

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

111 Hawk Avenue and Zoom

AGENDA

March 13th, 2024 2:00-4:00pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the February 14th, 2023 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) CEO's Monthly Report (For Information)
 - b) Bring Forward List of Pending Items (For Information)
 - c) Transit Service Monthly Statistics (For Information)
5. New Business
 - a) Presentation of year end unaudited financial results (For Information Only)
 - b) Financial reserve transfers (Request for Decision)
 - c) Ratify motion to approve claim submission in Proterra bankruptcy proceedings (Request for Decision)
 - d) Approval of bus lease proposal (Request for Decision)
 - e) Presentation of Customer Survey (For Information Only)
 - f) In Camera Session (Financial)
6. Adjournment

Next Regular Meeting – Wednesday April 17th, 2024

To be held at: 111 Hawk Avenue, Banff and Microsoft Teams

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

111 Hawk Avenue and Zoom

MINUTES

February 14th, 2024 2:00-4:00pm

BOARD MEMBERS PRESENT

Dave Schebek, ID9 (Chair)
Alex Parkinson, ID9
Barb Pelham, Town of Banff
Sean Krausert, Town of Canmore
Tanya Foubert, Town of Canmore

BOARD MEMBERS ABSENT

Grant Canning, Town of Banff (Vice Chair)

BVRTSC ADMINISTRATION PRESENT

Martin Bean, CEO
Mel Booth, Director of Finance and Administration
Steve Nelson, Director of Service Delivery

ADMINISTRATION PRESENT

Therese Rogers, Town of Canmore
Patti Youngberg, Parks Canada (Virtual)
Daniella Rubeling, Parks Canada
Adrian Field, Town of Banff (Virtual)

PUBLIC PRESENT

1. Call to Order

Dave Schebek calls to order – 1:59PM

2. Approval of the Agenda

BVRTSC24-06 Dave Schebek moves to switch the order of Agenda items 4 and 5 to accommodate Commission member availability today.

CARRIED UNANIMOUSLY

BVRTSC24-07 Dave Schebek moves to approve Agenda as amended.

CARRIED UNANIMOUSLY

3. Minutes

Approval of the January 3rd, 2023 Regular Meeting Minutes (attached)

BVRTSC24-08 Dave Schebek moves to accept minutes as presented.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

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

5. New Business

- a) Presentation of updated Bald Eagle Peaks financing report (Request for Decision)

BVRTSC24-09 Tanya Foubert moves to direct administration to move forward with no external financing, with:

- 75% of the purchase will be funded internally - from Banff operating reserve (25%); from ID9 operating reserve (25%); and General Commission reserve (25%).
- 25% of the purchase, which is Canmore's proportionate share, will be funded from the Canmore operating reserve, an additional capital requisition, or a combination of the two.

CARRIED UNANIMOUSLY

- b) Approval of 2024 amended 3-year Operating and 10-year Capital Budgets (Request for Decision)

BVRTSC24-10 Tanya Foubert moves that the Commission approves the amended 2024 26 Operating budget as presented.

CARRIED UNANIMOUSLY

BVRTSC24-11 Barb Pelham moves to approve the amended 2024 – 2033 BVRTSC Capital Budget as presented.

CARRIED UNANIMOUSLY

- c) OnIt 2024 Service (Request for Decision)

BVRTSC24-12 Dave Schebek moves that the Board support the change in one-way fees for Calgary to Canmore/Banff from \$10 per person to \$12.50 per person, beginning in 2024, and that

that the Board support extension of the OnIt contract for 2024 and endorse expansion of the schedule to include direct service between Calgary and the Lake Louise area.

CARRIED UNANIMOUSLY

- d) Rescinding of Temporary COVID Sick Pay Policy (Request for Decision)

BVRTSC24-13 Dave Schebek moves that the Board directs administration to rescind Policy SB-2 immediately, due to the implementation of a permanent Roam employee wellness program.

CARRIED UNANIMOUSLY

- e) Cyber Insurance (Request for Decision)

BVRTSC24-14 Barb Pelham moves that the Board directs administration to move forward with purchasing an additional \$1,000,000 insurance policy specific to cyber insurance for a cost not to exceed \$17,000.

CARRIED UNANIMOUSLY

- f) Strategic Plan status update (For Information Only)

6. Adjournment

BVRTSC24-015 Dave Schebek moves to adjourn the meeting at 3:11PM

CARRIED UNANIMOUSLY

Next Regular Meeting – March 13th, 2024

To be held at: 111 Hawk Avenue, Banff and Microsoft Teams

CEO REPORT



March 2024

Financial:

- The following press release was shared on Family Day, February 19th, regarding funding received through the Rural Transit Solutions Fund and the Investing in Canada Plan:
<https://www.canada.ca/en/office-infrastructure/news/2024/02/transit-and-building-improvements-coming-soon-to-banff-and-surrounding-area.html>
- Administration is still awaiting the outcome of the bankruptcy proceedings for Proterra and the purchase by Phoenix to determine timing on pending bus repairs and Phoenix’s level of service going forward. Current information is that they are finalizing negotiations with suppliers and in the final stages of obtaining their Canadian business license, which is needed prior to any parts shipments. In addition to the financial challenges brought forward by the bankruptcy, ongoing support remains unknown.
- Administration has finalized the build details for the 3 MCI Highway Coaches to be delivered in late Fall of 2024. It is anticipated that the first progress payment for this order will be due in June.

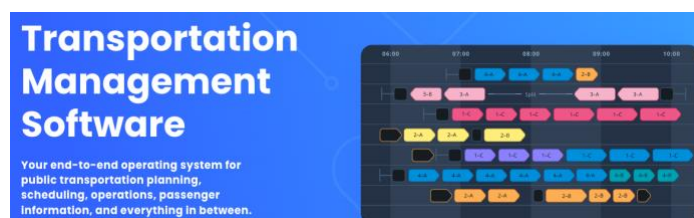
Transit Service Updates:

- See below service change announcement for Route, improving the ability of workers to use transit within Banff:
 - **Important: 1A Service to Start Earlier Beginning March 4**
Important Route 1 Announcement: **Due to strong public requests and anticipated demand, the Route 1A will commence 50 minutes earlier starting on Monday March 4th. Many workers in the Banff Industrial area begin their work earlier than what our service currently offers.** Changes will include: -An earlier call time for the 1A am shift of 04:30. There is no change to the afternoon 1A slide so the shift is lengthened by 50 minutes. -Drop off only stops are added at the Town of Banff Maintenance building and Parks Canada. These will continue through the day for both 1A and 1B. More specific information and new schedules will follow soon. If you have any questions, please contact myself or anyone in Operations. Thanks!
Don
- The Roam operations team will be working towards having an extra “floater” driver and bus available on the Easter weekend to address potential overloads that may occur. This proactive measure will assist in ensuring that the capacity impacts of additional visitors on transit will be reduced. For this short period.

- Roam Admin, Banff, Parks, Pursuit and Rimrock are meeting in March to further collaboration opportunities for the upcoming summer and determine any synergies that can be achieved to better the visitor and residence transportation experience.
- Route 8S (Lake Louise Scenic) will not be operating this summer due to fleet capacity and the desire by Roam, ID9 and Parks Canada to focus any increased capacity on Route 8X. Any potentially affected stakeholders have been notified of the change. There is still the ability of people staying in Lake Louise to access Johnston Canyon on Roam by coming to Banff first. Additionally, there are a number of private operators traveling on the Bow Valley Parkway.
- The Banff High School Transit Hub will look different this year, with the Town of Banff building a platform to extend the queuing area into the current parking lane on Banff Avenue. This will create more space for Roam passengers lining up, primarily for Routes 8X and 9. In addition to providing more space for Roam passengers, this will also clear the sidewalk for pedestrians, an area that was often clogged last year with people waiting for buses.
- Roam is working through options for outsourcing some services this summer should it be necessary. There is currently an RFP for a standing offer for transportation services that closes on March 14th. This will give Roam the ability to contract with interested providers on a short term or longer-term basis subject to need and vehicle availability.

General/Health and Safety

- The Roam Operations team is in the final stages of implementing Optibus for planning and scheduling. This has been a very involved endeavour, with a significant amount of training involved. The Operations team is using Optibus currently and drivers are learning the app while running side by side with our current system. It is the intent that this software solution will help to create efficiencies and provide increased support for both drivers and dispatch. Optibus provides transportation management software and is currently being used in 5,000 cities worldwide.



- Roam's Communications team helped facilitate a video filming session with Destination Canada, Travel Alberta and BLLT, featuring Mayor DiManno traveling through town on a Roam bus, telling a story of our winter destination. This is a part of a feature series throughout Canada:
"Our project involves creating a series of short videos, approximately 90 seconds in duration, at 13 different Canadian destinations, showcasing the beauty of winter, including Banff and Lake Louise. Each video will feature a unique storyteller who will share their experience of living in one of Canada's most attractive and dynamic locations during winter."
- Later this month, Roam's Safety and Training Manager will be attending a workshop put on by Banff Lake Louise Hospitality Association on Emergency Preparedness, facilitated and led by Silvio Adamo, former Fire Chief of Banff. The intent will be to bring back learnings from this workshop to the rest of the team.
- Roam has recently completed an organizational effectiveness survey through our HR provider, Elevated HR. The results will be finalized over the next month and shared with our employee team prior to the summer season. Participation was strong, with 78% of employees completing the survey.
- A consultant has been contracted to complete the planned 2024 Maintenance Study for Roam Transit. This study was commissioned by the Board to determine the effectiveness of our current maintenance practices and determine any areas for structural change and look for continuous improvement. The projected timeline will have the study complete and ready to present to the Board for one of the summer 2024 meetings.



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of March 2024)

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
<p>BVRTSC23-93 Alex Parkinson moves to discuss the commuter pass more in depth at the strategic planning in 2024.</p>	Nov 8, 2023	Strategic Planning 2024	Martin	To be discussed further at the Strategic Planning Sessions to be held in 2024
<p>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.</p> <p style="text-align: center;">CARRIED UNANIMOUSLY</p>	Oct, 18 th 2023	Q3 2024	Martin/Steve	
<p>BVRTSC24-05 Dave Schebek moves that the Board provide Administration with the authority to purchase a maximum of 2 buses to operate solely as training buses, with funding to purchase not to exceed \$80,000 sourced from reserves.</p> <p style="text-align: center;">CARRIED UNANIMOUSLY</p>	January 3 rd , 2024	ASAP	Martin/Steve	<p>The initial vehicles identified were not viable as they were anticipated to be unable to meet Alberta Inspection Standards.</p> <p>Will keep this in the works, with the likely target of next year at this point in our training process.</p>
<p>BVRTSC24-14 Barb Pelham moves that the Board directs administration to move forward with purchasing an additional \$1,000,000 insurance policy specific to cyber insurance for a cost not to exceed \$17,000.</p>	Feb 14, 2024	April 30, 2024	Melanie	Melanie will be completing the required documentation to put this in place as soon as possible.

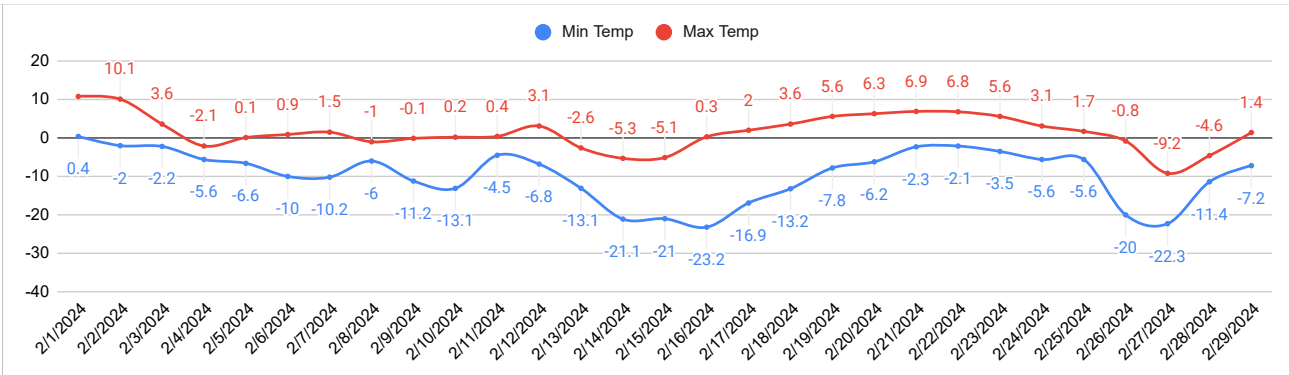
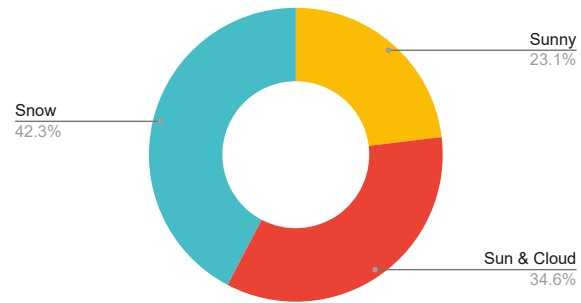
Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
February 2024	Ridership	97,510	29,132	25,415	10,714
	Bikes	20	232	118	2
	Winter Sports	2,925	748	1,837	96
	Strollers	120	132	44	4

Route	Monthly Ridership Change 2023 - 2024	Comment
Route 1	12.85%	Change from February 2023 to February 2024
Route 2	8.80%	Change from February 2023 to February 2024
Route 3	19.30%	Change from February 2023 to February 2024
Route 4		Change from February 2023 to February 2024
Route 5	31.71%	Change from February 2023 to February 2024
Route 6		Change from February 2023 to February 2024
Route 8X	14.43%	Change from February 2023 to February 2024
Route 9	-12.58%	Change from February 2023 to February 2024

Weather Conditions February 2024



3/4/2024

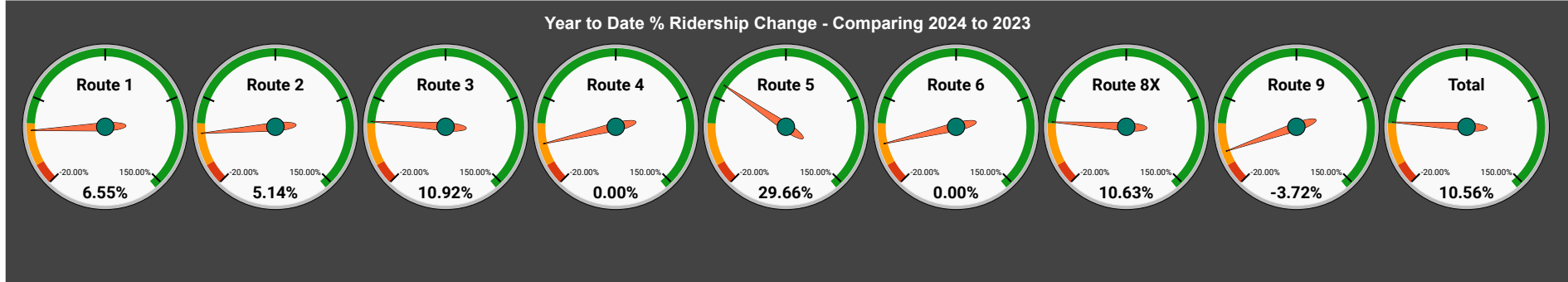
Month	Route 1 (Inns of Banff/ Gondola)						Route 2 (Tunnel Mtn / Banff Springs Hotel)						Route 4 Cave & Basin						Banff Local (Route 1, 2 & 4)									
	R1 2021	R1 2022	R1 2023	R1 2023 YTD	R1 2024 YTD	% Change -23	% Change -22	R2 2021	R2 2022	R2 2023	R2 2023 YTD	R2 2024 YTD	% Change -23	% Change -22	R4 2021	R4 2022	R4 2023	R4 2023 YTD	R4 2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22
January	4,761	16,080	40,636	40,636	41,644	2.48%	158.98%	4,703	16,870	49,989	49,989	52,117	4.26%	208.93%								9,464	32,950	90,625	90,625	93,761	3.46%	184.56%
February	6,370	19,661	40,833	40,833	46,080	12.85%	134.37%	5,903	21,518	47,270	47,270	51,430	8.80%	139.01%								12,273	41,179	88,103	88,103	97,510	10.68%	136.80%
March	8,668	21,722	47,979	6,321	5,819	-7.94%		7,734	24,785	53,488	6,707	5,767	-14.01%									16,402	46,507	101,467	13,028	11,586	-11.07%	
April	6,709	20,918	41,098	0	0	0.00%		5,643	20,192	44,739	0	0	0.00%									12,352	41,110	85,837	0	0	0.00%	
May	5,901	37,615	67,740	0	0	0.00%		5,008	27,452	55,890	0	0	0.00%		60	1,153	1,904	0	0	0.00%		10,969	66,220	125,534	0	0	0.00%	
June	13,551	65,375	103,499	0	0	0.00%		11,196	50,118	76,511	0	0	0.00%		535	4,698	6,689	0	0	0.00%		25,282	120,191	186,699	0	0	0.00%	
July	31,554	100,148	125,827	0	0	0.00%		31,179	67,979	93,346	0	0	0.00%		2,753	7,321	7,647	0	0	0.00%		65,486	175,448	226,820	0	0	0.00%	
August	43,151	93,303	122,140	0	0	0.00%		34,735	88,183	91,695	0	0	0.00%		3,438	6,392	7,191	0	0	0.00%		81,324	167,878	221,026	0	0	0.00%	
September	28,975	61,567	88,508	0	0	0.00%		22,068	53,950	75,616	0	0	0.00%		1,709	4,842	4,842	0	0	0.00%		52,752	120,359	168,966	0	0	0.00%	
October	16,333	37,893	52,404	0	0	0.00%		12,439	32,911	46,459	0	0	0.00%			396			0			28,772	71,200	98,863	0	0	0.00%	
November	15,151	30,751	33,628	0	0	0.00%		13,693	36,146	43,420	0	0	0.00%									28,844	66,897	77,048	0	0	0.00%	
December	18,948	45,460	49,418	0	0	0.00%		16,819	50,744	54,587	0	0	0.00%									35,767	98,204	104,005	0	0	0.00%	
YTD	200,072	550,493	813,710	87,790	93,543	6.55%	-83.01%	171,120	470,848	733,010	103,966	109,314	5.14%	-76.78%	8,495	24,802	28,273	0	0	0.00%	-100.00%	379,687	1,046,143	1,574,993	191,756	202,857	5.79%	-80.61%

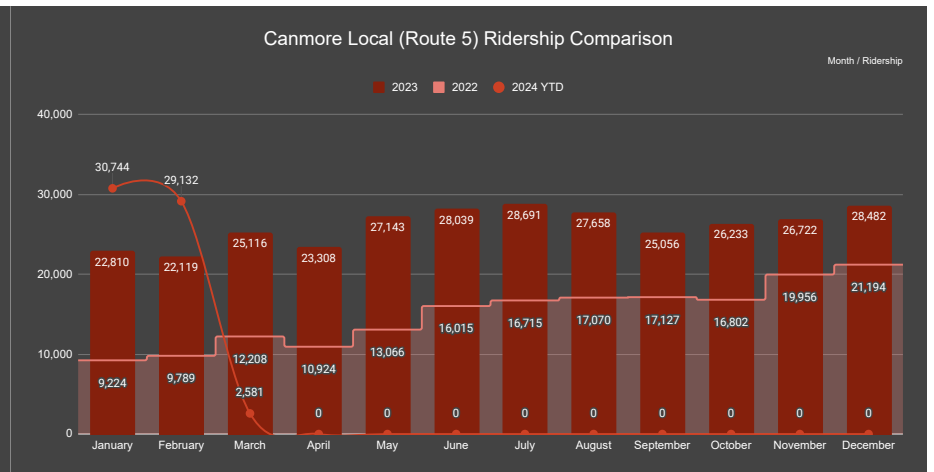
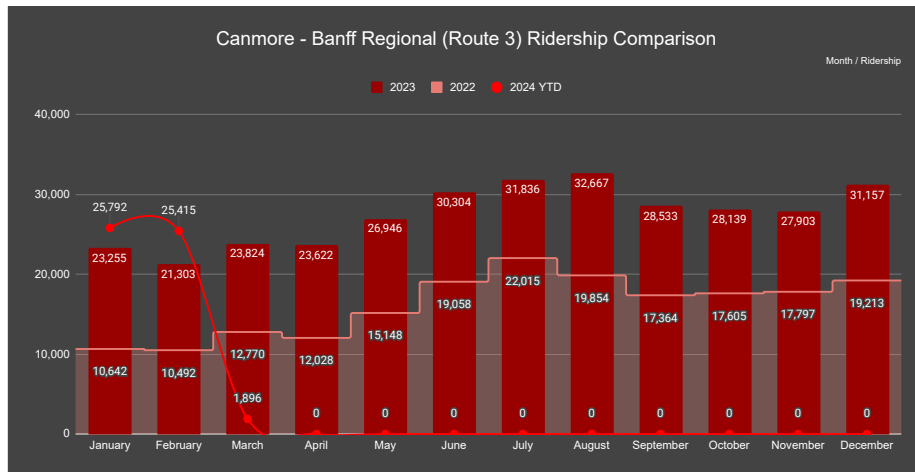
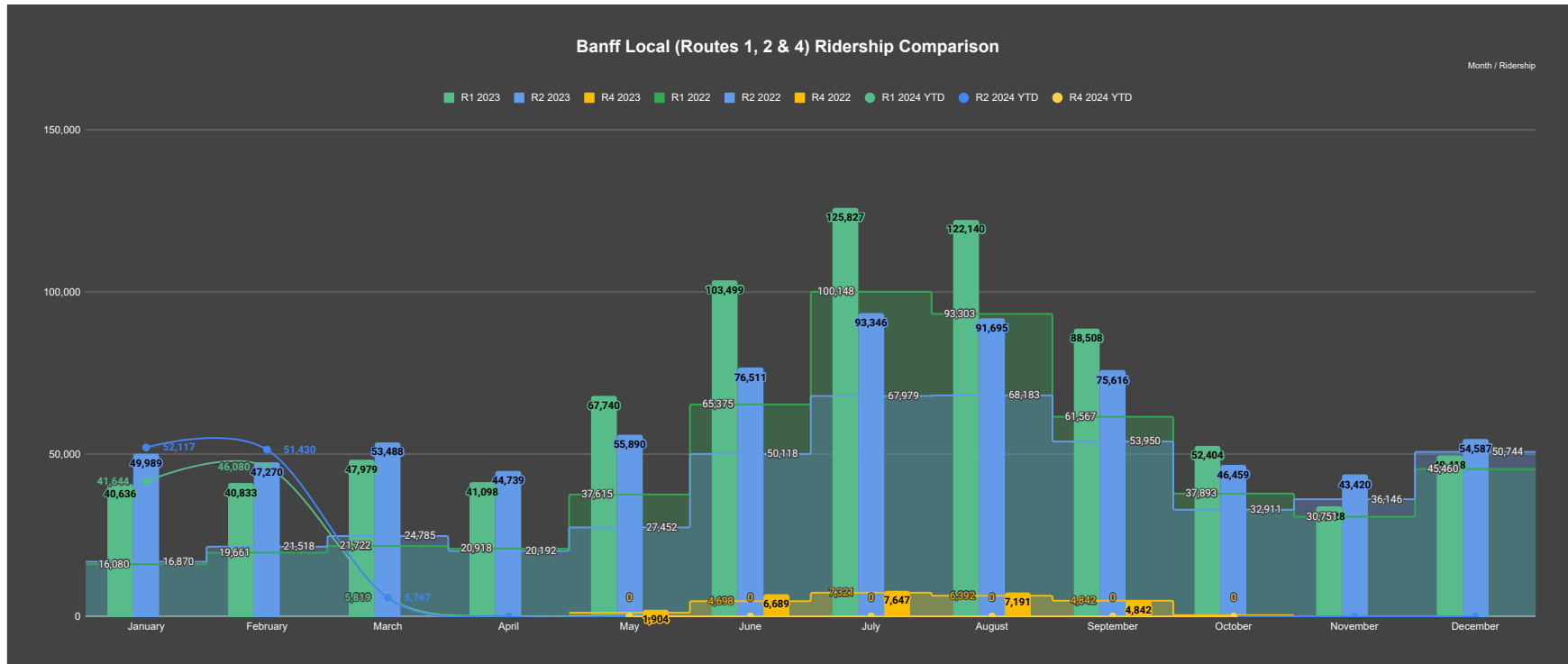
Month	Route 3 (Canmore-Banff Regional)						Route 5 Canmore						Route 6 Minnewanka						Roam Total Ridership									
	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22
January	5,499	10,642	23,255	23,255	25,792	10.91%	142.36%	6,204	9,224	22,810	22,810	30,744	34.78%	233.30%								22,284	56,530	147,062	147,062	162,228	10.31%	186.98%
February	5,781	10,492	21,303	21,303	25,415	19.30%	142.23%	6,700	9,789	22,119	22,119	29,132	31.71%	197.60%								25,771	65,499	141,874	141,874	163,633	15.34%	149.83%
March	7,951	12,770	23,824	3,316	1,896	-42.82%		8,650	12,208	25,116	3,242	2,581	-20.39%									34,441	75,790	161,319	21,145	16,959	-19.80%	
April	5,507	12,028	23,622	0	0	0.00%		7,360	10,924	23,308	0	0	0.00%									26,365	68,215	143,794	0	0	0.00%	
May	6,850	15,148	26,946	0	0	0.00%		6,760	13,066	27,143	0	0	0.00%		559	2,783	5,879	0	0	0.00%		27,604	106,822	206,716	0	0	0.00%	
June	9,321	19,058	30,304	0	0	0.00%		8,250	16,015	28,039	0	0	0.00%		2,857	12,662	18,255	0	0	0.00%		54,438	190,769	308,030	0	0	0.00%	
July	12,330	22,015	31,836	0	0	0.00%		7,581	16,715	28,691	0	0	0.00%		6,367	20,639	25,806	0	0	0.00%		107,890	271,789	371,077	0	0	0.00%	
August	12,610	19,854	32,667	0	0	0.00%		8,345	17,070	27,658	0	0	0.00%		8,396	19,238	26,074	0	0	0.00%		132,189	253,615	366,644	0	0	0.00%	
September	11,365	17,364	28,533	0	0	0.00%		8,621	17,127	25,056	0	0	0.00%		3,303	10,182	15,400	0	0	0.00%		88,472	187,534	284,961	0	0	0.00%	
October	11,258	17,605	28,139	0	0	0.00%		9,215	16,802	26,233	0	0	0.00%			530	921	0	0	0.00%		54,346	118,488	179,071	0	0	0.00%	
November	10,446	17,797	27,903	0	0	0.00%		9,685	19,956	26,722	0	0	0.00%									51,773	110,983	142,511	0	0	0.00%	
December	10,599	19,213	31,157	0	0	0.00%		8,870	21,194	28,482	0	0	0.00%									59,209	146,145	179,224	0	0	0.00%	
YTD	109,517	193,986	329,489	47,874	53,103	10.92%	-72.63%	96,241	180,090	311,377	48,171	62,457	29.66%	-65.32%	21,482	66,034	92,335	0	0	0.00%	-100.00%	684,782	1,652,179	2,632,283	310,081	342,820	10.56%	-79.25%

