

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

111 Hawk Avenue and MS Teams

AGENDA

May 8th, 2024 2:00-4:00pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the April 17th, 2024 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) CEO 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 Q1 Financial Results (For Information Only)
6. Adjournment

Next Regular Meeting – Wednesday June 12th, 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

April 17, 2024 2:00-4:00pm

BOARD MEMBERS PRESENT

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

BOARD MEMBERS ABSENT

Sean Krausert, Town of Canmore

BVRTSC ADMINISTRATION PRESENT

Mel Booth, Director of Finance and Administration
Steve Nelson, Director of Service Delivery
Fiona Gagnon, Manager, Communications and Customer Experience

ADMINISTRATION PRESENT

Patti Youngberg, Parks Canada (Virtual)
Daniella Rubeling, Parks Canada
Danielle Morine, ID9 (Virtual)
Dwight Bourdin, Parks Canada (Virtual)
Andy Esarte, Town of Canmore
Therese Rogers, Town of Canmore (Virtual)
Steve Allan, Town of Banff (Virtual)

ADMINISTRATION ABSENT

Martin Bean, CEO
Adrian Field, Town of Banff

PUBLIC PRESENT

Calvin Scott (Audit)

1. Call to Order

Dave Schebek calls the meeting to order at 2:00 PM.

2. Approval of the Agenda

BVRTSC04-026 Dave Schebek moves to adjust the agenda and move item 5a ahead of item 4 and approve the Agenda as amended.

CARRIED UNANIMOUSLY

3. Minutes

- Approval of the March 13th, 2024 Regular Meeting Minutes (attached)

BVRTSC04-027 Alex Parkinson moves to accept the March 13th, 2024 Regular Meeting Minutes as presented.

CARRIED UNANIMOUSLY

5a Presentation of Audited 2023 Financial Results (Calvin Scott–Avail Partners)(Request for Decision)

BVRTSC04-028 Tanya Foubert moves to approve the 2023 Audited Financial Results as presented.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

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

5. New Business

- b) Ratification of email vote regarding purchase of minibuses (Request for Decision)

BVRTSC04-029 Dave Schebek moves to approve the purchase of two minibuses for the summer of 2024 to supplement the Roam fleet and provide additional vehicles to help with capacity issues; to be paid for by reserves and contributions as outlined:

- \$240,000 from Cutaway Vehicle Replacement Reserve

- \$158,000 from General Commission Reserve

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC04-030 Dave Schebek moves to Adjourn the meeting at 2:47 PM.

CARRIED UNANIMOUSLY

Next Regular Meeting – Wednesday May 8th, 2024

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

CEO REPORT



May 2024

Financial:

- Administration is in the process of implementing a new POS system for sales at the visitor info centre. The POS system Moneris Paypad Pro is tablet based and very user friendly. Improving the sale process for both staff and customers and improving the day end cash out and reconciliation processes. Implementation will be completed next week.
- Administration has submitted all detailed information needed for implementing the additional Cyber Insurance policy and are awaiting confirmation of coverage from our insurance provider.

Transit Service Updates:

- Summer service will begin on May 17th, with some routes being adjusted for Roam's shortage of buses, primarily due to Proterra fleet challenges. Where possible, additional vehicles will be on stand by and added as overloads to help meet passenger capacity needs.
- The routes that are changed from plan are:
 - Route 1 will be operating with 3 buses and a 22-minute frequency; originally planned for 4 buses and 17-minute frequency. Roam will add minibuses during afternoons to provide additional capacity for movement of passengers as required. Additionally, arrangements with Pursuit and The Rimrock will assist with capacity challenges on this route.
 - Route 3 implementation of a third bus on weekends will be delayed until Proterra buses are back online.
 - Route 4 will be including Bow Falls for this summer; this will assist on Route 2 timing to be able to move higher volumes of passengers.
 - Route 6 (Lake Minnewanka) will be operated by Diversified Transportation this summer. The service will start on a 70-minute frequency, utilizing one bus from May 17th until June 13th, with a second bus being added for summer service beginning Friday June 14th. Roam administration is currently working through the details on fare collection, branding, communication etc.... to ensure this change is as seamless as possible.


- Route 8S (Lake Louise Scenic) will not be operating this year; excess capacity where available will be used to provide additional seats on 8X (Lake Louise Express).
- Route 11 (Lake Louise) planned for operating from Lake Louise Village to and from the lakeshore to allow for locals and guests at local hotels to be able to move around without a private vehicle.
- Route 12 – Canmore Grassi Lakes will begin operation on Friday May 17th, with service adding areas of Canmore, including Bow Valley Trail and Spring Creek. The service will operate Friday to Sunday, plus statutory holidays, and provide transit access to Quarry Lake, Canmore Nordic Centre and Grassi Lakes. In future years, extension to include the Palliser area has been a part of the planning discussions.
- Roam’s reservations for Route 8X opened on May 2nd, with 5000 tickets being sold in the first couple of hours and 600 logins to the website per minute. At the end of the first day, over 12,000 reservations had been made.
- The Roam operations team has seen a significant amount of change this year, with Consat being introduced for Automatic Vehicle Location services, and Optibus being introduced as our new dispatching and service planning software. The learning curve has been steep and the team has been diligently embracing the new technology!
- Roam administration is in regular communication with TOB around construction of the Mountain Avenue bus lane and repairs being done on the south end of the bridge to ensure minimal disruption to transit service.

General/Health and Safety

- **Redesigned website update:**

The website redesign is nearly complete, and we anticipate launching it early next week (May 8th). The transition will be managed by both Box Clever staff and our contracted developer. As part of this process, we are migrating to a new hosting platform (Kinsta), which will provide a more stable system with reduced potential for service failure.

The new site will offer a cleaner and more intuitive look, as well as improved accessibility.


Service Update | May 02 3:15:pm
Reservations Update: Due to high website traffic volume you may have difficulty loading our website to access our reservations page. We are working to fix the issue and hope it is resolved soon. Thank you for your patience.
#ServiceUpdate

[See all service updates](#)

Ride With
Roam Public Transit

Plan Your Trip
Schedule Quick View

Departing From

Where are you leaving from?
Use current location


Going to

Where are you going to?

When are you planning your trip?

Leaving Now

Plan your trip



○ Summer reservations update:

The Summer reservations opened on Thursday, May 2nd at 9 a.m. MST, unfortunately causing our current website to crash due to the high volume of customers attempting to book—over 600 clicks per minute. Despite this issue, which was quickly resolved, we managed to sell over 6000 tickets in the first half an hour. Already, some departures have reached the preset capacity limit of 25 seats and are sold out. We have held back 5 seats per departure to accommodate commuter reservations for customers who were unable to book during the initial rush. If these seats are not requested, we will release an additional 5 seats closer to the departure date, allowing up to 30 reservations per departure. The remaining seats will be available for walk-up passengers on the day of departure.

The Reservable Super Pass offers unlimited travel on all Roam Transit services and is the only pass that includes a round-trip on Parks Canada's Lake Connector Shuttle from Lake Louise Lakeshore to Moraine Lake this season.

- Customer Experience Team Hiring:

Recruitment for our summer seasonal Customer Experience team is progressing smoothly. We have only 3 out of 11 seasonal positions left to fill, and we're pleased to report a high volume of candidates have applied, which is great news! Training has already commenced and is being led by our Customer Experience Supervisor, Natasha, who is doing an excellent job!

- Roam is involved with the Biosphere Society of the Bow Valley as a sponsor for their "Clean Commute Expo", being held the first weekend in May. We are committed to being in attendance at the event to promote zero emission solutions, as well as providing an electric bus on site for viewing.

- I recently had a discussion with Dillon Consulting, who have been contracted for a study jointly initiated by Kananaskis Improvement District and the MD of Bighorn. The discussion was focused on potential opportunities for collaboration and/or integration of services. Currently the study is in the initial stages, and I will provide updates if any other involvement is requested as it progresses.

- Roam is initiating an employee recognition program this year as a number of employees are reaching the 10-year mark with the organization. The program is intended to recognize employees for their length of service and is planned to be expanded next year.

- See below letter received from the Palliative Care Society of the Bow Valley regarding Roam's support of their volunteers:



April 30th, 2024

**Palliative Care Society of the Bow Valley Volunteer Program Impact Report:
Bus Ticket Partnership with ROAM Transit**

At the Palliative Care Society of the Bow Valley, we deliver barrier-free end-of life and grief companioning services for community members. This impactful work could not be accomplished without the support we receive from our amazing volunteers and their dedication towards the people they interact with in the Bow Valley region.

Since some of our volunteers do not have access to their own personal vehicle, we are extremely grateful for transportation partnership with ROAM Transit to help cover the costs of bus passes to ensure that these volunteers are able to meet with their clients in Banff or Canmore. During the period of May 2023 – April 2024, PCSBV have had a total of 2 volunteers without access to personal transportation visiting 2 clients in Banff. We have also had 2 clients traveling by bus to Canmore office to meet with grief support practitioners.

We want to take this opportunity to extend our heartfelt gratitude towards the generosity of the Bow Valley Regional Transit Services Commission.

