https://www.calgarytransit.com/content/transit/en/home/home.html>

Appendix E

Banff Marathon Website (2023, September 25):
<https://www.banffmarathon.com/athlete-updates>

FREE TRANSPORTATION!


ROAM AROUND BANFF FOR FREE

The Bow Valley Regional Transit Service is providing free public transit for race participants and their families on Friday to Sunday on race weekend. We invite all of our athletes and their families to take advantage of this great offer to help reduce parking congestion in Banff and to keep our event as green as possible. Just be sure to show the bus driver your race bib to take advantage of this special offer.

Roam buses will take you to Banff must-sees such as the Banff Springs Hotel, the Cave and Basin, the Banff Gondola, Tunnel Mountain, and many stops throughout the town of Banff – and even Canmore! You can see the bus routes and schedules [HERE](#)



Appendix F

 **Jeff_in_MA**
Lexington, MA • 27 contributions

 0 




Good service; need more payment options

Jul. 2022

This is a nice bus service that runs every 30 minutes from our campground (Tunnel Mountain) into town. Not having to drive into town was very nice. However, on our first night we got stuck because we didn't have the exact payment amount (and didn't want to pay a \$4 fare with a \$20). The company should recognize that many (most?) people taking this are tourists who may not have exact change (this bus was the only time I needed cash on our 9-day RV trip). The bus service should enable payment by **credit card** or provide a way to get change for larger bills.

Written July 10, 2022

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews as part of our industry-leading trust & safety standards. Read our [transparency report](#) to learn more.

 **Alexander H**
83 contributions

 0 



A to B

Jul. 2021

Everything was on time, most people adhered to masking rules, bit weird not to be able to pay by **credit card** on the bus itself (bring exact change or download the app and buy passes there) but it did what it was supposed to, got from A to B

Written August 2, 2021

This review is the subjective opinion of a Tripadvisor member and not of Tripadvisor LLC. Tripadvisor performs checks on reviews as part of our industry-leading trust & safety standards. Read our [transparency report](#) to learn more.



Ebby

Local Guide · 314 reviews · 4,315 photos



★★★★☆ 5 months ago

Really clean service and good quality buses. Drivers are really friendly

The process to book your ticket online is clear.

I just have a comment related to cash payments in the bus, they don't offer change and sometime you don't have the exact date amount.

So one suggestion I would make is if they don't want to have the bus driver deal with change is to enable credit/**debit** payment by tapping in the bus



Like



Share

Bow Valley *Regional* Transit Services Commission



Draft Operating and Capital Budgets

"... moves to accept the draft 2024– 2026 BVRTSC Operating Budget as presented."

"... moves to accept the draft 2024 – 2033 BVRTSC Capital Budget as presented."

Summary of Requisitions - 2024-2026

	2024	2025	2026
Banff	Proposed Budget		
Operating	\$ 2,637,142	\$ 2,705,174	\$ 2,786,328
Capital	\$ 637,100	\$ 671,500	\$ 819,700
	\$ 3,274,242	\$ 3,376,674	\$ 3,606,028

	2024	2025	2026
Canmore	Proposed Budget		
Operating	\$ 2,174,783	\$ 2,234,513	\$ 2,300,799
Capital	\$ 290,000	\$ 360,700	\$ 415,000
	\$ 2,464,783	\$ 2,595,213	\$ 2,715,799

	2024	2025	2026
ID #9	Proposed Budget		
Operating	\$ 720,045	\$ 727,416	\$ 739,336
Capital	\$ 68,014	\$ 76,366	\$ 126,425
	\$ 788,059	\$ 803,782	\$ 865,761

	2024	2025	2026
Parks Canada*	Proposed Budget		
Operating	\$ 2,405,860	\$ 2,519,124	\$ 2,588,899
	\$ 2,405,860	\$ 2,519,124	\$ 2,588,899

*includes contributions to Rt1, Rt2, Rt 4, Rt 6, Rt 8S, Rt 8X, Rt 9, Rt 10

	2024	2025	2026
Alberta Parks	Proposed Budget		
Operating	\$ 101,642	\$ 103,458	\$ 105,813
	\$ 101,642	\$ 103,458	\$ 105,813

Operating requisitions 2024 to 2026

Town of Banff:

Banff Local - Route 1
 Banff Local - Route 2
 New bus NSLR 2025
 CB Regional (1/2)
 Administrative (1/3)

