

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

**111 Hawk Avenue and MS Teams**

**AGENDA**

**November 12, 2025          2:00-4:00pm**

- 1. Call to Order**
- 2. Approval of the Agenda**
- 3. Appointment of Chair and Vice Chair of the BVRTSC for 2025/26 (Request for Decision)**
- 4. Minutes**
  - Approval of the October 15<sup>th</sup>, 2025 Regular Meeting Minutes (attached)
  - Approval of the October 15<sup>th</sup>, 2025 Annual Organizational Meeting Minutes (attached)
- 5. 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)
- 6. New Business**
  - a) Presentation of Q3 Results (For Information Only)
  - b) Presentation of Customer Service Survey results (Fiona Gagnon) (For Information Only)
  - c) Articulated Bus Report (For Information Only)
- 7. Next Regular Meeting – Wednesday December 10<sup>th</sup>, 2025 2- 4pm**

To be held at: 111 Hawk Avenue, Banff and Microsoft Teams
- 8. Adjournment**

# Bow Valley *Regional* Transit Services Commission

## Election of Chair and Vice Chair

### 4. BOARD

- 4.1. The proceedings of the Board shall be conducted in accordance with the *Act* and Bylaw No. 1-2011.
- 4.2. The term of each Director shall be for one year.
- 4.3. Selection of the Chair and the Vice-Chair shall be through nomination and the support of the majority of the Directors at the first Regular Meeting in November of each year.
- 4.4. The Chair and Vice-Chair must be Directors.
- 4.5. Chair and Vice Chair shall occupy the positions for one year (as per s. 2.4 of Bylaw 1-2011) and for no more than three consecutive years, unless otherwise elected by a two-thirds supermajority of the board. Upon leaving the role after a three-year term, the past-chair must vacate the position for at least one year before being eligible for re-election.

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

**111 Hawk Avenue and MS Teams**

**MINUTES**

**October 15<sup>th</sup>, 2025 2:00-4:00pm**

**BOARD MEMBERS PRESENT**

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

Dwight Bourdin, Parks Canada  
Dustin Schinbein, Town of Canmore  
Patti Youngberg, Parks Canada  
Adrian Field, Town of Banff (Virtual)  
Danielle Duffy, ID9 (Virtual)  
Kimberly Fisher, Parks Canada (Virtual)

**ADMINISTRATION ABSENT**

**PUBLIC PRESENT**

**1. Call to Order**

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

**2. Approval of the Agenda**

Martin Bean requests to add: "Scope Change for ICIP Funding" as item 5b)

**BVRTSC25-56** Dave Schebek moves to approve the Agenda with one additional item added.

**CARRIED UNANIMOUSLY**

### 3. Minutes

- Approval of the September 10<sup>th</sup>, 2025 Regular Meeting Minutes (attached)

**BVRTSC25-57** Dave Schebek moves to accept the Minutes as presented.

**CARRIED UNANIMOUSLY**

### 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)

Barb Pelham requests that Banff Resident Pass ridership YTD be provided for next month's meeting.

### 5. New Business

- a) Presentation of Final Operating (2026-28) and Capital (2026-2035) Budgets (Request for Decision)

**BVRTSC25-58** Dave Schebek moves to approve the Final 2026 – 2028 BVRTSC Operating Budget as presented.

**CARRIED UNANIMOUSLY**

**BVRTSC25-59** Barb Pelham moves to approve the Final 2026 – 2035 BVRTSC Capital Budget as presented.

**CARRIED UNANIMOUSLY**

- b) New Item – Scope change for remaining ICIP Funding.

**BVRTSC25-60** Tanya Foubert moves to direct Administration to apply through the Government of Alberta for a project scope change for the remaining ICIP funds to enable their use for the purchase of a new faring system.