Kind regards,

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Michelle LeBlanc
Volunteer Coordinator
Main office: 403-707-7111
Direct number: 403-707-4351
Email: michelle.leblanc@pcsbv.ca

Bow Valley *R*egional Transit Services Commission



BRING FORWARD LIST

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

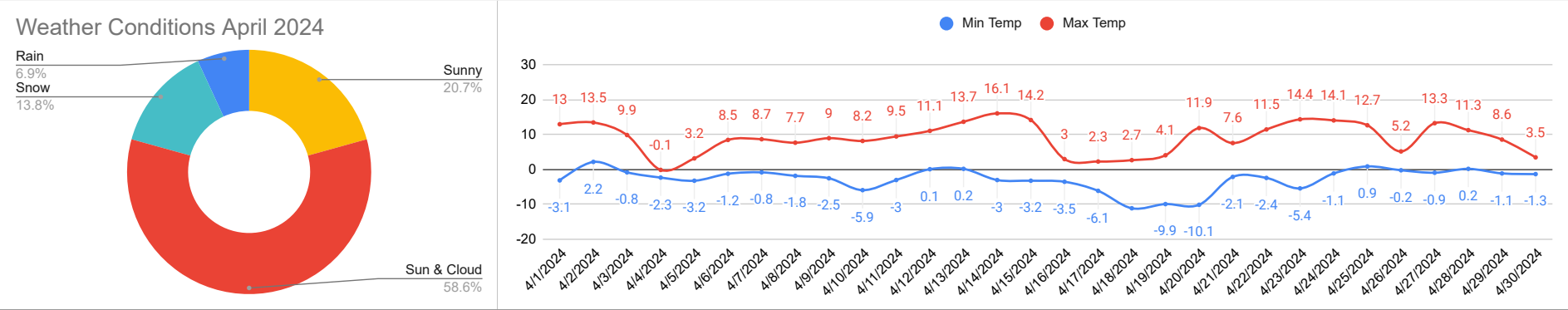
ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
BVRTSC23-93 Alex Parkinson moves to discuss the commuter pass more in depth at the strategic planning in 2024.	Nov 8, 2023	Strategic Planning 2024	Martin	To be discussed further at the Strategic Planning Sessions to be held in 2024
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 style="text-align: center;">CARRIED UNANIMOUSLY</p>	Oct, 18 th 2023	Q3 2024	Martin/Steve	Obtaining quotes from consultants, with the planned study implementation to follow the release of the draft Strategic Plan.
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.	Feb 14, 2024	April 30, 2024	Melanie	Documentation has all been submitted and awaiting insurance response.

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
April 2024	Ridership	90,194	28,976	26,296	10,200
	Bikes	113	372	284	32
	Winter Sports	1,208	305	1,006	55
	Strollers	127	226	70	8

Route	Monthly Ridership Change 2023 - 2024	Comment
Route 1	7.89%	Change from April 2023 to April 2024
Route 2	2.49%	Change from April 2023 to April 2024
Route 3	11.32%	Change from April 2023 to April 2024
Route 4		Change from April 2023 to April 2024
Route 5	24.32%	Change from April 2023 to April 2024
Route 6		Change from April 2023 to April 2024
Route 8X	1.87%	Change from April 2023 to April 2024
Route 9	-33.83%	Change from April 2023 to April 2024



5/1/2024

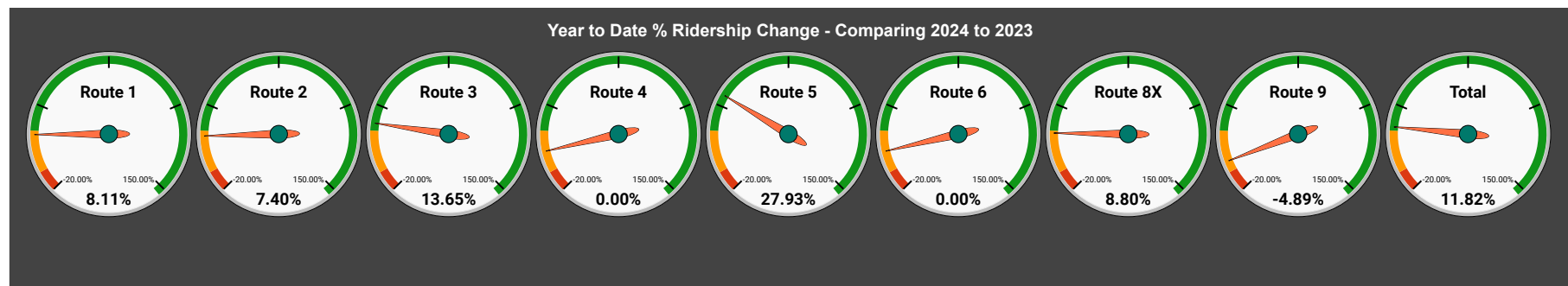
Route 1 (Inns of Banff/ Gondola)								Route 2 (Tunnel Mtn / Banff Springs Hotel)								Route 4 Cave & Basin								Banff Local (Route 1, 2 & 4)							
Month	R1 2021	R1 2022	R1 2023	R1 2023 YTD	R1 2024 YTD	% Change - 23	% Change - 22	R2 2021	R2 2022	R2 2023	R2 2023 YTD	R2 2024 YTD	% Change - 23	% Change - 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	47,979	52,307	9.02%	140.80%	7,734	24,785	53,488	53,488	60,558	13.22%	144.33%								16,402	46,507	101,467	101,467	112,865	11.23%	142.68%			
April	6,709	20,918	41,098	41,098	44,341	7.89%	111.98%	5,643	20,192	44,739	44,739	45,853	2.49%	127.08%								12,352	41,110	85,837	85,837	90,194	5.08%	119.40%			
May	5,901	37,615	67,740	0	0	0.00%		5,008	27,452	55,890	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	68,183	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	96,204	104,005	0	0	0.00%				
YTD	200,072	550,493	813,710	170,546	184,372	8.11%	-66.51%	171,120	470,848	733,010	195,486	209,958	7.40%	-55.41%	8,495	24,802	28,273	0	0	0.00%	-100.00%	379,687	1,046,143	1,574,993	366,032	394,330	7.73%	-62.31%			

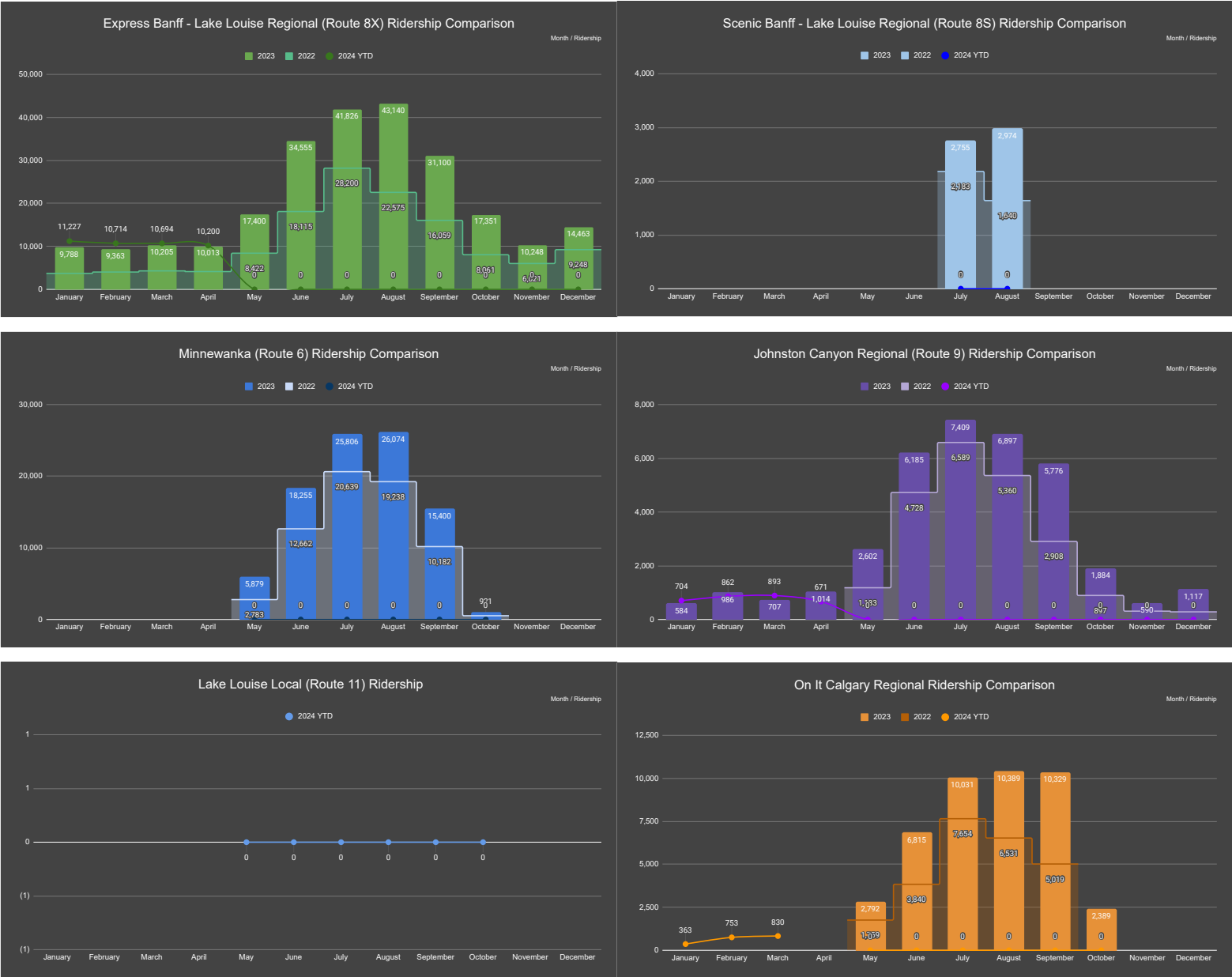
Route 3 (Canmore-Banff Regional)								Route 5 Canmore								Route 6 Minnewanka								Roam Total Ridership							
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 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	29,174	31.90%	198.03%								25,771	65,499	141,874	141,874	163,675	15.37%	149.89%			
March	7,951	12,770	23,824	23,824	27,059	13.58%	111.90%	8,650	12,208	25,116	25,116	30,530	21.56%	150.08%								34,441	75,790	161,319	161,319	182,041	12.85%	140.19%			
April	5,507	12,028	23,622	23,622	26,296	11.32%	118.62%	7,360	10,924	23,308	23,308	28,976	24.32%	165.25%								26,365	68,215	143,794	143,794	156,337	8.72%	129.18%			
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	92,004	104,562	13.65%	-46.10%	96,241	180,090	311,377	93,353	119,424	27.93%	-33.69%	21,482	66,034	92,335	0	0	0.00%	-100.00%	684,782	1,652,179	2,632,283	594,049	664,281	11.82%	-59.79%			