2024	2025	2026
	Proposed	
\$ 1,120,754	\$ 1,149,510	\$ 1,183,996
\$ 1,038,406	\$ 1,064,726	\$ 1,096,667
\$ 274,752	\$ 281,609	\$ 290,058
\$ 203,230	\$ 209,328	\$ 215,608
\$ 2,637,142	\$ 2,705,174	\$ 2,786,328

Town of Canmore

Canmore Local - Route 5
 Grassi Lakes - Route 12
 CB Regional (1/2)
 Administrative (1/3)

2024	2025	2026
	Proposed	
\$ 1,595,159	\$ 1,640,117	\$ 1,689,321
\$ 101,642	\$ 103,458	\$ 105,813
\$ 274,752	\$ 281,609	\$ 290,058
\$ 203,230	\$ 209,328	\$ 215,608
\$ 2,174,783	\$ 2,234,513	\$ 2,300,799

Improvement District No. 9

Administrative (1/3)
 LLB Regional - Winter
 LLB Regional - Rt 8S
 LLB Regional - Rt 8X
 JCB Regional - Rt 9
 LLB Regional Reserve *
 Adjustment for over \$330K maximum for LL summer routes **

2024	2025	2026
	Proposed	
\$ 203,230	\$ 209,328	\$ 215,608
\$ 186,814	\$ 188,088	\$ 193,728
\$ 83,237	\$ 101,107	\$ 101,258
\$ 460,181	\$ 522,520	\$ 529,114
\$ 202,185	\$ 230,320	\$ 233,378
-\$ 198,347	-\$ 293,410	-\$ 288,400
-\$ 217,255	-\$ 230,537	-\$ 245,350
\$ 720,045	\$ 727,416	\$ 739,336

** ID9 maximum contribution is \$330,000

* Amortization is higher than maintenance replacement reserve resulting in reserve adjustment to ID9 to bring contribution down to 40%

Parks Canada

Banff Local - Route 1
 Banff Local - Route 2
 Cave & Basin - Rt 4
 Lake Minnewanka - Rt 6
 LLB Regional - Rt 8 winter extra bus
 LLB Regional - Rt 8S
 LLB Regional - Rt 8X
 JCB Regional - Rt 9
 Adjustment for over \$330K maximum for LL summer routes **
 Moraine Lake - Rt 10

2024	2025	2026
	Proposed	
\$ 26,064	\$ 27,367	\$ 28,188
\$ 48,472	\$ 50,896	\$ 52,423
\$ 281,970	\$ 287,028	\$ 294,652
\$ 778,227	\$ 841,084	\$ 857,219
\$ 168,254	\$ 176,667	\$ 181,967
\$ 91,640	\$ 99,552	\$ 101,174
\$ 506,642	\$ 514,480	\$ 528,669
\$ 222,597	\$ 226,776	\$ 233,182
\$ 217,255	\$ 230,537	\$ 245,350
\$ 64,737	\$ 64,737	\$ 66,075
\$ 2,405,860	\$ 2,519,124	\$ 2,588,899

Bow Valley Regional Transit Services Commission
2024-2026 Proposed Operating Budget