**CARRIED UNANIMOUSLY**

### 6. Next Regular Meeting – **Wednesday November 19<sup>th</sup> 2025** 2- 4pm (Revised Date)

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

**7. Adjournment**

**BVRTSC25-61** Dave Schebek moves to adjourn the meeting at 2:20PM

**CARRIED UNANIMOUSLY**

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION  
ANNUAL ORGANIZATIONAL MEETING**

**111 Hawk Avenue and MS Teams**

**“The Board shall hold an Annual Organizational Meeting, which shall be held no later than October 30<sup>th</sup> of each year. At each Annual Organizational Meeting, the next year’s financial and strategic plans shall be voted on and adopted”**

**MINUTES**

**October 15<sup>th</sup>, 2025 – Approximately 3:00 pm (Following Regular Meeting)**

**BOARD MEMBERS PRESENT**

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

Dwight Bourdin, Parks Canada  
Dustin Schinbein, Town of Canmore  
Patti Youngberg, Parks Canada  
Adrian Field, Town of Banff (Virtual)  
Danielle Duffy, ID9 (Virtual)  
Kimberly Fisher, Parks Canada (Virtual)

**ADMINISTRATION ABSENT**

**PUBLIC PRESENT**

1. Call to Order

Dave Schebek calls the meeting to order at 2:21PM

2. Approval of the Agenda

**BVRTSC25-62** Dave Schebek moves to accept the Agenda as presented

**CARRIED UNANIMOUSLY**

3. Motion to adopt the Proposed 2026 Operating & Capital Budgets (*see October 15<sup>th</sup>, 2025 Regular Meeting Package*)

**BVRTSC25-63** Alex Parkinson moves to adopt the 2026-2028 Operating and the 2026-2035 Capital Budgets as approved during the October 15<sup>th</sup>, 2025 Regular Commission meeting.

**CARRIED UNANIMOUSLY**

4. Appointment of Avail Chartered Accountants for Audit of 2025 Financials

**BVRTSC25-64** Barb Pelham moves to accept Avail Chartered Professional Accountants as the Chartered Accountants for the BVRTSC 2025 financial audit.

**CARRIED UNANIMOUSLY**

5. Approval of the 2025-2028 Strategic Plan

**BVRTSC25-65** Tanya Foubert moves to approve the 2025-2028 BVRTSC Strategic Plan as presented.

**CARRIED UNANIMOUSLY**

6. Setting Dates and Location of Meetings until the 2026 AOM

**BVRTSC25-66** Dave Schebek moves that, until the end of October 2026, the Commission will continue with regular meetings on the 2<sup>nd</sup> Wednesday of each month at 2pm at 111 Hawk Avenue, with a Microsoft Teams option to be available.

**CARRIED UNANIMOUSLY**

7. Adjournment

**BVRTSC25-67** Dave Schebek moves to adjourn the meeting at 2:31PM

**CARRIED UNANIMOUSLY**

## CEO and Admin Report



November 2025

## Financial:

- The Federal Budget was released on Tuesday November 4<sup>th</sup>, with some potential negative impacts to transit funding. At the Canadian Urban Transit Association conference held in Montreal, this was discussed with a commitment from CUTA to obtain a better understanding of the potential impacts. See the attached news release from CUTA:  
<https://cutaactu.ca/federal-budget-undermines-stable-transit-funding-by-redirecting-earmarked-investments/>
- The RFP submissions for the fare technology purchase are in the process of being evaluated, with the final awarding of the contract on hold pending the approval of a scope change request that has been submitted for Federal grant funding.

## Human Resources:

- Roam's new Human Resources Manager Michelle Horbay started this week. The team is excited for the experience she brings to the organization, and for how we can move our HR department to the next level.
- Administration is starting the hiring process for the new positions approved during the 2026 budget. The roles will be posted within the roles next week, in the hope that candidates can be hired and ready to start in early January.