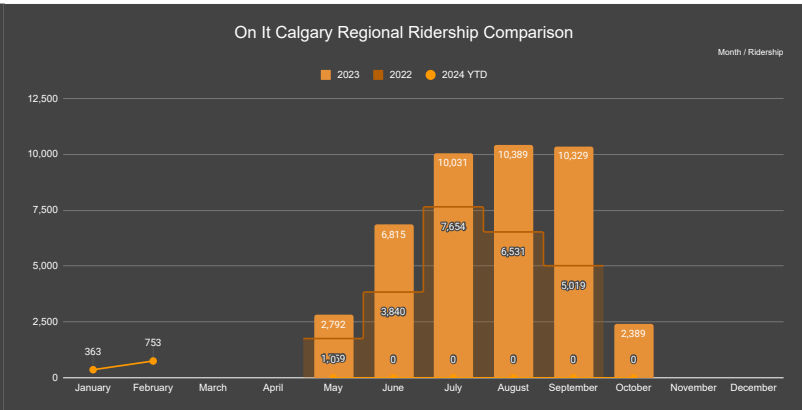
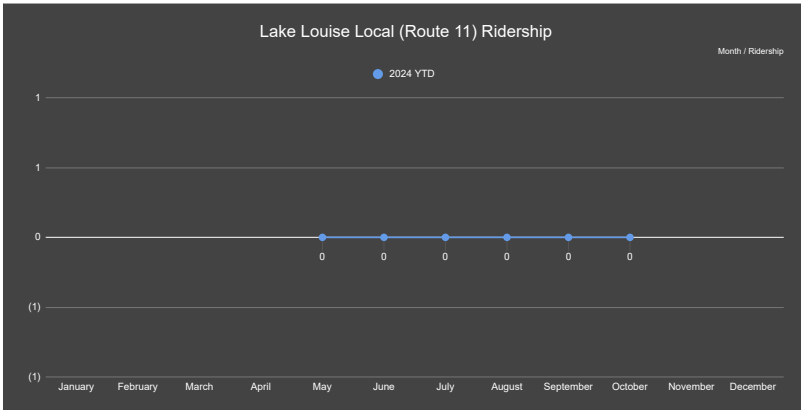
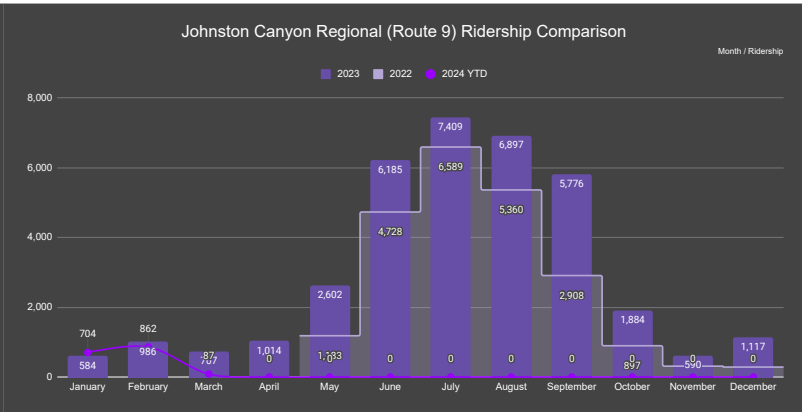
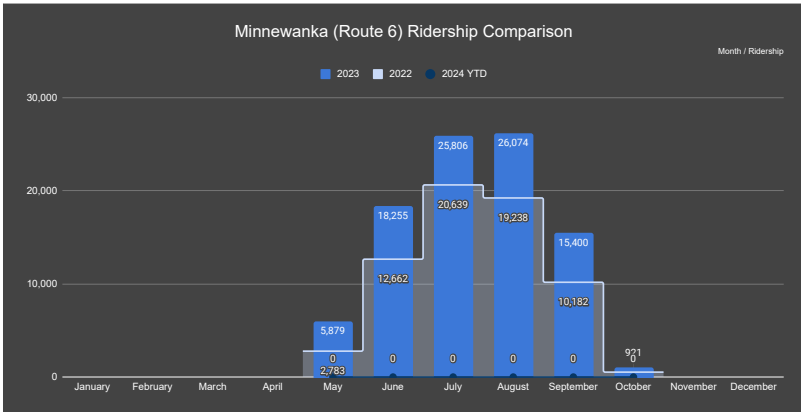
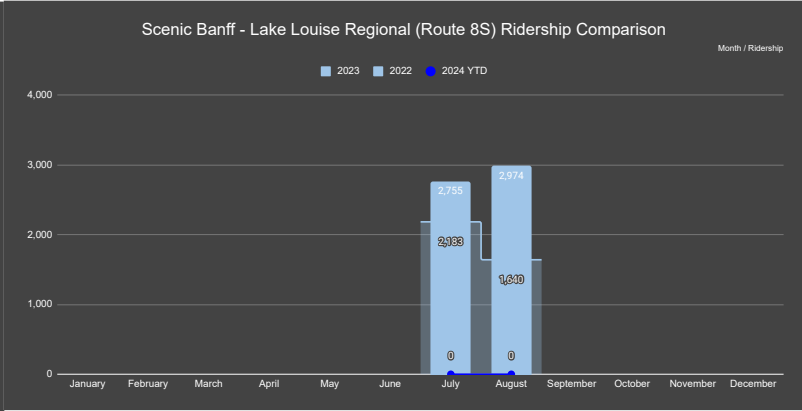
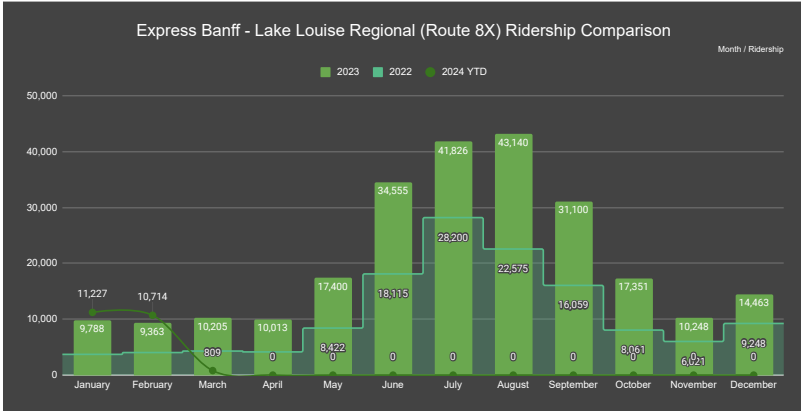
Month	Route 8X (Express Lake Louise - Banff Regional)						Route 8S (Scenic Lake Louise - Banff Regional)						Route 9 (Johnston Canyon)															
	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22	2021	2022	2023	2023 YTD	2024 YTD	% Change -23	% Change -22							
January	1,117	3,714	9,788	9,788	11,227	14.70%	202.29%											584	584	704	20.55%							
February	1,017	4,039	9,363	9,363	10,714	14.43%	165.26%											986	986	862	-12.58%							
March	1,438	4,305	10,205	1,413	809	-42.73%												707	147	87	-40.77%							
April	1,146	4,153	10,013	0	0	0.00%												1,014	0	0	0.00%							
May	1,516	8,422	17,400	0	0	0.00%		97																				
June	3,454	18,115	34,555	0	0	0.00%		862										853	1,183	2,602	0	0	0.00%					
July	10,637	28,200	41,826	0	0	0.00%		1,313	2,183	2,755	0	0	0.00%		4,412	4,728	6,185	0	0	0.00%								
August	15,688	22,575	43,140	0	0	0.00%		2,000	1,640	2,974	0	0	0.00%		4,176	6,589	7,409	0	0	0.00%								
September	8,728	16,059	31,100	0	0	0.00%		757							3,826	5,360	6,897	0	0	0.00%								
October	3,709	8,061	17,351	0	0	0.00%									1,448	2,908	5,776	0	0	0.00%								
November	2,798	6,021	10,248	0	0	0.00%									419	897	1,884	0	0	0.00%								
December	3,973	9,248	14,463	0	0	0.00%										312	590	0	0	0.00%								
YTD	55,221	132,912	249,452	20,564	22,750	10.63%	-82.88%	5,029	3,823	5,729	0	0	0.00%	-100.00%	15,134	22,263	35,751	1,717	1,653	-3.72%	-92.58%							

Month	Route 10 (Moraine Lake)						On-It (Calgary Regional)						Route 11 (Lake Louise Local)									
	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	
January												363										
February												753										
March																						
April																						
May								1,759	1,759	2,792	0	0	0.00%	0.00%			1,212	0	0	0.00%	0.00%	
June								930	3,840	6,815	0	0	0.00%	0.00%			3,993	0	0	0.00%	0.00%	
July								2,607	7,654	10,031	0	0	0.00%	0.00%			5,934	0	0	0.00%	0.00%	
August								3,623	6,531	10,389	0	0	0.00%	0.00%			6,208	0	0	0.00%	0.00%	
September	1,498	3,535	6,556	0	0	0.00%	0.00%	2,272	5,019	10,329	0	0	0.00%	0.00%			3,574	0	0	0.00%	0.00%	
October	973	3,393	4,827	0	0	0.00%	0.00%			2,389	0	0	0.00%	0.00%			853	0	0	0.00%	0.00%	
November																						
December																						
YTD	2,471	6,928	11,383	0	0	0.00%	-100.00%	11,191	24,803	42,745	0	1,116	0.00%	-95.50%	0	0	21,774	0	0	0.00%	0.00%	

Month	Route 5C (Cougar Creek)						Route 5T (Three Sisters)							
	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22
January					19,797							10,947		
February					17,830							11,302		
March					1,581							1,000		
April					0							0		
May					0							0		
June					0							0		
July					0							0		
August			15,005	0	0	0.00%				12,653	0	0	0.00%	
September			14,113	0	0	0.00%				10,943	0	0	0.00%	
October			15,771	0	0	0.00%				10,462	0	0	0.00%	
November			16,468	0	0	0.00%				11,318	0	0	0.00%	
December			17,333	0	0	0.00%				11,149	0	0	0.00%	
YTD	0	0	78,690	0	39,208	0.00%	0.00%	0	0	56,525	0	23,249	0.00%	0.00%







Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

Bow Valley *R*egional Transit Services Commission



2023 Unaudited Financial Results and KPIs

Report to the Bow Valley Regional Transit Services Commission

2023 Overall Summary of results

March 7, 2024

Bow Valley Regional Transit Services Commission						
All routes - Actual vs budget vs Prior Year (PY)						
January - December 2023						
	Actual	Budget	Over/ under budget		PY Jan- Dec 2022	Difference from PY
Income						
Bus Pass Sales	4,391,366	3,104,510	1,286,856		2,751,411	1,639,955
Farebox Revenue	-	-	-		-	-
Grant Revenue	2,000	-	2,000		3,935	(1,935)
Interest Revenue	241,881	20,000	221,881		103,551	138,331
Marketing & Advertising Revenue	51,334	56,242	(4,908)		28,172	23,162
Other Income	20,180	2,545	17,635		91,528	(71,348)
Partner Programs	643,355	519,674	123,681		509,229	134,126
Recoveries - Operating (non-members)	1,520,129	1,693,617	(173,488)		1,087,579	432,550
Requisitions - Capital	31,661	-	31,661		23,219	8,442
Requisitions - Operating	4,237,177	4,462,171	(224,994)		4,624,807	(387,631)
Total Income	11,139,082	9,858,759	1,280,323		9,223,430	1,915,651
Gross Profit						
Expenses						
Advertising & Marketing Expenses	100,369	189,511	(89,142)		76,715	23,654
Contracted Services / Professional Fees	342,927	126,642	216,285		222,790	120,136
Fuel Expense	792,258	970,039	(177,781)		843,816	(51,558)
General Operating Expenses	206,172	139,422	66,750		209,770	(3,598)
Infrastructure Maintenance	54,000	65,930	(11,930)		76,086	(22,086)
Insurance Expense	192,473	179,955	12,518		151,027	41,446
Software Fees & Licences	218,026	187,153	30,873		142,999	75,026
Training, Travel & Meals	143,305	172,044	(28,739)		90,842	52,463
Transit storage facility	319,207	276,212	42,995		193,432	125,774
Vehicle Expenses	2,004,551	1,535,275	469,276		1,436,819	567,732
Wages & Benefits	5,784,306	5,332,988	451,318		4,123,650	1,660,656
Total Expenses	10,157,593	9,175,171	982,422		7,567,947	2,589,647
Surplus / Deficiency Prior to Amortization	981,489	683,588	297,901		1,655,484	(673,995)
Other Expenses						
Amortization Expense	1,768,472	1,745,586	22,886		1,403,140	365,332
Loss on Sale of TCA	(353,002)	-	(353,002)		23,114	(376,116)
Net Revenue	(1,139,985)	(1,061,998)	(77,987)		229,230	(1,369,215)

Admin and Route expenses only - excludes Tangible capital assets and grant category.

Overall surplus prior to amortization is \$300,000 ahead of budgeted projections.

\$410,000 of surplus represents payments made by non-partners to cover amortization expenses. True surplus is \$570,000.

Report to the Bow Valley Regional Transit Services Commission

2023 Overall Summary of results

March 7, 2024

Summary of variances

Strong revenues and ridership on majority of routes.

Overall service hours were 71,421 and were over budget by approximately 1,800 hours. Routes 3 and 5 are slightly under due to NSLR beginning in March instead of January. Route 8S had a limited schedule in July and August, but additions were made to 8 winter, 8XD, route 9 in the fall/winter and the addition of route 11.

Actual ridership for 2023 was 2.6 million passengers up from budgeted ridership of 1.8 million (PY ridership of 1.6 million).

Revenues from bus pass sales/farebox revenues/hotel partner program were \$5.04 million; up \$1.41 million from budgeted amounts of \$1.77 million (PY revenues of \$3.26 million).

Overall operating expenses were \$10.16 million; \$980,000 above budgeted amounts of \$9.16 million (PY operating expenses of \$7.57 million).

Overall net expenses (operating expenses less revenues excluding member and non-member recoveries) are consistent with budgeted amounts.

Revenue

Overall pass revenues are up approximately \$1.3 million from budget and approximately \$1.6 million higher than PY. Regional ridership for Banff-Canmore and Banff-Lake Louise was much higher than anticipated and Super pass including Moraine Lake led to very strong sales in this area.

- Routes 1 and 2 revenues were budgeted based on 2019 rev/per service hour. Reduction for resident fare free was not incorporated. Net result is Rt 1&2 combined are \$180,000 below budget.
- Route 3 revenues are currently \$180,000 over budget due to increased ridership.
- Route 8 is over budgeted revenues due to the addition of the second bus, ridership increases, and additional service hours added in March. Route 8X is also significantly over budgeted revenues due to addition of 8XD, and the record ridership on this route. Overall revenues for 8 and 8x combined are \$1.1 million over budget.
- Winter service hours for Route 9 were not included in the budget, so revenues here are over approximately \$40,000 over budget.

Interest is over budgeted amounts by approximately \$220,000. Includes CIBC investment interest on operating reserve amounts and allocation of operating interest on ATB operating accounts. Increases due to much higher average interest rates, higher operating balances from increasing reserve balances and move to CIBC managed investment accounts earning higher interest rates.

Report to the Bow Valley Regional Transit Services Commission

2023 Overall Summary of results

March 7, 2024

Partner programs over budget by approximately \$120,000. Pursuit programs for Rt 1 and Rt 6 were over budget due to strong ridership. Rt 2 was under budget due to changes to Fairmont contract after budget was finalized.

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

Overall member recoveries are consistent with budget amounts except ID#9 contributions for Lake Louise summer routes allocated to the maintenance reserve instead of operating, and On-it contributions for Banff and Canmore.

Expenses

Advertising expenses are below budget by \$90,000 but based on actual expenditures. Generally, less marketing activities than in previous years.

Contracted services over budget. Includes On-it contract fees of \$210,000 which were not budgeted. Also includes KPMG cyber study and Dillon consulting Canmore study that were both funded by operating reserves. IT contract was also double the budgeted amount. Due to increasing staff base, and IT security enhancements.

Fuel expenses are under budget by \$177,000. Service hours are over, but fuel expenses are below budgeted amounts. This is due to 2 main factors:

- 2023 budget was done based on average 2022 costs. We have not seen any similar levels of diesel costs in 2023.
- When 2023 budget was done we had limited information for budgeting cost savings from electric vehicles. Costs savings were greater than anticipated.

General operating expenses are over budget. Bank fees are \$50,000 over budget due to increases in revenues and associated Moneris costs. Office supplies are also \$30,000 over budget due to smart card inventory and hotel card stock. See corresponding capital requisition in revenue.

Software over budget mostly due to Hopthru expenses. The annual expenses of \$21,000 were missed by the vendor for 22/23 and were billed in June 2023 with the 23/24 invoice. Also, just an overall increase in software expenses due to increasing staff base, use of software to increase operational efficiencies, and security enhancements for our Microsoft suite.

Staffing costs are below budget but based on actual expenditures. Recruitment was budgeted high, and we are not regularly doing print advertising anymore for job vacancies. Includes \$30,000 net expenses for Staff accommodation unit in Banff.

Transit storage facility costs were over budget. Some ongoing costs that were not budgeted such as quarterly drain cleaning, snow removal etc.

Town of Banff vehicle maintenance expenses are approximately \$450,000 above budget. Labour rates increased over 20% after budget numbers were finalized. There was also a parts person added which was not budgeted, plus difficulty in parts sourcing and parts costs leading to increased costs for

Report to the Bow Valley Regional Transit Services Commission

2023 Overall Summary of results

March 7, 2024

downtime and delays. Vehicle expenses also includes \$30,000 for accident costs and insurance deductible. These costs were not budgeted.

Overall wages to date are above budgeted amounts by \$450,000. All wages are consistent with budget, except for driver wages which are \$420,000 above budget. Increase in driver wages due to increased service hours, increased rates paid to drivers, additional overtime, year-round training.

Loss on sale of TCA is from the disposal of Goat which was donated to Canmore fire department to be used in training exercises.

Bow Valley Regional Transit Services Commission
All Routes - Actual vs Budget (pg 1/2)
 January - December 2023

	Administrative		Calgary-Banff		Rt 01 - Banff Local (Sulphur Mtn)		Rt 02 - Banff Local (Tunnel Mtn)		Rt 03 - CB Regional		Rt 04 - Cave and Basin		Rt 05 - Canmore Local		Rt 06 - Lake Minnewanka	
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget
	Income															
Bus Pass Sales					320,737	366,182	252,054	387,191	1,379,282	1,204,238	26,678	13,500	-3		59,595	28,471
Grant Revenue	2,000															
Interest Revenue	241,881	20,000														
Marketing & Advertising Revenue	2,205				10,719	15,918	9,652	15,917	11,155	12,735	1,608		8,585	11,672	2,093	
Other Income	6,482				6,849	1,273	6,849	1,272								
Partner Programs					415,007	286,934	191,641	209,740	5,112	3,000					31,595	20,000
Recoveries - Operating (non-members)			149,078		23,525	24,825	46,164	29,169			227,273	228,831			556,933	659,581
Requisitions - Capital					11,681		11,681		8,298							
Requisitions - Operating	561,831	561,831	77,500		843,346	843,346	675,319	675,320	465,204	465,204			1,337,021	1,337,025		
Total Income	\$ 814,399	\$ 581,831	\$ 226,578	\$ -	\$ 1,631,863	\$ 1,538,478	\$ 1,193,360	\$ 1,318,609	\$ 1,869,051	\$ 1,685,177	\$ 255,559	\$ 242,331	\$ 1,345,603	\$ 1,348,697	\$ 650,217	\$ 708,052
Expenses																
Advertising & Marketing Expenses	14,919				17,668	45,032	14,275	43,498	17,747	31,592	2,286	3,247	13,943	28,045	4,532	5,753
Contracted Services / Professional Fees	51,119	53,251	211,578		8,426	12,250	9,176	12,489	8,768	8,486	954	904	31,746	24,085	2,395	2,677
Fuel Expense	534				80,530	134,172	74,139	82,985	219,098	286,008	3,718	6,514	147,234	144,129	27,571	42,837
General Operating Expenses	46,383	62,256			22,376	10,558	20,667	10,391	36,956	19,926	1,051	800	7,331	9,056	2,210	1,983
Infrastructure Maintenance	2,846	200			11,051	12,974	10,428	13,756	8,536	5,627	831	1,593	4,585	18,121	1,875	3,259
Insurance Expense	15,049	13,048			30,002	27,231	24,029	21,808	24,182	22,408	6,097	5,388	25,411	27,108	16,540	15,624
Software Fees & Licences	26,517	26,459			35,284	24,352	32,994	21,708	30,365	19,616	5,791	7,163	28,144	22,781	14,251	14,766
Training, Travel & Meals	41,238	52,999			20,098	27,257	13,536	22,325	12,086	9,910	4,318	4,157	10,786	12,884	10,452	7,294
Transit storage facility	9,253	1,728			58,744	60,298	49,846	54,934	55,139	58,441	12,635	8,044	13,651	6,086	25,626	16,091
Vehicle Expenses	45,212	6,000			352,772	276,345	312,452	239,728	373,517	282,748	48,145	45,875	338,775	259,593	95,843	91,758
Wages & Benefits	345,893	365,885	15,000		936,080	907,997	844,442	794,984	932,585	940,299	119,546	125,745	794,427	796,811	286,392	302,893
Total Expenses	\$ 598,964	\$ 581,826	\$ 226,578	\$ -	\$ 1,573,032	\$ 1,538,466	\$ 1,405,983	\$ 1,318,606	\$ 1,718,978	\$ 1,685,061	\$ 205,371	\$ 209,430	\$ 1,416,033	\$ 1,348,699	\$ 487,687	\$ 504,935
Surplus / Deficiency Prior to Amortization	\$ 215,435	\$ 5	\$ -	\$ -	\$ 58,831	\$ 12	\$ (212,624)	\$ 3	\$ 150,073	\$ 116	\$ 50,188	\$ 32,901	\$ (70,430)	\$ (2)	\$ 162,529	\$ 203,117
Loss on Sale of TCA					(176,501)		(176,501)									
Amortization Expense	69,916	45,687			350,169	309,676	291,815	299,732	186,076	162,444	50,188	32,904	187,265	179,820	162,529	203,120
Net Income	\$ 145,519	\$ (45,682)	\$ -	\$ -	\$ (467,838)	\$ (309,664)	\$ (680,939)	\$ (299,729)	\$ (36,003)	\$ (162,328)	\$ -	\$ (3)	\$ (257,695)	\$ (179,822)	\$ -	\$ (3)

Bow Valley Regional Transit Services Commission

All Routes - Actual vs Budget (pg 2/2)

January - December 2023

	Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		Rt 11 - LL Local		Rt 8 EXTRA - LLB Regional Parks Extra Bus		TOTAL			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income																		
Bus Pass Sales	715,703	358,706	49,146	79,241	1,266,682	517,365	156,748	117,589	70,061	32,027	37,764	56,920	4,391,366	3,104,510	141%			
Grant Revenue													2,000					
Interest Revenue													241,881	20,000	1209%			
Marketing & Advertising Revenue	1,120		800		855		2,056				485		51,334	56,242	91%			
Other Income													20,180	2,545	793%			
Partner Programs													643,355	519,674	124%			
Recoveries - Operating (non-members)	0		12,807	140,940	4,730	417,667	202,425	135,572	57,392	57,032	79,428	160,374	1,520,129	1,693,617	90%			
Requisitions - Capital													31,661					
Requisitions - Operating	176,226	146,230		117,632	100,730	202,430		113,153					4,237,177	4,462,171	95%			
Total Income	\$ 893,049	\$ 504,936	\$ 62,753	\$ 337,813	\$ 1,372,997	\$ 1,137,462	\$ 361,229	\$ 366,314	\$ 127,453	\$ 89,059	\$ 117,677	\$ -	\$ 217,294	\$ -	\$ 11,139,082	\$ 9,858,759	113%	
Expenses																		
Advertising & Marketing Expenses	1,951	8,659	314	4,293	6,800	14,650	4,366	4,014	281	728	1,287		100,369	189,511	53%			
Contracted Services / Professional Fees	3,463	3,336	644	1,632	12,472	5,900	1,450	1,372	249	260	486		342,927	126,642	271%			
Fuel Expense	76,027	85,848	3,017	26,292	78,062	123,791	33,544	27,215	10,605	10,248	10,166	28,012	792,258	970,039	82%			
General Operating Expenses	19,915	7,814	1,520	2,522	41,370	10,857	3,650	2,841	2,269	418	475		206,172	139,422	148%			
Infrastructure Maintenance	2,124	5,015	672	920	8,557	3,139	1,335	858	573	468	587		54,000	65,930	82%			
Insurance Expense	5,978	5,208	1,534	10,416	23,060	21,300	11,921	10,416	2,983		5,687		192,473	179,955	107%			
Software Fees & Licences	8,488	6,056	3,572	9,578	20,873	23,399	8,926	10,775	1,053	500	1,768		218,026	187,153	116%			
Training, Travel & Meals	2,068	4,264	1,572	5,324	19,379	20,223	4,881	5,317	816	90	2,076		143,305	172,044	83%			
Transit storage facility	24,887	16,524	2,265	10,726	35,089	32,612	18,940	10,728	4,603		8,529		319,207	276,212	116%			
Vehicle Expenses	112,348	84,076	17,183	47,924	186,268	143,050	60,863	49,272	10,425	8,906	17,295	33,453	2,004,551	1,535,275	131%			
Wages & Benefits	308,247	278,138	25,701	126,588	683,776	494,292	243,793	151,915	67,540	47,441	73,230	107,655	5,784,306	5,332,988	108%			
Total Expenses	\$ 565,495	\$ 504,938	\$ 57,993	\$ 246,215	\$ 1,115,707	\$ 893,213	\$ 393,668	\$ 274,723	\$ 101,397	\$ 69,059	\$ 121,587	\$ -	\$ 169,120	\$ -	\$ 10,157,593	\$ 9,175,171	111%	
Surplus / Deficiency Prior to Amortization	\$ 327,554	\$ (2)	\$ 4,760	\$ 91,598	\$ 257,290	\$ 244,249	\$ (32,439)	\$ 91,591	\$ 26,056	\$ 20,000	\$ (3,910)	\$ -	\$ 48,174	\$ -	\$ 981,489	\$ 683,585		
Loss on Sale of TCA																		
Amortization Expense	69,312	64,752	13,400	91,600	159,752	244,251	104,138	91,600	26,056	20,000	49,681	48,174						
Net Income	\$ 258,242	\$ (64,754)	\$ (8,641)	\$ (2)	\$ 97,538	\$ (2)	\$ (136,577)	\$ (9)	\$ -	\$ -	\$ (53,590)	\$ -	\$ -	\$ -	\$ (1,139,985)	\$ (1,061,998)		

Bow Valley Regional Transit Services Commission
All Routes - Actual vs Prior Year (pg 1/2)
 January - December 2023

	Administrative		Calgary-Banff		Rt 01 - Banff Local (Sulphur Mtn)		Rt 02 - Banff Local (Tunnel Mtn)		Rt 03 - CB Regional		Rt 04 - Cave and Basin		Rt 05 - Canmore Local		Rt 06 - Lake Minnewanka		Rt 07 - Banff Centre	
	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)
INCOME																		
Bus Pass Sales					320,737	250,410	252,054	218,556	1,379,282	1,009,710	26,678	10,149	-3	0	59,595	39,001		
Grant Revenue	2,000	190				976		867		370		125		376		311		
Interest Revenue	241,881	103,551																
Marketing & Advertising Revenue	2,205	93			10,719	6,040	9,652	5,277	11,155	6,285	1,608	650	8,585	3,747	2,093	650		
Other Income	6,482	-1,857			6,849	11,909	6,849	12,372		4,810		408		25,519				
Partner Programs					415,007	316,516	191,641	153,432	5,112	3,556					31,595	35,726		
Recoveries - Operating (non-members)		-35,172	149,078	84,437	23,525	22,295	46,164	40,525			227,273	162,465			556,933	426,246		37,172
Requisitions - Capital					11,681	7,990	11,681	7,990	8,298	7,239								
Requisitions - Operating	561,831	564,714	77,500	54,532	843,346	875,646	675,319	847,272	465,204	345,947			1,337,021	1,342,456				
Total Income	814,399	631,519	226,578	138,969	1,631,863	1,491,782	1,193,360	1,286,291	1,869,051	1,377,917	255,559	173,797	1,345,603	1,372,098	650,217	501,934	-	37,172
EXPENSES																		
Advertising & Marketing Expenses	14,919	6,633			17,668	11,725	14,275	10,035	17,747	11,164	2,286	1,538	13,943	18,418	4,532	3,682		17
Contracted Services / Professional Fees	51,119	27,851	211,578	128,969	8,426	9,081	9,176	8,916	8,768	7,083	954	810	31,746	28,785	2,395	2,354		
Fuel Expense	534	664			80,530	82,095	74,139	81,690	219,098	226,979	3,718	7,400	147,234	151,544	27,571	47,320		
General Operating Expenses	46,383	56,653			22,376	28,421	20,667	24,788	36,956	36,816	1,051	2,498	7,331	9,700	2,210	7,486		1,678
Infrastructure Maintenance	2,846	3,384			11,051	12,518	10,428	11,389	8,536	22,028	831	904	4,585	14,132	1,875	1,466		
Insurance Expense	15,049	10,039			30,002	27,266	24,029	22,337	24,182	16,777	6,097	2,971	25,411	20,583	16,540	13,638		3,855
Software Fees & Licences	26,517	11,175			35,284	23,757	32,994	22,415	30,365	19,173	5,791	3,296	28,144	15,412	14,251	8,810		2,871
Training, Travel & Meals	41,238	33,695			20,098	12,011	13,536	10,115	12,086	9,733	4,318	1,536	10,786	7,304	10,452	3,709		60
Transit storage facility	9,253				58,744	37,200	49,846	30,757	55,139	26,808	12,635	6,443	13,651	6,972	25,626	19,328		6,443
Vehicle Expenses	45,212	16,177			352,772	256,976	312,452	234,201	373,517	287,565	48,145	25,180	338,775	231,357	95,843	68,799		12,000
Wages & Benefits	345,893	336,812	15,000	10,000	936,080	674,068.30	844,442	613,124	932,585	693,933	119,546	92,053	794,427	649,323	286,392	222,429		549
Total Expenses	598,964	503,083	226,578	138,969	1,573,032	1,175,120	1,405,983	1,069,767	1,718,978	1,358,059	205,371	144,627	1,416,033	1,153,530	487,687	399,021	-	27,471
Surplus / Deficiency Prior to Amortization	215,435	128,436	-	-	58,831	316,662	(212,624)	216,524	150,073	19,858	50,188	29,170	(70,430)	218,569	162,529	102,912	-	9,702
Loss/Gain on Sale of TCA					(176,501)		(176,501)									23,114		
Amortization Expense	69,916	44,680			350,169	278,829	291,815	251,784	186,076	150,774	50,188	29,170	187,265	114,822	162,529	102,912		9,702
Net Income	145,519	83,756	-	-	(467,838)	37,833	(680,939)	(35,260)	(36,003)	(130,916)	-	-	(257,695)	103,747	-	(23,114)	-	-

Bow Valley Regional Transit Services Commission
All Routes - Actual vs Prior Year (pg 2/2)

January - December 2023

	Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		Rt 11 - LL Local		Rt 8 EXTRA - LLB Regional Parks Extra Bus		TOTAL		
	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Jan - Dec. 2023	Jan - Dec. 2022 (PY)	Change
INCOME																	
Bus Pass Sales	715,703	394,486	49,146	27,739	1,266,682	652,156	156,748	102,182	70,061	47,022	37,764		56,920		4,391,366	2,751,411	1,639,955
Grant Revenue				54		512		154							2,000	3,935	-1,935
Interest Revenue															241,881	103,551	138,331
Marketing & Advertising Revenue	1,120	1,332	800	618	855	2,861	2,056	618			485				51,334	28,172	23,162
Other Income		28,166				10,200									20,180	91,528	-71,348
Partner Programs															643,355	509,229	134,126
Recoveries - Operating (non-members)			12,807	80,682	4,730	101,074	202,425	123,751	57,392	44,104	79,428		160,374		1,520,129	1,087,579	432,550
Requisitions - Capital															31,661	23,219	8,442
Requisitions - Operating	176,226	495,317			100,730	98,923									4,237,177	4,624,807	-387,631
Total Income	893,049	919,301	62,753	109,093	1,372,997	865,727	361,229	226,705	127,453	91,126	117,677	-	\$ 217,294	\$ -	\$ 11,139,082	\$ 9,223,430	\$ 1,915,651
EXPENSES																	
Advertising & Marketing Expenses	1,951	2,201	314	2,183	6,800	6,713	4,366	2,386	281	22	1,287				100,369	76,715	23,654
Contracted Services / Professional Fees	3,463	2,693	644	1,310	12,472	3,394	1,450	1,329	249	216	486				342,927	222,790	120,136
Fuel Expense	76,027	94,069	3,017	4,153	78,062	104,862	33,544	32,426	10,605	10,613	10,166		28,012		792,258	843,816	-51,558
General Operating Expenses	19,915	9,805	1,520	4,300	41,370	20,820	3,650	5,617	2,269	1,188	475				206,172	209,770	-3,598
Infrastructure Maintenance	2,124	5,807	672	196	8,557	2,783	1,335	1,197	573	281	587				54,000	76,086	-22,086
Insurance Expense	5,978	3,156	1,534	7,100	23,060	16,207	11,921	7,100	2,983		5,687				192,473	151,027	41,446
Software Fees & Licences	8,488	6,544	3,572	6,045	20,873	16,384	8,926	6,827	1,053	290	1,768				218,026	142,999	75,026
Training, Travel & Meals	2,068	2,514	1,572	1,834	19,379	5,583	4,881	1,970	816	779	2,076				143,305	90,842	52,463
Transit storage facility	24,887	16,129	2,265	9,664	35,089	24,027	18,940	9,664	4,603		8,529				319,207	193,432	125,774
Vehicle Expenses	112,348	120,689	17,183	36,901	186,268	92,285	60,863	42,054	10,425	12,635	17,295		33,453		2,004,551	1,436,819	567,732
Wages & Benefits	308,247	284,933	25,701	30,405	683,776	338,580	243,793	140,969	67,540	36,472	73,230		107,655		5,784,306	4,123,650	1,660,656
Total Expenses	565,495	548,537	57,993	104,091	1,115,707	631,637	393,668	251,538	101,397	62,496	121,587	-	\$ 169,120	\$ -	\$ 10,157,593	\$ 7,567,947	\$ 2,589,647
Surplus / Deficiency Prior to Amortization	327,554	370,764	4,760	5,002	257,290	234,089	(32,439)	(24,833)	26,056	28,629	(3,910)	-	\$ 48,174	\$ -	\$ 981,489	\$ 1,438,960	\$ (457,471)
Loss/Gain on Sale of TCA Amortization Expense	69,312	68,002	13,400	59,954	159,752	204,007	104,138	59,874	26,056	28,629	49,681		48,174		-353,002	23,114	
Net Income	258,242	302,762	(8,641)	(54,952)	97,538	30,082	(136,577)	(84,707)	-	-	(53,590)	-	-	-	\$ (1,139,985)	\$ 229,230	(1,369,215)

Bow Valley Regional Transit Services Commission Administrative

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Grant Revenue					2,000				2,000	-		
Interest Revenue	61,144	4,997	56,766	5,001	69,268	5,001	54,703	5,001	241,881	20,000	1209%	1
Marketing & Advertising Revenue			540		965		700		2,205	-		
Other Income	60		1,994		(374)		4,802		6,482	-		
Requisitions - Operating	154,608	154,608	130,815	130,815	119,214	119,214	157,194	157,194	561,831	561,831	100%	
Total Income	\$ 215,812	\$ 159,605	190,115	135,816	191,074	124,215	217,399	162,195	814,399	581,831	140%	
Gross Profit	\$ 215,812	\$ 159,605	190,115	135,816	191,074	124,215	217,399	162,195	814,399	581,831		
Expenses									-	-		
Advertising & Marketing Expenses	842		4,369		2,014		7,694		14,919	-		2
Contracted Services / Professional Fees	9,617	18,664	12,694	11,529	3,620	11,529	25,188	11,529	51,119	53,251	96%	3
Fuel expense	75		238		146		75		534	-		
General Operating Expenses	11,558	15,564	13,382	15,564	15,676	15,564	5,767	15,564	46,383	62,256	75%	4
Infrastructure Maintenance	608	47	1,612	51	627	51		51	2,846	200		
Insurance Expense	3,692	3,265	3,692	3,261	3,692	3,261	3,973	3,261	15,049	13,048	115%	
Software Fees & Licences	5,179	6,614	7,370	6,615	6,446	6,615	7,522	6,615	26,517	26,459	100%	
Training, Travel & Meals	10,783	13,255	7,881	13,248	4,196	13,248	18,377	13,248	41,238	52,999	78%	5
Transit storage facility	1,220	432	5,287	432	1,298	432	1,448	432	9,253	1,728	535%	6
Vehicle Expenses	11,375	1,500	13,048	1,500	15,516	1,500	5,273	1,500	45,212	6,000	754%	7
Wages & Benefits	117,703	100,264	98,949	83,615	80,863	72,015	48,378	109,991	345,893	365,885	95%	8
Total Expenses	172,653	159,605	168,521	135,815	134,094	124,215	123,696	162,191	598,964	581,826	103%	
Surplus / Deficiency Prior to Amortization	43,159	-	21,594	1	56,979	-	93,703	4	215,435	5	43087	
Amortization Expense	11,421	11,424	11,421	11,421	11,421	11,421	35,653	11,421	69,916	45,687	153%	
Net Income	31,738	(11,424)	10,173	(11,420)	45,558	(11,421)	58,050	(11,417)	145,519	(45,682)		

1) Much higher than budget. Interest rate was much higher than previous year, change to CIBC investments increased interest earned, and higher average balances from increasing reserves

2) Marketing expenses are mostly for Roam promo items purchased during the year

3) Contracted Services were over for IT due to security upgrades and include KPMG cyber study which is coming from operating reserves.