ALL ROUTES			
	2024 Proposed Budget	2025 Proposed Budget	2026 Proposed Budget
INCOME			
Total Advertising & Marketing Revenue	\$ 57,931	\$ 59,669	\$ 61,459
Total Farebox Revenue	\$ -	\$ -	\$ -
Total Grant Revenue	\$ -	\$ -	\$ -
Total Interest Revenue	\$ 84,000	\$ 86,520	\$ 89,116
Total Other Income	\$ 2,622	\$ 2,701	\$ 2,782
Total Partner Programs	\$ 574,013	\$ 591,233	\$ 608,970
Total Pass Sales	\$ 3,856,948	\$ 3,972,656	\$ 4,091,837
TOTAL INCOME BEFORE REQUISITIONS	\$ 4,575,514	\$ 4,712,780	\$ 4,854,164
Recoveries - Operating (non-members)			
4500 Recoveries - Operating (non-memb)	\$ 2,507,502	\$ 2,622,583	\$ 2,694,712
Total Recoveries - Operating (non-members)	\$ 2,507,502	\$ 2,622,583	\$ 2,694,712
Total Requisitions - Capital	\$ -	\$ -	\$ -
Requisitions - Operating			
4420-1 Operating Requisition - TOB	\$ 2,637,142	\$ 2,705,174	\$ 3,004,248
4420-2 Operating Requisition - TOC	\$ 2,174,783	\$ 2,234,513	\$ 2,300,799
4420-5 Operating Requisition - ID9	\$ 720,045	\$ 727,416	\$ 739,336
Total Requisitions - Operating	\$ 5,531,970	\$ 5,667,102	\$ 6,044,384
TOTAL INCOME	\$ 12,614,986	\$ 13,002,465	\$ 13,593,259
EXPENSES			
Total Advertising & Marketing Expenses	\$ 99,436	\$ 102,419	\$ 105,491
Total Contracted Services / Professional Fees	\$ 175,264	\$ 155,416	\$ 160,077
Total Fuel Expense	\$ 1,005,739	\$ 1,036,038	\$ 1,067,120
Total General Operating Expenses	\$ 218,765	\$ 225,328	\$ 232,086
Total Infrastructure Maintenance	\$ 89,978	\$ 92,677	\$ 95,457
Total Insurance Expense	\$ 226,498	\$ 233,293	\$ 240,292
Total Software Fees & Licences	\$ 271,320	\$ 279,462	\$ 287,844
Total Training, Travel & Meals	\$ 245,026	\$ 251,999	\$ 259,557
Total Vehicle Expenses	\$ 2,688,654	\$ 2,769,314	\$ 2,852,388
Total Wages & Benefits - Administrative	\$ 946,340	\$ 974,730	\$ 1,003,973
Total Wages & Benefits - Cleaners	\$ 358,934	\$ 369,702	\$ 380,794
Total Wages & Benefits - Customer Support	\$ 443,597	\$ 456,905	\$ 470,612
Wages & Benefits - Drivers			
5221 Drivers Wages	\$ 3,860,849	\$ 3,976,674	\$ 4,095,976
5223 Drivers Wages - Training	\$ 489,316	\$ 503,995	\$ 519,116
Total Wages & Benefits - Drivers	\$ 4,350,165	\$ 4,480,670	\$ 4,615,092
Total Wages & Benefits - Operations	\$ 810,143	\$ 834,447	\$ 859,484
TOTAL OPERATING EXPENSES			
TOTAL OPERATING EXPENSES	\$ 11,929,860	\$ 12,262,402	\$ 12,630,266
SURPLUS / DEFICIENCY PRIOR TO AMORTIZATION (equal to Parks contriubtion towards amortization)	\$ 685,126	\$ 740,063	\$ 962,993
Amortization Expense			
5900 Amortization Exp	\$ 2,275,578	\$ 2,505,578	\$ 2,705,578
Total Amortization Expense	\$ 2,275,578	\$ 2,505,578	\$ 2,705,578
NET INCOME	-\$ 1,590,452	-\$ 1,765,515	-\$ 1,742,585

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

All Routes

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 52.86	\$ 59.52	\$ 61.30	\$ 63.14
Gross Cost per Service Hour	\$ 156.57	\$ 186.41	\$ 193.81	\$ 201.27
Direct Operating Cost per Service Hour	\$ 123.43	\$ 148.15	\$ 152.26	\$ 156.83
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 25.07	\$ 30.17	\$ 33.22	\$ 35.87
Net Cost per Service Hour (CUTA)	\$ 78.64	\$ 96.72	\$ 99.28	\$ 102.26
% Cost Recovery (CUTA)	40%	38%	38%	38%
Kilometers	1,868,093	2,163,647	2,163,647	2,163,647
Gross cost per KM	\$ 5.84	\$ 6.50	\$ 6.76	\$ 7.02
Ridership	2,194,066	2,371,664	2,395,381	2,419,334
Service Hours	69,621	75,424	75,424	75,424
Ridership per Service Hour	32	31	32	32

Route 1 - Banff Local Sulphur Mountain

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 47.46	\$ 49.92	\$ 51.41	\$ 52.96
Gross Cost per Service Hour	\$ 139.82	\$ 171.64	\$ 175.89	\$ 187.16
Direct Operating Cost per Service Hour	\$ 109.13	\$ 130.35	\$ 133.96	\$ 137.98
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 22.62	\$ 33.21	\$ 33.60	\$ 40.61
Net Cost per Service Hour (CUTA)	\$ 69.74	\$ 88.52	\$ 90.87	\$ 93.60
% Cost Recovery (CUTA)	40%	36%	36%	36%
Kilometers	212,847	215,332	215,332	215,332
Gross cost per KM	\$ 9.26	\$ 11.38	\$ 11.66	\$ 12.41
Ridership	799,131	795,525	803,480	811,515
Service Hours	14,098	14,274	14,274	14,274
Ridership per Service Hour	57	56	56	57