## Transit and Operational Updates:

### ○ **Optibus Functionality:**

Roam continues to advance utilizing the robust functionality of the Optibus scheduling software. Currently the team is exploring using the shift bidding feature to automate the means in which the driver bidding process can be streamlined by using the software to prepare the bids, and drivers using the App to make their choices. This would save time and be a more transparent and advanced process.

### ○ **Banff New Years Warming Bus:**

As Roam has done in past years, a warming bus is being provided for the Banff 2025 New Years festivities. This is an excellent community involvement opportunity to showcase Roam transit to visitors and residents.

- **Bike Rack Demonstration at Banff High School (BHS):**

Coordination is underway to install a bike rack at BHS to allow customers to practice loading their bicycles before boarding. Recent feedback indicates that some riders are unsure how to use the on-bus bike racks and feel rushed when the bus arrives. This initiative aims to improve customer confidence and reduce dwell times.

- **Example of installation in Halifax NS**

[https://youtube.com/shorts/DzBU0y8LkqA?si=sPU\\_R0wChtITbDqX](https://youtube.com/shorts/DzBU0y8LkqA?si=sPU_R0wChtITbDqX)



- **Snow Clearing Coordination:**

Early-stage discussions have begun with Parks Canada and the Town of Banff to organize a snow-clearing stakeholder meeting. The goal is to clarify responsibilities, streamline communication channels, and ensure teams are familiar with key contacts heading into the winter season.

- **Winter Service at Lake Louise Lakeshore:**

Winter service has now commenced at the Lakeshore. New this year, we are aiming to maintain service to the large lakeshore shelter throughout the winter. Historically, snow accumulation and parked vehicles have posed challenges, but we are optimistic these can be addressed with support from Parks Canada.

○ **Charger Installation:**

The installation of the new charger is progressing well. Commissioning is expected within the next few weeks, after which it will be ready for operational use. This charger will be located within the 111 Hawk Building and have 4 charging dispensers, two inside the building and two outside under the canopy. Fortis upgraded the transformer from a 500 kVA to a 750 kVA transformer at the location on Nov 18<sup>th</sup> to be ready for the new charger. During the upgrade process, a generator was brought in to minimize the impact on operations, and only a 1-hour disruption in power was experienced.



- **Bus Priority Signal – Banff Avenue and Elk Street:**

Preliminary discussions have begun with the Town of Banff regarding the potential installation of a bus-priority signal at Banff Avenue and Elk Street. This feature would provide priority green-light access for Routes 1, 2, 4, and any future routes, particularly beneficial during peak summer period.



- **New Banff Bus Stop**

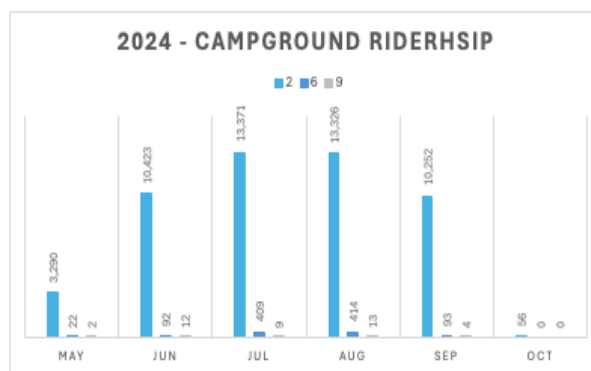
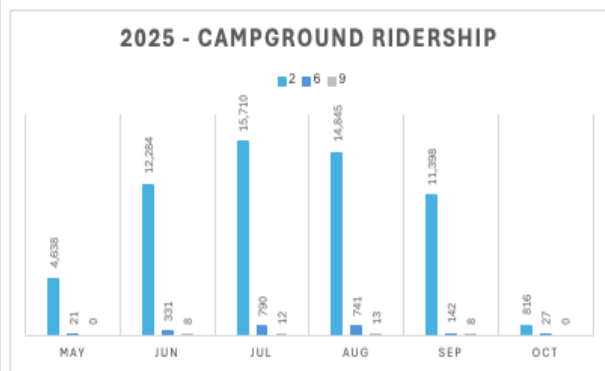
As of November 3<sup>rd</sup>, Roam has instituted a stop for Route 1 on the downhill side of Mountain Avenue between the Valleyview and YWCA stops. A review of this location was initiated through requests to the Town of Banff by a few residents in the area. Following the review, it was determined that the distances between stops in this area warrants consideration for an additional stop to be added. Ridership from this new stop will be monitored and analyzed over the winter to determine if it will be continued.