4) More General operating expenses allocated to routes than budgeted, and some expenses budgeted here in Transit storage expenses below.

5) Most expenses in this area are under budget, but based on actual expenses. Also Xmas party was in Jan 2024 so not included in above numbers

6) Allocation for portion of spare bus, and some included in rent and utilities in General operating budget above.

7) Vehicle expenses over budget - actuals include \$31K for accident related costs.

8) Wages are under budget. Increased allocation to 8X for administration time spent on reservation system.

**Bow Valley Regional Transit Services Commission
Route 1 - Banff Local Sulphur Mtn**

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	54,226	72,466	82,296	98,364	129,133	121,272	55,082	74,080	320,737	366,182	88%	1
Marketing & Advertising Revenue	205	3,150	3,970	4,276	4,208	5,272	2,337	3,220	10,719	15,918	67%	
Other Income	602	248	4,612	342		421	1,635	262	6,849	1,273	538%	
Partner Programs	56,880	71,735	103,498	71,733	190,032	71,733	64,597	71,733	415,007	286,934	145%	2
Recoveries - Operating (non-members)	5,794	6,204	5,910	6,207	5,910	6,207	5,910	6,207	23,525	24,825	95%	
Requisitions - Capital							11,681		11,681	-		6
Requisitions - Operating	169,440	169,436	230,397	230,397	276,631	276,631	166,878	166,882	843,346	843,346	100%	
Total Income	287,147	323,239	430,684	411,319	605,914	481,536	308,119	322,384	1,631,863	1,538,478	106%	
Expenses												
Advertising & Marketing Expenses	1,373	8,910	3,927.66	12,097.00	3,635	14,914	8,732.95	9,111.00	17,668	45,032	39%	3
Contracted Services / Professional Fees	1,797	2,424	1,950.96	3,289.00	2,126	4,059	2,552.53	2,478.00	8,426	12,250	69%	4
Fuel Expense	27,823	26,550	16,244.54	36,042.00	8,772	44,436	27,690.34	27,144.00	80,530	134,172	60%	5
General Operating Expenses	2,278	2,090	2,097.27	2,836.00	2,772	3,494	15,227.97	2,138.00	22,376	10,558	212%	6
Infrastructure Maintenance	2,066	2,567	5,253.14	3,485.00	1,699	4,298	2,033.23	2,624.00	11,051	12,974	85%	
Insurance Expense	6,337	6,810	8,454.09	6,807.00	7,395	6,807	7,815.61	6,807.00	30,002	27,231	110%	
Software Fees & Licences	6,071	4,819	10,969.43	6,541.00	9,475	8,065	8,768.85	4,927.00	35,284	24,352	145%	7
Training, Travel & Meals	5,542	5,389	5,633.09	7,323.00	3,061	9,028	5,861.69	5,517.00	20,098	27,257	74%	8
Transit storage facility	16,375	14,577	12,098.00	15,252.00	12,493	15,850	17,777.75	14,619.00	58,744	60,298	97%	
Vehicle Expenses	82,390	54,690	87,519.88	74,234.00	101,392	91,522	81,469.90	55,899.00	352,772	276,345	128%	9
Wages & Benefits	191,525	194,412	220,271.99	243,411.00	326,184	279,056	198,098.37	191,118.00	936,080	907,997	103%	10
Total Expenses	343,578	323,238	374,420	411,317	479,005	481,529	376,029	322,382	1,573,032	1,538,466	102%	
Surplus / Deficiency Prior to Amortization	(56,431)	1	56,264	2	126,909	7	(67,910)	2	58,831	12		
Loss on Sale of TCA							(176,501)		(176,501)	-		11
Amortization Expense	77,418	77,422	77,418	77,418	77,418	77,418	117,915	77,418	350,169	309,676	113%	
Net Income	(133,849)	(77,421)	(21,154)	(77,416)	49,491	(77,411)	(362,326)	(77,416)	(467,838)	(309,664)		

Service hours consistent with Budget

- 1) Pass revenues less than budget for the year. Pass revenues did not include a reduction for resident fare free program. Also some revenue in partner program below due to Gondola visitors being billed directly to Pursuit.
- 2) Partner program revenue is over budget due to strong ridership for Pursuit gondola program.
- 3) Advertising expenses are under budget but based on actual expenses to date.
- 4) Contract services under budget mostly due to minimal security fees compared to budgeted amounts.
- 5) Fuel expenses are under budget due to a higher % electric buses being used on this route compared to original budgeted amounts, and the cost savings compared to diesel.
- 6) Office expenses includes \$12,000 in smart card inventory, hotel card stock etc. See corresponding transfer from deferred capital
- 7) Software is over budget. Hopthru ridership analytics error and annual fee for 22/23 was all not billed until June 2023 at the same time as 23/24 invoice. Also just an increase in use of software throughout operations to increase efficiencies.
- 8) Staff expenses under budget, but based on actual expenses to date.
- 9) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechanics, parts person added, increased costs for downtime and parts delays etc
- 10) Most wages under budget except driver wages which is over budget. Due to increased rates paid to drivers, overtime, additional training etc.
- 11) 50% of loss on sale of Goat. Which was donated to Canmore Fire Dept for training exercises.

**Bow Valley Regional Transit Services Commission
Route 2 - Banff Local Tunnel Mtn**

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	36,582	86,961	66,210	99,906	112,488	111,423	36,774	88,901	252,054	387,191	65%	1
Marketing & Advertising Revenue	205	3,574	3,485	4,107	3,917	4,581	2,046	3,655	9,652	15,917	61%	
Other Income	602	281	4,612	328		366	1,635	297	6,849	1,272	538%	
Partner Programs	45,591	52,438	45,918	52,434	45,591	52,434	54,541	52,434	191,641	209,740	91%	2
Recoveries - Operating (non-members)	11,370	7,290	11,598	7,293	11,598	7,293	11,598	7,293	46,164	29,169	158%	
Requisitions - Capital							11,681		11,681	-		6
Requisitions - Operating	157,190	157,191	174,457	174,457	184,831	184,831	158,841	158,841	675,319	675,320	100%	
Total Income	251,540	307,735	306,280	338,525	358,425	360,928	277,116	311,421	1,193,360	1,318,609	91%	
Expenses												
Advertising & Marketing Expenses	1,349	9,770	3,090	11,224	2,981	12,517	6,855	9,987	14,275	43,498	33%	3
Contracted Services / Professional Fees	1,653	2,806	2,576	3,223	2,380	3,593	2,566	2,867	9,176	12,489	73%	4
Fuel Expense	28,860	18,635	11,910	21,413	9,300	23,880	24,070	19,057	74,139	82,985	89%	5
General Operating Expenses	2,156	2,338	1,624	2,681	1,986	2,986	14,900	2,386	20,667	10,391	199%	6
Infrastructure Maintenance	1,818	3,099	5,368	3,547	1,437	3,945	1,804	3,165	10,428	13,756	76%	
Insurance Expense	5,076	5,455	6,770	5,451	5,923	5,451	6,260	5,451	24,029	21,808	110%	
Software Fees & Licences	5,708	4,876	10,435	5,600	8,538	6,247	8,314	4,985	32,994	21,708	152%	7
Training, Travel & Meals	3,442	5,012	3,777	5,763	1,894	6,423	4,424	5,127	13,536	22,325	61%	8
Transit storage facility	13,864	13,539	10,023	13,795	10,244	14,021	15,714	13,579	49,846	54,934	91%	
Vehicle Expenses	80,671	53,848	72,764	61,856	79,013	68,987	80,005	55,037	312,452	239,728	130%	9
Wages & Benefits	189,814	188,364	193,350	203,970	257,046	212,873	204,232	189,777	844,442	794,984	106%	10
Total Expenses	334,411	307,742	321,687	338,523	380,740	360,923	369,145	311,418	1,405,983	1,318,606	107%	
Surplus / Deficiency Prior to Amortization	(82,871)	(7)	(15,408)	2	(22,315)	5	(92,030)	3	(212,624)	3		
Loss on Sale of TCA							(176,501)		(176,501)	-		11
Amortization Expense	74,934	74,930	74,934	74,934	74,934	74,934	67,013	74,934	291,815	299,732	97%	
Net Income	(157,805)	(74,937)	(90,342)	(74,932)	(97,249)	(74,929)	(335,543)	(74,931)	(680,939)	(299,729)		

Service hours were approximately 180 more than budgeted.

- 1) Pass revenues less than budget for the year to date. Pass revenues were incorrectly budgeted, and did not include a reduction for resident fare free.
- 2) Partner program revenue is under budget due to changes to Fairmont contract rates after budget was finalized.
- 3) Advertising expenses are under budget but based on actual expenses to date.
- 4) Contract services under budget mostly due to minimal security fees compared to budgeted amounts.
- 5) Fuel expenses are under budget due to a higher % electric buses being used on this route compared to original budgeted amounts, and the cost savings compared to diesel.
- 6) Office expenses includes \$12,000 in smart card inventory, hotel card stock etc. See corresponding transfer from deferred capital
- 7) Software is over budget. Hopthru ridership analytics error and annual fee for 22/23 was all not billed until June 2023 at the asame time as 23/24 invoice. Also just an increase in use of software throughout operations to increase efficiencies.
- 8) Staff expenses under budget, but based on actual expenses to date.
- 9) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechaincs, parts person added, increased costs for downtime and parts delays etc
- 10) Most wages under budget expept driver wages which is over budget. Due to increased service hours, increased rates paid to drivers, overtime, additional training etc.
- 11) 50% of loss on sale of Goat. Which was donated to Canmore Fire Dept for training exercises.

Bow Valley Regional Transit Services Commission											
Route 3 - Canmore / Banff Regional											
	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total		% of Budget
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	
Income											
Bus Pass Sales	254,887	297,820	351,783	300,023	412,979	303,519	359,633	302,876	1,379,282	1,204,238	115%
Marketing & Advertising Revenue	1,125	3,150	3,433	3,173	4,636	3,210	1,961	3,202	11,155	12,735	88%
Partner Programs	456	750	1,360	750		750	3,296	750	5,112	3,000	170%
Requisitions - Capital							8,298		8,298	-	
Requisitions - Operating	129,560	129,560	115,522	115,522	97,324	97,324	122,798	122,798	465,204	465,204	100%
Total Income	386,028	431,280	472,098	419,468	514,939	404,803	495,986	429,626	1,869,051	1,685,177	111%
Expenses											
Advertising & Marketing Expenses	3,087	7,814	4,109	7,870	3,316	7,962	7,235	7,946	17,747	31,592	56%
Contracted Services / Professional Fees	2,360	2,100	2,215	2,116	1,842	2,137	2,351	2,133	8,768	8,486	103%
Fuel Expense	51,018	70,734	50,722	71,256	52,285	72,086	65,074	71,932	219,098	286,008	77%
General Operating Expenses	5,798	4,928	7,059	4,965	6,160	5,023	17,939	5,010	36,956	19,926	185%
Infrastructure Maintenance	1,585	1,393	1,297	1,402	1,402	1,418	4,252	1,414	8,536	5,627	152%
Insurance Expense	6,046	5,605	6,046	5,601	6,046	5,601	6,046	5,601	24,182	22,408	108%
Software Fees & Licences	5,890	4,852	8,873	4,886	7,725	4,945	7,876	4,933	30,365	19,616	155%
Training, Travel & Meals	2,674	2,449	3,370	2,469	1,568	2,499	4,473	2,493	12,086	9,910	122%
Transit storage facility	15,016	14,586	10,889	14,604	11,061	14,628	18,174	14,623	55,139	58,441	94%
Vehicle Expenses	104,028	69,929	80,851	70,444	82,657	71,263	105,981	71,112	373,517	282,748	132%
Wages & Benefits	189,522	246,865	226,482	233,823	250,593	217,213	265,987	242,398	932,585	940,299	99%
Total Expenses	387,024	431,255	401,911	419,436	424,655	404,775	505,387	429,595	1,718,978	1,685,061	102%
Surplus / Deficiency Prior to Amortization	(997)	25	70,188	32	90,284	28	(9,401)	31	150,073	116	
Amortization Expense	40,611	40,611	40,611	40,611	40,611	40,611	64,243	40,611	186,076	162,444	115%
Net Income	(41,608)	(40,586)	29,577	(40,579)	49,673	(40,583)	(73,644)	(40,580)	(36,003)	(162,328)	

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Route 3 NSLR increases in service hours did not happen until the end of March, but were budgeted from Jan onwards. Service hours are below budget by 200 hours

- 1) Pass revenues over budget for the year to date. Strong revenues and ridership.
- 2) Advertising expenses are under budget but based on actual expenses to date.
- 3) Fuel costs are below budget. Service hours are below budget, and 3C is predominatly using an electric bus which has significant costs savings compared to diesel.
- 4) General operating expenses are over budget. Mostly due to increases in moneris bank fees from increased sales. Also Office expenses includes \$8,000 in smart card inventory. See corresponding transfer from deferred capital
- 5) Software is over budget. Hopthru ridership analytics error and annual fee for 22/23 was all not billed until June 2023 at the asame time as 23/24 invoice. Also just an increase in use of software throughout operations to increase efficiencies.
- 6) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechaincs, parts person added, increased costs for downtime and parts delays etc
- 7) Overall wages under budget. Most wages under budget except driver wages which is over budget. Due to increased service hours, increased rates paid to drivers, overtime, additional training etc.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total		
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget
Income											
Bus Pass Sales	-	-	7,466	4,754	19,184	8,746	28	-	26,678	13,500	198%
Marketing & Advertising Revenue			534		1,074		-		1,608	-	
Recoveries - Operating (non-members)	25,776	23,406	61,872	80,213	90,986	117,569	48,639	7,643	227,273	228,831	99%
Total Income	25,776	23,406	69,872	84,967	111,244	126,315	48,667	7,643	255,559	242,331	105%
Expenses									-	-	
Advertising & Marketing Expenses	117	0	572	1,144	691	2,103	907	0	2,286	3,247	70%
Contracted Services / Professional Fees	241	270	381	223	320	411	12	0	954	904	106%
Fuel Expense	0	0	1,249	2,294	2,413	4,220	56	0	3,718	6,514	57%
General Operating Expenses	28	0	290	281	604	519	129	0	1,051	800	131%
Infrastructure Maintenance	186	0	243	560	305	1,033	96	0	831	1,593	52%
Insurance Expense	1,524	1,347	1,524	1,347	1,524	1,347	1,524	1,347	6,097	5,388	113%
Software Fees & Licences	443	0	2,189	2,522	2,234	4,641	926	0	5,791	7,163	81%
Training, Travel & Meals	1,402	0	1,208	1,466	708	2,691	1,001	0	4,318	4,157	104%
Transit storage facility	3,358	1,296	3,082	2,303	3,113	3,149	3,082	1,296	12,635	8,044	157%
Vehicle Expenses	6,530	6,000	11,894	13,576	14,535	21,299	15,185	5,000	48,145	45,875	105%
Wages & Benefits	12,788	14,493	32,930	46,911	65,363	64,341	8,466	0	119,546	125,745	95%
Total Expenses	26,616	23,406	55,561	72,627	91,808	105,754	31,385	7,643	205,371	209,430	98%
Surplus / Deficiency Prior to Amortization	(840)	-	14,311	12,340	19,436	20,561	17,282	-	50,188	32,901	
Amortization Expense		-	12,339	12,339	20,565	20,565	17,284	0	50,188	32,904	153%
Net Income	(840)	-	1,972	1	(1,129)	(4)	(2)	-	0	(3)	

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Service hours consistent with budget

- 1) Revenues much higher than budget.
- 2) Recoveries based on actual net expenses.
- 3) Expenses consistent with budgeted amounts.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total		% of Budget
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	
Income											
Marketing & Advertising Revenue	850	2,876	2,203	2,909	2,426	2,941	3,106	2,946	8,585	11,672	74%
Requisitions - Operating	337,855	337,855	331,980	331,980	324,465	324,465	342,721	342,725	1,337,021	1,337,025	100%
Total Income	338,705	340,731	334,183	334,889	326,891	327,406	345,827	345,671	1,345,606	1,348,697	100%
Expenses									-	-	
Advertising & Marketing Expenses	1,801	6,915	3,489	6,992	2,726	7,069	5,927	7,069	13,943	28,045	50%
Contracted Services / Professional Fees	3,030	5,939	2,674	6,004	2,420	6,074	23,623	6,068	31,746	24,085	132%
Fuel Expense	35,889	35,537	34,461	35,933	36,778	36,328	40,106	36,331	147,234	144,129	102%
General Operating Expenses	1,869	2,235	1,272	2,255	1,426	2,283	2,764	2,283	7,331	9,056	81%
Infrastructure Maintenance	1,325	4,470	972	4,517	1,152	4,567	1,137	4,567	4,585	18,121	25%
Insurance Expense	6,353	6,777	6,353	6,777	6,353	6,777	6,353	6,777	25,411	27,108	94%
Software Fees & Licences	5,433	5,617	8,516	5,679	7,013	5,742	7,182	5,743	28,144	22,781	124%
Training, Travel & Meals	2,320	3,175	3,067	3,214	1,428	3,248	3,972	3,247	10,786	12,884	84%
Transit storage facility	3,364	1,501	3,531	1,517	3,441	1,534	3,315	1,534	13,651	6,086	224%
Vehicle Expenses	94,698	64,014	73,632	64,720	75,070	65,432	95,375	65,427	338,775	259,593	131%
Wages & Benefits	173,377	204,550	188,370	197,279	213,226	188,358	219,454	206,624	794,427	796,811	100%
Total Expenses	329,457	340,730	326,337	334,887	351,033	327,412	409,207	345,670	1,416,033	1,348,699	105%
Surplus / Deficiency Prior to Amortization	9,248	1	7,846	2	(24,141)	(6)	(63,380)	1	(70,427)	(2)	
Amortization Expense	44,955	44,955	44,955	44,955	44,955	44,955	52,400	44,955	187,265	179,820	104%
Net Income	(35,707)	(44,954)	(37,109)	(44,953)	(69,096)	(44,961)	(115,780)	(44,954)	(257,692)	(179,822)	

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Route 5 under in service hours by approximately 400 hours. NSLR increases in service hours did not happen until the end of March, but were budgeted from Jan onwards.

- 1) Advertising expenses are under budget but based on actual expenses to date.
- 2) Contract expenses over budget due to Dillon study which is coming from operating reserves
- 3) Fuel expenses are on target with budget. Even though service hours are under to date route 5 has not been using electric bus as anticipated, so not seeing cost savings from electric bus.
- 4) Infrastructure maintenance below budget. Minimal major infrastructure/signage changeover paid to date. .
- 5) Software is over budget. Hopthru ridership analytics error and annual fee for 22/23 was all not billed until June 2023 at the same time as 23/24 invoice. Also just an increase in use of software throughout operations to increase efficiencies.
- 6) Staff expenses under budget, but based on actual expenses to date.
- 7) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechanics, parts person added, increased costs for downtime and parts delays etc
- 8) Overall wages slightly under budget. Most wages under budget except driver wages which is over budget. Due to increased rates paid to drivers, overtime, additional training etc.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	-	-	16,477	9,883	42,507	18,588	611	0%	59,595	28,471	209%	1
Marketing & Advertising Revenue			728		1,365		0		2,093	-		
Partner Programs		0	6,563	7,500	24,821	12,500	211	0%	31,595	20,000	158%	2
Recoveries - Operating (non-members)	52,664	49,226	185,995	233,311	292,164	361,546	26,110	15,498	556,933	659,581	84%	3
Total Income	52,664	49,226	209,764	250,694	360,857	392,634	26,932	15,498	650,217	708,052	92%	
Expenses									-	-		
Advertising & Marketing Expenses	136	0	1,096	1,997	1,325	3,756	1,975	0	4,532	5,753	79%	
Contracted Services / Professional Fees	638	1,122	965	541	760	1,014	32	0	2,395	2,677	89%	
Fuel Expense	0	0	6,024	14,869	19,694	27,968	1,852	0	27,571	42,837	64%	
General Operating Expenses	68	0	616	688	1,214	1,295	313	0	2,210	1,983	111%	
Infrastructure Maintenance	450	0	537	1,131	655	2,128	233	0	1,875	3,259	58%	
Insurance Expense	2,989	3,906	5,073	3,906	4,031	3,906	4,447	3,906	16,540	15,624	106%	
Software Fees & Licences	1,409	0	5,211	5,125	5,188	9,641	2,443	0	14,251	14,766	97%	
Training, Travel & Meals	3,394	0	2,922	2,534	1,711	4,760	2,425	0	10,452	7,294	143%	
Transit storage facility	6,960	2,592	6,147	4,579	6,306	6,328	6,214	2,592	25,626	16,091	159%	
Vehicle Expenses	10,130	9,000	26,373	27,560	34,803	46,198	24,538	9,000	95,843	91,758	104%	
Wages & Benefits	28,527	32,606	76,701	111,596	158,109	158,691	23,056	0	286,392	302,893	95%	
Total Expenses	54,700	49,226	131,664	174,526	233,795	265,685	67,528	15,498	487,687	504,935	97%	4
Surplus / Deficiency Prior to Amortization	(2,037)	-	78,099	76,168	127,063	126,949	(40,596)	-	162,529	203,117		
Loss on Sale of TCA									-	-		
Amortization Expense		-	76,170	76,170	126,950	126,950	-40,591	0	162,529	203,120	80%	
Net Income	(2,037)	-	1,929	(2)	113	(1)	(5)	-	0	(3)		

Service hours consistent with budget

- 1) Revenues much higher than budget.
- 2) Partner revenue from Lake Minnewanka boat tours not budgeted.
- 3) Recoveries based on actual net expenses.
- 4) Expenses consistent with budgeted amounts.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	213,031	132,306	139,885	72,035	78,623	19,111	284,164	135,254	715,703	358,706	200%	1
Marketing & Advertising Revenue			400		480		240		1,120	-		
Requisitions - Operating	53,198	53,248	31,683	31,683	11,783	11,783	79,562	49,516	176,226	146,230	121%	2
Total Income	266,229	185,554	171,968	103,718	90,886	30,894	363,966	184,770	893,049	504,936	177%	
Expenses									-	-		
Advertising & Marketing Expenses	1,179	3,194	216	1,739	78	461	478	3,265	1,951	8,659	23%	3
Contracted Services / Professional Fees	1,213	1,231	938	670	224	177	1,088	1,258	3,463	3,336	104%	
Fuel Expense	31,088	31,665	20,791	17,240	4,051	4,574	20,098	32,369	76,027	85,848	89%	4
General Operating Expenses	5,291	2,883	3,098	1,569	1,993	415	9,533	2,947	19,915	7,814	255%	5
Infrastructure Maintenance	730	1,850	180	1,008	205	267	1,009	1,890	2,124	5,015	42%	
Insurance Expense	1,494	1,302	1,494	1,302	1,494	1,302	1,494	1,302	5,978	5,208	115%	
Software Fees & Licences	2,163	2,235	2,398	1,215	1,421	323	2,507	2,283	8,488	6,056	140%	
Training, Travel & Meals	486	1,572	88	858	26	228	1,468	1,606	2,068	4,264	49%	
Transit storage facility	7,257	4,357	4,925	4,038	4,758	3,756	7,947	4,373	24,887	16,524	151%	
Vehicle Expenses	49,566	30,012	27,088	17,218	13,285	6,147	22,410	30,699	112,348	84,076	134%	6
Wages & Benefits	108,799	105,254	94,700	56,861	1,167	13,244	103,581	102,779	308,247	278,138	111%	7
Total Expenses	209,265	185,555	155,918	103,718	28,700	30,894	171,612	184,771	565,495	504,938	112%	
Surplus / Deficiency Prior to Amortization	56,963	(1)	16,051	-	62,186	-	192,354	(1)	327,554	(2)		
Amortization Expense	24,282	24,282	12,141	12,141	4,047	4,047	28,842	24,282	69,312	64,752	107%	
Net Income	32,681	(24,283)	3,910	(12,141)	58,139	(4,047)	163,512	(24,283)	258,242	(64,754)		

Route 8 (ID9) consistent in service hours. Additional bus was added at the beginning on March, and again from Sept 18 - December. Costs and a revenue allocation for this are in a different class and were billed 100% to Parks.

1) Pass sales well over budgeted amounts. Very strong sales and ridership.

2) Includes requisition and costs for 8X summer 10pm departure

3) Advertising expenses are under budget but based on actual expenses to date.

4) Fuel costs under budget. Budget was based on high 2022 diesel prices, and we have not seen close to those levels in 2023.

5) General operating expenses are over budget. Mostly due to increases in moneris bank fees from increased sales.

6) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechanics, parts person added, increased costs for downtime and parts delays etc

7) Most wages under budget except driver wages which is over budget. Due to increased service hours, increased rates paid to drivers, overtime, additional training etc.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales		-	-	27,505	49,206	51,736	-60	0	49,146	79,241	62%	1
Marketing & Advertising Revenue			320		480				800	-		
Recoveries - Operating (non-members)	28,621	13,888	60,611	49,178	(22,582)	72,243	-53,843	5,631	12,807	140,940	9%	2
Requisitions - Operating		11,591		41,045		60,295		4,701	-	117,632	0%	3
Total Income	28,621	25,479	60,931	117,728	27,104	184,274	(53,903)	10,332	62,753	337,813	19%	
Expenses									-	-		
Advertising & Marketing Expenses	14	0	67	1,490	67	2,803	167	0	314	4,293	7%	
Contracted Services / Professional Fees	270	510	291	388	83	734	0	0	644	1,632	39%	
Fuel Expense		0		9,125	2,938	17,167	79	0	3,017	26,292	11%	
General Operating Expenses	29	0	22	874	1,456	1,648	14	0	1,520	2,522	60%	
Infrastructure Maintenance	191	0	276	319	168	601	37	0	672	920	73%	
Insurance Expense	2,242	2,604	3,194	2,604	2,718	2,604	-6,620	2,604	1,534	10,416	15%	
Software Fees & Licences	602	0	1,863	3,324	2,025	6,254	-918	0	3,572	9,578	37%	
Training, Travel & Meals	1,439	0	762	1,847	450	3,477	-1,079	0	1,572	5,324	30%	
Transit storage facility	3,979	1,728	4,055	3,052	3,952	4,218	-9,721	1,728	2,265	10,726	21%	
Vehicle Expenses	6,403	6,000	3,894	13,775	3,445	22,149	3,441	6,000	17,183	47,924	36%	
Wages & Benefits	13,323	14,637	13,909	46,583	19,976	65,368	-21,507	0	25,701	126,588	20%	
Total Expenses	28,491	25,479	28,333	83,381	37,278	127,023	(36,108)	10,332	57,993	246,215	24%	4
Net Operating Income	131	-	32,598	34,347	(10,174)	57,251	(17,795)	-	4,760	91,598		
Amortization Expense		-	34,350	34,350	57,250	57,250	(78,200)		13,400	91,600	15%	5
Net Income	131	-	(1,752)	(3)	(67,424)	1	60,405	-	(8,641)	(2)		

Service hours were budgeted for the full summer, but actual service hours are weekends only starting in July. Service hours 270 vs 1,180

- 1) Pass/Farebox sales under budget due to less service hours
- 2) Recoveries based on parks allocation of actual net expenses.
- 3) ID# contribution allocated to maintenance reserve.
- 4) Most expenses lower than budget due to reduced service hours.
- 5) Amortization under budget - allocated using overall proportionate share of service hours for 8S/9/10/11

Q4 allocation of costs to routes 8s/9/10/11 based on pro-rated service hours

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales		-	357,141	179,581	926,216	337,784	-16,675	0%	1,266,682	517,365	245%	1
Grant Revenue									-	-		
Marketing & Advertising Revenue			375		480				855	-		
Recoveries - Operating (non-members)	87,938	53,597	10,619	148,883	(184,351)	199,311	90,525	15,876	4,730	417,667	1%	2
Requisitions - Operating	0	25,978		72,158		96,599	100,730	7,695	100,730	202,430	50%	3
Total Income	87,938	79,575	368,135	400,622	742,345	633,694	174,579	23,571	1,372,997	1,137,462	121%	
Expenses									-	-		
Advertising & Marketing Expenses	56	0	1,161	5,086	1,224	9,564	4,359	0	6,800	14,650	46%	4
Contracted Services / Professional Fees	993	1,734	1,689	1,446	1,232	2,720	8,559	0	12,472	5,900	211%	
Fuel Expense	0	0	24,120	42,967	56,784	80,824	-2,843	0	78,062	123,791	63%	5
General Operating Expenses	208	0	14,123	3,769	23,806	7,088	3,233	0	41,370	10,857	381%	6
Infrastructure Maintenance	673	0	3,270	1,088	4,119	2,051	497	0	8,557	3,139	273%	
Insurance Expense	4,619	5,325	6,703	5,325	5,661	5,325	6,077	5,325	23,060	21,300	108%	
Software Fees & Licences	1,619	0	7,502	8,122	8,050	15,277	3,703	0	20,873	23,399	89%	
Training, Travel & Meals	5,821	0	5,852	7,018	3,334	13,205	4,372	0	19,379	20,223	96%	
Transit storage facility	9,499	6,246	8,261	8,894	8,811	11,226	8,517	6,246	35,089	32,612	108%	
Vehicle Expenses	9,543	12,000	54,178	43,935	77,227	75,115	45,321	12,000	186,268	143,050	130%	7
Wages & Benefits	58,139	54,270	149,286	181,377	307,718	258,645	168,633	0	683,776	494,292	138%	8
Total Expenses	91,169	79,575	276,145	309,027	497,966	481,040	250,427	23,571	1,115,707	893,213	125%	
Surplus / Deficiency Prior to Amortization	(3,232)	-	91,990	91,595	244,379	152,654	(75,848)	-	257,290	244,249		
Amortization Expense		-	91,593	91,594	152,655	152,657	-84,496	0	159,752	244,251	65%	9
Net Income	(3,232)	-	397	1	91,724	(3)	8,648	-	97,538	(2)		

Route 8X over in service hours of approximately 520 hours. Addition of 8XD which is a combination of 8X and lake louise local hours. Rt 11 expenses and revenue tracked in separate class.