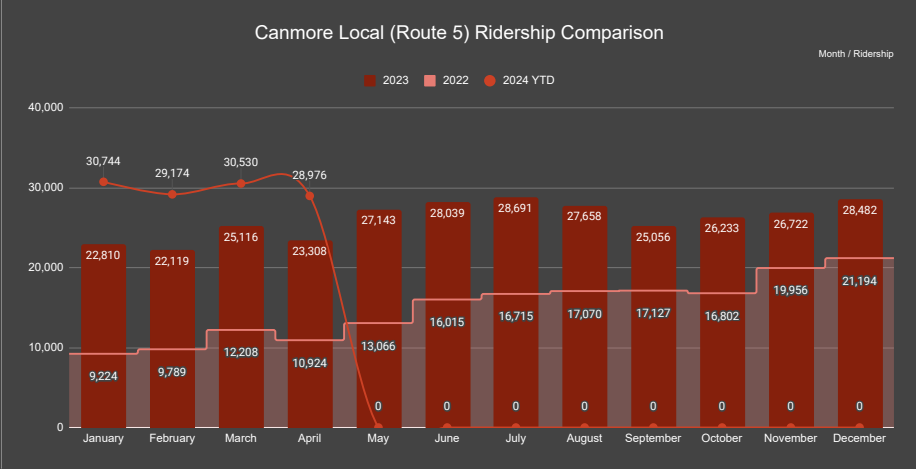
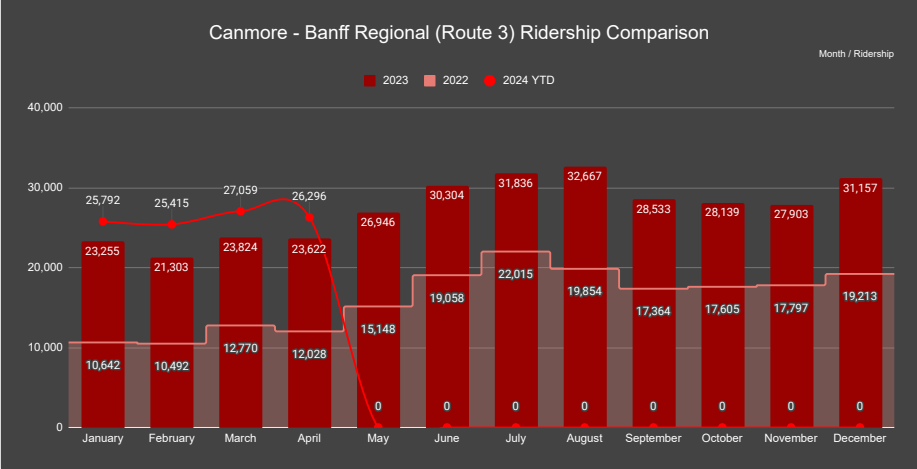
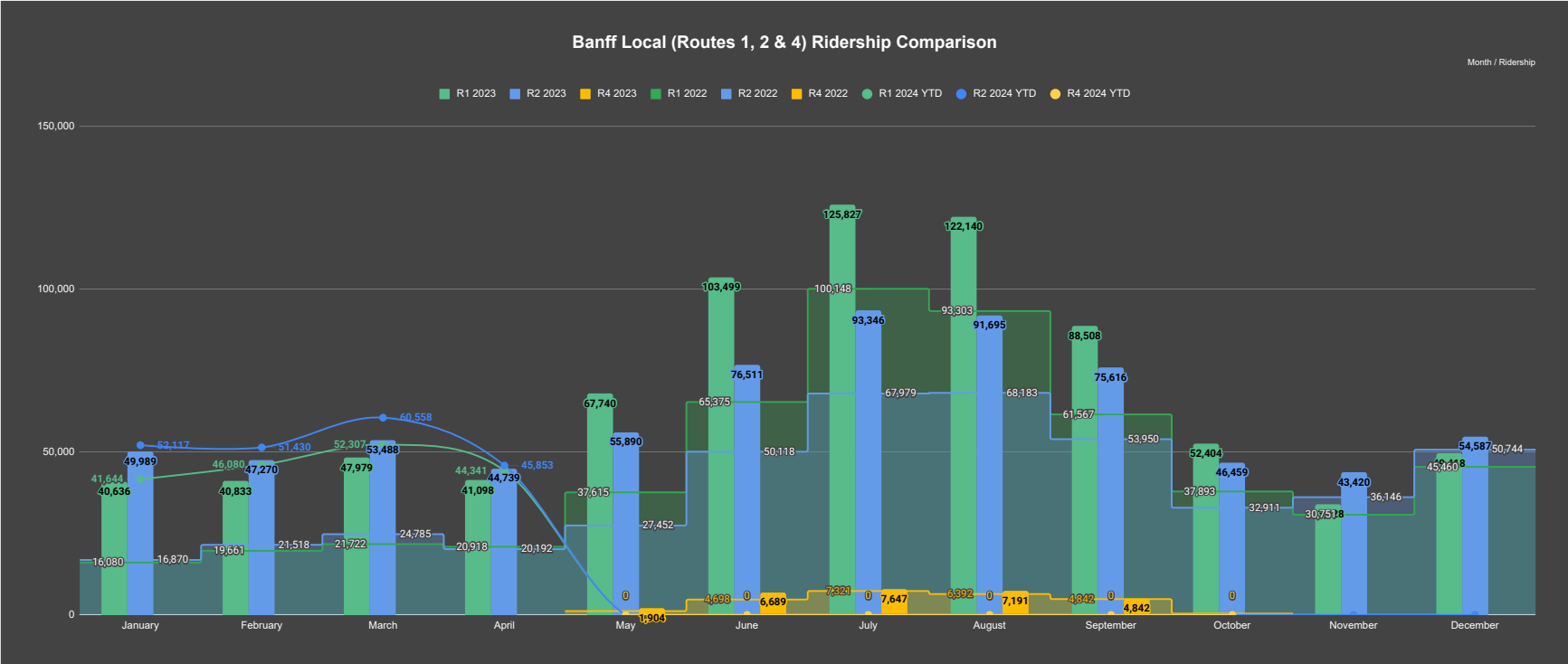
Route 8X (Express Lake Louise - Banff Regional)								Route 8S (Scenic Lake Louise - Banff Regional)								Route 9 (Johnston Canyon)							
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% 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	10,205	10,694	4.79%	148.41%											707	707	893	26.31%		
April	1,146	4,153	10,013	10,013	10,200	1.87%	145.61%											1,014	1,014	671	-33.83%		
May	1,516	8,422	17,400	0	0	0.00%		97							853	1,183	2,602	0	0	0.00%			
June	3,454	18,115	34,555	0	0	0.00%		862							4,412	4,728	6,185	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%		4,176	6,589	7,409	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%		3,826	5,360	6,897	0	0	0.00%			
September	8,728	16,059	31,100	0	0	0.00%		757							1,448	2,908	5,776	0	0	0.00%			
October	3,709	8,061	17,351	0	0	0.00%									419	897	1,884	0	0	0.00%			
November	2,798	6,021	10,248	0	0	0.00%										312	590	0	0	0.00%			
December	3,973	9,248	14,463	0	0	0.00%										286	1,117	0	0	0.00%			
YTD	55,221	132,912	249,452	39,369	42,835	8.80%	-67.77%	5,029	3,823	5,729	0	0	0.00%	-100.00%	15,134	22,263	35,751	3,291	3,130	-4.89%	-85.94%		

	Route 10 (Moraine Lake)							On-It (Calgary Regional)							Route 11 (Lake Louise Local)								
Month	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												830											
April																							
May								1,759	1,759	2,792	0	0	0.00%					1,212	0	0	0.00%		
June								930	3,840	6,815	0	0	0.00%					3,993	0	0	0.00%		
July								2,607	7,654	10,031	0	0	0.00%					5,934	0	0	0.00%		
August								3,623	6,531	10,389	0	0	0.00%					6,208	0	0	0.00%		
September	1,498	3,535	6,556	0	0	0.00%		2,272	5,019	10,329	0	0	0.00%					3,574	0	0	0.00%		
October	973	3,393	4,827	0	0	0.00%					2,389	0	0	0.00%					853	0	0	0.00%	
November																							
December																							
YTD	2,471	6,928	11,383	0	0	0.00%	-100.00%	11,191	24,803	42,745	0	1,946	0.00%	-92.15%	0	0	21,774	0	0	0.00%	0.00%		