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

Route 2 - Banff Local Tunnel Mountain

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 50.15	\$ 42.28	\$ 43.55	\$ 44.86
Gross Cost per Service Hour	\$ 141.14	\$ 174.99	\$ 179.21	\$ 191.50
Direct Operating Cost per Service Hour	\$ 107.89	\$ 129.75	\$ 133.33	\$ 137.33
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 25.18	\$ 37.15	\$ 37.55	\$ 45.59
Net Cost per Service Hour (CUTA)	\$ 65.82	\$ 95.55	\$ 98.11	\$ 101.05
% Cost Recovery (CUTA)	43%	31%	31%	31%
Kilometers	158,051	161,358	161,358	161,358
Gross cost per KM	\$ 10.91	\$ 13.49	\$ 13.82	\$ 14.76
Ridership	641,366	668,987	675,677	682,434
Service Hours	12,222	12,441	12,441	12,441
Ridership per Service Hour	52	54	54	55

Route 3 - Canmore / Banff Regional

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 84.85	\$ 104.79	\$ 107.93	\$ 111.17
Gross Cost per Service Hour	\$ 137.22	\$ 163.48	\$ 168.22	\$ 172.88
Direct Operating Cost per Service Hour	\$ 117.20	\$ 143.07	\$ 147.17	\$ 151.59
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 11.95	\$ 12.32	\$ 12.72	\$ 12.72
Net Cost per Service Hour (CUTA)	\$ 40.42	\$ 46.37	\$ 47.57	\$ 48.99
% Cost Recovery (CUTA)	68%	69%	69%	69%
Kilometers	599,558	636,759	636,759	636,759
Gross cost per KM	\$ 3.29	\$ 3.68	\$ 3.79	\$ 3.90
Ridership	325,304	289,391	292,285	295,208
Service Hours	14,379	14,353	14,353	14,353
Ridership per Service Hour	23	20	20	21

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

Route 4 - Cave & Basin

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 11.65	\$ 7.37	\$ 7.59	\$ 7.82
Gross Cost per Service Hour	\$ 217.90	\$ 232.82	\$ 237.56	\$ 243.89
Direct Operating Cost per Service Hour	\$ 180.77	\$ 198.48	\$ 202.59	\$ 208.66
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 29.06	\$ 26.25	\$ 26.65	\$ 26.65
Net Cost per Service Hour (CUTA)	\$ 177.19	\$ 199.20	\$ 203.32	\$ 209.42
% Cost Recovery (CUTA)	6%	4%	4%	4%
Kilometers	7,448	16,320	16,320	16,320
Gross cost per KM	\$ 33.89	\$ 18.59	\$ 18.97	\$ 19.48
Ridership	24,543	22,803	23,031	23,261
Service Hours	1,159	1,303	1,303	1,303
Ridership per Service Hour	21	17	18	18

Route 5 - Canmore Local

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 0.89	\$ 0.91	\$ 0.94	\$ 0.97
Gross Cost per Service Hour	\$ 125.05	\$ 144.71	\$ 152.59	\$ 156.60
Direct Operating Cost per Service Hour	\$ 102.64	\$ 121.98	\$ 125.42	\$ 129.18
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 14.34	\$ 14.65	\$ 18.84	\$ 18.84
Net Cost per Service Hour (CUTA)	\$ 109.82	\$ 129.15	\$ 132.80	\$ 136.79
% Cost Recovery (CUTA) - N/A				
Kilometers	261,810	321,193	321,193	321,193
Gross cost per KM	\$ 6.28	\$ 5.94	\$ 6.26	\$ 6.42
Ridership	185,852	283,047	285,877	288,736
Service Hours	13,140	13,176	13,176	13,176
Ridership per Service Hour	14	21	22	22