- 1) Revenues well over budget due to record ridership levels
- 2) Recoveries based on actual net expenses.
- 3) ID# contribution allocated to maintenance reserve.
- 4) Advertising expenses are under budget but based on actual expenses to date.
- 5) Fuel costs under budget. Budget was based on high 2022 diesel prices, and we have not seen close to those levels in 2023.
- 6) General operating expenses are over budget. Mostly due to increases in moneris bank fees from increased sales.
- 7) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechanics, parts person added, increased costs for downtime and parts delays etc
- 8) Wages well over budget. Driver wages over due to increased service hours, increased rates paid to drivers, overtime, additional training etc. Increased allocation for admin wages for time spent on administration and reservation system. Increased allocation of customer service wages due to capacity issues, line ups, reservation system etc.
- 9) Amortization under budget because an amount was allocated to 8 winter extra parks service for use of these buses over the winter.

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	11,274	0	45,613	34,537	83,498	75,651	16,363	7,401	156,748	117,589	133%	1
Marketing & Advertising Revenue			679		901		476		2,056	-		
Recoveries - Operating (non-members)	45,044	15,193	74,082	45,052	(6,717)	67,843	90,015	7,484	202,425	135,572	149%	2
Requisitions - Operating		12,680		37,601		56,625		6,247	-	113,153	0%	3
Total Income	56,318	27,873	120,374	117,190	77,682	200,119	106,855	21,132	361,229	366,314	99%	
Expenses									-	-		
Advertising & Marketing Expenses	14	0	2,324	1,179	910	2,582	1,117	253	4,366	4,014	109%	
Contracted Services / Professional Fees	323	510	530	253	493	555	104	54	1,450	1,372	106%	
Fuel Expense	4,806	0	7,130	7,994	15,372	17,508	6,236	1,713	33,544	27,215	123%	4
General Operating Expenses	337	0	1,110	834	1,360	1,829	843	178	3,650	2,841	128%	
Infrastructure Maintenance	196	0	654	252	344	552	141	54	1,335	858	156%	
Insurance Expense	2,242	2,604	3,194	2,604	2,718	2,604	3,767	2,604	11,921	10,416	114%	
Software Fees & Licences	767	0	3,614	3,165	3,148	6,932	1,397	678	8,926	10,775	83%	
Training, Travel & Meals	1,479	0	1,326	1,562	774	3,421	1,302	334	4,881	5,317	92%	
Transit storage facility	5,284	1,728	4,095	2,849	4,111	4,183	5,451	1,968	18,940	10,728	177%	5
Vehicle Expenses	7,406	6,000	13,585	12,948	19,841	23,978	20,030	6,346	60,863	49,272	124%	6
Wages & Benefits	31,262	17,034	50,961	49,204	87,512	78,727	74,058	6,950	243,793	151,915	160%	7
Total Expenses	54,115	27,876	88,523	82,844	136,584	142,871	114,446	21,132	393,668	274,723	143%	
Surplus / Deficiency Prior to Amortization	2,203	(3)	31,851	34,346	(58,902)	57,248	(7,591)	-	(32,439)	91,591		
Amortization Expense		-	34,350	34,350	57,250	57,250	12,538	0	104,138	91,600	114%	8
Net Income	2,203	(3)	(2,499)	(4)	(116,152)	(2)	(20,129)	-	(136,577)	(9)		

Route 9 approximately 670 service hours more than budget. Route running weekends during winter which was not included in budgeted service hours.

- 1) Pass revenues substantially over due to increased service hours.
- 2) Recoveries based on actual net expenses.
- 3) ID# contribution allocated to maintenance reserve.
- 4) Fuel over budget due to increased service hours.
- 5) Transit storage over budget due to increase in allocation in winter due to additional service hours.
- 6) Vehicle expenses are significantly over budget. Overall TOB vehicle maintenance billing were \$450K over budget. Higher hourly rate for mechanics, parts person added, increased costs for downtime and parts delays etc
- 5) Amortization over budget - allocated using overall proportionate share of service hours for 8S/9/10/11

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

	Jan - Mar, 2023		Apr - Jun, 2023		Jul - Sep, 2023		Oct - Dec, 2023		Total			
	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	% of Budget	
Income												
Bus Pass Sales	(10)	-	-	-	39,581	18,301	30,490	13,726	70,061	32,027	219%	1
Recoveries - Operating (non-members)	5,443	5,632	5,452	3,533	(5,470)	26,675	51,967	21,192	57,392	57,032	101%	2
Total Income	5,433	5,632	5,452	3,533	34,111	44,976	82,457	34,918	127,453	89,059	143%	
Expenses												
Advertising & Marketing Expenses	-	-	-	-	31	416	249	312	281	728	39%	
Contracted Services / Professional Fees	-	-	-	-	100	148	149	112	249	260	96%	
Fuel Expense	-	-	-	-	5,980	5,856	4,625	4,392	10,605	10,248	103%	
General Operating Expenses	12	-	-	-	1,131	239	1,125	179	2,269	418	543%	
Infrastructure Maintenance	-	-	-	-	93	267	480	201	573	468	122%	
Software Fees & Licences	53	-	75	-	124	250	801	250	1,053	500	211%	
Training, Travel & Meals	-	-	-	-	11	52	805	38	816	90	907%	
Transit storage facility	40	-	-	-	3	-	4,560	-	4,603	-		
Vehicle Expenses	135	-	-	-	4,774	5,090	5,516	3,816	10,425	8,906	117%	
Wages & Benefits	5,192	5,632	5,378	3,533	11,863	22,657	45,107	15,619	67,540	47,441	142%	3
Total Expenses	5,433	5,632	5,452	3,533	24,111	34,975	66,401	24,919	101,397	69,059	147%	
Surplus / Deficiency Prior to Amortization	0	-	(0)	-	10,000	10,001	16,056	9,999	26,056	20,000		
Amortization Expense	-	-	-	-	10,000	10,000	16,056	10,000	26,056	20,000	130%	
Net Income	0	-	(0)	-	-	1	-	(1)	0	-		

Service hours consistent with Budget

- 1) Revenues much higher than budgeted amounts due to strong ridership.
- 2) Recoveries based on actual net expenses.
- 3) Wages over budget due to driver wages being higher, and increased allocation of admin and CS wages for time spent on reservation system.

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

All Routes	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 69.60	\$ 52.90	31.6%	\$ 60.00
Gross Cost per Service Hour	\$ 155.09	\$ 156.57	-0.9%	\$ 154.88
Direct Operating Cost per Service Hour	\$ 126.52	\$ 123.43	2.5%	\$ 122.87
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 23.75	\$ 25.07	-5.3%	\$ 24.89
Net Cost per Service Hour (CUTA)	\$ 61.73	\$ 78.60	-21.5%	\$ 69.99
% Cost Recovery (CUTA)	63%	40%		46%
Gross cost per KM	\$ 5.53	\$ 5.84		\$ 5.32
Route KM	2,031,675	1,868,090		1,640,088
Ridership	2,632,283	2,194,066	20.0%	1,652,182
Service Hours	72,422	69,621	4.0%	56,368
Ridership per Service Hour	36	32	15.3%	29

Cost recovery % excludes route 5

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 1 - Banff Local Sulphur Mtn	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 53.44	\$ 47.55	12.4%	\$ 55.66
Gross Cost per Service Hour	\$ 142.20	\$ 139.82	1.7%	\$ 146.29
Direct Operating Cost per Service Hour	\$ 111.59	\$ 109.13	2.3%	\$ 111.84
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 25.81	\$ 22.62	14.1%	\$ 27.33
Net Cost per Service Hour (CUTA)	\$ 62.96	\$ 69.65	-9.6%	\$ 63.29
% Cost Recovery (CUTA)	46%	41%		47%
Gross cost per KM	\$ 9.29	\$ 9.26		\$ 9.67
Route KM	215,710	212,847		159,033
Ridership	813,710	799,131	1.8%	550,448
Service Hours	14,097	14,098	0.0%	10,507
Ridership per Service Hour	58	57	1.8%	52

Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals

Route 2 - Banff Local Tunnel Mtn	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 37.10	\$ 50.25	-26.2%	\$ 41.06
Gross Cost per Service Hour	\$ 142.66	\$ 141.14	1.1%	\$ 147.18
Direct Operating Cost per Service Hour	\$ 113.36	\$ 107.89	5.1%	\$ 112.73
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 24.49	\$ 25.18	-2.7%	\$ 27.33
Net Cost per Service Hour (CUTA)	\$ 81.07	\$ 65.71	23.4%	\$ 78.79
% Cost Recovery (CUTA)	31%	43%		34%
Gross cost per KM	\$ 10.13	\$ 10.91		\$ 10.33
Route KM	174,634	158,051		135,170
Ridership	733,010	641,366	14.3%	470,753
Service Hours	12,403	12,222	1.5%	9,489
Ridership per Service Hour	59	52	12.6%	50

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 3 - Canmore / Banff Regional	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 98.44	\$ 84.85	16.0%	\$ 96.50
Gross Cost per Service Hour	\$ 140.16	\$ 137.22	2.1%	\$ 150.05
Direct Operating Cost per Service Hour	\$ 121.26	\$ 117.19	3.5%	\$ 127.93
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 14.09	\$ 11.95	17.9%	\$ 15.00
Net Cost per Service Hour (CUTA)	\$ 27.63	\$ 40.42	-31.6%	\$ 38.55
% Cost Recovery (CUTA)	78%	68%		71%
Gross cost per KM	\$ 3.47	\$ 3.29		\$ 3.43
Route KM	571,834	599,558		464,426
Ridership	329,489	325,304	1.3%	193,737
Service Hours	14,177	14,379	-1.4%	10,616
Ridership per Service Hour	23	23	2.7%	18

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 4 - Cave & Basin	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 25.40	\$ 11.65	117.9%	\$ 8.10
Gross Cost per Service Hour	\$ 235.23	\$ 217.91	8.0%	\$ 133.51
Direct Operating Cost per Service Hour	\$ 184.40	\$ 180.78	2.0%	\$ 104.52
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 46.03	\$ 29.06	58.4%	\$ 21.87
Net Cost per Service Hour (CUTA)	\$ 163.81	\$ 177.19	-7.6%	\$ 103.54
% Cost Recovery (CUTA)	13%	6%		7%
Gross cost per KM	\$ 24.77	\$ 13.48		\$ 10.25
Route KM	10,577			
Ridership	28,273	24,543	15.2%	24,135
Service Hours	1,114	1,159	-3.9%	1,384
Ridership per Service Hour	25	21	19.8%	17

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 5 - Canmore Local	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 0.67	\$ 0.89	-24.2%	\$ 2.91
Gross Cost per Service Hour	\$ 131.55	\$ 125.05	5.2%	\$ 133.86
Direct Operating Cost per Service Hour	\$ 111.09	\$ 102.64	8.2%	\$ 114.54
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 15.66	\$ 14.34	9.2%	\$ 12.19
Net Cost per Service Hour (CUTA)	\$ 115.22	\$ 109.82	4.9%	\$ 118.76
% Cost Recovery (CUTA)				
Gross cost per KM	\$ 5.55	\$ 6.28		\$ 6.91
Route KM	302,411	261,810		195,012
Ridership	311,377	185,852	67.5%	180,394
Service Hours	12,747	13,140	-3.0%	10,071
Ridership per Service Hour	24	14	72.7%	18

Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals

Route 6 - Lake Minnewanka	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 30.04	\$ 17.42	72.5%	\$ 24.28
Gross Cost per Service Hour	\$ 215.19	\$ 263.15	-18.2%	\$ 169.57
Direct Operating Cost per Service Hour	\$ 157.07	\$ 181.44	-13.4%	\$ 128.51
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 53.31	\$ 73.64	-27.6%	\$ 33.94
Net Cost per Service Hour (CUTA)	\$ 131.83	\$ 172.09	-23.4%	\$ 111.35
% Cost Recovery (CUTA)	19%	9%		18%
Gross cost per KM	6.52	\$ 5.01		\$ -
Route KM	102,460			
Ridership	92,335	42,499	117.3%	66,784
Service Hours	3,105	2,783	11.6%	3,105
Ridership per Service Hour	30	15	94.7%	22

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 8 - Lake Louise / Banff Regional Winter	January - December 2023				Inc. Additional 8 Winter Parks bus
	2023 ACTUAL	2023 BUDGET	COMP %	2022 ACTUAL	
Revenue per Service Hour	\$ 127.62	\$ 89.10	43.2%	\$ 105.31	\$ 137.75
Gross Cost per Service Hour	\$ 118.79	\$ 150.23	-20.9%	\$ 161.05	\$ 157.48
Direct Operating Cost per Service Hour	\$ 100.68	\$ 125.42	-19.7%	\$ 136.25	\$ 130.78
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12	\$ 4.81
Lease/Amortization per Service Hour	\$ 13.31	\$ 16.74	-20.5%	\$ 17.68	\$ 21.88
Net Cost per Service Hour (CUTA)	\$ (22.13)	\$ 44.39	-149.9%	\$ 38.06	\$ (2.16)
% Cost Recovery (CUTA)	121%	67%		73%	102%
Gross cost per KM	\$ 2.49	\$ 2.96		\$ 3.03	\$ 3.30
Route KM	267,927	204,024		214,173	267,927
Ridership	98,044	53,566	83.0%	47,681	98,044
Service Hours	5,617	4,026	39.5%	4,026	5,617
Ridership per Service Hour	17	13	31.2%	12	17

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 8X - Lake Louise / Banff Regional Express - Summer	January - December 2023				Route 11 - LL Local
	2023 ACTUAL	2023 BUDGET	COMP %	2022 ACTUAL	
Revenue per Service Hour	\$ 240.62	\$ 108.94	120.9%	\$ 141.88	\$ 38.21
Gross Cost per Service Hour	\$ 247.90	\$ 248.23	-0.1%	\$ 186.14	\$ 176.87
Direct Operating Cost per Service Hour	\$ 211.80	\$ 188.07	12.6%	\$ 134.71	\$ 121.47
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12	\$ 4.81
Lease/Amortization per Service Hour	\$ 31.29	\$ 52.09	-39.9%	\$ 44.30	\$ 50.60
Net Cost per Service Hour (CUTA)	\$ (24.01)	\$ 87.21	-127.5%	\$ (0.04)	\$ 88.06
% Cost Recovery (CUTA)	111%	56%		100%	30%
Gross cost per KM	\$ 5.28	\$ 3.06		\$ -	\$ 13.66
Route KM	247,318				12,960
Ridership	151,408	88,544	71.0%	85,236	21,774
Service Hours	5,268	4,749	10.9%	4,689	1,001
Ridership per Service Hour	29	19	54.2%	18	22

**Bow Valley Regional Transit Services Commission
2023 Quarterly KPIs with 2022 Actuals**

Route 9 - Johnston Canyon	January - December 2023			
	2023	2023	COMP	2022
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 75.68	\$ 82.23	-8.0%	\$ 59.33
Gross Cost per Service Hour	\$ 243.02	\$ 264.90	-8.3%	\$ 187.63
Direct Operating Cost per Service Hour	\$ 187.62	\$ 192.11	-2.3%	\$ 145.17
Overhead per Service Hour	\$ 4.81	\$ 8.07	-40.4%	\$ 7.12
Lease/Amortization per Service Hour	\$ 50.60	\$ 64.71	-21.8%	\$ 35.35
Net Cost per Service Hour (CUTA)	\$ 116.74	\$ 117.95	-1.0%	\$ 92.96
% Cost Recovery (CUTA)	39%	41%		39%
Gross cost per KM	5.67	\$ 5.37		\$ 4.54
Route KM	89,907			71,643
Ridership	35,751	18,169	96.8%	22,263
Service Hours	2,098	1,430	46.7%	1,733
Ridership per Service Hour	17	13	34.1%	13

Bow Valley *R*egional Transit Services Commission



Financial Reserve Transfers – based on
2023 results

Report to the Bow Valley Regional Transit Services Commission

BVRTSC24-03.02 2023 Reserve Transfers

March 8, 2024

SUMMARY/ ISSUE

Briefing to the Board on the draft unaudited 2023 financial results and request for motion to approve 2023 operating & general commission reserve transfers.

PREVIOUS COMMISSION DIRECTION/POLICY

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

Recommended Motion:

The Board moves to approve the reserve transfers presented in the draft 2023 financial results as follows:

2023 Operating surplus of \$1,204,259.67 to be transferred as follows:

- \$7,189.43 out of the Town of Banff operating reserve
- \$76,584.92 to the Town of Canmore operating reserve
- \$500,262.07 to the ID#9 operating reserve
- \$500.00 out of the BVRTSC operating reserve
- \$635,102.11 to the General Commission Reserve

2023 correction of funding source for 2021 Banff local Proterra bus purchases

- \$316,876.15 is transferred out of Town of Banff operating reserve to replace deferred capital funds used for the purchase.

INVESTIGATION

Administration has prepared the draft unaudited 2023 financial results for the Board’s review. These results have the potential to change based on the 2023 audit work which is being completed March 4-8, 2024.

2023 Operating Surplus/Deficit Transfers

2023 Financial Results with detailed explanations of the deficits are attached.

Report to the Bow Valley Regional Transit Services Commission

BVRTSC24-03.02 2023 Reserve Transfers

March 8, 2024

Based on the preliminary 2023 financial results, the following 2023 reserve transfers are being submitted for approval at the March 2024 Board meeting:

Operating Surplus/Deficit Proposed Transfers	Administrative	Rt 01 - Banff Local (Sulphur Mtn)	Rt 02 - Banff Local (Tunnel Mtn)	Rt 03 - CB Regional	Rt 04 - Cave and Basin	Rt 05 - Canmore Local	Rt 06 - Lake Minnewanka
Town of Banff Operating Reserve	71,978.31	58,831.41	(212,623.88)	75,036.73			
Town of Canmore Operating Reserve	71,978.31			75,036.73		(70,430.12)	
ID#9 Operating Reserve	71,978.31						
BVRTSC Operating Reserve	(500.00)						
General Commission Reserve					50,188.28		162,529.28
	\$ 215,434.94	\$ 58,831.41	\$ (212,623.88)	\$ 150,073.45	\$ 50,188.28	\$ (70,430.12)	\$ 162,529.28

Rt 08 - LLB Regional Winter	Rt 08S - LLB Regional Summer Scenic	Rt 08X - LLB Regional Summer Express	Rt 09 - Johnston Canyon	Rt 10 - Moraine Lake	Rt 11 - LL Local	Rt 8 EXTRA - LLB Regional Parks Extra Bus	TCA & Grant Income	Totals
								\$ (6,777.43)
								\$ 76,584.92
327,553.89		100,729.87						\$ 500,262.07
								\$ (500.00)
	5,121.72	61,058.49	39,802.38	26,056.22	18,988.28	48,174.43	223,183.03	\$ 635,102.11
\$ 327,553.89	\$ 5,121.72	\$ 161,788.36	\$ 39,802.38	\$ 26,056.22	\$ 18,988.28	\$ 48,174.43	\$ 223,183.03	\$ 1,204,671.67

*This transfer also includes excess contribution for Parks Proterra bus purchases.

**TOB transfer is 7,189.43 (includes \$412 for net proceeds of Goat sale).

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

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

For non-commission member routes, amounts paid for amortization expense are being transferred to a General Commission reserve and held for future operating or capital projects. This is due to non-commission members not paying into a Capital Requisition.

2023 Correction of funding source for Banff local Proterra bus purchases in 2021

As per a June 2019 Board motion:

2019-06.01 Electric Bus Funding (RFD)

BVRTSC19-36 Davina Bernard moves to approve a transfer from the BVRTSC/Banff Operating Reserve for the purchase of two Electric Buses for Increased Frequency Phase II on the Banff Local routes to a maximum of \$334,000 if ICIP funding is not available at the time of purchase.

CARRIED UNANIMOUSLY

Report to the Bow Valley Regional Transit Services Commission

BVRTSC24-03.02 2023 Reserve Transfers

March 8, 2024

When these buses were purchased in 2021, ICIP funding was not available, and the balance of the purchase (\$316,876.15) was deducted from Banff Deferred Capital Contributions instead of Banff operating reserves. In 2023 there is an entry to correct the source of funding for the 2021 Banff local Proterra bus purchases.

IMPLICATIONS

Prior to the auditors releasing the 2023 financial statements they require Board approval for reserve transfers. The above motion is being brought to the Board for approval at the March 2024 meeting so that reserve transfers can be discussed and approved or amended prior to the draft audited financial statement preparation for the April 2024 meeting.

If any changes are required resulting from the 2023 financial statement audit, a motion for the revised reserve transfers will be brought to the April 2024 meeting along with the draft audited financial statements.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Changes to the reserves as outlined above

BRAND IMPACT

None

RISKS

N/A

ATTACHMENTS

- 2023 Financial Reconciliation

Bow Valley *R*egional Transit Services Commission

Proterra Bankruptcy Claim

“Sean Krausert moves that the Board approve the claim submission in the Proterra bankruptcy proceedings”

Motion seconded by Tanya Foubert

Carried unanimously via email vote

Fill in this information to identify the case:

Debtor Proterra Inc
United States Bankruptcy Court for the: _____ District of Delaware
(State)
Case number 23-11120

Official Form 410
Proof of Claim

04/22

Read the instructions before filling out this form. This form is for making a claim for payment in a bankruptcy case. Do not use this form to make a request for payment of an administrative expense. Make such a request according to 11 U.S.C. § 503.

Filers must leave out or redact information that is entitled to privacy on this form or on any attached documents. Attach redacted copies or any documents that support the claim, such as promissory notes, purchase orders, invoices, itemized statements of running accounts, contracts, judgments, mortgages, and security agreements. Do not send original documents; they may be destroyed after scanning. If the documents are not available, explain in an attachment.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Fill in all the information about the claim as of the date the case was filed. That date is on the notice of bankruptcy (Form 309) that you received.

Part 1: Identify the Claim

1. Who is the current creditor? Bow Valley Regional Transit Services Commission
Name of the current creditor (the person or entity to be paid for this claim)
Other names the creditor used with the debtor _____

2. Has this claim been acquired from someone else? No
 Yes. From whom? _____

3. Where should notices and payments to the creditor be sent?
Where should notices to the creditor be sent? See summary page
Where should payments to the creditor be sent? (if different) See summary page
Federal Rule of Bankruptcy Procedure (FRBP) 2002(g)
Contact phone 780-497-3302 Contact phone 403-760-7600
Contact email SFinlay@rmrf.com Contact email Martin.Bean@roamtransit.com
Uniform claim identifier for electronic payments in chapter 13 (if you use one):

4. Does this claim amend one already filed? No
 Yes. Claim number on court claims registry (if known) _____ Filed on _____
MM / DD / YYYY

5. Do you know if anyone else has filed a proof of claim for this claim? No
 Yes. Who made the earlier filing? _____



Part 2: Give Information About the Claim as of the Date the Case Was Filed

6. Do you have any number you use to identify the debtor? No
 Yes. Last 4 digits of the debtor's account or any number you use to identify the debtor: ____ _

7. How much is the claim? \$ 3,600,000.00. Does this amount include interest or other charges?
 No
 Yes. Attach statement itemizing interest, fees, expenses, or other charges required by Bankruptcy Rule 3001(c)(2)(A).

8. What is the basis of the claim? Examples: Goods sold, money loaned, lease, services performed, personal injury or wrongful death, or credit card.
Attach redacted copies of any documents supporting the claim required by Bankruptcy Rule 3001(c).
Limit disclosing information that is entitled to privacy, such as health care information.
Battery replacement on nine 9 buses where contracts have been canceled.

9. Is all or part of the claim secured? No
 Yes. The claim is secured by a lien on property.
Nature or property:
 Real estate: If the claim is secured by the debtor's principle residence, file a *Mortgage Proof of Claim Attachment* (Official Form 410-A) with this *Proof of Claim*.
 Motor vehicle
 Other. Describe: _____
Basis for perfection: _____
Attach redacted copies of documents, if any, that show evidence of perfection of a security interest (for example, a mortgage, lien, certificate of title, financing statement, or other document that shows the lien has been filed or recorded.)
Value of property: \$ _____
Amount of the claim that is secured: \$ _____
Amount of the claim that is unsecured: \$ _____ (The sum of the secured and unsecured amount should match the amount in line 7.)
Amount necessary to cure any default as of the date of the petition: \$ _____
Annual Interest Rate (when case was filed) _____ %
 Fixed
 Variable

10. Is this claim based on a lease? No
 Yes. Amount necessary to cure any default as of the date of the petition. \$ _____

11. Is this claim subject to a right of setoff? No
 Yes. Identify the property: _____



12. Is all or part of the claim entitled to priority under 11 U.S.C. § 507(a)?

A claim may be partly priority and partly nonpriority. For example, in some categories, the law limits the amount entitled to priority.

No

Yes. Check all that apply:

	Amount entitled to priority
<input type="checkbox"/> Domestic support obligations (including alimony and child support) under 11 U.S.C. § 507(a)(1)(A) or (a)(1)(B).	\$ _____
<input type="checkbox"/> Up to \$3,350* of deposits toward purchase, lease, or rental of property or services for personal, family, or household use. 11 U.S.C. § 507(a)(7).	\$ _____
<input type="checkbox"/> Wages, salaries, or commissions (up to \$15,150*) earned within 180 days before the bankruptcy petition is filed or the debtor's business ends, whichever is earlier. 11 U.S.C. § 507(a)(4).	\$ _____
<input type="checkbox"/> Taxes or penalties owed to governmental units. 11 U.S.C. § 507(a)(8).	\$ _____
<input type="checkbox"/> Contributions to an employee benefit plan. 11 U.S.C. § 507(a)(5).	\$ _____
<input type="checkbox"/> Other. Specify subsection of 11 U.S.C. § 507(a)(____) that applies.	\$ _____

* Amounts are subject to adjustment on 4/01/25 and every 3 years after that for cases begun on or after the date of adjustment.

13. Is all or part of the claim entitled to administrative priority pursuant to 11 U.S.C. 503(b)(9)?

No

Yes. Indicate the amount of your claim arising from the value of any goods received by the debtor within 20 days before the date of commencement of the above case, in which the goods have been sold to the Debtor in the ordinary course of such Debtor's business. Attach documentation supporting such claim.

\$ _____

Part 3: Sign Below

The person completing this proof of claim must sign and date it. FRBP 9011(b).

If you file this claim electronically, FRBP 5005(a)(2) authorizes courts to establish local rules specifying what a signature is.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both. 18 U.S.C. §§ 152, 157, and 3571.

Check the appropriate box:

I am the creditor.

I am the creditor's attorney or authorized agent.

I am the trustee, or the debtor, or their authorized agent. Bankruptcy Rule 3004.

I am a guarantor, surety, endorser, or other codebtor. Bankruptcy Rule 3005.

I understand that an authorized signature on this *Proof of Claim* serves as an acknowledgement that when calculating the amount of the claim, the creditor gave the debtor credit for any payments received toward the debt.

I have examined the information in this *Proof of Claim* and have reasonable belief that the information is true and correct.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on date 03/06/2024
MM / DD / YYYY

/s/Shauga Finlay
Signature

Print the name of the person who is completing and signing this claim:

Name Shauna Finlay
First name Middle name Last name

Title Partner

Company Reynolds Mirth Richards and Farmer LLP
Identify the corporate servicer as the company if the authorized agent is a servicer.

Address _____

Contact phone _____ Email _____

KCC ePOC Electronic Claim Filing Summary

For phone assistance: Domestic (888) 251-3076 | International (310) 751-2617

Debtor: 23-11120 - Proterra Inc		
District: District of Delaware		
Creditor: Bow Valley Regional Transit Services Commission Reynolds Mirth Richards and Farmer LLP, Attention: Shauna N. Finlay 1800, 10220 - 103 Avenue Edmonton, Alberta, T5J 0K4 Canada Phone: 780-497-3302 Phone 2: 780-425-9510 Fax: 780-429-3044 Email: SFinlay@rmrf.com	Has Supporting Documentation: Yes, supporting documentation successfully uploaded Related Document Statement:	
	Has Related Claim: No Related Claim Filed By:	
	Filing Party: Authorized agent	
Disbursement/Notice Parties: Bow Valley Regional Transit Services Commission Martin Bean 221 Beaver Street P.O. Box 338 Banff, Alberta, T1L 1A5 Canada Phone: 403-760-7600 Phone 2: Fax: E-mail: Martin.Bean@roamtransit.com DISBURSEMENT ADDRESS		
Other Names Used with Debtor:	Amends Claim: No Acquired Claim: No	
Basis of Claim: Battery replacement on nine 9 buses where contracts have been canceled.	Last 4 Digits: No	Uniform Claim Identifier:
Total Amount of Claim: 3,600,000.00	Includes Interest or Charges: No	
Has Priority Claim: No	Priority Under:	
Has Secured Claim: No Amount of 503(b)(9): No Based on Lease: No Subject to Right of Setoff: No	Nature of Secured Amount: Value of Property: Annual Interest Rate: Arrearage Amount: Basis for Perfection: Amount Unsecured:	

Submitted By:

Shauna Finlay on 06-Mar-2024 3:54:01 p.m. Eastern Time

Title:

Partner

Company:

Reynolds Mirth Richards and Farmer LLP

Changes made To Page

Changes have been made To the page. Click [Continue] To save your changes And proceed With your action. Click [Cancel] To remain On this page.