	Route 5C (Cougar Creek)							Route 5T (Three Sisters)						
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 UTD	% Change - 23	% Change - 22
January					19,797							10,947		
February					17,830							11,344		
March					18,442							12,088		
April					17,958							11,018		
May					0	Please note that comparative date for 5C and 5T separately will not be available until August as route data was not split until then						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	74,027	0.00%	0.00%	0	0	56,525	0	45,397	0.00%	0.00%





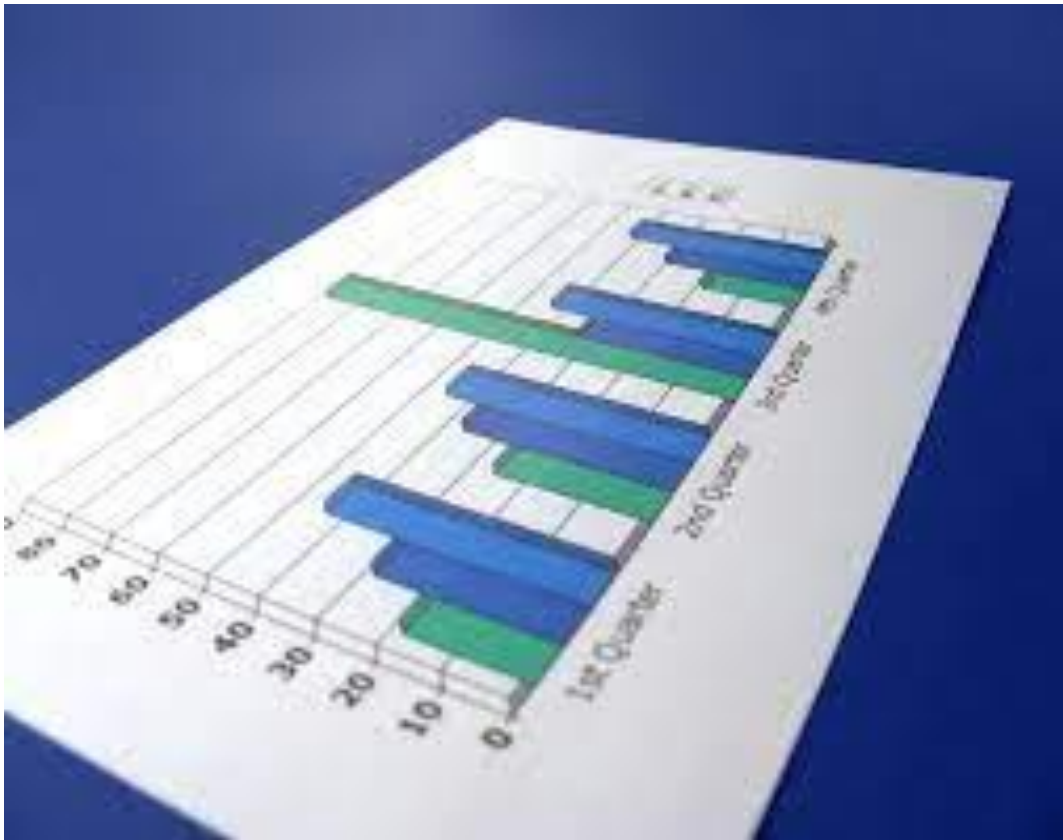


Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

Bow Valley *R*egional Transit Services Commission



2024 Q1 Financial Results

Q1 2024 Overall summary of results

Bow Valley Regional Transit Services Commission						
All routes - Actual vs budget vs Prior Year (PY)						
January - March 2024						
	Actual	Budget	Over/ under budget		PY Jan-Mar 2023	Difference from PY
Income						
Bus Pass Sales	697,905	794,282	(96,377)		569,989	127,916
Interest Revenue	51,028	21,000	30,028		61,144	(10,116)
Marketing & Advertising Revenue	7,356	13,214	(5,858)		2,385	4,971
Other Income	27,874	551	27,323		1,264	26,611
Partner Programs	105,253	108,367	(3,114)		102,927	2,326
Recoveries - Operating (non-members)	409,954	288,054	121,901		262,650	147,305
Requisitions - Operating	1,328,304	1,377,707	(49,403)		1,001,851	326,453
Total Income	2,627,675	2,603,175	24,500		2,002,209	625,466
Gross Profit						
Expenses						
Advertising & Marketing Expenses	8,127	20,121	(11,994)		9,968	(1,840)
Contracted Services / Professional Fees	42,852	45,712	(2,860)		22,135	20,717
Fuel Expense	211,140	215,140	(4,000)		179,559	31,581
General Operating Expenses	31,058	45,627	(14,569)		29,633	1,425
Infrastructure Maintenance	6,055	19,913	(13,858)		9,827	(3,772)
Insurance Expense	48,245	56,553	(8,309)		42,613	5,632
Software Fees & Licences	50,363	48,075	2,288		35,337	15,026
Staff, Training, Travel & Meals	49,148	52,066	(2,919)		38,781	10,367
Transit storage facility	108,866	88,258	20,608		86,216	22,650
Vehicle Expenses	801,160	512,838	288,322		462,874	338,286
Wages & Benefits	1,351,196	1,490,717	(139,522)		1,119,970	231,225
Total Expenses	2,708,209	2,595,021	113,188		2,036,912	671,297
Surplus / Deficiency Prior to Amortization	(80,534)	8,154	(88,688)		(34,703)	(45,831)
Amortization Expense	385,269	385,270	(1)		273,621	111,648
Net Revenue	(465,803)	(377,116)	(88,687)		(308,324)	(157,479)

Overall, we are pacing behind projections with the surplus prior to amortization approximately \$88,000 behind of budget.

REVENUE

Overall pass revenues are down approximately \$100,000 from budget and approximately \$130,000 higher than PY.

- Routes 1, 2 and 3 actual revenues are less than budgeted amounts. But we will hopefully make up this shortfall over the remainder of the year.
- Route 8 actual revenues are \$25K above budget to date, we expect this trend to continue over the remainder of the year.

Interest is over budgeted amounts due to high interest rates. Includes CIBC investment interest on operating reserve amounts and interest on ATB operating accounts.

Non member recoveries are based on actual expenses incurred.

Member recoveries are based on budgeted amounts except for ID# contributions to Lake Louise summer routes, which are allocated at the end of the year.

EXPENSES

Overall expenses are up approximately \$110,000 from budget and \$670,000 from PY.

At this stage the only significant expense discrepancies are coming from vehicle maintenance costs and driver wages. Most other expenses are either consistent or slightly above/below budget projections to date.

Town of Banff vehicle maintenance expenses are approximately \$290,000 above budgeted figures to date. Mechanic wages and overhead costs are approximately \$190,000 over budget. Parts are approximately \$100,000 overbudget. We have had lots of maintenance issues over the first quarter, and some major repairs. We are hoping that as we progress throughout the year these numbers will be closer to budgeted amounts.

Driver wages are approximately \$100,000 below budget. Some of this may be to do with timing of actual training costs vs budgeted allocation of costs.

	<div>Bow Valley Regional Transit Services Commission</div> <div>All Routes - Actual vs Budget (pg 1/2)</div> <div>January - March 2024</div>															
	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					52,021	77,939	35,989	76,841	337,901	388,602						
Interest Revenue	51,028	21,000														
Marketing & Advertising Revenue	138				1,421	3,242	1,421	3,705	1,397	3,261			2,402	3,006		
Other Income	23,360				17	259	17	292					4,480			
Partner Programs					51,832	59,724	52,765	47,870	656	773						
Recoveries - Operating (non-members)			14,021		6,206	6,516	12,178	12,118			32,240	24,311			69,460	51,639
Requisitions - Operating	205,578	205,579			261,674	261,374	245,395	245,395	151,374	151,374			396,491	396,490		
Total Income	\$ 280,105	\$ 226,579	\$ 14,021	\$ -	\$ 373,171	\$ 409,054	\$ 347,764	\$ 386,221	\$ 491,327	\$ 544,010	\$ 32,240	\$ 24,311	\$ 403,373	\$ 399,496	\$ 69,460	\$ 51,639
Expenses																
Advertising & Marketing Expenses	196				1,265	5,004	1,282	5,336	2,462	4,321			1,979	3,564		0
Contracted Services / Professional Fees	15,793	20,464	14,021		1,445	3,911	1,315	4,268	2,013	3,401	464	272	3,139	7,204	464	1,156
Fuel Expense	445				27,944	27,242	21,114	20,975	64,197	71,591			43,521	37,352		
General Operating Expenses	12,937	19,778			2,041	3,096	1,790	3,240	5,356	10,074	3		1,627	2,372	7	
Infrastructure Maintenance	738	52			594	2,872	519	3,375	2,938	6,946	40			4,640	95	
Insurance Expense	3,887	4,061			7,501	9,620	6,008	7,440	6,046	7,166	1,524	1,677	6,353	6,714	4,135	4,932
Software Fees & Licences	8,963	18,556			8,200	6,741	7,700	6,808	7,841	6,530	675	0	6,535	5,090	1,750	
Transit storage facility	14,902	16,272			6,424	6,452	3,492	5,591	2,804	5,047	1,873	941	2,043	5,470	4,534	2,274
Staff, Training, Travel & Meals	2,225	1,112			21,502	18,974	19,071	16,005	23,099	16,207	3,332	3,338	3,348	1,707	6,689	6,675
Vehicle Expenses	9,132	1,575			147,982	88,912	136,517	85,657	167,224	121,284	10,985	6,000	147,000	95,000	21,969	9,000
Wages & Benefits	134,486	144,710			203,477	236,224	200,910	227,527	263,296	291,441	13,365	12,084	218,921	230,383	29,878	27,603
Total Expenses	\$ 203,705	\$ 226,579	\$ 14,021	\$ -	\$ 428,376	\$ 409,048	\$ 399,717	\$ 386,222	\$ 547,277	\$ 544,008	\$ 32,261	\$ 24,311	\$ 434,465	\$ 399,496	\$ 69,521	\$ 51,639
Surplus / Deficiency Prior to Amortization	\$ 76,399	\$ 0	\$ -	\$ -	\$ (55,205)	\$ 6	\$ (51,953)	\$ (1)	\$ (55,949)	\$ 1	\$ (21)	\$ (0)	\$ (31,092)	\$ -	\$ (62)	\$ -
Amortization Expense	18,921	18,922			114,918	114,919	112,434	112,433	40,611	40,611			44,955	44,954		
Net Income	\$ 57,478	\$ (18,922)	\$ -	\$ -	\$ (170,123)	\$ (114,913)	\$ (164,387)	\$ (112,434)	\$ (96,560)	\$ (40,610)	\$ (21)	\$ (0)	\$ (76,047)	\$ (44,954)	\$ (62)	\$ -