### ○ Campground Ridership

Free campground ridership continued to climb this year, with significant increases in campers choosing to use transit vs. driving. The biggest percentage increase was in riders from the Lake Minnewanka area campgrounds (Route 6) and the largest number increase was from the Tunnel Mountain campgrounds (Route 2):

| 2025  |        |       |    |        | 2024  |        |       |    |        | Difference 24 vs 25 |       |      |       |       |
|-------|--------|-------|----|--------|-------|--------|-------|----|--------|---------------------|-------|------|-------|-------|
|       | 2      | 6     | 9  | Total  |       | 2      | 6     | 9  | Total  |                     | 2     | 6    | 9     | Total |
| May   | 4,638  | 21    | 0  | 4,659  | May   | 3,290  | 22    | 2  | 3,314  | May                 | 41%   | -5%  | -100% | 41%   |
| Jun   | 12,284 | 331   | 8  | 12,623 | Jun   | 10,423 | 92    | 12 | 10,527 | Jun                 | 18%   | 260% | -33%  | 20%   |
| Jul   | 15,710 | 790   | 12 | 16,512 | Jul   | 13,371 | 409   | 9  | 13,789 | Jul                 | 17%   | 93%  | 33%   | 20%   |
| Aug   | 14,845 | 741   | 13 | 15,599 | Aug   | 13,326 | 414   | 13 | 13,753 | Aug                 | 11%   | 79%  | 0%    | 13%   |
| Sep   | 11,398 | 142   | 8  | 11,548 | Sep   | 10,252 | 93    | 4  | 10,349 | Sep                 | 11%   | 53%  | 100%  | 12%   |
| Oct   | 816    | 27    | 0  | 843    | Oct   | 56     | 0     | 0  | 56     | Oct                 | 1357% | N/A  | N/A   | 1405% |
| Total | 58,875 | 2,025 | 41 | 60,941 | Total | 50,662 | 1,030 | 40 | 51,732 | Total               | 16%   | 97%  | 3%    | 18%   |



### ○ Route 5T – Canmore Local

With the new Gateway development in the Three Sisters area starting to have residential move ins and retail openings, Roam Administration is working with the Town of Canmore to determine how best to service this area without negative impact to existing customers.

### ○ Route 12 Lane Narrowing Concerns:

Route 12 has continued to experience some issues with on-street parking along Palliser Lane that narrows the travel lane and creates tight, stressful driving conditions. This is especially prevalent in the mornings and evenings due to poor lighting in the area. Administration is working with the Town of Canmore to identify and establish No Parking zones to ensure safe and consistent operations.

## Transit Maintenance Update:

- The maintenance team has been diligently working towards full winterization for the fleet, and this is now substantially complete.
- Electrical outlets are in the process of being configured across the canopy area behind the Hawk Avenue build to enable all buses to be plugged in without having long extension cords across the ground. This initiative will improve both safety and winter operations.
- A significant number of bi-annual Commercial Vehicle Inspections (CVIPs) were due in November, and the team is making good progress in ensuring their completion. The schedule for these inspections has been timed to avoid having to do as many CVIPs in the summer season.
- Unit 1007 (Chevrolet Cutaway Minibus) was due for retirement last year and has been sold through auction in Calgary. All Roam identification has been removed and it is currently awaiting pickup by the buyer.