[Continue](#) [Cancel](#)



[Proterra Inc, et al.](#)

Case Number: 23-11120

[Blank Proof Of Claim Form with Instructions](#)

For phone assistance:

(888) 251-3076 (Domestic US)

(310) 751-2617 (International)

This claim was successfully submitted for \$ 3,600,000.00 against Proterra Inc on 06-Mar-2024 3:54:01 p.m. Eastern Time.

You can download a copy of the Claim Filing Summary [here](#).

If you would like to make any changes to your claim, please [request a new PIN](#) from KCC and file an amended claim.

You have uploaded your supporting documentation so there is nothing for you to mail to KCC.

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PART IV - THE CONTRACT

7. The contract upon which the Purchase Orders was based specifically required that the products and services provided by Proterra would be complete, fully functional, and suitable for the purposes intended (General Conditions, Art. 15.1.2).
8. The products and services were warranted by Proterra per Article 11.0 of the General Conditions of the Contract and Schedule 7 of the Contract (the “Warranty”). Pursuant to the Warranty, Proterra promised, *inter alia*:
 - a. Minimum battery warranty of 12 years and unlimited kilometers (Specifications, Section I: Bus - Warranty Item 34.18); and
 - b. Replacement of the Bus Battery Packs at the beginning of year 7 at no cost to Bow Valley (Standard Warranties - Specification Section I - Bus Item 34.18).
9. Under the Limitation of Liability at Article 22.1 of the General Conditions of the Contract, Proterra agreed to assume the entire responsibility and liability for all damage and injury of any kind and nature whatsoever caused by, resulting from, arising out of, incidental to, or accruing in connection with any willful or negligent act, error, or omission of Proterra.

PART V - THE BANKRUPTCY

10. As set out above, on August 7, 2023, Proterra filed a petition for relief under Chapter 11 of the United States Bankruptcy Code (the “Bankruptcy Code”) in the US Bankruptcy Court for the District State of Delaware.
11. After the Bankruptcy filing, Proterra continued to honor the Warranty obligations until the sale of Proterra’s transit assets to Phoenix Motor Inc (“Phoenix”) on January 8, 2024 (the “Transit Sale”).
12. On January 11, 2024, Proterra filed a motion seeking to reject certain executory contracts, including Bow Valley’s Contract (the “Contract Rejection Motion”). This motion was approved and the order confirming such motion was filed on February 7, 2024. Bow Valley’s Purchase Orders were listed in that order as executory contracts that were rejected. As a result, the Purchase Orders and the contract pursuant to which the Purchase Orders were issued are at an end, and Bow Valley can no longer be able to rely on the Warranty or any of large upcoming obligations thereunder, like the full-scale battery replacement.

PART VI - PARTICULARS OF THE CLAIM

13. Given that Bow Valley's Contract was not assumed by Phoenix in the Transit Sale, none of the Warranty obligations, including the battery replacement, will be fulfilled by Phoenix.
14. Bow Valley has suffered losses as a direct result of the termination of Bow Valley's Purchase Orders. Bow Valley's damages include the cost for battery.
15. Altogether, Bow Valley's damages total \$3,600,000.00 CAD.
16. To the extent Proterra asserts claims of any kind arising from the Purchase Orders, such claims by Proterra against Bow Valley are subject to legal and equitable setoff. Specifically, Article 22.8 of the General Conditions of the Contract stipulates that Bow Valley may set off any sums owed by Proterra to Bow Valley from any sums due to Proterra.

PART VII - CLAIM AMOUNT

17. As detailed above, Bow Valley claims the following as a result of the termination of the Purchase Orders:
 - a. Damages in the amount of \$3,600,000.00 CAD;
 - b. Interest in accordance with the Contract or, in the alternative, pursuant to *Alberta's Judgment Interest Act*, RSA 2000, c J-1;
 - c. Costs on a solicitor and own client basis; and
 - d. Any further or other damages, interest, or costs resulting from the anticipated rejection of the Contract or as may be proven by Bow Valley in this matter.

PART VIII - NOTICES

All notices concerning this Claim and/or any objections to this Claim should be served on the following addresses, (this constitutes a request by Bow Valley pursuant to Fed. R. Bankr. P. 2002(g) to have notices delivered as directed below):

Shauna N. Finlay
Reynolds Mirth Richards & Farmer LLP
1800, 10220 – 103 Avenue
Edmonton, Alberta
T5J 0K4

Phone: (780) 497-3302
Email: SFinlay@rmrf.com

-with a copy to-

Martin Bean
Bow Valley Regional Transit Services Commission
221 Beaver Street
P.O. Box 338
Banff, Alberta
T1L 1A5
Phone: (403) 760-7600
Email: martin.bean@roamtransit.com

Bow Valley *Regional* Transit Services Commission



2024 Bus Lease Proposal

Report to the Bow Valley Regional Transit Services Commission

Report 2024-02.01 Bus Lease 2024

February 23, 2024 – Report by Martin Bean

SUMMARY/ ISSUE

For the upcoming 2024 summer, it is anticipated that passenger demand will be extremely high, and that Roam will be challenged to be able to provide enough service to meet this demand.

Administration Recommendation:

The Board approve the leasing of two minibuses for the summer of 2024 to supplement the Roam fleet and provide additional vehicles to help with capacity issues

INVESTIGATION

Roam reached record ridership in 2023, with over 2.6 million passenger rides being taken. This was approximately 980,000 more than the previous year, an increase of 59%. With the fleet availability in 2023, this challenged Roam's resources to meet this ridership demand. In 2024, it is anticipated that Roam will have less available buses to provide service due to the following:

- Maintenance challenges due to supply chain issues and parts availability.
- Proterra bankruptcy and the unknown status of parts availability.

Roam administration is exploring all options to mitigate this anticipated shortfall, including outsourcing of routes and leasing of vehicles. Through the initial research conducted, there does not appear to be any leasing availability of full-size vehicles that would meet Roam's needs. An agency in Calgary has a number of minibuses currently available for purchase or lease.

The current recommendation is to lease these vehicles vs. purchase as they are not low floor and do not meet the Roam Brand Standard, therefore only a temporary solution.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Administration is currently in conversations with a provider who is able to provide vehicles for the upcoming summer and is willing to either lease or sell these vehicles to the BVRTSC.

Contact has been made with a number of transit agencies to determine the availability of full-size transit vehicles and it has been determined to date that there are no vehicles available. Late deliveries on anticipated vehicles have caused shortages in a number of agencies.

The lease costs proposed are as follow:

2024 Champion 20 passenger wheelchair vehicle (purchase price approximately \$180,000):

Report to the Bow Valley Regional Transit Services Commission

Report 2024-02.01 Bus Lease 2024

February 23, 2024 – Report by Martin Bean

2024 Bus Lease Proposal Cost				
Item	Cost	Vehicles	Months	Total Cost
Lease Cost (approximate)	\$ 4,000	2	7	\$ 56,000
Insurance	\$ 2,000	2	1	\$ 4,000
Maintenance	\$ 500	2	7	\$ 7,000
Bus Wrap	\$ 2,500	2	1	\$ 5,000
Service Prep	\$ 3,000	2	2	\$ 12,000
Automatic Vehicle Location	\$ 2,000	2	2	\$ 8,000
Miscellaneous	\$ 2,000	2	2	\$ 8,000
Total Cost:				\$ 100,000

BRAND IMPACT

The lease buses proposed are new buses and are high quality, however they are not low floor buses without bike racks and therefore do not meet the current Roam Brand Standard. It is anticipated that this will not negatively impact the Brand due to it being a temporary solution and increases the ability of Roam to meet capacity demands.

OPTIONS

- Purchase either one or both of the proposed buses to provide more spare capacity in the fleet on an ongoing basis.
- Lease a non-accessible vehicle to add 4 additional seats

RISKS

- Financial risk of additional vehicle costs
- Brand risk or having non-Roam vehicles in fleet

**CHAMPION CHALLENGER
20 PASSENGERS & 1 WHEELCHAIR******CONSTRUCTION****

- WHITE EXTERIOR PAINT
- ONE PIECE ROOF
- FIBERGLASS FRONT AND REAR CAPS
- 5/8" MARINE-TECH PLYWOOD FLOOR
- NON-SLIP GREY GERFLOR FLOORING W/ YELLOW STEP NOSINGS
- COVE FLOORING ON SIDEWALL TO SEAT TRACK
- TOP T-SLIDER WINDOWS
- 36" ELECTRIC ENTRANCE DOOR
- GREY FRP ON CEILING & WALLS
- REAR EMERGENCY DOOR WITH 2 WINDOWS AND LOCK
- BLACK STEEL POWDER COATED REAR BUMPER
- YELLOW POWDER COATED ENTRY GRAB RAILS
- STANCHION & MODESTY PANEL AT ENTRANCE & BEHIND DRIVER
- EXTERIOR KEY ENTRANCE DOOR SWITCH
- REMOTE/HEATED EXTERIOR MIRRORS
- FRONT VIEW OBSERVATION WINDOW
- DRIVER'S SIDE RUNNING BOARD

****TEMPERATURE CONTROL****

- (1) 40,000 BTU & (1) 60,000 BTU REAR HEATER
- HEAT CIRCULATION PUMP & INSULATED HEATER HOSES
- 35,000 BTU REAR AIR CONDITIONING

****SEATING FEATURES****

- (10) DOUBLE MID-HIGH BACK FREEDMAN SEATS W/3 PT. BELTS
- LEVEL 4 ON SEATS – REPEL ROCK BLUE
- (10) FLIP UP ARM RESTS ON AISLE SIDE SEATS
- YELLOW TOP GRAB HANDLES ON SEAT BACKS
- POWER FORD OEM DRIVER'S SEAT

CHAMPION CHALLENGER 20 PASSENGERS & 1 WHEELCHAIR

PARATRANSIT FEATURES

- BRAUN CENTURY WHEELCHAIR LIFT – REAR SIDE
- (1) Q'STRAIT SLIDE-N-CLICK WHEELCHAIR TIE-DOWN
- (1) Q'STRAIT TIEDOWN POUCH

LIGHTS / ELECTRICAL

- AM / FM RADIO WITH 4 SPEAKERS
- PA WITH MICROPHONE
- DOOR ACTIVATED INTERIOR LIGHTS
- INTERIOR & EXTERIOR LED LIGHTING

SAFETY FEATURES

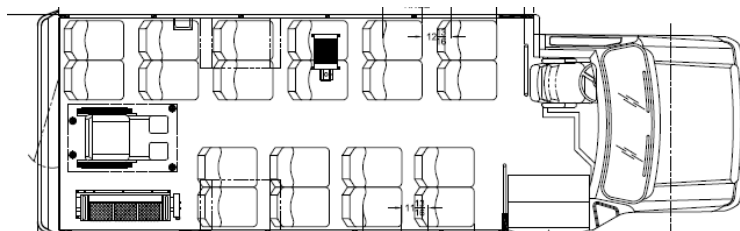
- BACK UP CAMERA INTEGRATED IN REARVIEW MIRROR
- BACK UP ALARM
- FIRE EXTINGUISHER / FIRST AID KIT / TRIANGLE FLARE KIT
- ROOF ESCAPE HATCH

CHASSIS FEATURES

- 2024 FORD E450 - 7.3L GAS V8 ENGINE
- 14,500 LB GVWR
- 6 SPEED AUTOMATIC TRANSMISSION
- 240 AMP ALTERNATOR
- 190" WHEELBASE
- 4.56 REAR AXLE
- LT225 – 75R – 16E, HANKOOK TIRES – DUAL REAR WHEELS
- STAINLESS STEEL WHEEL INSERTS
- ENGINE BLOCK HEATER
- 208L FUEL TANK
- REAR TOW HOOKS
- ADAPTIVE CRUISE CONTROL
- AUTOMATIC EMERGENCY BRAKING (AEB)
- DISTANCE ALERT / DISTANCE INDICATION
- LANE DEPARTURE WARNING

PRICE F.O.B. CALGARY, AB.....\$174,905.00 PLUS APPLICABLE TAXES

FLOOR PLAN



Bow Valley *Regional* Transit Services Commission



2023 Customer Satisfaction Survey Results

“The Bow Valley Regional Transit Services Commission is seeking input to better understand gaps, needs, and impacts of transit services from the perspective of residents and visitors in the Bow Valley. Data gathered as part of this survey will help identify areas where the commission could make future changes.”

“We would love your feedback on topics such as schedules, fare payment systems, our website, and why you choose to take public transit.”

Roam



Customer Survey 2023

Bow Valley Regional Transit Services Commission

November 2023

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1.0 Introduction

Roam Transit has conducted a Customer Satisfaction Survey, from the 31st of August 2023 to 31st of October 2023. The survey was promoted on the social media channels as well as in the form of QR codes on its buses. By taking the survey, customers that were either locals or visitors were automatically entered into a draw for weekly prizes as well as one final prize of \$500 Amazon gift card. In total 1,801 people submitted their opinion on Roam Transit.

2.0 Survey Structure

The study was divided based on visitor or resident status. The first part of the study was targeted for residents of the Bow Valley, and their satisfaction with Roam Transit's service, followed by bus frequency and primary reason of transit usage.

Next part was same for visitors and Bow Valley residents, asking about schedule, decision to use Roam Transit, experience with navigating on a website and several improvements sections, as adding specific times, locations, and payments options satisfaction.

Most questions were formulated in a single or multiple option selection with a couple questions with an open comments space. For the purpose of this study, the comments section was grouped by similar answers for easier analyzing.

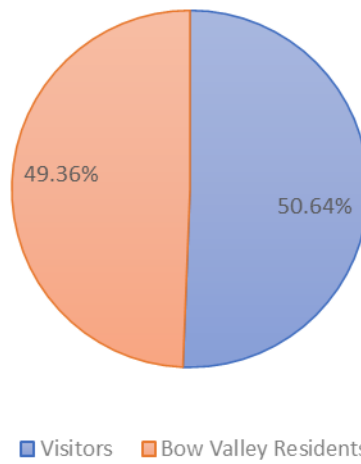
3.0 Survey Results

3.1 Survey Responders

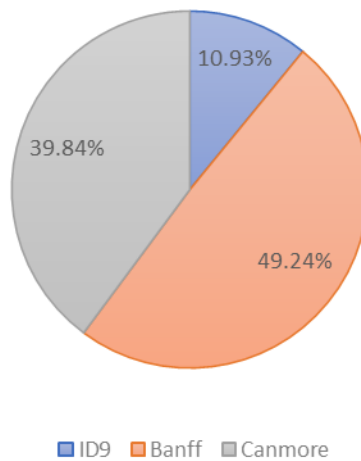
1,801 respondents decided to answer this study in the timeframe of two months, with almost even split between visitors and Bow Valley residents.

Of all 889 Bow Valley Residents, the most were from Banff - 419 people, followed by Canmore - 339 people and 93 people were from Improvement District 9.

Survey respondents split :



Bow Valley Residents split :

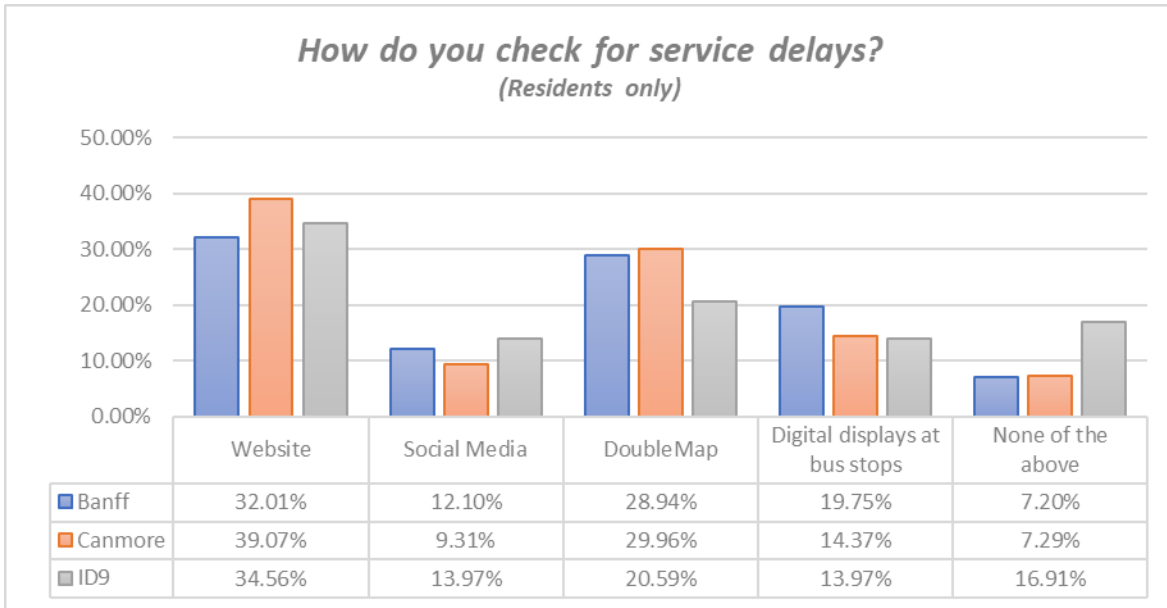


3.1 Resident Results

The following section analyzes resident’s responses to the first section of the survey and excludes any visitor’s input.

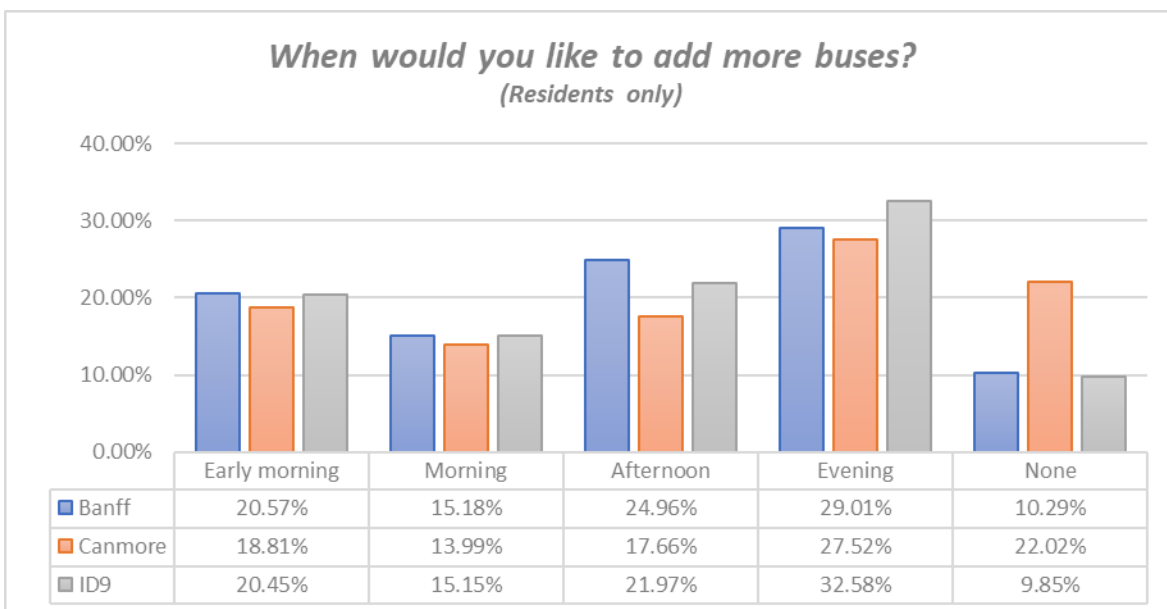
Residents were asked the following questions:

- **How do you check for service delays?**



This split remained almost the same across the whole Bow Valley, with the only exception of the Town of Banff residents using digital displays at the bus stops more often compared to Canmore residents that used website updates instead. Social media channels are not used as much in Canmore as in the other two locations, and nearly 17% of ID9 residents don't use any of the above options.

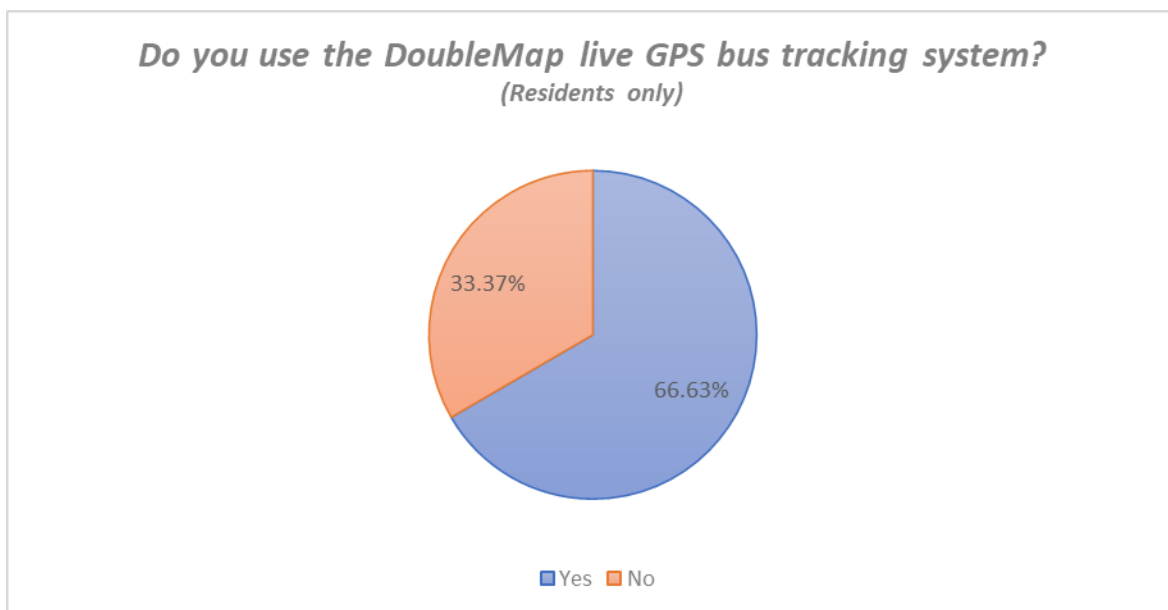
- **When would you like to add more buses?**



Most residents would like to have a higher frequency of buses in the afternoon, and evening. A total of 22% of Canmore residents are happy with the current frequency, compared to Banff and ID9 residents where only 10% from each group feel satisfied with the current service.

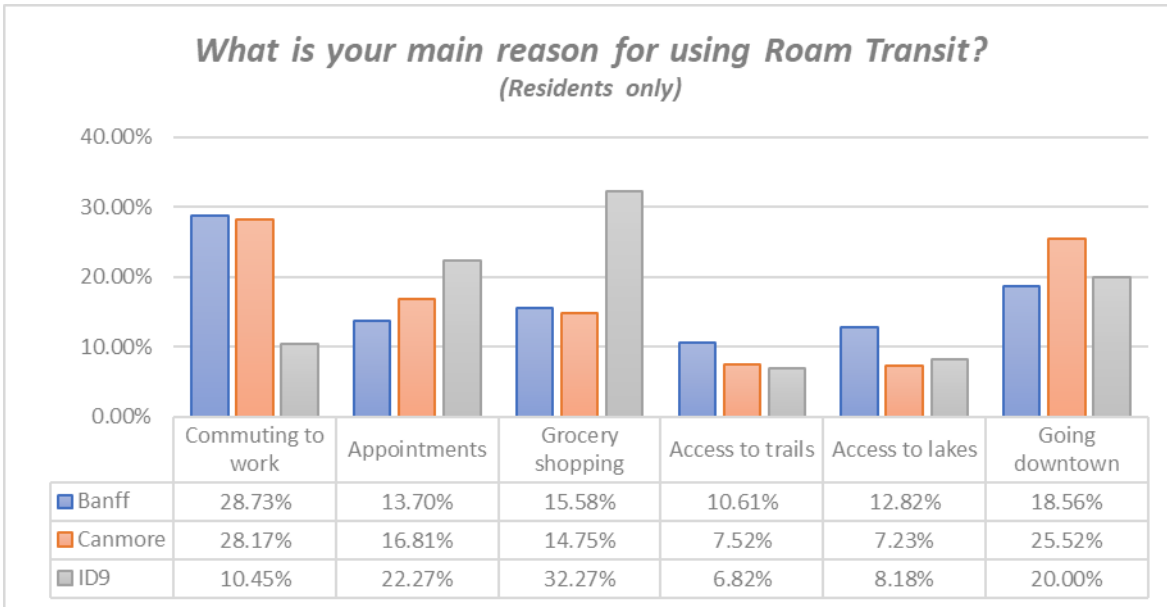
- Do you use the DoubleMap live GPS bus tracking system?

Both Banff and Canmore residents split their answers evenly where almost 70% of residents use DoubleMap to track live bus locations. Different trends have residents of ID9, where only 42% of those surveyed do use DoubleMap.



- What is your main reason for using Roam Transit?

More than 28% of Banff and Canmore residents use Roam Transit to commute to work, while from all ID9 residents surveyed it's only 10%. On the other hand, significantly more ID9 residents use buses for appointments and grocery shopping.

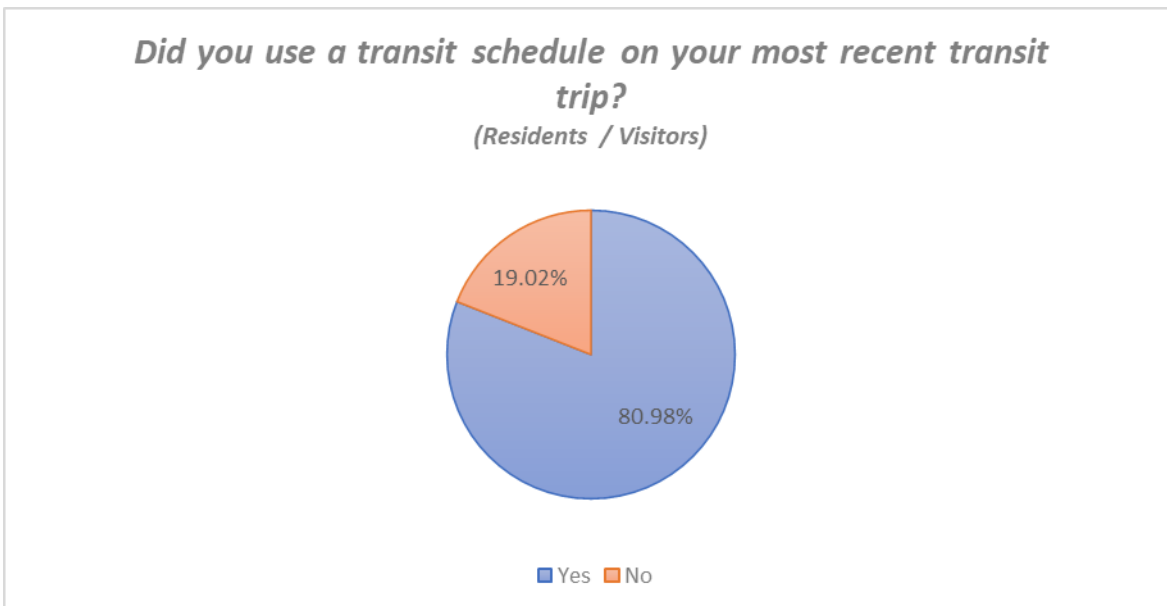


3.2 Transit Schedule

The following sections of the survey were the same for residents and visitors.

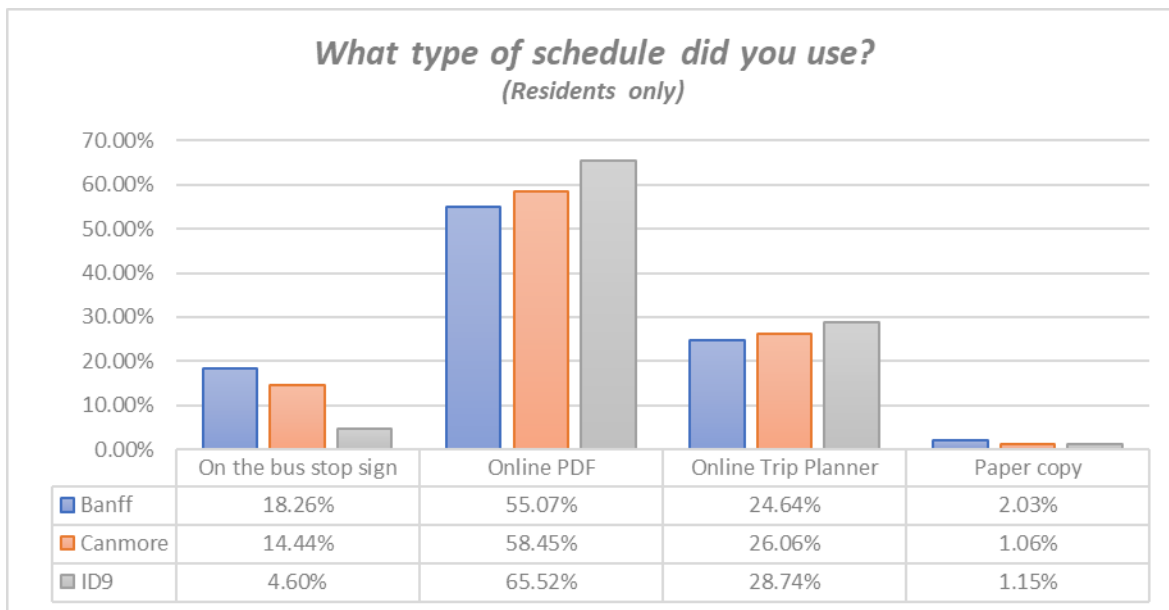
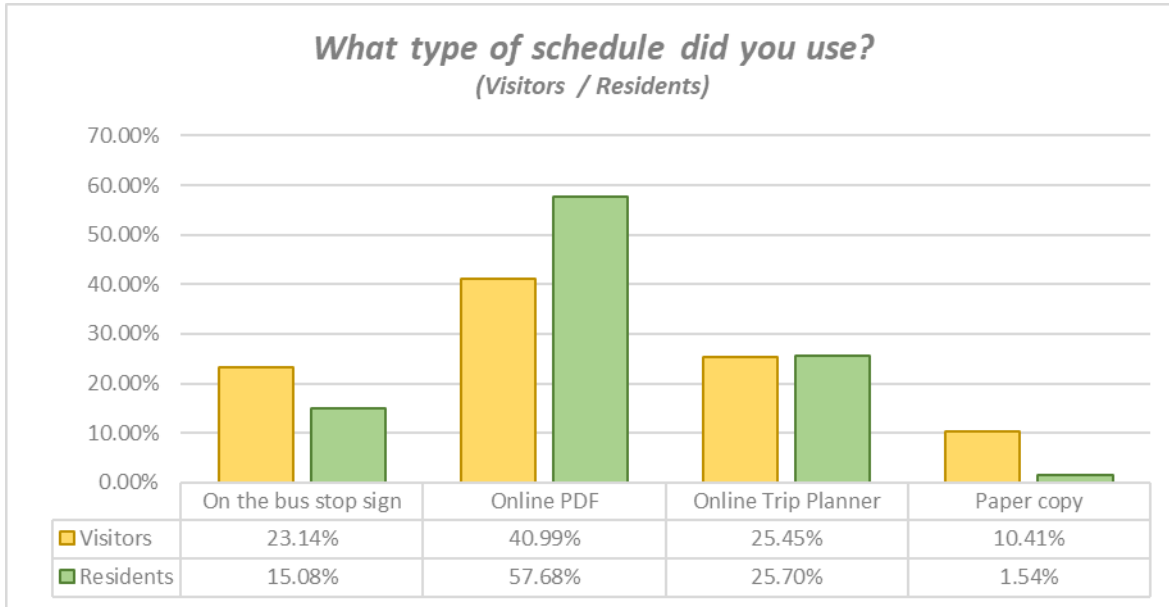
- **Did you use a transit schedule on your most recent transit trip?**

83% of Banff residents, 85% of Canmore residents and over 95% of ID9 residents used transit schedule on their most recent trip.