	Bow Valley Regional Transit Services Commission All Routes - Actual vs Budget (pg 2/2) January - March 2024														
	Rt 08 - LLB Regional Winter (Extra parks bus)			Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		TOTAL	
	Actual	Budget		Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	Budget	Actual	% of Budget
Income															
Bus Pass Sales	64,714			195,023	236,609		0		0	12,257	14,291			697,905	794,282 88%
Interest Revenue														51,028	21,000 243%
Marketing & Advertising Revenue				579										7,356	13,214 56%
Other Income														27,874	551 5059%
Partner Programs														105,253	108,367 97%
Recoveries - Operating (non-members)	63,478				61,066		4,013	126,566	76,651	79,606	45,511	6,200	6,229	409,954	288,054 142%
Requisitions - Operating				67,792	67,793		3,645		0		41,338			1,328,304	1,377,707 96%
Total Income	\$ 128,192	\$ -		\$ 263,394	\$ 365,468	\$ -	\$ 7,657	\$ 126,566	\$ 81,372	\$ 91,863	\$ 101,139	\$ 6,200	\$ 6,229	\$ 2,627,675	\$ 2,603,175 101%
Expenses															
Advertising & Marketing Expenses	284			553	1,664		0			106	232			8,127	20,121 40%
Contracted Services / Professional Fees	279			1,016	1,842		525	1,855	1,786	1,048	883			42,852	45,712 94%
Fuel Expense	17,275			32,083	55,280		0			4,560	2,700			211,140	215,140 98%
General Operating Expenses	2,040			4,939	6,400		0	17		300	667			31,058	45,627 68%
Infrastructure Maintenance	145			230	1,928		0	670		67	100	19		6,055	19,913 30%
Insurance Expense	1,494			1,494	1,644		1,644	4,271	6,725	5,531	4,932			48,245	56,553 85%
Software Fees & Licences	1,566			2,798	2,446		0	2,636		1,586	1,904	113		50,363	48,075 105%
Transit storage facility	426			887	3,665		0	10,035	4,939	1,712	1,415	16		49,148	52,066 94%
Staff, Training, Travel & Meals	6,176			7,434	4,333		2,225	9,018	11,008	6,943	6,675	30		108,866	88,258 123%
Vehicle Expenses	37,120			63,460	83,249		0	29,292	15,000	30,478	7,161			801,160	512,838 156%
Wages & Benefits	60,321			111,994	203,017		3,263	69,438	62,917	39,089	45,321	6,021	6,229	1,351,196	1,490,717 91%
Total Expenses	\$ 127,127	\$ -		\$ 226,890	\$ 365,468	\$ -	\$ 7,657	\$ 127,231	\$ 102,374	\$ 91,418	\$ 71,989	\$ 6,199	\$ 6,229	\$ 2,708,208	\$ 2,595,021 104%
Surplus / Deficiency Prior to Amortization	\$ 1,065	\$ -		\$ 36,504	\$ (0)	\$ -	\$ (0)	\$ (665)	\$ (21,002)	\$ 445	\$ 29,150	\$ 0	\$ -	\$ (80,534)	\$ 8,154
Amortization Expense				24,282	24,281					29,148	29,150			385,269	385,270
Net Income	\$ 1,065	\$ -		\$ 12,222	\$ (24,281)	\$ -	\$ (0)	\$ (665)	\$ (21,002)	\$ (28,703)	\$ (0)	\$ 0	\$ -	\$ (465,803)	\$ (377,116)

	Bow Valley Regional Transit Services Commission All Routes - Actual vs Prior Year (pg 1/2) January - March 2024															
	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	
	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)
INCOME																
Bus Pass Sales					52,021	54,226	35,989	36,582	337,901	254,887						
Interest Revenue	51,028	61,144														
Marketing & Advertising Revenue	138				1,421	205	1,421	205	1,397	1,125			2,402	850		
Other Income	23,360	60			17	602	17	602					4,480			
Partner Programs					51,832	56,880	52,765	45,591	656	456						
Recoveries - Operating (non-members)			14,021		6,206	5,794	12,178	11,370			32,240	25,776			69,460	52,664
Requisitions - Operating	205,578	154,608			261,674	169,440	245,395	157,190	151,374	129,560			396,491	337,855		
Total Income	280,105	215,812	14,021	-	373,171	287,147	347,764	251,540	491,327	386,028	32,240	25,776	403,373	338,705	69,460	52,664
EXPENSES																
Advertising & Marketing Expenses	196	842			1,265	1,373	1,282	1,349	2,462	3,087		117	1,979	1,801		136
Contracted Services / Professional Fees	15,793	9,617	14,021		1,445	1,797	1,315	1,653	2,013	2,360	464	241	3,139	3,030	464	638
Fuel Expense	445	75			27,944	27,823	21,114	28,860	64,197	51,018			43,521	35,889		
General Operating Expenses	12,937	11,558			2,041	2,278	1,790	2,156	5,356	5,798	3	28	1,627	1,869	7	68
Infrastructure Maintenance	738	608			594	2,066	519	1,818	2,938	1,585	40	186		1,325	95	450
Insurance Expense	3,887	3,692			7,501	6,337	6,008	5,076	6,046	6,046	1,524	1,524	6,353	6,353	4,135	2,989
Software Fees & Licences	8,963	5,179			8,200	6,071	7,700	5,708	7,841	5,890	675	443	6,535	5,433	1,750	1,409
Staff, Training, Travel & Meals	14,902	10,783			6,424	5,542	3,492	3,442	2,804	2,674	1,873	1,402	2,043	2,320	4,534	3,394
Transit storage facility	2,225	1,220			21,502	16,375	19,071	13,864	23,099	15,016	3,332	3,358	3,348	3,364	6,689	6,960
Vehicle Expenses	9,132	11,375			147,982	82,390	136,517	80,671	167,224	104,028	10,985	6,530	147,000	94,698	21,969	10,130
Wages & Benefits	134,486	117,703			203,477	191,525	200,910	189,814	263,296	189,522	13,365	12,788	218,921	173,377	29,878	28,527
Total Expenses	203,705	172,653	14,021	-	428,376	343,578	399,717	334,411	547,277	387,024	32,261	26,616	434,465	329,457	69,521	54,700
Surplus / Deficiency Prior to Amortization	76,399	43,159	-	-	(55,205)	(56,431)	(51,953)	(82,871)	(55,949)	(997)	(21)	(840)	(31,092)	9,248	(62)	(2,037)
Amortization Expense	18,921	11,421			114,918	77,418	112,434	74,934	40,611	40,611			44,955	44,955		
Net Income	57,478	31,738	-	-	(170,123)	(133,849)	(164,387)	(157,805)	(96,560)	(41,608)	(21)	(840)	(76,047)	(35,707)	(62)	(2,037)