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

Route 6 - Lake Minnewanka

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 17.42	\$ 24.19	\$ 24.92	\$ 25.66
Gross Cost per Service Hour	\$ 263.14	\$ 282.07	\$ 303.53	\$ 309.69
Direct Operating Cost per Service Hour	\$ 181.43	\$ 192.06	\$ 196.90	\$ 202.81
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 73.64	\$ 81.92	\$ 98.31	\$ 98.31
Net Cost per Service Hour (CUTA)	\$ 172.09	\$ 175.96	\$ 180.31	\$ 185.72
% Cost Recovery (CUTA)	9%	12%	12%	12%
Kilometers	67,616	75,375	75,375	75,375
Gross cost per KM	\$ 10.83	\$ 11.71	\$ 12.60	\$ 12.85
Ridership	42,499	67,248	67,920	68,600
Service Hours	2,783	3,128	3,128	3,128
Ridership per Service Hour	15	21	22	22

Route 8 - Lake Louise / Banff Regional - Winter

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 89.10	\$ 100.01	\$ 103.01	\$ 106.10
Gross Cost per Service Hour	\$ 150.23	\$ 175.27	\$ 180.44	\$ 185.50
Direct Operating Cost per Service Hour	\$ 125.42	\$ 155.97	\$ 160.50	\$ 165.32
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 16.74	\$ 11.21	\$ 11.61	\$ 11.61
Net Cost per Service Hour (CUTA)	\$ 44.39	\$ 64.05	\$ 65.82	\$ 67.80
% Cost Recovery (CUTA)	67%	61%	61%	61%
Kilometers	204,027	321,496	321,496	321,496
Gross cost per KM	\$ 2.96	\$ 3.46	\$ 3.56	\$ 3.66
Ridership	53,566	90,597	91,503	92,418
Service Hours	4,026	6,344	6,344	6,344
Ridership per Service Hour	13	14	14	15

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

Route 8S - Lake Louise / Banff Regional - Summer Scenic

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 67.17	\$ 104.93	\$ 108.08	\$ 111.32
Gross Cost per Service Hour	\$ 295.06	\$ 761.71	\$ 860.99	\$ 871.05
Direct Operating Cost per Service Hour	\$ 208.69	\$ 320.77	\$ 326.82	\$ 336.63
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 78.30	\$ 432.86	\$ 525.85	\$ 525.85
Net Cost per Service Hour (CUTA)	\$ 149.60	\$ 223.92	\$ 227.06	\$ 233.88
% Cost Recovery (CUTA)	31%	32%	32%	32%
Kilometers	45,876	10,237	10,237	10,237
Gross cost per KM	\$ 7.59	\$ 20.09	\$ 22.71	\$ 22.97
Ridership	10,918	3,886	3,925	3,964
Service Hours	1,180	270	270	270
Ridership per Service Hour	9	14	15	15

Route 8X - Lake Louise / Banff Regional - Summer Express

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 108.94	\$ 128.27	\$ 132.11	\$ 136.08
Gross Cost per Service Hour	\$ 248.23	\$ 292.74	\$ 308.51	\$ 316.06
Direct Operating Cost per Service Hour	\$ 188.07	\$ 236.36	\$ 243.45	\$ 250.76
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 52.09	\$ 48.30	\$ 56.73	\$ 56.73
Net Cost per Service Hour (CUTA)	\$ 87.21	\$ 116.18	\$ 119.66	\$ 123.25
% Cost Recovery (CUTA)	56%	52%	52%	52%
Kilometers	240,679	269,752	269,752	269,752
Gross cost per KM	\$ 4.90	\$ 6.75	\$ 7.12	\$ 7.29
Ridership	88,544	113,854	114,993	116,142
Service Hours	4,749	6,222	6,222	6,222
Ridership per Service Hour	19	18	18	19

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION - PROPOSED BUDGET KPI'S

Route 9 - Johnston Canyon

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 82.23	\$ 57.97	\$ 59.71	\$ 61.50
Gross Cost per Service Hour	\$ 264.89	\$ 261.54	\$ 278.71	\$ 285.08
Direct Operating Cost per Service Hour	\$ 192.11	\$ 199.07	\$ 204.15	\$ 210.28
Overhead per Service Hour	\$ 8.07	\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour	\$ 64.71	\$ 54.39	\$ 66.23	\$ 66.23
Net Cost per Service Hour (CUTA)	\$ 117.95	\$ 149.18	\$ 152.77	\$ 157.35
% Cost Recovery (CUTA)	41%	28%	28%	28%
Kilometers	47,238	70,898	70,898	70,898
Gross cost per KM	\$ 8.02	\$ 8.06	\$ 8.59	\$ 8.78
Ridership	18,169	26,974	27,244	27,516
Service Hours	1,430	2,184	2,184	2,184
Ridership per Service Hour	13	12	12	13