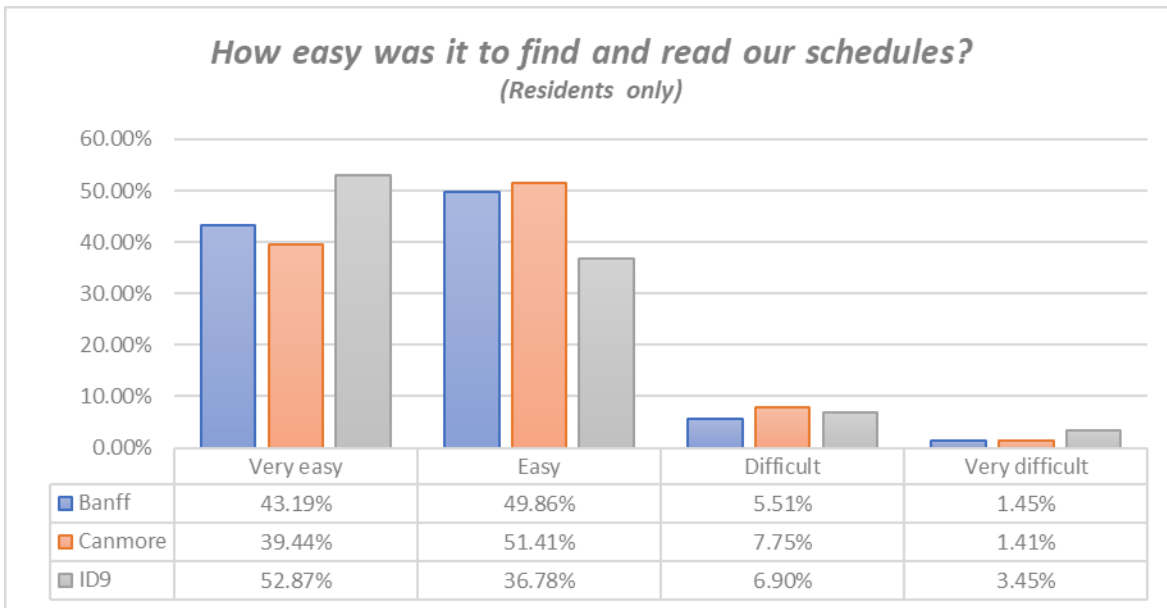
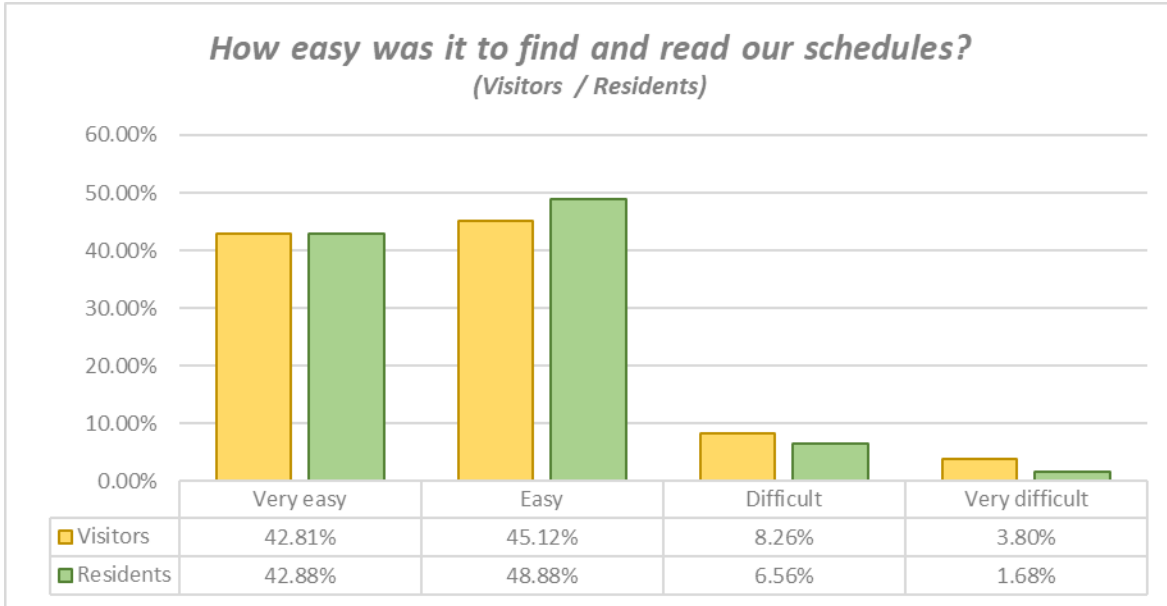
- What type of schedule did you use?

Visitors are more likely to rely on the bus stop signs and paper copies of the schedule compared to residents. For both categories the primary source is the online PDF version of the transit schedule.



- How easy was it to find and read our schedules?

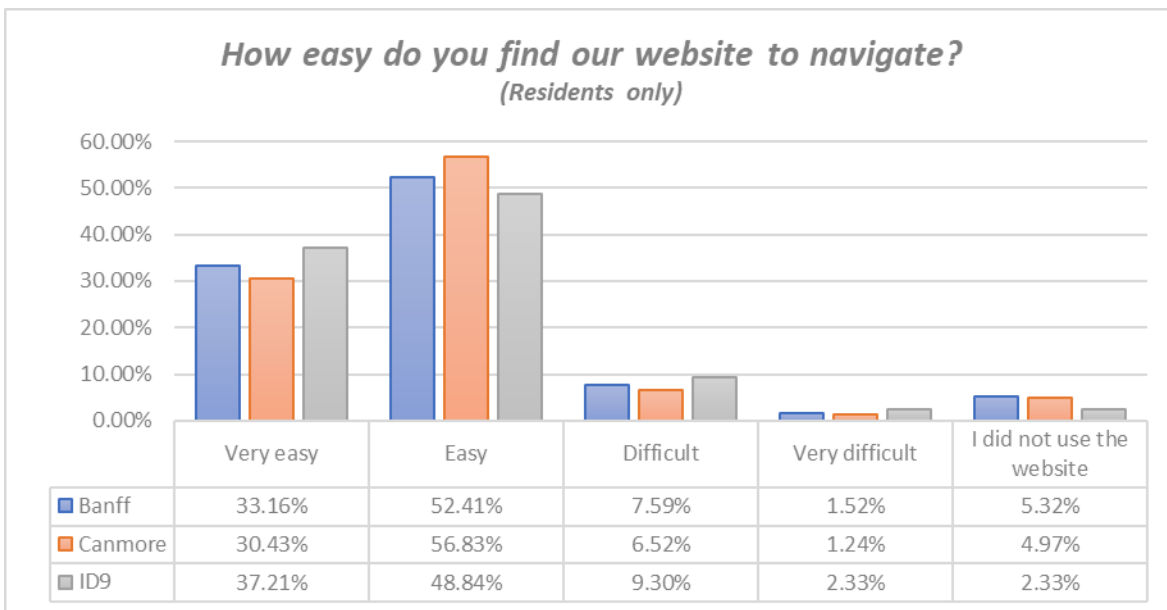
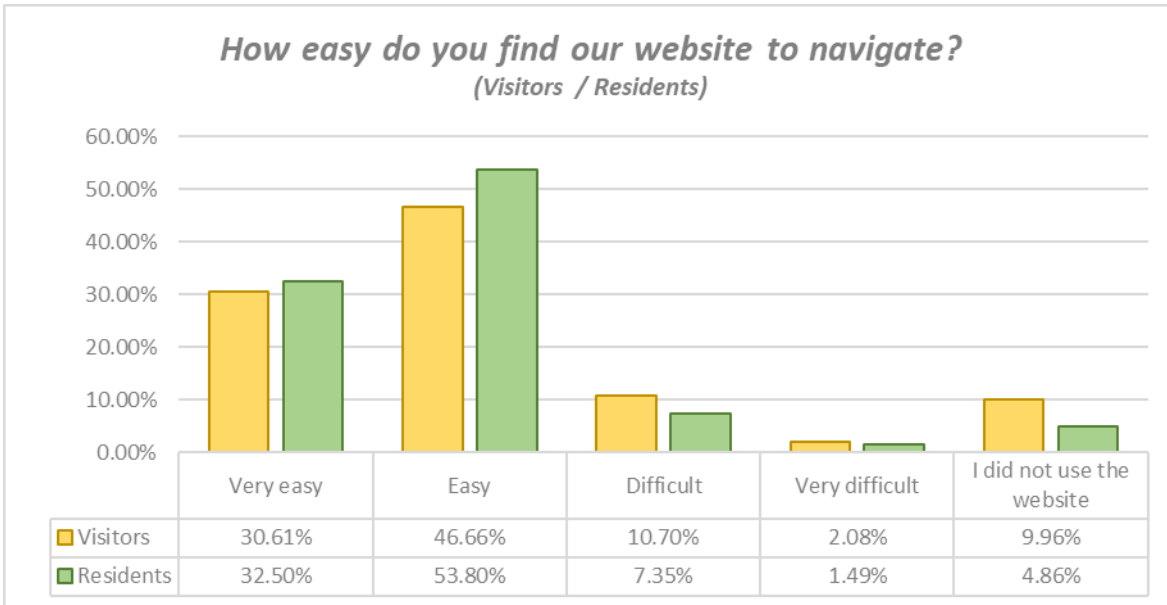
Almost 88% of visitors, and almost 92% of residents found finding and reading Roam Transit’s schedule rather easy or very easy.



3.3 Transit Website

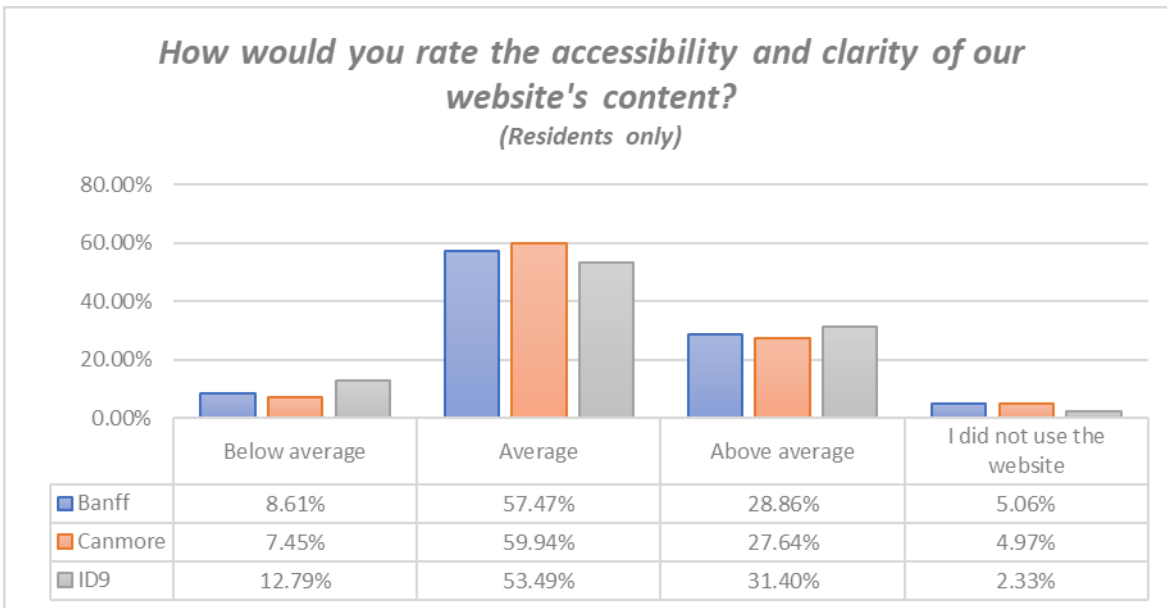
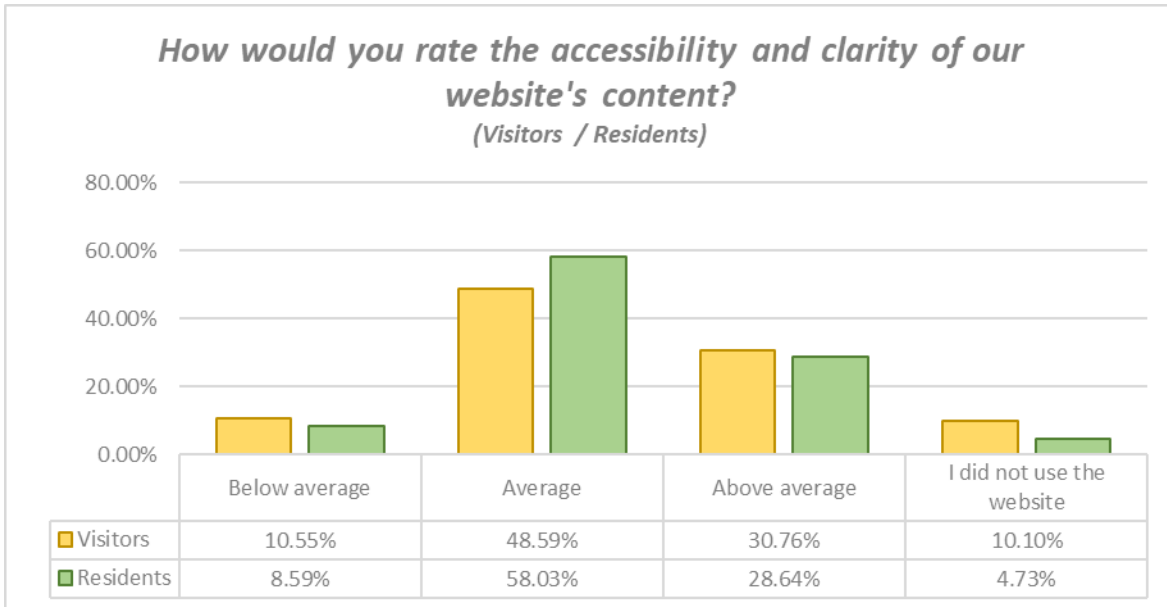
- How easy do you find our website to navigate?

More than 77% of visitors found Roam Transit’s website easy to navigate, almost 13% found it difficult or very difficult while almost 10% of visitors didn’t use the website at all. Of all residents, more than 86% from each municipality found the website easy or very easy to navigate.



- How would you rate the accessibility and clarity of our website's content?

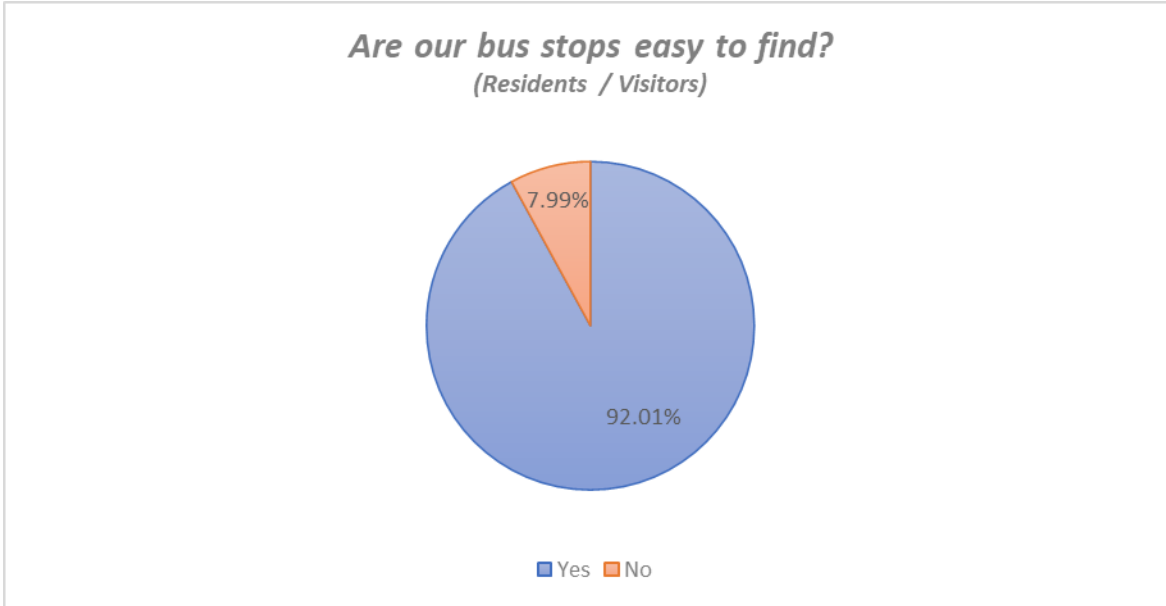
Over 79% of visitors and over 86% of residents found Roam’s website average or above average in terms of accessibility and clarity of the website’s content.



3.4 Bus stops & Accessibility

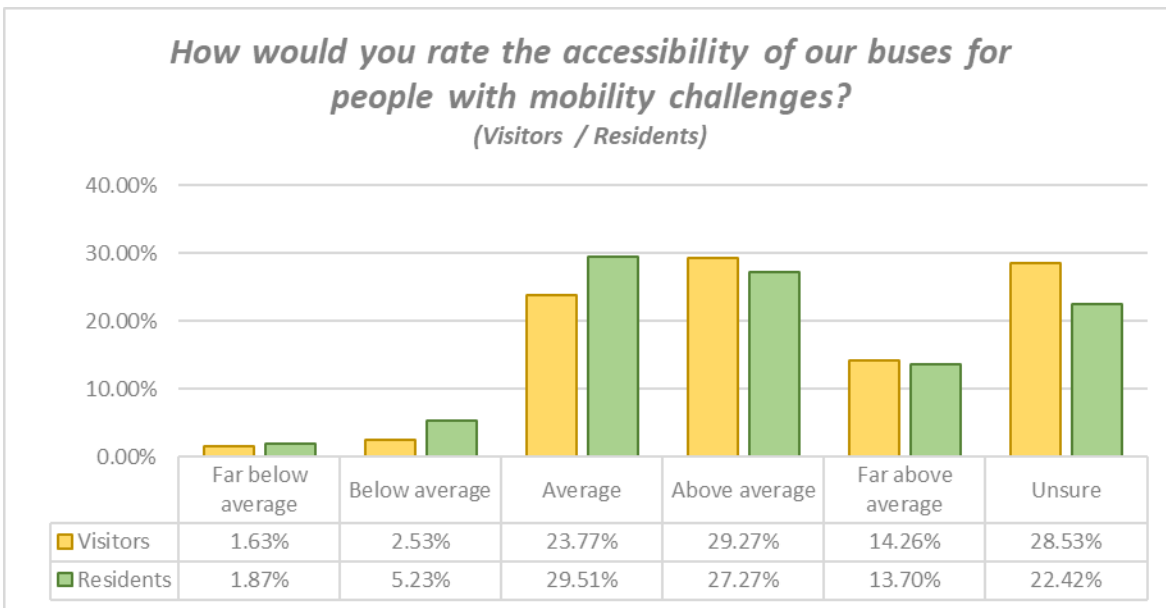
- Are our bus stops easy to find?

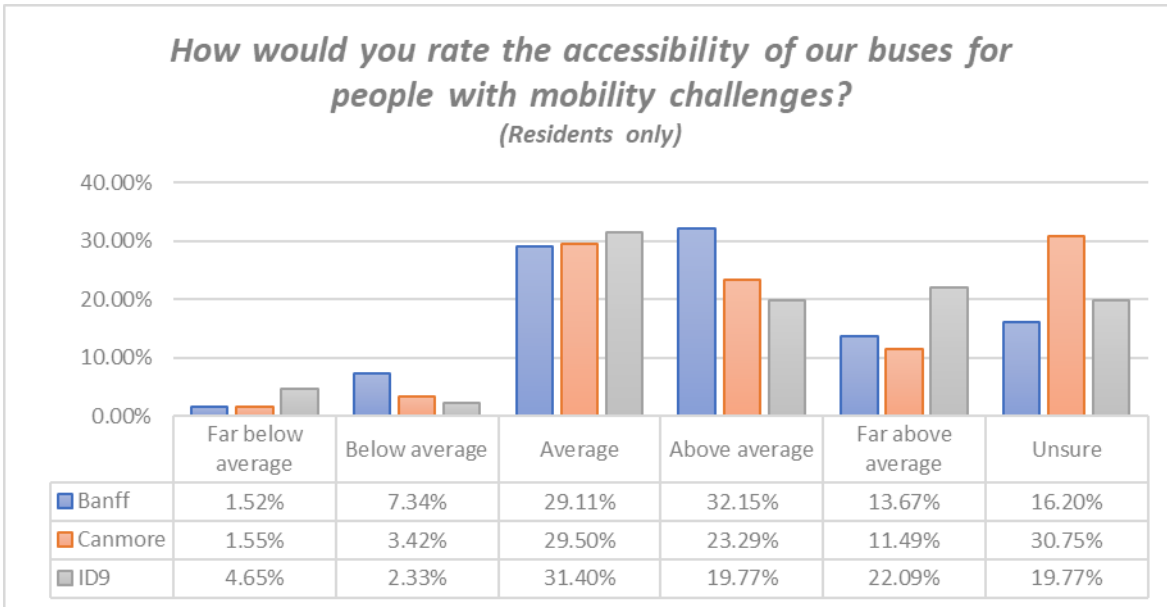
89% of visitors and 94% of residents found bus stops easy to find.



- How would you rate the accessibility of our buses for people with mobility challenges?

Over 29% of visitors would rate the accessibility of buses for people with mobility challenges to be above average, and over 23% to be average, while over 28% of visitors are unsure about this topic. Over 29% of residents would rate accessibility on average, 27% above average and over 22% are unsure.

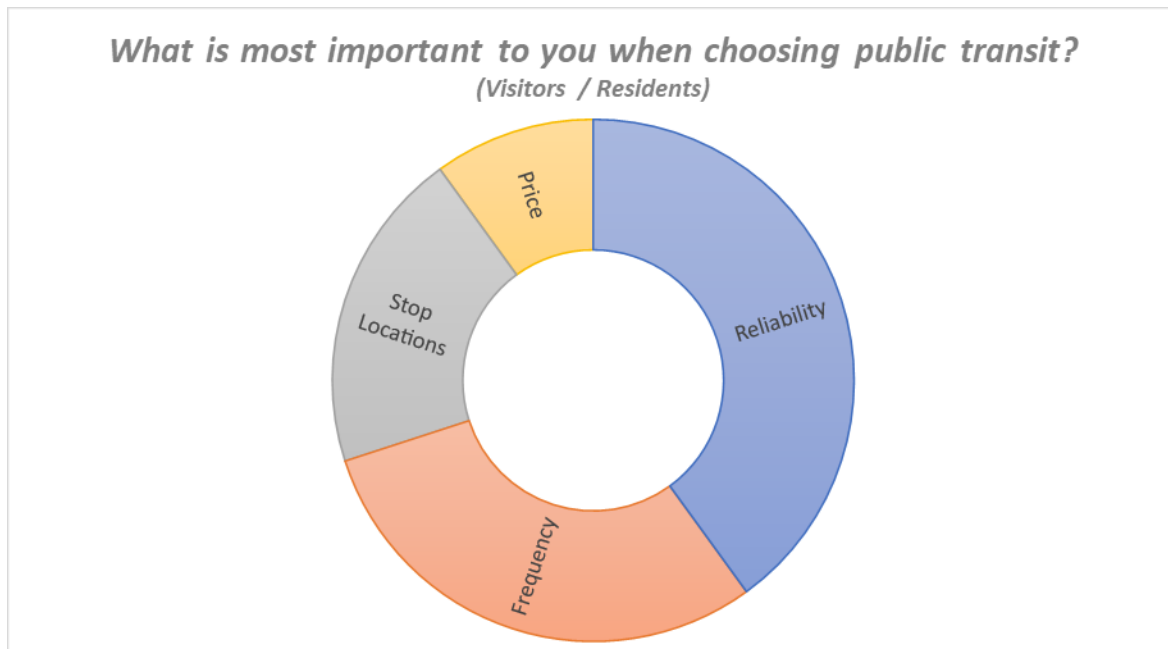




- What is most important to you when choosing public transit?

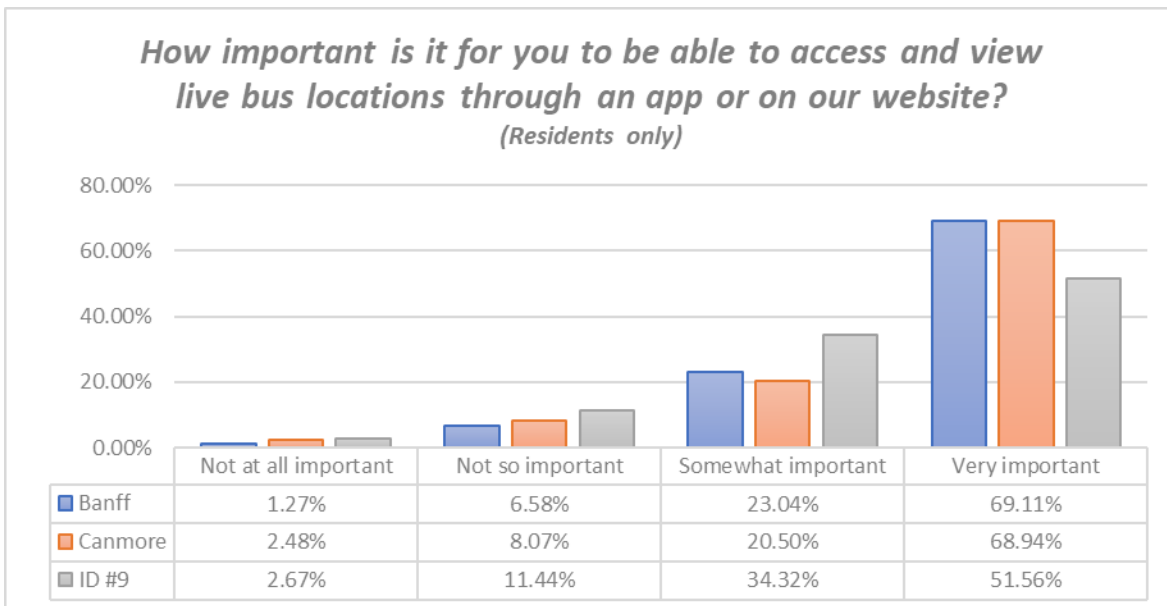
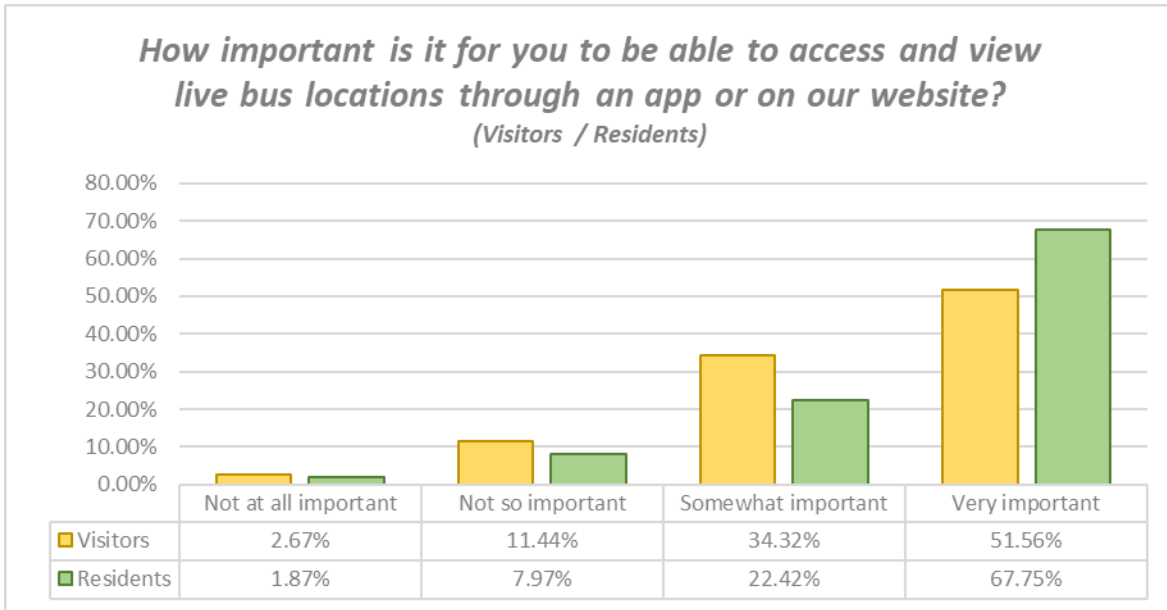
Among visitors and residents, respondents indicate that the most important aspect when choosing public transit is reliability of buses, followed by service frequency, stop locations and price. This trend was the same for both groups.

Both Banff and Canmore residents followed the overall trend, prioritizing reliability, followed by frequency, stop locations and price. The residents of ID9 also put reliability in the first place, followed by frequency, but in this case followed by price, and then stop locations.



- **How important is it for you to be able to access and view live bus locations through an app or on our website?**

Over 51% of visitors responded that being able to view a live bus location is very important, followed by 34% respondents that found it somewhat important. For almost 68% of residents being able to access the live bus location feature is very important, followed by more than 22% of respondents that found it somewhat important.