	Bow Valley Regional Transit Services Commission All Routes - Actual vs Prior Year (pg 2/2) January - March 2024														
	Rt 08 - LLB Regional Winter (Extra parks bus)		Rt 08 - LLB Regional Winter		Rt 08S - LLB Regional Summer Scenic		Rt 08X - LLB Regional Summer Express		Rt 09 - Johnston Canyon		Rt 10 - Moraine Lake		TOTAL		
	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2024	Jan - Mar, 2023 (PY)	Jan - Mar, 2023 (PY)	Jan - Mar, 2023 (PY)	Change
INCOME															
Bus Pass Sales	64,714		195,023	213,031					12,257	11,274		-10	697,905	569,989	127,916
Interest Revenue													51,028	61,144	-10,116
Marketing & Advertising Revenue			579										7,356	2,385	4,971
Other Income													27,874	1,264	26,611
Partner Programs													105,253	102,927	2,326
Recoveries - Operating (non-members)	63,478					28,621	126,566	87,938	79,606	45,044	6,200	5,443	409,954	262,650	147,305
Requisitions - Operating			67,792	53,198									1,328,304	1,001,851	326,453
Total Income	128,192	-	263,394	266,229	-	28,621	126,566	87,938	91,863	56,318	\$ 6,200	\$ 5,433	\$ 2,627,675	\$ 2,002,209	\$ 625,466
EXPENSES															0
Advertising & Marketing Expenses	284		553	1,179		14		56	106	14			8,127	9,968	-1,840
Contracted Services / Professional Fees	279		1,016	1,213		270	1,855	993	1,048	323			42,852	22,135	20,717
Fuel Expense	17,275		32,083	31,088				0	4,560	4,806			211,140	179,559	31,581
General Operating Expenses	2,040		4,939	5,291		29	17	208	300	337		12	31,058	29,633	1,425
Infrastructure Maintenance	145		230	730		191	670	673	67	196	19		6,055	9,827	-3,772
Insurance Expense	1,494		1,494	1,494		2,242	4,271	4,619	5,531	2,242			48,245	42,613	5,632
Software Fees & Licences	1,566		2,798	2,163		602	2,636	1,619	1,586	767	113	53	50,363	35,337	15,026
Staff, Training, Travel & Meals	426		887	486		1,439	10,035	5,821	1,712	1,479	16		49,148	38,781	10,367
Transit storage facility	6,176		7,434	7,257		3,979	9,018	9,499	6,943	5,284	30	40	108,866	86,216	22,650
Vehicle Expenses	37,120		63,460	49,566		6,403	29,292	9,543	30,478	7,406		135	801,160	462,874	338,286
Wages & Benefits	60,321		111,994	108,799		13,323	69,438	58,139	39,089	31,262	6,021	5,192	1,351,196	1,119,970	231,225
Total Expenses	127,127	-	226,890	209,265	-	28,491	127,231	91,169	91,418	54,115	\$ 6,199	\$ 5,433	\$ 2,708,208	\$ 2,036,912	\$ 671,296
Surplus / Deficiency Prior to Amortization	1,065	-	36,504	56,963	-	131	(665)	(3,232)	445	2,203	\$ 0	\$ 0	\$ (80,534)	\$ (34,703)	\$ (45,831)
Amortization Expense			24,282	24,282					29,148				385,269	273,621	
Net Income	1,065	-	12,222	32,681	-	131	(665)	(3,232)	(28,703)	2,203	0	0	(465,803)	(308,324)	(157,479)

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

All Routes	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 53.89	\$ 58.32	-7.6%	\$ 50.41
Gross Cost per Service Hour	\$ 198.71	\$ 188.34	5.5%	\$ 167.62
Direct Operating Cost per Service Hour	\$ 164.69	\$ 150.74	9.3%	\$ 138.92
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 25.48	\$ 24.52	3.9%	\$ 20.39
Net Cost per Service Hour (CUTA)	\$ 119.35	\$ 105.50	13.1%	\$ 96.81
% Cost Recovery (CUTA)	37%	36%		34%
Gross cost per KM	\$ 6.85	\$ 6.65		\$ 5.12
Route KM	438,920	445,118		439,101
Ridership	507,944	475,472	6.8%	430,494
Service Hours	15,122	15,713	-3.8%	13,420
Ridership per Service Hour	34	30	11.0%	32

Bow Valley Regional Transit Services Commission Administrative						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Interest Revenue	51,028	21,000	243%	51,028	21,000	243%
Marketing & Advertising Revenue	138			138		
Other Income	23,360			23,360		
Requisitions - Operating	205,578	205,579	100%	205,578	205,579	100%
Total Income	\$ 280,105	\$ 226,579	124%	280,105	226,579	124%
Expenses						
Advertising & Marketing Expenses	196			196	-	
Contracted Services / Professional Fees	15,793	20,464	77%	15,793	20,464	77%
Fuel Expense	445			445		
General Operating Expenses	12,937	19,778	65%	12,937	19,778	65%
Infrastructure Maintenance	738	52		738	52	
Insurance Expense	3,887	4,061	96%	3,887	4,061	96%
Software Fees & Licences	8,963	18,556	48%	8,963	18,556	48%
Staff, Training, Travel & Meals	14,902	16,272	92%	14,902	16,272	92%
Transit storage facility	2,225	1,112	200%	2,225	1,112	200%
Vehicle Expenses	9,132	1,575	580%	9,132	1,575	580%
Wages & Benefits	134,486	144,710	93%	134,486	144,710	93%
Total Expenses	203,705	226,579	90%	203,705	226,579	90%
Surplus / Deficiency Prior to Amortization	76,399	0		76,399	0	
Amortization Expense	18,921	18,922	100%	18,921	18,922	100%
Net Income	57,478	(18,922)		57,478	(18,922)	

1

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1) Interest from operating reserve in CIBC investments and operating account. Higher than budget.

2) Contracted Services are below budget. Full Accounting fees have not been billed.

3) Additional office space not taken over till May.

4) More software allocated to routes than budgeted.

5) Some repairs on admin vehicles

6) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission Route 1 - Banff Local Sulphur Mtn						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Bus Pass Sales	52,021	77,939	67%	52,021	77,939	67%
Marketing & Advertising Revenue	1,421	3,242	44%	1,421	3,242	44%
Other Income	17	259	7%	17	259	7%
Partner Programs	51,832	59,724	87%	51,832	59,724	87%
Recoveries - Operating (non-members)	6,206	6,516	95%	6,206	6,516	95%
Requisitions - Operating	261,674	261,374	100%	261,674	261,374	100%
Total Income	373,171	409,054	91%	373,171	409,054	91%
Expenses						
Advertising & Marketing Expenses	1,265	5,004	25%	1,265	5,004	25%
Contracted Services / Professional Fees	1,445	3,911	37%	1,445	3,911	37%
Fuel Expense	27,944	27,242	103%	27,944	27,242	103%
General Operating Expenses	2,041	3,096	66%	2,041	3,096	66%
Infrastructure Maintenance	594	2,872	21%	594	2,872	21%
Insurance Expense	7,501	9,620	78%	7,501	9,620	78%
Software Fees & Licences	8,200	6,741	122%	8,200	6,741	122%
Staff, Training, Travel & Meals	6,424	6,452	100%	6,424	6,452	100%
Transit storage facility	21,785	18,974	115%	21,785	18,974	115%
Vehicle Expenses	147,982	88,912	166%	147,982	88,912	166%
Wages & Benefits	203,477	236,224	86%	203,477	236,224	86%
Total Expenses	428,659	409,048	105%	428,659	409,048	105%
Surplus / Deficiency Prior to Amortization	(55,488)	6		(55,488)	6	
Amortization Expense	114,918	114,919	100%	114,918	114,919	100%
Net Income	(170,406)	(114,913)		(170,406)	(114,913)	

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- 1) Pass revenues less than budget for Q1. Hopefully will make this up over the rest of the year.
- 2) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget
- 3) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 1 - Banff Local Sulphur Mtn	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 37.74	\$ 45.99	-17.9%	\$ 41.45
Gross Cost per Service Hour	\$ 204.52	\$ 185.00	10.6%	\$ 165.08
Direct Operating Cost per Service Hour	\$ 153.54	\$ 133.27	15.2%	\$ 127.25
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 42.44	\$ 38.65	9.8%	\$ 29.52
Net Cost per Service Hour (CUTA)	\$ 124.34	\$ 100.36	23.9%	\$ 94.11
% Cost Recovery (CUTA)	23%	31%		31%
Gross cost per KM	\$ 12.66	\$ 13.34		\$ 10.45
Route KM	45,060	42,575		42,666
Ridership	140,031	136,255	2.8%	127,829
Service Hours	2,790	3,069	-9.1%	2,700
Ridership per Service Hour	50	44	13.1%	47

Bow Valley Regional Transit Services Commission Route 2 - Banff Local Tunnel Mtn						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Bus Pass Sales	35,989	76,841	47%	35,989	76,841	47%
Marketing & Advertising Revenue	1,421	3,705	38%	1,421	3,705	38%
Other Income	17	292	6%	17	292	6%
Partner Programs	52,765	47,870	110%	52,765	47,870	110%
Recoveries - Operating (non-members)	12,178	12,118	100%	12,178	12,118	100%
Requisitions - Operating	245,395	245,395	100%	245,395	245,395	100%
Total Income	347,764	386,221	90%	347,764	386,221	90%
Expenses						
Advertising & Marketing Expenses	1,282	5,336	24%	1,282	5,336	24%
Contracted Services / Professional Fees	1,315	4,268	31%	1,315	4,268	31%
Fuel Expense	21,114	20,975	101%	21,114	20,975	101%
General Operating Expenses	1,790	3,240	55%	1,790	3,240	55%
Infrastructure Maintenance	519	3,375	15%	519	3,375	15%
Insurance Expense	6,008	7,440	81%	6,008	7,440	81%
Software Fees & Licences	7,700	6,808	113%	7,700	6,808	113%
Staff, Training, Travel & Meals	3,492	5,591	62%	3,492	5,591	62%
Transit storage facility	19,344	16,005	121%	19,344	16,005	121%
Vehicle Expenses	136,517	85,657	159%	136,517	85,657	159%
Wages & Benefits	200,910	227,527	88%	200,910	227,527	88%
Total Expenses	399,990	386,222	104%	399,990	386,222	104%
Surplus / Deficiency Prior to Amortization	(52,225)	(1)		(52,225)	(1)	
Amortization Expense	112,434	112,433	100%	112,434	112,433	100%
Net Income	(164,659)	(112,434)		(164,659)	(112,434)	

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1) Pass revenues less than budget for Q1. Hopefully will make this up over the rest of the year.

2) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget

3) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 2 - Banff Local Tunnel Mtn	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 32.67	\$ 43.55	-25.0%	\$ 30.23
Gross Cost per Service Hour	\$ 195.29	\$ 183.01	6.7%	\$ 158.28
Direct Operating Cost per Service Hour	\$ 144.77	\$ 130.68	10.8%	\$ 121.83
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 41.97	\$ 39.25	6.9%	\$ 28.15
Net Cost per Service Hour (CUTA)	\$ 120.65	\$ 100.21	20.4%	\$ 99.90
% Cost Recovery (CUTA)	21%	30%		23%
Gross cost per KM	\$ 14.82	\$ 14.83		\$ 11.90
Route KM	36,390	36,460		36,526
Ridership	164,105	153,985	6.6%	149,293
Service Hours	2,761	2,956	-6.6%	2,745
Ridership per Service Hour	59	52	14.1%	54

Bow Valley Regional Transit Services Commission Route 3 - Canmore / Banff Regional						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Bus Pass Sales	337,901	388,602	87%	337,901	388,602	87%
Marketing & Advertising Revenue	1,397	3,261	43%	1,397	3,261	43%
Partner Programs	656	773	85%	656	773	85%
Requisitions - Operating	151,374	151,374	100%	151,374	151,374	100%
Total Income	491,327	544,010	90%	491,327	544,010	90%
Expenses						
Advertising & Marketing Expenses	2,462	4,321	57%	2,462	4,321	57%
Contracted Services / Professional Fees	2,013	3,401	59%	2,013	3,401	59%
Fuel Expense	64,197	71,591	90%	64,197	71,591	90%
General Operating Expenses	5,356	10,074	53%	5,356	10,074	53%
Infrastructure Maintenance	2,938	6,946	42%	2,938	6,946	42%
Insurance Expense	6,046	7,166	84%	6,046	7,166	84%
Software Fees & Licences	7,841	6,530	120%	7,841	6,530	120%
Staff, Training, Travel & Meals	2,804	5,047	56%	2,804	5,047	56%
Transit storage facility	23,446	16,207	145%	23,446	16,207	145%
Vehicle Expenses	167,224	121,284	138%	167,224	121,284	138%
Wages & Benefits	263,296	291,441	90%	263,296	291,441	90%
Total Expenses	547,624	544,008	101%	547,624	544,008	101%
Surplus / Deficiency Prior to Amortization	(56,297)	1		(56,297)	1	
Amortization Expense	40,611	40,611	100%	40,611	40,611	100%
Net Income	(96,908)	(40,610)		(96,908)	(40,610)	

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- 1) Pass revenues less than budget for Q1. Hopefully will make this up over the rest of the year.
- 2) Fuel under budget. Using 1 electric bus on this route, so seeing costs savings here.
- 3) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget
- 4) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 3 - Canmore / Banff Regional	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 92.13	\$ 103.35	-10.9%	\$ 76.47
Gross Cost per Service Hour	\$ 169.11	\$ 168.17	0.6%	\$ 136.66
Direct Operating Cost per Service Hour	\$ 148.31	\$ 143.19	3.6%	\$ 115.39
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 12.26	\$ 11.89	3.1%	\$ 12.96
Net Cost per Service Hour (CUTA)	\$ 64.73	\$ 52.93	22.3%	\$ 47.23
% Cost Recovery (CUTA)	59%	66%		62%
Gross cost per KM	\$ 4.21	\$ 4.04		\$ 3.90
Route KM	148,340	158,320		117,401
Ridership	78,266	64,619	21.1%	59,553
Service Hours	3,690	3,799	-2.9%	3,354
Ridership per Service Hour	21	17	24.7%	18

Bow Valley Regional Transit Services Commission Route 4 - Cave & Basin						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Recoveries - Operating (non-members)	32,240	24,311	133%	32,240	24,311	133%
Total Income	32,240	24,311	133%	32,240	24,311	133%
Expenses						
Advertising & Marketing Expenses	464	272	170%	464	272	170%
Contracted Services / Professional Fees	-	-		-	-	
General Operating Expenses	40	-		40	-	
Infrastructure Maintenance	1,524	1,677	91%	1,524	1,677	91%
Insurance Expense	675	-		675	-	
Software Fees & Licences	1,873	941	199%	1,873	941	199%
Staff, Training, Travel & Meals	3,332	3,338	100%	3,332	3,338	100%
Transit storage facility	10,985	6,000	183%	10,985	6,000	183%
Vehicle Expenses	13,365	12,084	111%	13,365	12,084	111%
Wages & Benefits	12,788	14,493	88%	12,788	14,493	88%
Total Expenses	45,048	38,804	116%	45,048	38,804	116%
Surplus / Deficiency Prior to Amortization	(12,808)	(14,493)	0.88375	(12,808)	(14,493)	
Amortization Expense	-	-		-	-	
Net Income	(12,808)	(14,493)	0.88375	(12,808)	(14,493)	

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1) Recoveries based on actual net expenses.

2) Route not operating yet but includes fixed bus expenses, and summer training and planning

Bow Valley Regional Transit Services Commission Route 5 - Canmore Local						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Marketing & Advertising Revenue	2,402	3,006	80%	2,402	3,006	80%
Other Income	4,480			4,480	-	
Requisitions - Operating	396,491	396,490	100%	396,491	396,490	100%
Total Income	403,373	399,496	101%	403,373	399,496	101%
Expenses						
Advertising & Marketing Expenses	1,979	3,564	56%	1,979	3,564	56%
Contracted Services / Professional Fees	3,139	7,204	44%	3,139	7,204	44%
Fuel Expense	43,521	37,352	117%	43,521	37,352	117%
General Operating Expenses	1,627	2,372	69%	1,627	2,372	69%
Infrastructure Maintenance		4,640	0%	-	4,640	0%
Insurance Expense	6,353	6,714	95%	6,353	6,714	95%
Software Fees & Licences	6,535	5,090	128%	6,535	5,090	128%
Staff, Training, Travel & Meals	2,043	5,470	37%	2,043	5,470	37%
Transit storage facility	3,348	1,707	196%	3,348	1,707	196%
Vehicle Expenses	147,000	95,000	155%	147,000	95,000	155%
Wages & Benefits	218,921	230,383	95%	218,921	230,383	95%
Total Expenses	434,465	399,496	109%	434,465	399,496	109%
Surplus / Deficiency Prior to Amortization	(31,092)	-		(31,092)	-	
Amortization Expense	44,955	44,954	100%	44,955	44,954	100%
Net Income	(76,047)	(44,954)		(76,047)	(44,954)	

1) Fuel over budget. Budgeted for 1 electric bus on this route, but not being used so not the seeing costs savings here.

2) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget

3) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 5 - Canmore Local	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 2.07	\$ 0.92	125.3%	\$ 0.31
Gross Cost per Service Hour	\$ 153.81	\$ 149.96	2.6%	\$ 147.33
Direct Operating Cost per Service Hour	\$ 130.51	\$ 121.95	7.0%	\$ 121.58
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 14.76	\$ 14.93	-1.1%	\$ 17.44
Net Cost per Service Hour (CUTA)	\$ 136.98	\$ 134.11	2.1%	\$ 129.57
% Cost Recovery (CUTA)	1%	1%		0%
Gross cost per KM	\$ 6.56	\$ 6.15		\$ 5.60
Route KM	78,080	79,860		71,310
Ridership	90,448	86,393	4.7%	69,946
Service Hours	3,329	3,276	1.6%	2,710
Ridership per Service Hour	27	26	3.0%	26

Bow Valley Regional Transit Services Commission Route 6 - Lake Minnewanka						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Recoveries - Operating (non-members)	69,460	51,639	135%	69,460	51,639	135%
Total Income	69,460	51,639	135%	69,460	51,639	135%
Expenses						
Advertising & Marketing Expenses				-	-	
Contracted Services / Professional Fees	464	1,156	40%	464	1,156	40%
General Operating Expenses	7			7	-	
Infrastructure Maintenance	95			95	-	
Insurance Expense	4,135	4,932	84%	4,135	4,932	84%
Software Fees & Licences	1,750			1,750	-	
Staff, Training, Travel & Meals	4,534	2,274	199%	4,534	2,274	199%
Transit storage facility	6,689	6,675	100%	6,689	6,675	100%
Vehicle Expenses	21,969	9,000	244%	21,969	9,000	244%
Wages & Benefits	29,878	27,603	108%	29,878	27,603	108%
Total Expenses	69,521	51,639	135%	69,521	51,639	135%
Surplus / Deficiency Prior to Amortization	(62)	-		(62)	-	
Amortization Expense				-	-	
Net Income	(62)	-		(62)	-	

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1) Recoveries based on actual net expenses.