## General/Health and Safety

### General:

- **University of Alberta Study**

Roam is excited to be partnering with the Town of Canmore, the Alberta Real Estate Foundation and a University of Alberta research team in a study to explore “Transportation and Land Use Design for Alberta’s Wildfire-Prone Communities”. The study is being funded by the Alberta Real Estate Foundation and will identify strategies and designs to ensure safe and resilient transportation, plus look at maintaining the built environments in wildfire-prone communities. The 2.5-year grant and Roam’s involvement will extend from September of 2025 to February 2028. See the U of A news release here:

[https://www.ualberta.ca/en/news/spotlights/2025/11-nov/uofa-teams-up-with-canmore-to-plan-for-safer-evacuation.html?utm\\_medium=email&utm\\_campaign=DailyNewsNov182025&utm\\_content=DailyNewsNov182025+CID\\_7276ff3d6ce8247ca84f63544e4cd13d&utm\\_source=cm\\_marcomm&utm\\_term=Readmoreabouttheresearch](https://www.ualberta.ca/en/news/spotlights/2025/11-nov/uofa-teams-up-with-canmore-to-plan-for-safer-evacuation.html?utm_medium=email&utm_campaign=DailyNewsNov182025&utm_content=DailyNewsNov182025+CID_7276ff3d6ce8247ca84f63544e4cd13d&utm_source=cm_marcomm&utm_term=Readmoreabouttheresearch)

- **CUTA Transit Ambassador Course:**

Arrangements are underway with CUTA to host a Transit Ambassador training session in early February at the Canmore Roam office and shared meeting space. This program is designed to strengthen customer service culture and equip staff with tools to confidently manage a wide range of customer interactions. Two Roam employees will attend, and CUTA is opening the course up to additional CUTA members.

<https://cutaactu.ca/event/transit-ambassador-customer-service-for-transit-professionals/>

## Safety:

- Roam staff met with the Town of Canmore during the SNIC meeting (snow and ice management) to align expectations around winter operations.
  - Communication guidelines were established and the team identified key problem areas.
  - The meeting was a great opportunity for collaboration and cooperation.
- Roam's Safety department is developing new internal procedures and policies to support drivers and dispatchers when completing pre-trips and operating in challenging winter conditions.
- As winter approaches, in addition to winter refresher training, the team is focused on ensuring drivers have the proper equipment and supplies to keep themselves and passengers safe in adverse weather.

## Training:

- Winter training and refresher sessions began on October 31 and will continue throughout November. These sessions revisit key policies, recurring complaints from the summer and fall, and focus heavily on winter driving techniques to help prepare operators for challenging seasonal conditions. The refresher includes equipment reviews to ensure operators remain confident and up to date as our fleet evolves.
- This year's refresher also includes our first Diversity Equity and Inclusion training, marking the start of a four-year plan focused on supporting operators and customer service staff in managing difficult passenger interactions. Roam's partner, Scale Naturally, tailored the content using real-life scenarios and a strong understanding of our operating environment.
- In addition, the second portion of our Emotional Intelligence training took place on November 17, and the team is looking forward to continuing to build their skills to better support employees.

## Marketing & Customer Experience

### Howl Experience – Banff 140 Youth Group Visit

- Last week, Roam hosted participants from the Banff 140: National Youth & Educator Leadership Conference for Land-based Reconciliation at 111 Hawk for a short tour and presentation. This was an insightful opportunity that offered an Indigenous perspective on how Roam can strengthen collaboration and build more meaningful relationships with local Indigenous communities.

### Banff Mountain Film Festival – 50th Anniversary

- Roam was proud to sponsor the Kids Program and provide shuttle service as part of this milestone event. Our involvement supported both community and visitor access to the festival and enhanced Roam's visibility within the community through participation in this well-established local celebration.