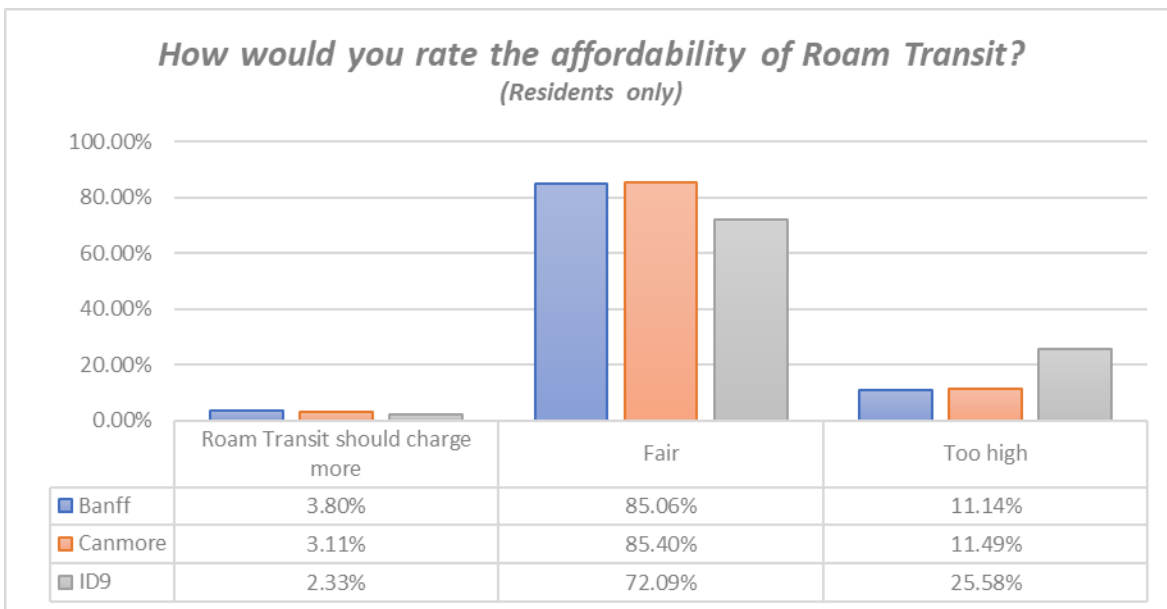
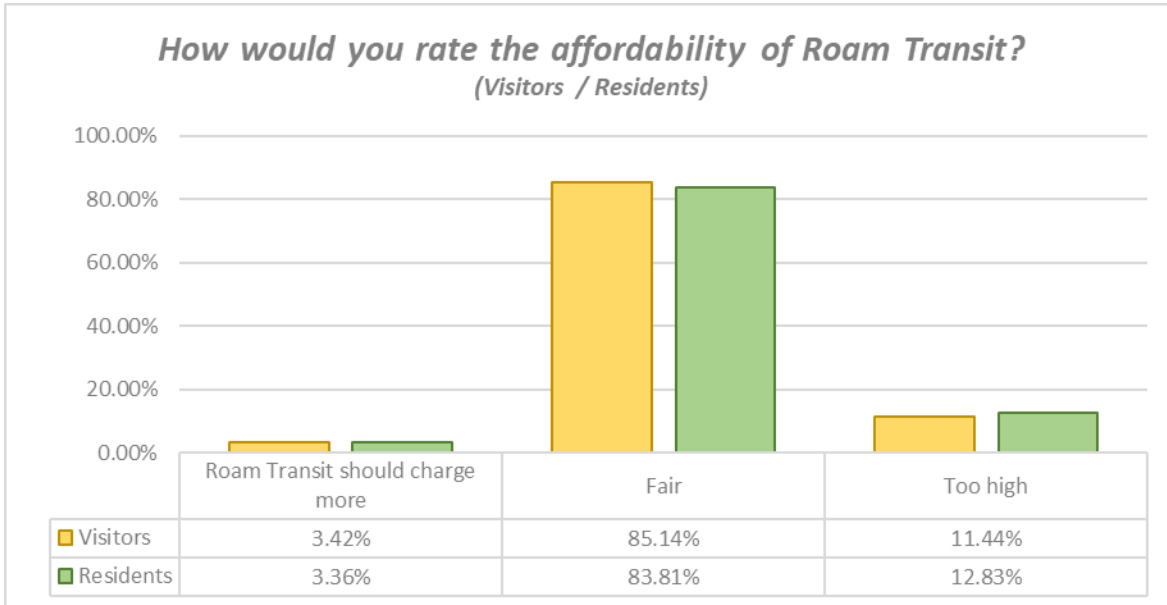


3.5 Fare & Payments

- **How would you rate the affordability of Roam Transit?**

Most respondents found the affordability of Roam Transit to be fair. Over 11% of visitors and almost 13% of residents found the prices to be too high.

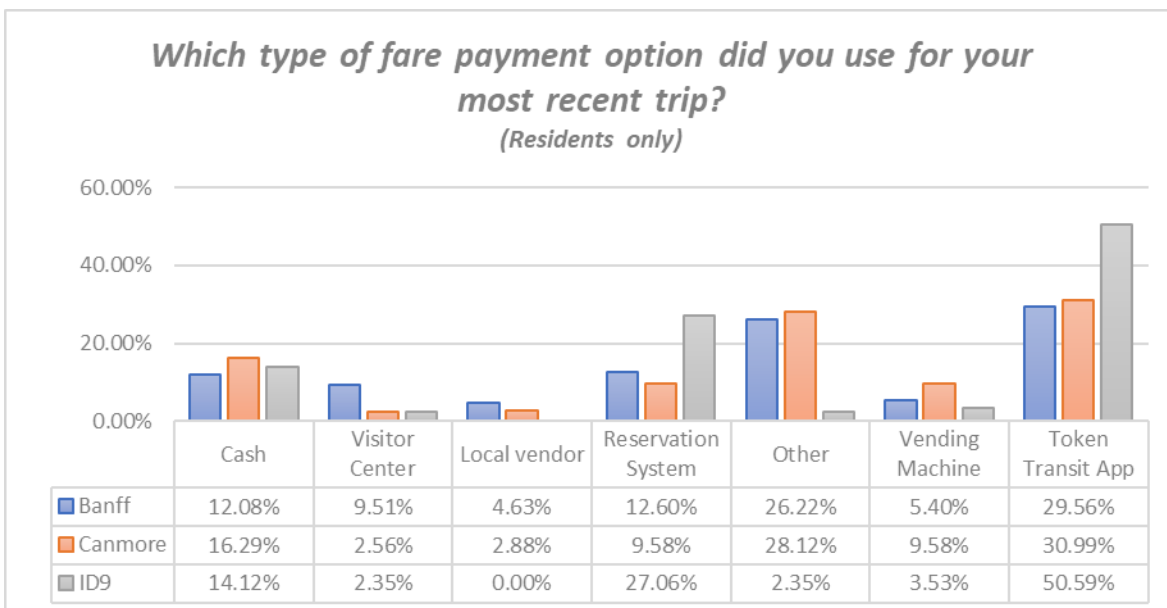
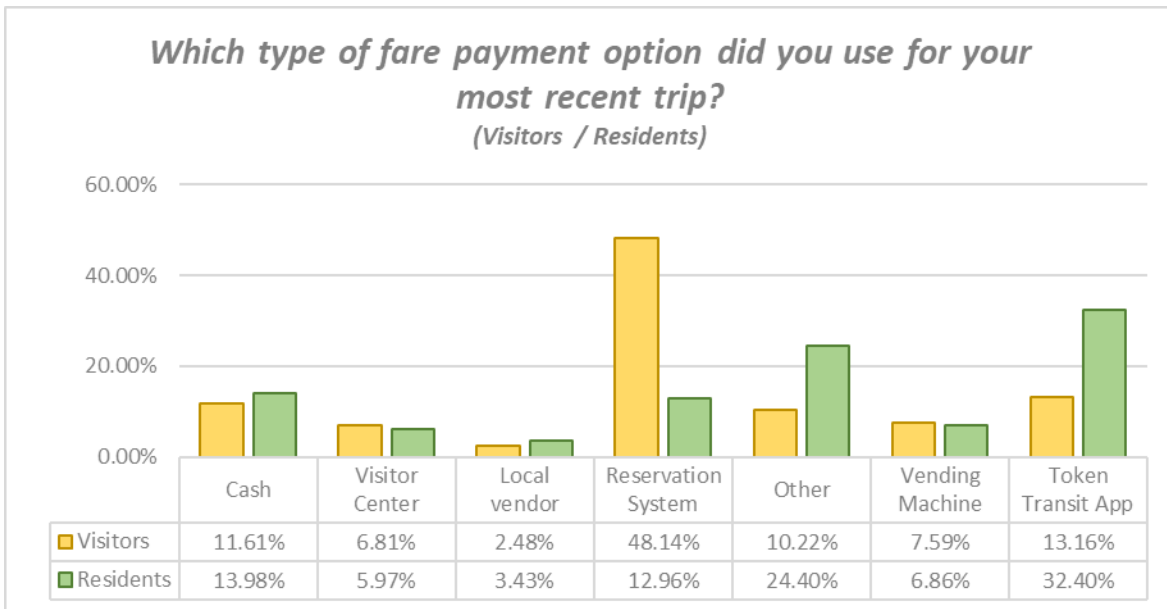
While only 11% of respondents from both, Town of Canmore and Town of Banff found the affordability to be too high, from the all the ID9 responders it was over 25%.



- **Which type of fare payment option did you use for your most recent trip?**

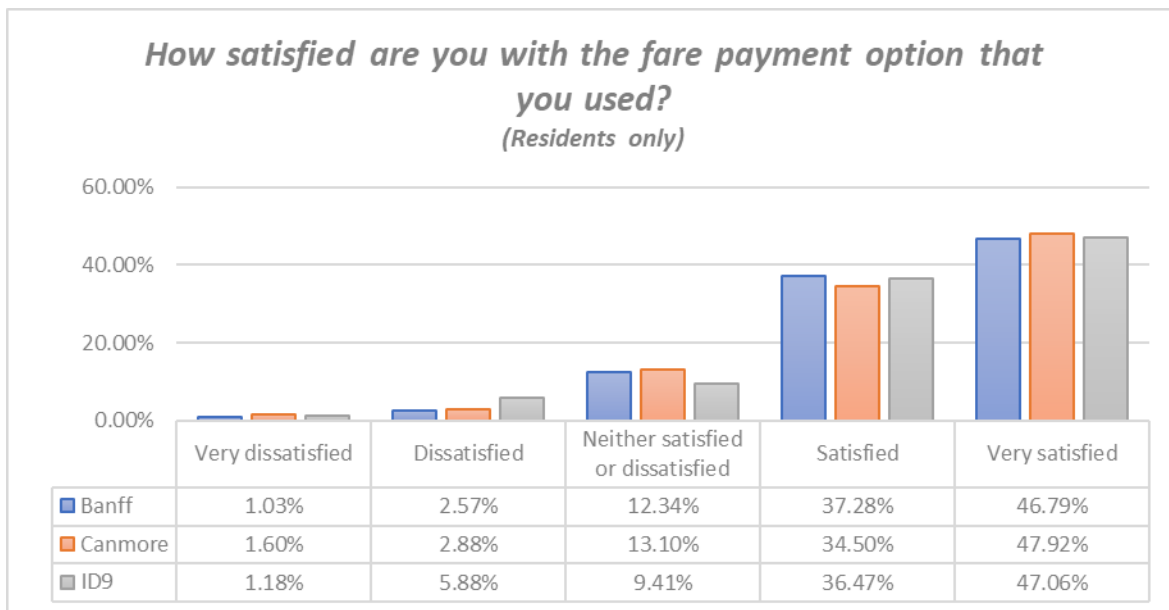
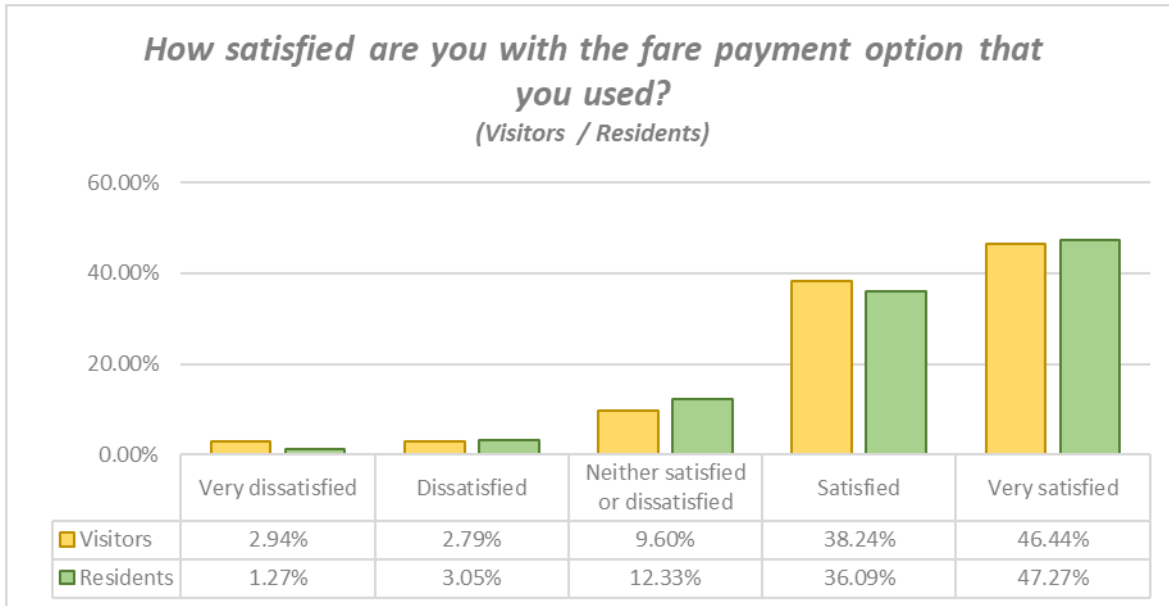
As shown in the chart above, most visitor respondents use reservation system as the main payment option, while only 13% of residents use this method. On the other hand, Token Transit is mainly used by residents, 32% compared to visitors with only 13%. Others include mostly free Canmore local routes, complimentary tickets from hotels for visitors and multiday/local passes.

Token Transit App is the main payment option for over 29% of Banff residents, almost 31% of Canmore residents and over 50% of ID9 residents.



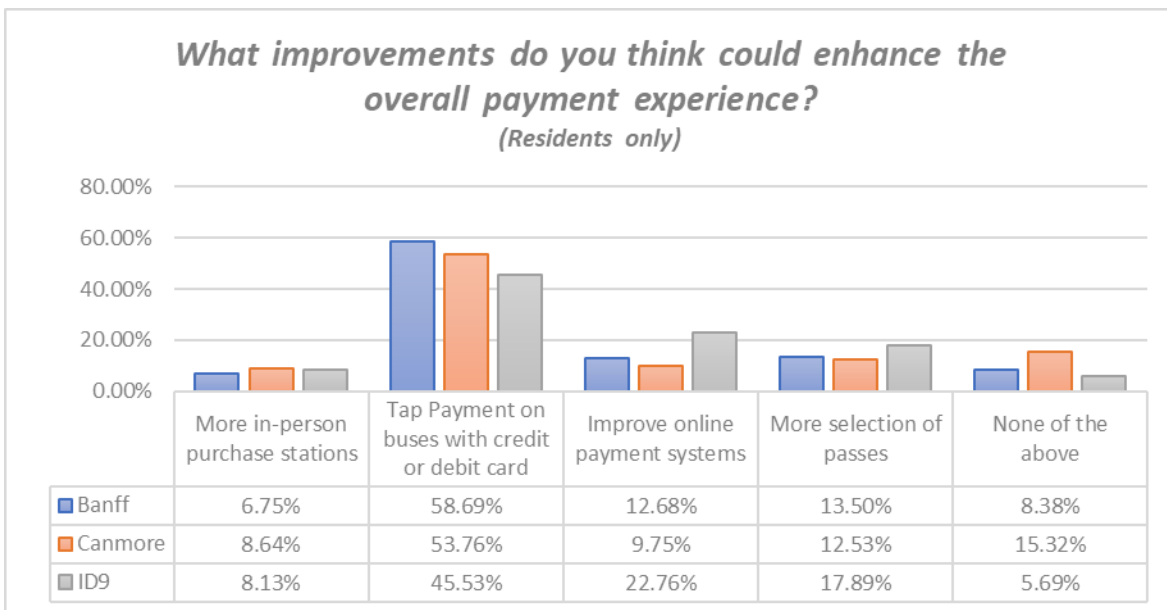
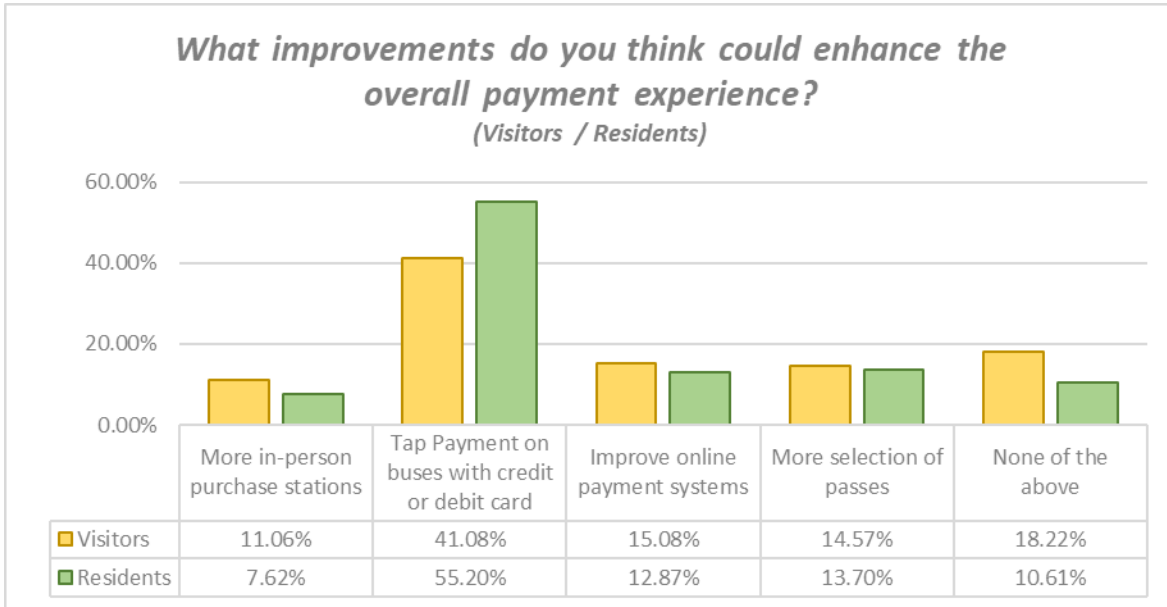
- **How satisfied are you with the fare payment option that you used?**

More than 84% of visitors, and 83% of residents, are either satisfied or very satisfied with the payment options they used.



- **What improvements do you think could enhance the overall payment experience?**

Over 41% of visitors and over 55% of residents would like to have an option to buy passes on the bus with their credit or debit card.



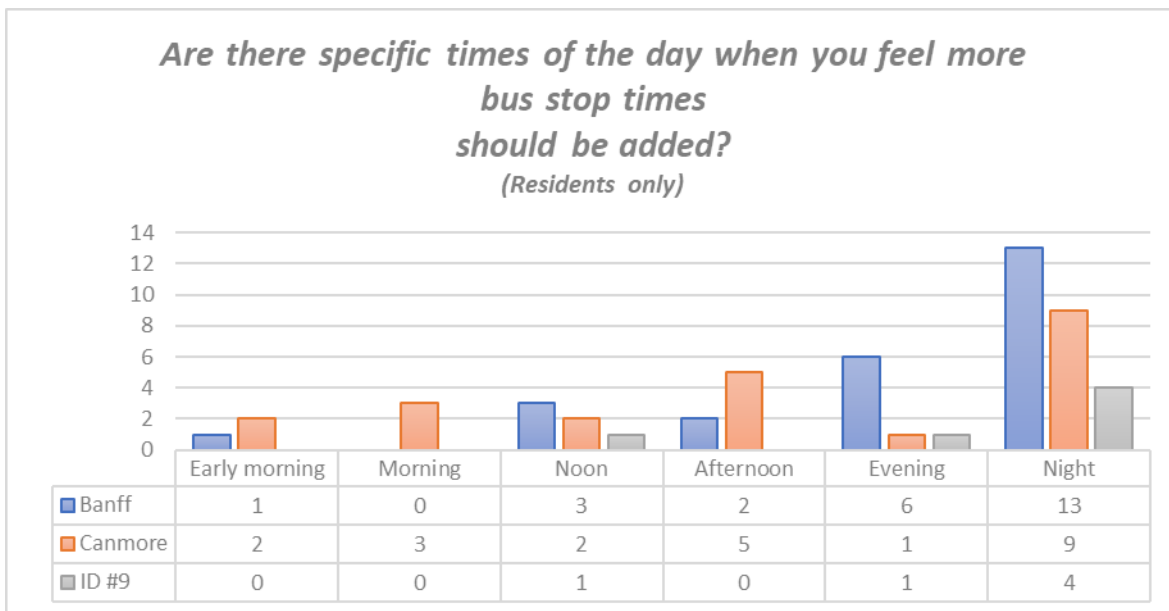
4.0 Open-ended questions

4.1 Open-ended questions - Residents

Open-ended questions are not mandatory to answer, and for this reason the number of answers is used instead of percentage.

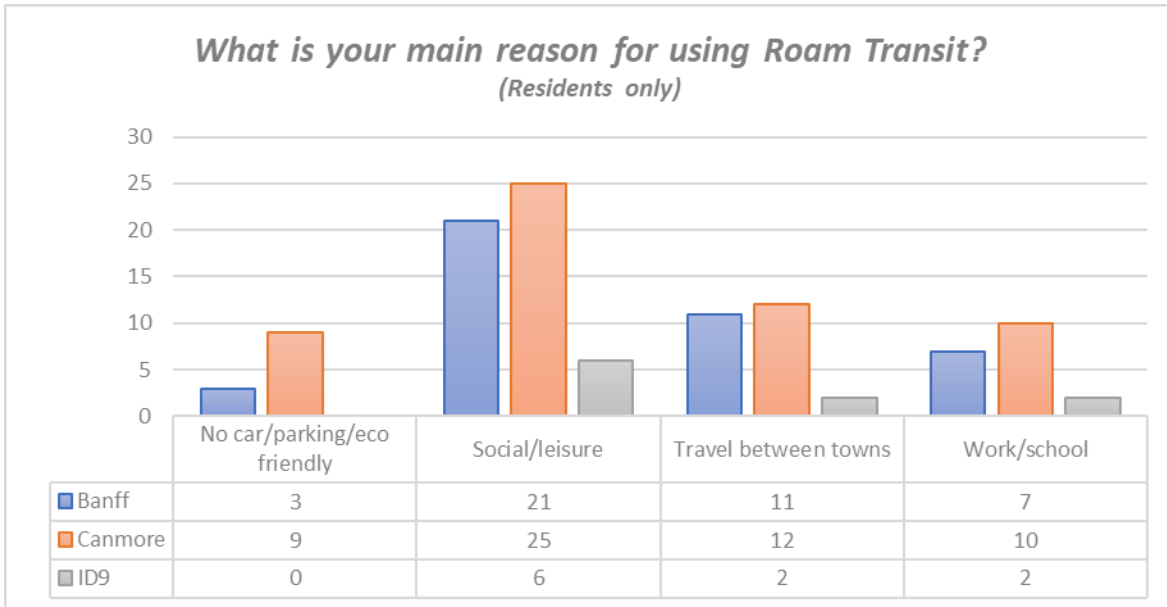
- ***Are there specific times of the day when you feel more bus stop times should be added?***

Of the total of 53 people that decided to answer this question, 26 people would like to have more buses at night, which in this case is a service between 12am - 3am due to the nightlife in both towns.



- ***What is your main reason for using Roam Transit?***

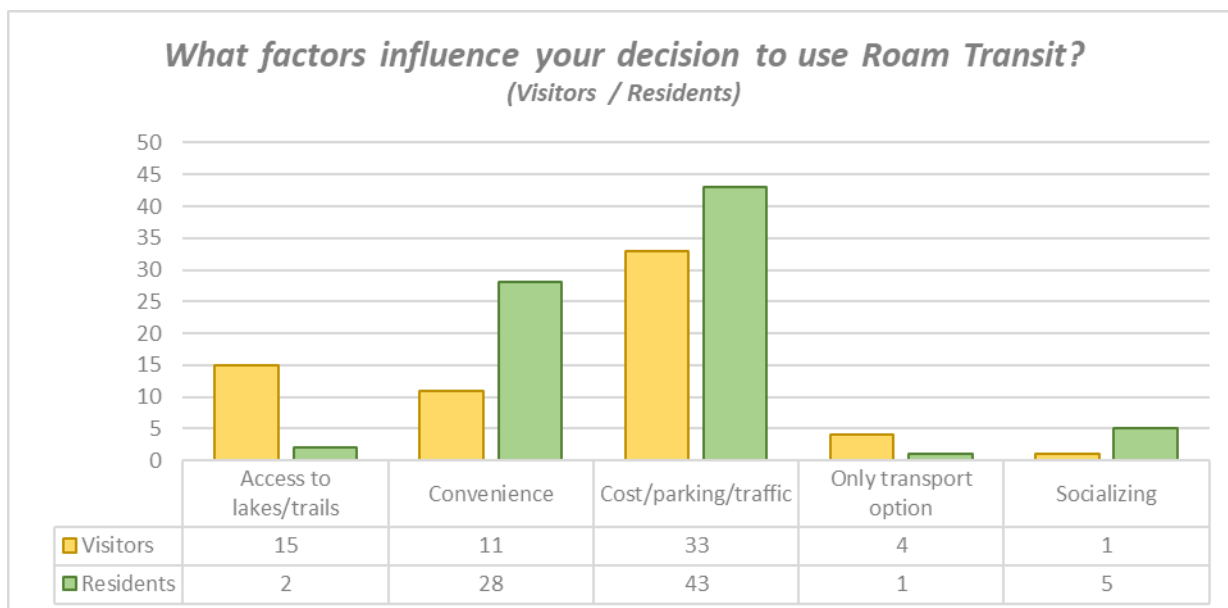
Of the total of 108 residents, 52 people use transit for social and leisure purposes. Another 25 people use transit to travel between towns, 19 people as transport to school or work and 12 people use transit due to lack of cars, parking issues or as an eco-friendly way of transportation.

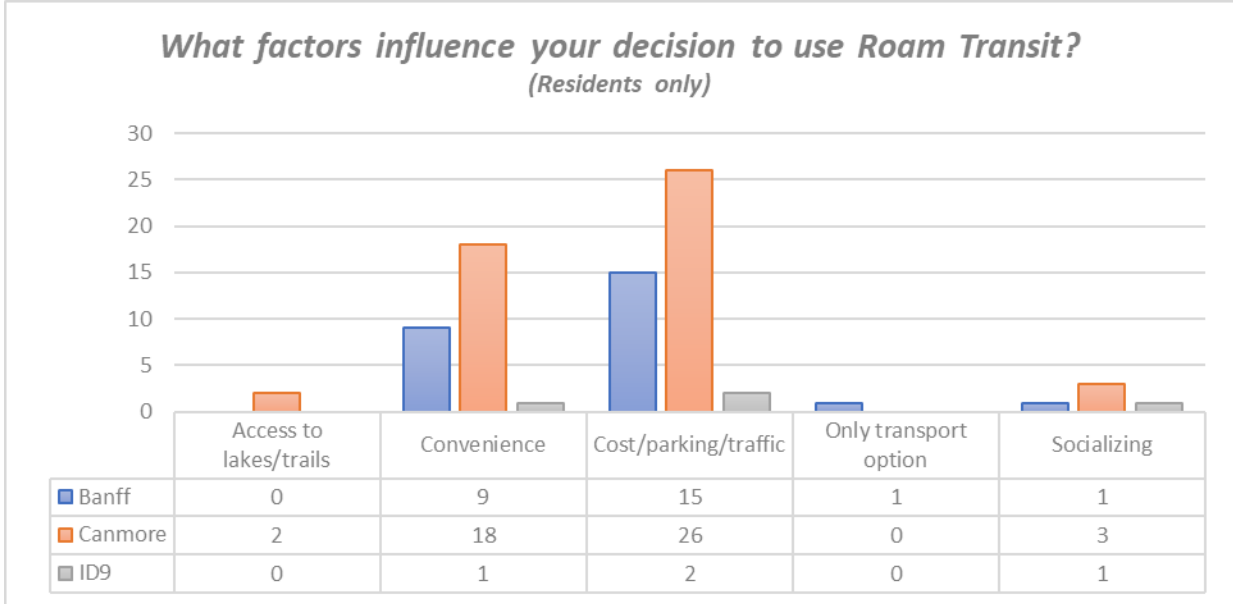


4.2 Open-ended questions - Visitors / Residents

- **What factors influence your decision to use Roam Transit?**

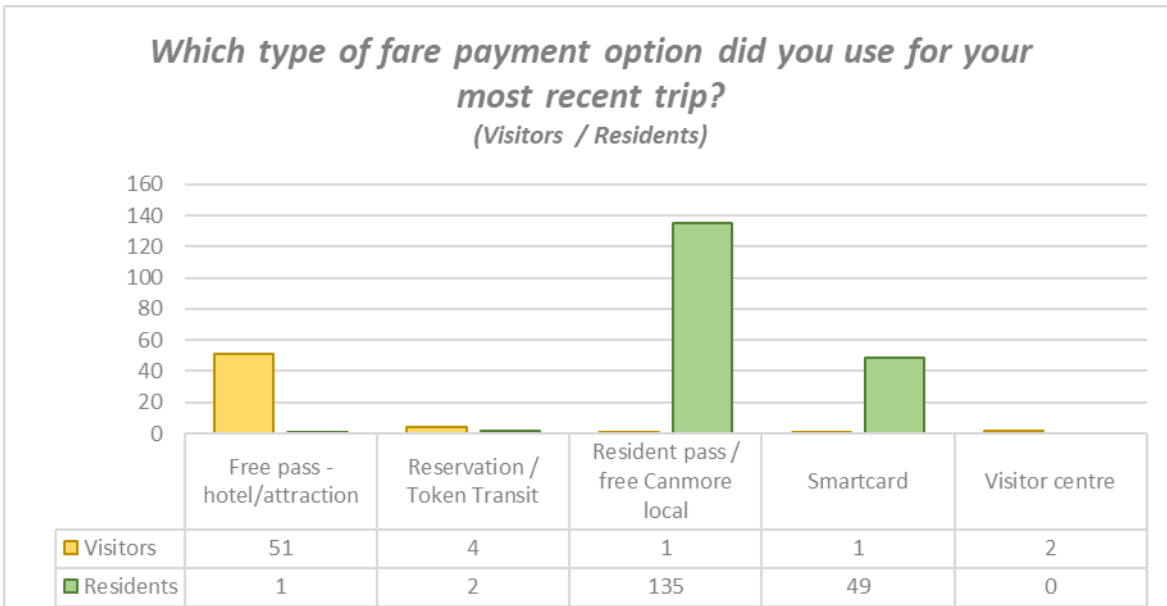
Of the total of 143 people, for 43 residents and 33 visitors the most deciding factor is cost associated with the car - including cost of gas, cost/availability of parking, as well as traffic in and between towns. 28 residents and 11 visitors decide based on convenience of transit. For 15 residents the deciding factor is as well access to lakes, trails, and popular spots in Bow Valley.