2) Route not operating yet but includes fixed bus expenses and summer training and planning

Bow Valley Regional Transit Services Commission Route 8 - Lake Louise / Banff Regional Winter						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Bus Pass Sales	259,737	236,609		259,737	236,609	110%
Marketing & Advertising Revenue	579	0		579	-	
Recoveries - Operating (non-members)	63,478	61,066	104%	63,478	61,066	104%
Requisitions - Operating	67,792	67,793	100%	67,792	67,793	100%
Total Income	391,586	365,468	107%	391,586	365,468	107%
Expenses						
Advertising & Marketing Expenses	838	1,664	50%	838	1,664	50%
Contracted Services / Professional Fees	1,296	1,842	70%	1,296	1,842	70%
Fuel Expense	49,358	55,280	89%	49,358	55,280	89%
General Operating Expenses	6,979	6,400	109%	6,979	6,400	109%
Infrastructure Maintenance	375	1,928	19%	375	1,928	19%
Insurance Expense	2,989	1,644	182%	2,989	1,644	182%
Software Fees & Licences	4,365	2,446	178%	4,365	2,446	178%
Staff, Training, Travel & Meals	1,313	3,665	36%	1,313	3,665	36%
Transit storage facility	13,826	4,333	319%	13,826	4,333	319%
Vehicle Expenses	100,581	83,249	121%	100,581	83,249	121%
Wages & Benefits	172,315	203,017	85%	172,315	203,017	85%
Total Expenses	354,233	365,468	97%	354,233	365,468	97%
Surplus / Deficiency Prior to Amortization	37,353	(0)		37,353	(0)	
Amortization Expense	24,282	24,281	100%	24,282	24,281	100%
Net Income	13,071	(24,281)		13,071	(24,281)	

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Includes ID9 bus and parks additional bus

- 1) Pass sales over budget to date for Q1.
- 2) Parks billed based on service hours for second bus on the route.
- 3) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget
- 4) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 8 - Lake Louise / Banff Regional Winter	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 112.11	\$ 100.00	12.1%	\$ 126.07
Gross Cost per Service Hour	\$ 172.71	\$ 179.02	-3.5%	\$ 147.37
Direct Operating Cost per Service Hour	\$ 152.46	\$ 154.47	-1.3%	\$ 123.84
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ 8.30
Lease/Amortization per Service Hour	\$ 11.71	\$ 11.47	2.1%	\$ 15.22
Net Cost per Service Hour (CUTA)	\$ 48.90	\$ 67.55	-27.6%	\$ 6.08
% Cost Recovery (CUTA)	70%	60%		95%
Gross cost per KM	\$ 3.32	\$ 3.53		\$ 1.58
Route KM	120,890	119,902		157,402
Ridership	32,635	31,765	2.7%	21,714
Service Hours	2,322	2,366	-1.9%	1,690
Ridership per Service Hour	14	13	4.7%	13

Includes ID#9 bus and additional parks bus

Bow Valley Regional Transit Services Commission Route 8S - Lake Louise / Banff Regional Summer Scenic						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Recoveries - Operating (non-members)		4,013	0%	-	4,013	0%
Requisitions - Operating		3,645	0%	-	3,645	0%
Total Income	-	7,657	0%	-	7,657	0%
Expenses						
Advertising & Marketing Expenses				-	-	
Contracted Services / Professional Fees		525	0%	-	525	0%
Fuel Expense				-	-	
General Operating Expenses				-	-	
Infrastructure Maintenance				-	-	
Insurance Expense		1,644	0%	-	1,644	0%
Software Fees & Licences				-	-	
Staff, Training, Travel & Meals				-	-	
Transit storage facility		2,225	0%	-	2,225	0%
Vehicle Expenses				-	-	
Wages & Benefits		3,263	0%	-	3,263	0%
Total Expenses	-	7,657	0%	-	7,657	0%
Net Operating Income	-	(0)	0	-	(0)	0
Amortization Expense		-		-	-	
Net Income	-	(0)	0	-	(0)	

Route not operating this year, so any fixed bus costs or summer training and planning has been allocated to operating parks routes

Bow Valley Regional Transit Services Commission Route 8X - Lake Louise / Banff Regional Summer Express						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Recoveries - Operating (non-members)	126,566	76,651	165%	126,566	76,651	165%
Requisitions - Operating		4,721	0%	-	4,721	0%
Total Income	126,566	81,372	156%	126,566	81,372	156%
Expenses						
Advertising & Marketing Expenses				-	-	
Contracted Services / Professional Fees	1,855	1,786	104%	1,855	1,786	104%
General Operating Expenses	17			17	-	
Infrastructure Maintenance	670			670	-	
Insurance Expense	4,271	6,725	64%	4,271	6,725	64%
Software Fees & Licences	2,636			2,636	-	
Staff, Training, Travel & Meals	10,035	4,939	203%	10,035	4,939	203%
Transit storage facility	9,018	11,008	82%	9,018	11,008	82%
Vehicle Expenses	29,292	15,000	195%	29,292	15,000	195%
Wages & Benefits	69,438	62,917	110%	69,438	62,917	110%
Total Expenses	127,231	102,374	124%	127,231	102,374	124%
Surplus / Deficiency Prior to Amortization	(665)	(21,002)	0.031677	(665)	(21,002)	0.03168
Amortization Expense		-		-	-	
Net Income	(665)	(21,002)	0.031677	(665)	(21,002)	

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1) Recoveries based on actual net expenses.

2) Allocation ID#9 contribution not adjusted for until year end

3) Route not operating yet but includes fixed bus expenses and summer training and planning

Bow Valley Regional Transit Services Commission Route 9 - Johnson Canyon						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Bus Pass Sales	12,257	14,291	86%	12,257	14,291	86%
Recoveries - Operating (non-members)	79,606	45,511	175%	79,606	45,511	175%
Requisitions - Operating		41,338	0%	-	41,338	0%
Total Income	91,863	101,139	91%	91,863	101,139	91%
Expenses						
Advertising & Marketing Expenses	106	232	46%	106	232	46%
Contracted Services / Professional Fees	1,048	883	119%	1,048	883	119%
Fuel Expense	4,560	2,700	169%	4,560	2,700	169%
General Operating Expenses	300	667	45%	300	667	45%
Infrastructure Maintenance	67	100	67%	67	100	67%
Insurance Expense	5,531	4,932	112%	5,531	4,932	112%
Software Fees & Licences	1,586	1,904	83%	1,586	1,904	83%
Staff, Training, Travel & Meals	1,712	1,415	121%	1,712	1,415	121%
Transit storage facility	6,964	6,675	104%	6,964	6,675	104%
Vehicle Expenses	30,478	7,161	426%	30,478	7,161	426%
Wages & Benefits	39,089	45,321	86%	39,089	45,321	86%
Total Expenses	91,440	71,989	127%	91,440	71,989	127%
Surplus / Deficiency Prior to Amortization	423	29,150		423	29,150	
Amortization Expense	29,148	29,150	100%	29,148	29,150	100%
Net Income	(28,725)	(0)		(28,725)	(0)	

1) Recoveries based on actual net expenses.

2) Allocation ID#9 contriubtion not adjusted for until year end

3) Fuel over budget. Budgeted for 1 electric bus on this route, but not consistently being used so not the seeing costs savings here.

4) Overall TOB vehicle maintenance over budget by \$290K. So all routes significantly over budget

5) All wages slightly under budget to date.

Bow Valley Regional Transit Services Commission
2024 Quarterly KPIs with 2023 Actuals

Route 9 - Johnston Canyon	January - March 2024			
	2024	2024	COMP	2023
	ACTUAL	BUDGET	%	ACTUAL
Revenue per Service Hour	\$ 53.29	\$ 57.98	-8.1%	\$ -
Gross Cost per Service Hour	\$ 533.99	\$ 424.59	25.8%	\$ -
Direct Operating Cost per Service Hour	\$ 397.47	\$ 292.05	36.1%	\$ -
Overhead per Service Hour	\$ 8.54	\$ 13.08	-34.7%	\$ -
Lease/Amortization per Service Hour	\$ 127.98	\$ 119.46	7.1%	\$ -
Net Cost per Service Hour (CUTA)	\$ 352.72	\$ 247.15	42.7%	\$ -
% Cost Recovery (CUTA)	13%	19%		0%
Gross cost per KM	12.09	\$ 5.37		\$ - *
Route KM	10,160			*
Ridership	2,459	2,455	0.2%	0
Service Hours	230	247	-6.7%	0
Ridership per Service Hour	11	10	7.3%	0

Bow Valley Regional Transit Services Commission Route 10 - Moraine Lake						
	Jan - Mar, 2024			Total		
	Actual	Budget	% of Budget	Actual	Budget	% of Budget
Income						
Recoveries - Operating (non-members)	6,200	6,229	100%	6,200	6,229	100%
Total Income	6,200	6,229	100%	6,200	6,229	100%
Expenses						
Software Fees & Licences	113	-		113	-	
Transit storage facility	30					
Wages & Benefits	6,021	6,229	97%	6,021	6,229	97%
Total Expenses	6,200	6,229	100%	6,200	6,229	100%
Surplus / Deficiency Prior to Amortization	-	-		-	-	
Amortization Expense		-		-	-	
Net Income	-	-		-	-	

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1) Recoveries based on actual net expenses.

2) Route not operating yet but includes fixed bus expenses and summer training and planning