Route 10 - Moraine Lake

KPI	2023	2024	2025	2026
		Proposed	Proposed	Proposed
	BUDGET	Budget	Budget	Budget
Revenue per Service Hour	\$ 70.12	\$ 97.73	\$ 100.66	\$ 103.68
Gross Cost per Service Hour		\$ 209.45	\$ 213.02	\$ 218.41
Direct Operating Cost per Service Hour		\$ 168.66	\$ 171.59	\$ 176.73
Overhead per Service Hour		\$ 8.08	\$ 8.33	\$ 8.58
Lease/Amortization per Service Hour		\$ 32.71	\$ 33.11	\$ 33.11
Net Cost per Service Hour (CUTA)		\$ 79.01	\$ 79.25	\$ 81.62
% Cost Recovery (CUTA)		44%	45%	55%
Kilometers	22,943	30,767	30,767	30,767
Gross cost per KM	\$ 4.06	\$ 4.29	\$ 4.37	\$ 4.48
Ridership	4,174	9,352	9,446	9,540
Service Hours	457	631	631	631
Ridership per Service Hour	9	15	15	15

Bow Valley Regional Transit Services Commission

2024-2033 Proposed Capital Budget

	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
Banff										
Opening Deferred Capital Contribution Balance	\$ 2,700,472	\$ 2,816,941	\$ 2,164,205	\$ 2,700,392	\$ 3,064,513	\$ 3,604,608	\$ 4,395,462	\$ 4,697,542	\$ 5,353,056	\$ 6,175,418
Anticipated Grant Funding	-	1,800,000	-	-	-	-	-	-	-	-
Municipal Contribution to New Assets	-	1,200,000	-	-	-	-	-	-	-	-
Banff Capital Requisition										
Banff Local Capital Replacement	534,700	560,200	657,900	667,500	677,500	687,600	704,400	715,000	725,700	736,600
Canmore / Banff Regional Capital Replacement	64,500	65,500	66,400	67,400	68,400	69,500	70,500	71,500	72,600	73,700
Commission Capital Replacement	37,900	45,800	95,400	96,600	97,800	99,000	100,200	101,400	102,700	104,000
Total Banff Capital Requisition	637,100	671,500	819,700	831,500	843,700	856,100	875,100	887,900	901,000	914,300
Capital Projects										
Banff New Capital Assets	-	(3,000,000)	-	-	-	-	-	-	-	-
Banff Local Capital Replacement	(71,527)	(1,000)	(183,219)	(401,823)	(286,438)	(48,856)	(214,550)	(175,467)	(68,138)	(119,255)
Canmore / Banff Regional Capital Replacement	(11,434)	(36,570)	(84,987)	(44,235)	(500)	(6,390)	(348,471)	(46,918)	(500)	(500)
Commission Capital Replacement	(437,669)	(1,286,667)	(15,307)	(21,321)	(16,667)	(10,000)	(10,000)	(10,000)	(10,000)	-
Total Capital Projects	(520,631)	(4,324,237)	(283,513)	(467,379)	(303,605)	(65,245)	(573,021)	(232,385)	(78,638)	(119,755)
Closing Deferred Capital Contribution Balance	\$ 2,816,941	\$ 2,164,205	\$ 2,700,392	\$ 3,064,513	\$ 3,604,608	\$ 4,395,462	\$ 4,697,542	\$ 5,353,056	\$ 6,175,418	\$ 6,969,964