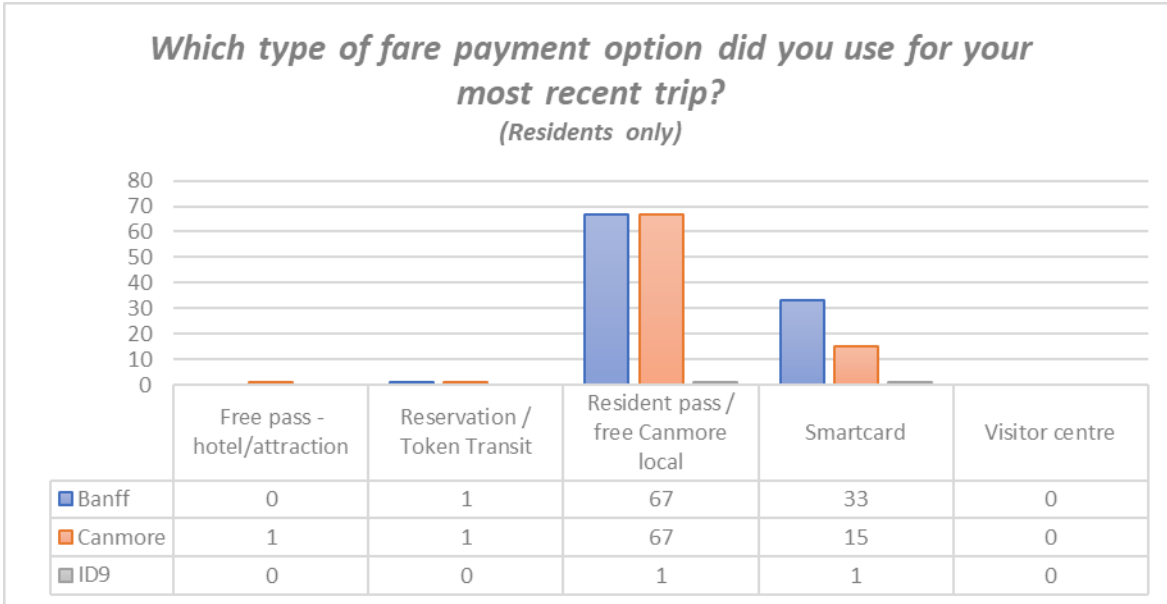




- Which type of fare payment option did you use for your most recent trip?

Of 246 people that decided to answer this question, 51 visitors (86% of all visitors) used a free ticket either through their hotel or as a part of Pursuit Gondola ticket. 135 residents used resident pass or a ride on a free Canmore route 5, followed by 49 people that used smartcard.





- What improvements do you think could enhance the overall payment experience?

Change given - 6 respondents would like to have an option to get change back when paying with cash

Clarification - 9 respondents believe that the current payment options are confusing and would benefit from better clarification that could speed up the boarding process.

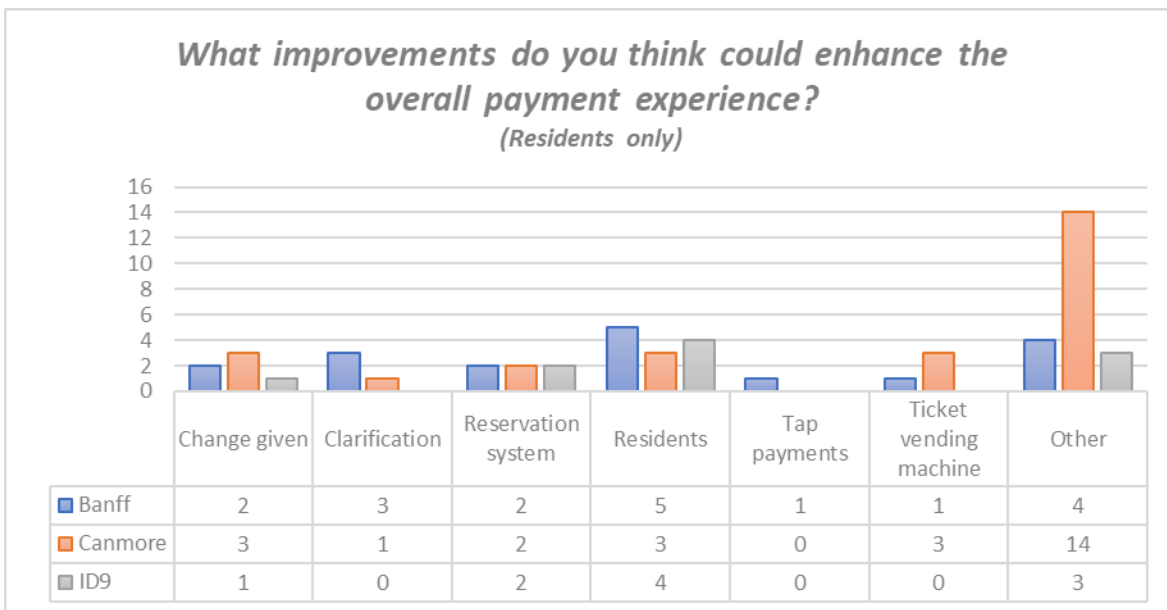
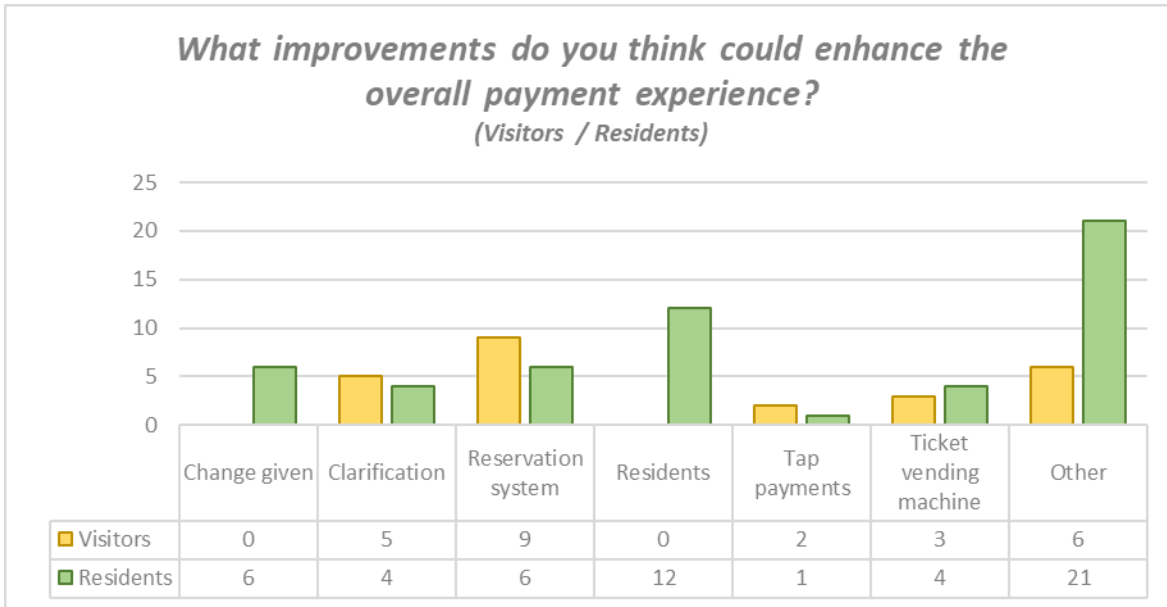
Reservation system - 15 respondents found the reservation system to be too expensive, hard to understand and not working well.

Residents - 12 respondents would like to have more rights as residents, including discounts for regional routes as well as priority boarding/reservations.

Tap payments - 3 respondents would like to have an option to pay by credit/debit card or phone payments on the bus.

Ticket vending machine - 7 respondents found the vending machine to be obsolete and regularly not working.

Other - 27 respondents that were grouped under other contains: more discounts, passes valid for workdays only, cheaper roundtrips, QR code instead of a plastic card, superpass return reservations and others.



- **Is there anything specific you'd like to see improved on our website?**

Bus location - 22 respondents would like to see the bus location tracking system work better, as it's not accurate and not working properly.

Information update - 53 respondents would like to see better instructions regarding buses, bus stops, and payments options.

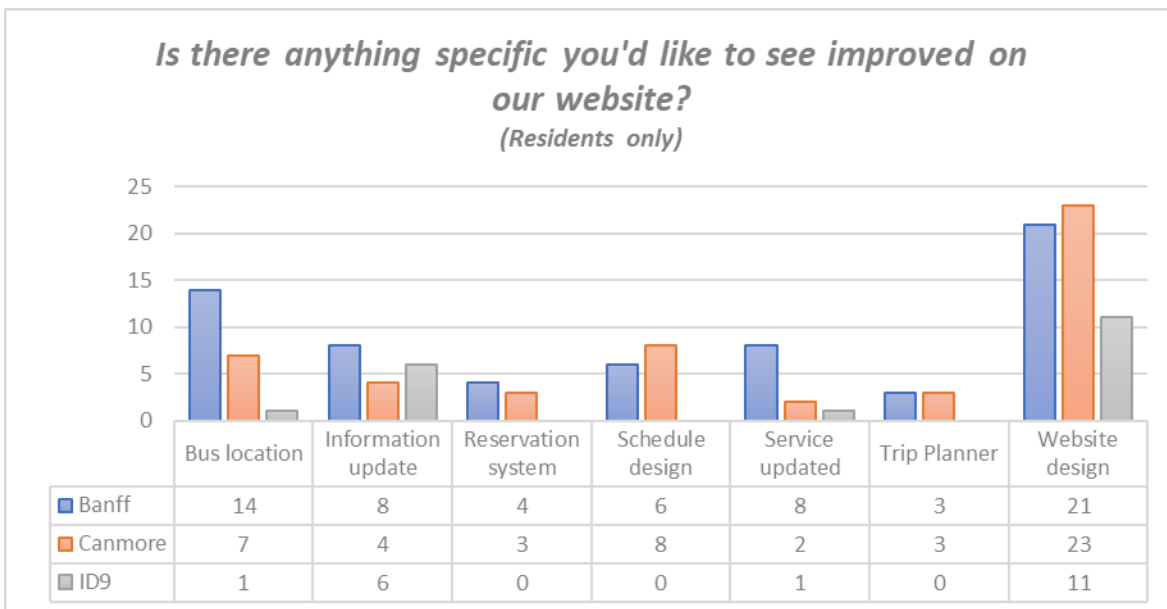
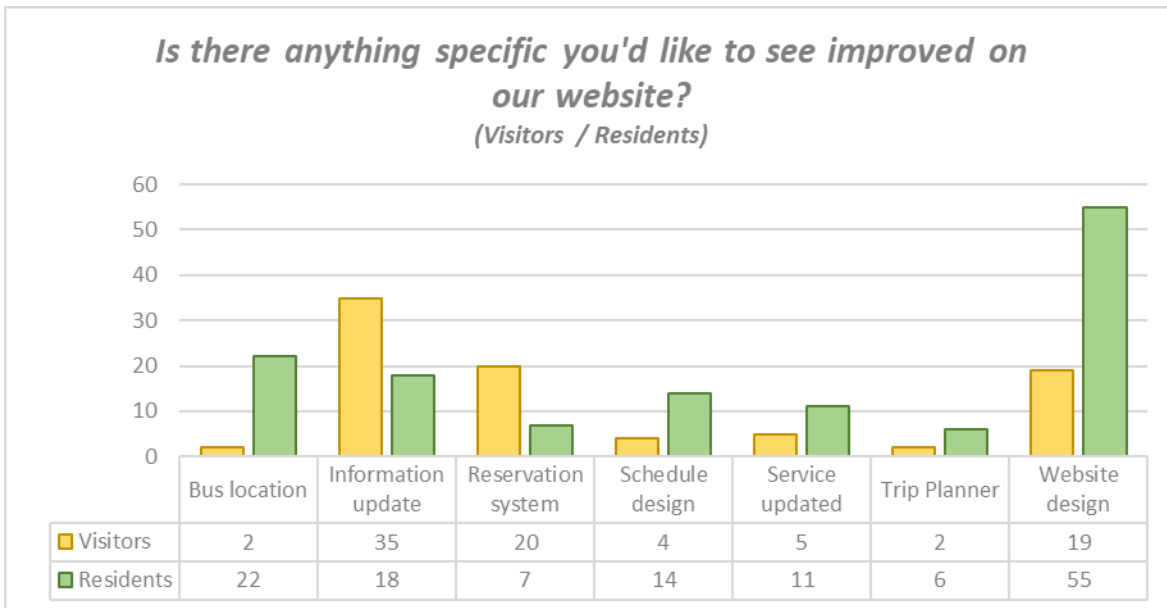
Reservation system - 27 respondents would like to improve the reservation system information and rules of reservation.

Schedule design - 18 respondents found the PDF schedule design hard to find and read.

Service update - 16 respondents would like to have better/faster updates about service delays and detours.

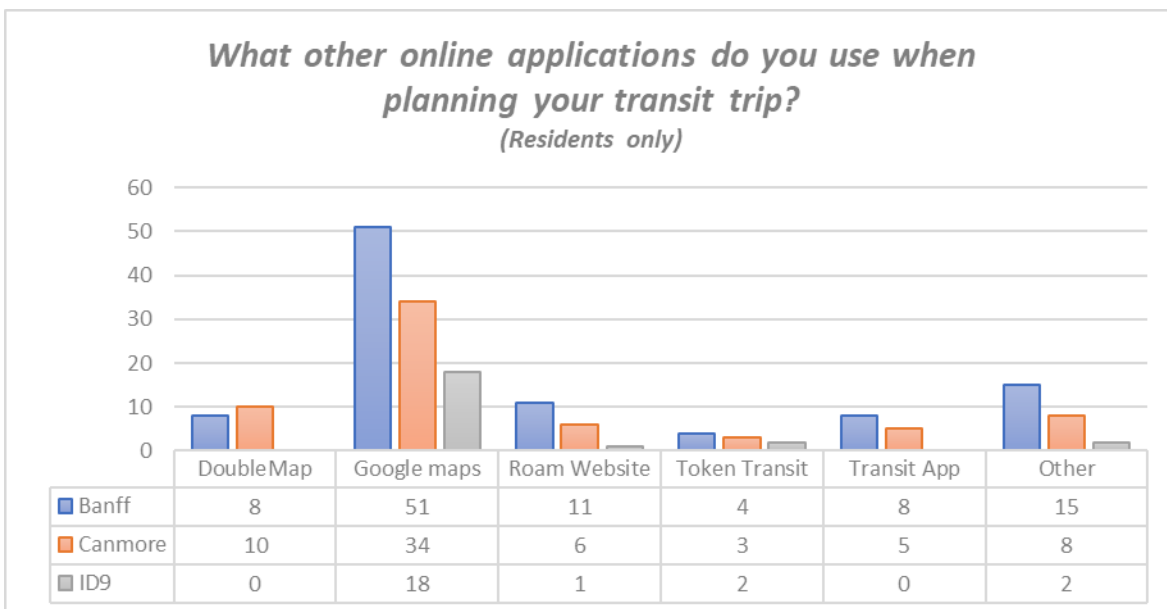
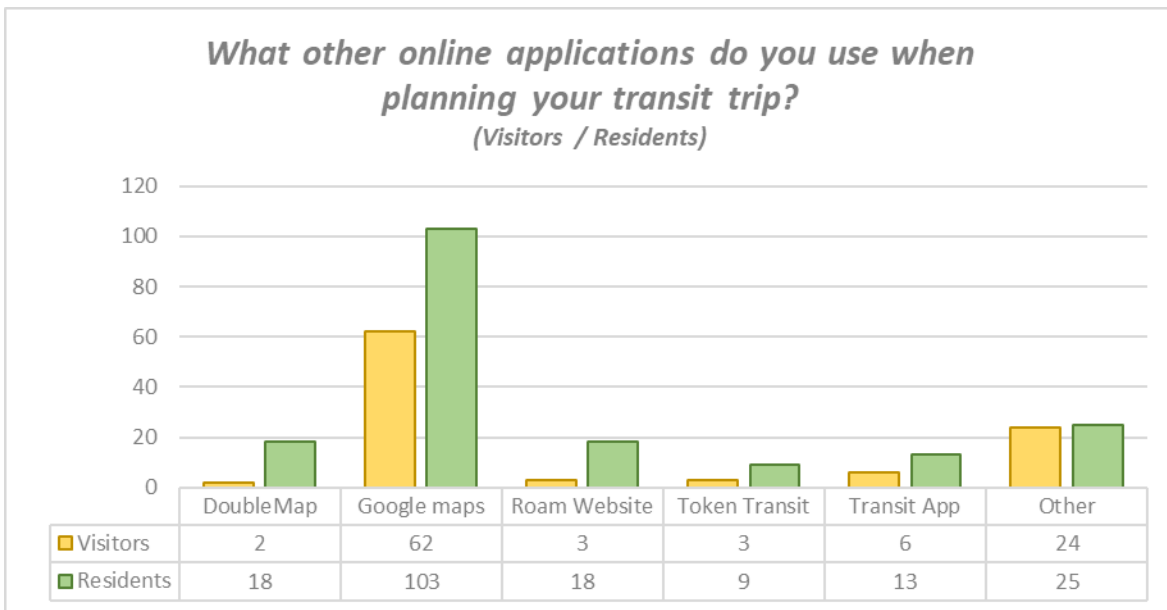
Trip planner - 8 respondents would like to improve the trip planner tool, to make it easier to use and show more information - such as departures/arrivals of other bus stops.

Website design - 74 respondents would like to see improvement in the website design, as it's hard to navigate and complicated to find information that is needed.



- **What other online applications do you use when planning your transit trip?**

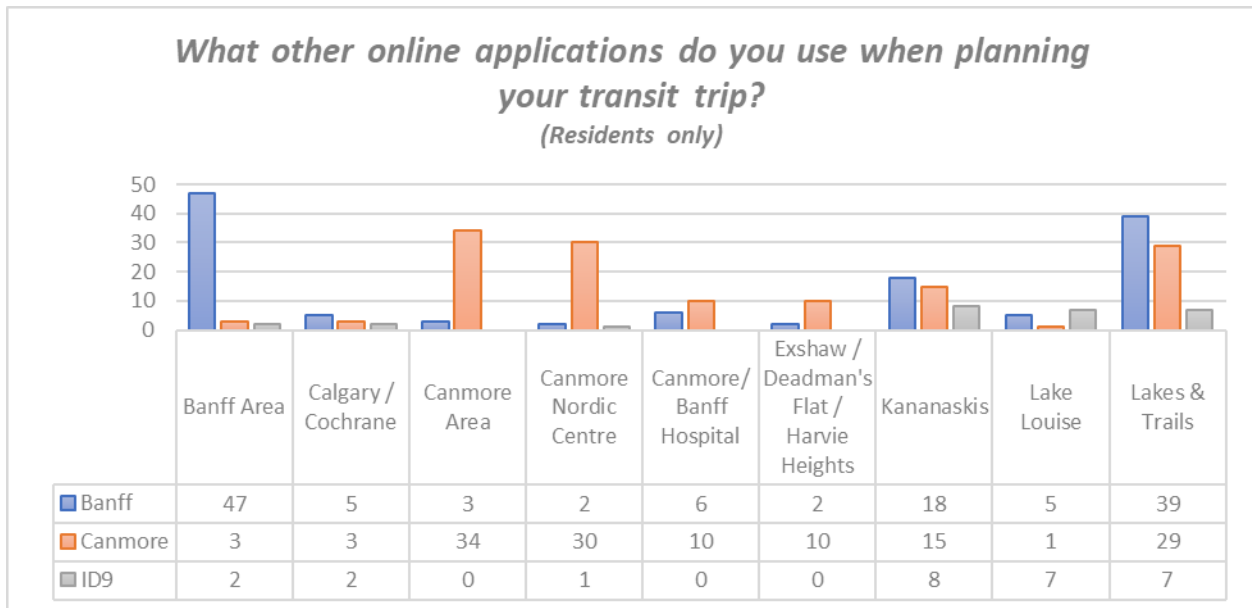
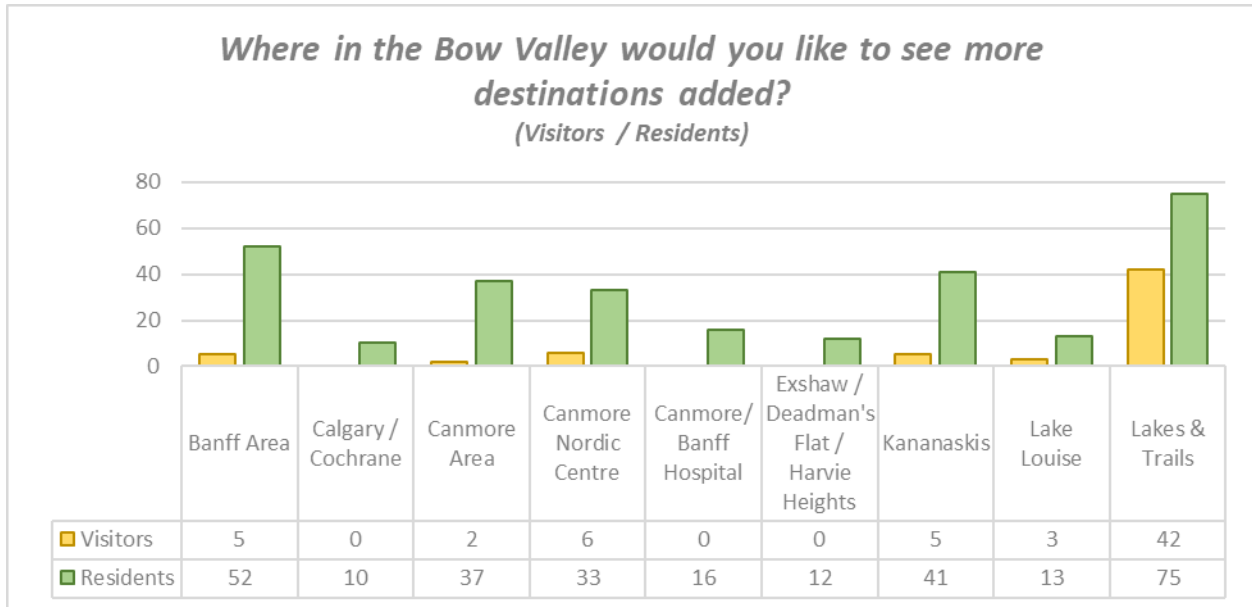
Of 286 respondents, 165 use Google maps as an online tool when planning a trip.



- **Where in the Bow Valley would you like to see more destinations added?**

Banff Area - contains mostly the Banff Centre for Arts and Creativity, industrial area, and Fenlands Centre.

Canmore Area - contains mostly Palliser Trail, Bow Valley Trail, Three Sisters, and Cougar Creek.



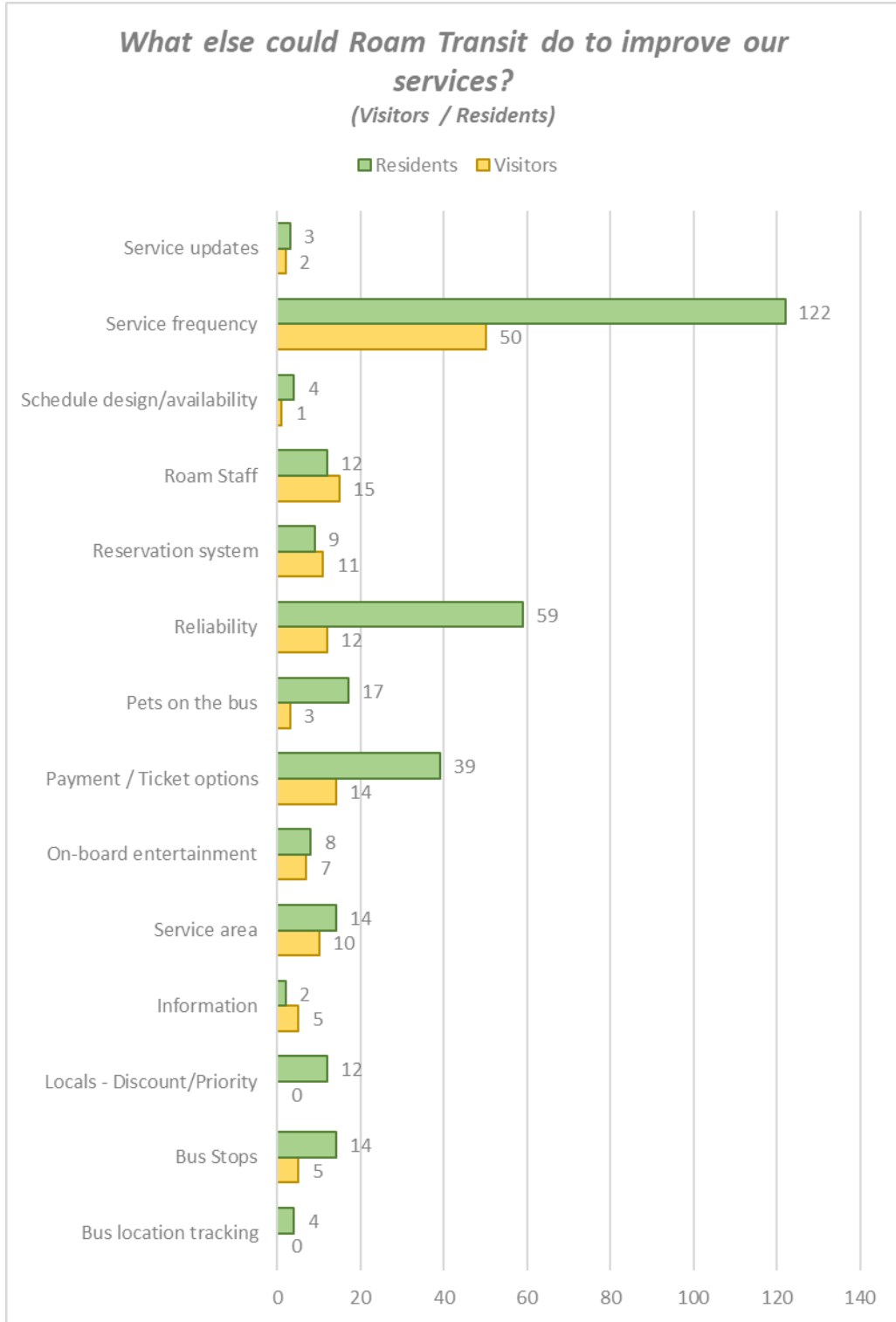
- What else could Roam Transit do to improve our services?

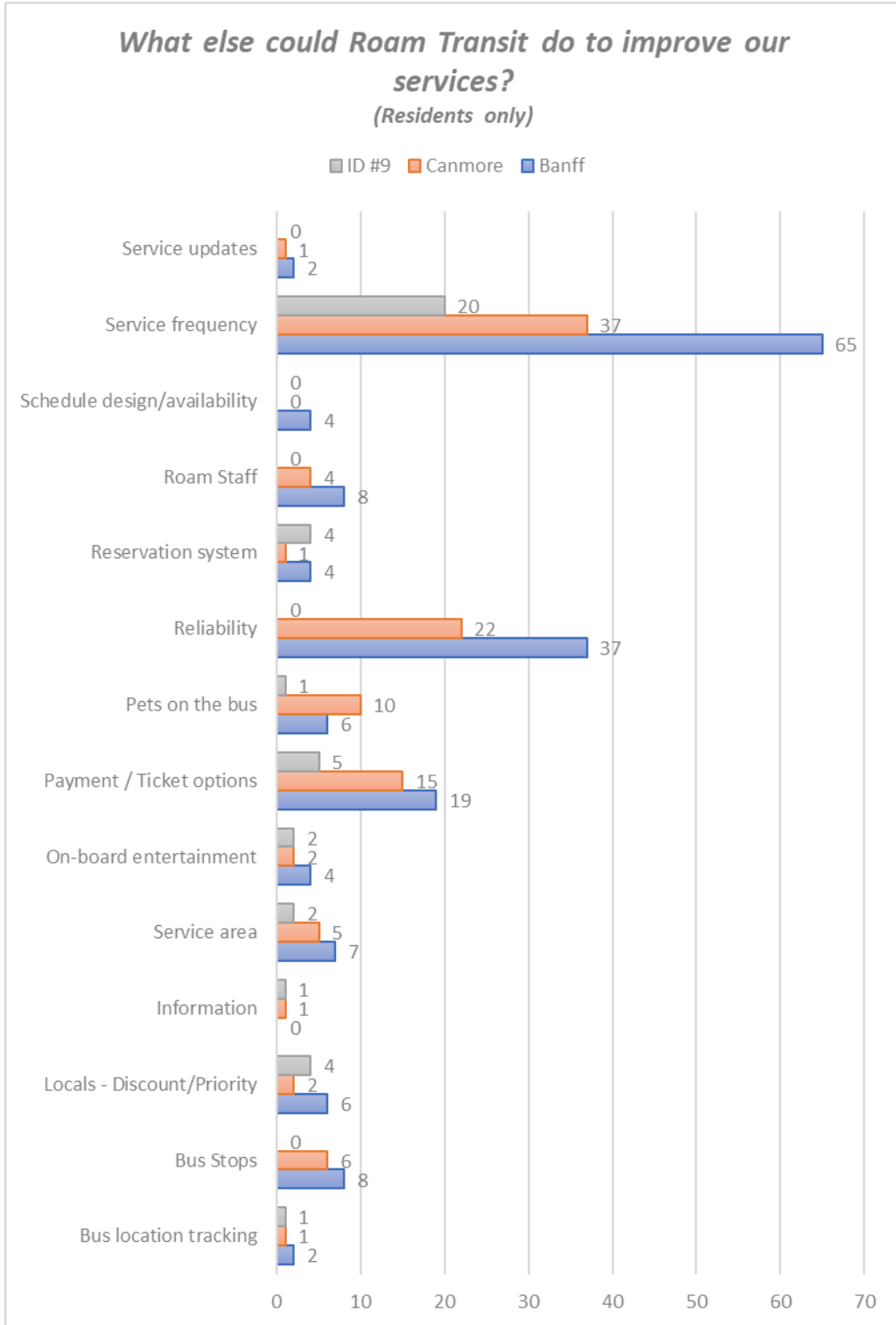
Based on 454 respondents, there were 3 main areas for improvement:

Service frequency - 40% of respondents would like to have a more frequent service.

Reliability - 16% of respondents would like to have a more reliable service and buses on time.

Payment / Ticket options - 12% of respondents would like to have more payments options, including tap and go options.





Bow Valley *R*egional Transit Services Commission



In-Camera Session