Canmore										
Opening Deferred Capital Contribution Balance	\$ 1,315,047	\$ 927,960	\$ (91,773)	\$ 109,184	\$ 323,972	\$ 114,792	\$ 500,983	\$ 287,202	\$ 568,874	\$ 1,010,474
Anticipated Grant Funding	1,120,000	-	-	-	522,243	-	269,014	-	-	-
Municipal Contribution to New Assets	280,000	-	-	-	-	-	-	-	-	-
Canmore Capital Requisition										
Canmore Local Capital Replacement	187,600	249,400	253,200	257,000	260,800	264,700	268,700	272,700	276,800	281,000
Canmore / Banff Regional Capital Replacement	64,500	65,500	66,400	67,400	68,400	69,500	70,500	71,500	72,600	73,700
Commission Capital Replacement	37,900	45,800	95,400	96,600	97,800	99,000	100,200	101,400	102,700	104,000
Total Canmore Capital Requisition	290,000	360,700	415,000	421,000	427,000	433,200	439,400	445,600	452,100	458,700
Capital Projects										
Canmore Project Capital Expenditures	-	(35,000)	(30,000)	(20,000)	-	-	-	-	-	-
Canmore Operating Capital Expenditures	(1,627,983)	(22,197)	(83,749)	(120,656)	(1,141,256)	(30,620)	(563,724)	(107,009)	-	(45,736)
Canmore / Banff Regional Capital Replacement	(11,434)	(36,570)	(84,987)	(44,235)	(500)	(6,390)	(348,471)	(46,918)	(500)	(500)
Commission Capital Replacement	(437,669)	(1,286,667)	(15,307)	(21,321)	(16,667)	(10,000)	(10,000)	(10,000)	(10,000)	-
Total Capital Projects	(2,077,087)	(1,380,434)	(214,043)	(206,212)	(1,158,423)	(47,010)	(922,195)	(163,927)	(10,500)	(46,236)
Closing Deferred Capital Contribution Balance	\$ 927,960	\$ (91,773)	\$ 109,184	\$ 323,972	\$ 114,792	\$ 500,983	\$ 287,202	\$ 568,874	\$ 1,010,474	\$ 1,422,939

Bow Valley Regional Transit Services Commission

2024-2033 Proposed Capital Budget

	2024	2025	2026	2027	2028	2029	2030	2031	2032	2033
ID#9										
Opening Deferred Capital Contribution Balance	\$ 1,518,714	\$ 885,162	\$ (85,188)	\$ 364,981	\$ 815,887	\$ 59,014	\$ 422,762	\$ 580,796	\$ 966,716	\$ 1,464,073
Anticipated Grant Funding	-	-	-	-	-	-	-	-	-	-
Parks Canada Capital Contribution	-	-	-	-	-	-	-	-	-	1
Maintenance & Replacement Contributions	329,104	334,041	339,051	344,137	349,299	354,539	359,857	365,255	370,734	376,295
ID#9 Capital Contribution	-	-	-	-	-	-	-	-	-	-
ID#9 Capital Requisition										
Lake Louise / Banff Regional Capital Replacement	30,114	30,566	31,025	31,490	31,962	32,442	32,928	33,422	33,924	34,433
Commission Capital Replacement	37,900	45,800	95,400	96,600	97,800	99,000	100,200	101,400	102,700	104,000
Total ID#9 Capital Requisition	68,014	76,366	126,425	128,090	129,762	131,442	133,128	134,822	136,624	138,433
Capital Projects										
LLB Regional Capital Expenditures	(593,002)	(94,091)	-	-	(1,219,268)	(112,233)	(324,951)	(104,157)	-	(577,388)
Commission Capital Replacement	(437,669)	(1,286,667)	(15,307)	(21,321)	(16,667)	(10,000)	(10,000)	(10,000)	(10,000)	-
Total Capital Projects	(1,030,671)	(1,380,757)	(15,307)	(21,321)	(1,235,935)	(122,233)	(334,951)	(114,157)	(10,000)	(577,388)
Closing Deferred Capital Contribution Balance	\$ 885,162	\$ (85,188)	\$ 364,981	\$ 815,887	\$ 59,014	\$ 422,762	\$ 580,796	\$ 966,716	\$ 1,464,073	\$ 1,401,413

ALL PARTNERS										
Opening Deferred Capital Contribution Balance	\$ 5,534,233	\$ 4,630,064	\$ 1,987,243	\$ 3,174,557	\$ 4,204,373	\$ 3,778,415	\$ 5,319,207	\$ 5,565,539	\$ 6,888,647	\$ 8,649,966
Anticipated Grant Funding	1,120,000	1,800,000	-	-	522,243	-	269,014	-	-	-
Proposed Annual Contributions	1,604,219	2,642,607	1,700,176	1,724,727	1,749,762	1,775,281	1,807,485	1,833,577	1,860,457	1,887,728
Capital Projects	(3,628,388)	(7,085,428)	(512,862)	(694,912)	(2,697,963)	(234,488)	(1,830,167)	(510,470)	(99,138)	(743,379)
Remaining Unspent End of Year	\$ 4,630,064	\$ 1,987,243	\$ 3,174,557	\$ 4,204,373	\$ 3,778,415	\$ 5,319,207	\$ 5,565,539	\$ 6,888,647	\$ 8,649,966	\$ 9,794,315