## Working Groups

- Roam continues to engage with key regional working groups that share our commitment to inclusion, accessibility, and community connection. Through participation in the:

***Bow Valley Immigration Partnership (BVIP):*** Roam is contributing to initiatives that foster belonging, improve public perceptions, and strengthen connections for newcomers in the Bow Valley.

***Age Friendly Canmore:*** ongoing engagement to ensure Roam's services reflect the needs of all residents, including seniors, through continued focus on accessibility and inclusivity.

***Banff Lake Louise Tourism (BLLT) – NPS Visitor Feedback Initiative:*** Roam is participating in a focused working group alongside BLLT and Parks Canada to explore enhanced methods for collecting visitor feedback. The goal is to ensure broader representation and deeper insights into the visitor experience in Banff and Lake Louise.

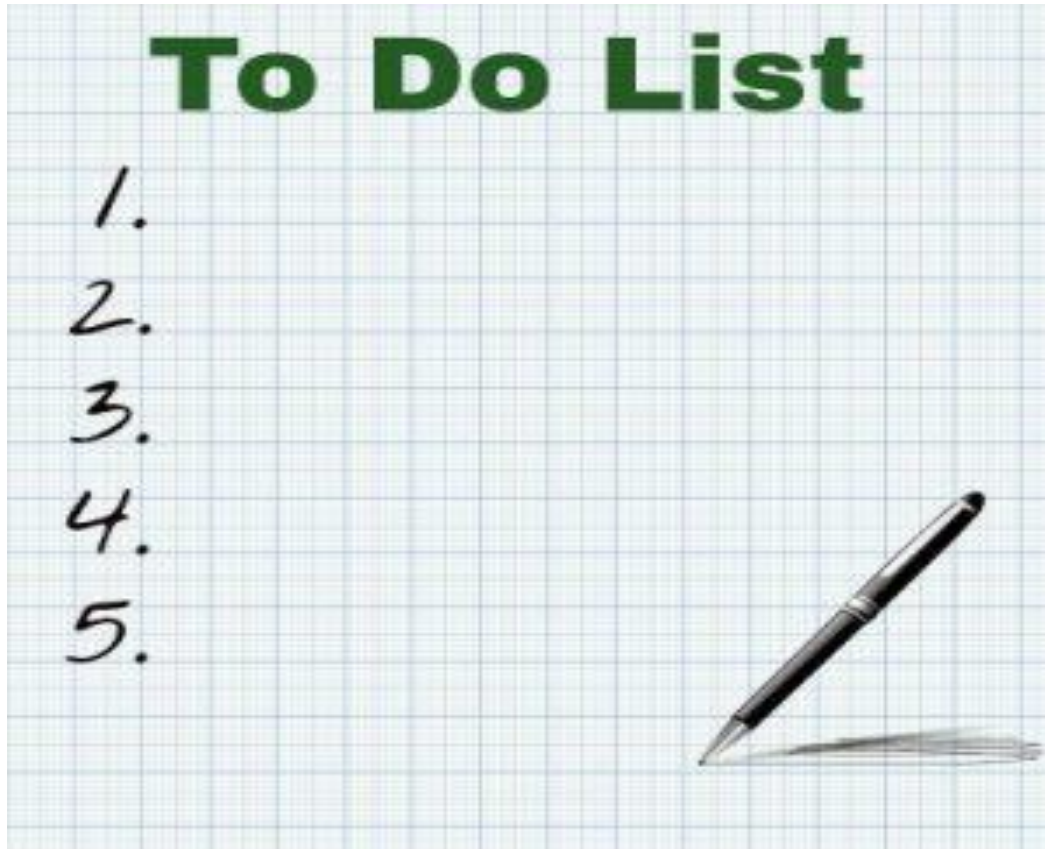
- **Upcoming Community Engagement Opportunities:**

***Lake Louise Lowdown:*** Roam will attend to share service updates and gather feedback from the community.

***Canmore Collegiate High School Awards Ceremony:*** Continuing our commitment to local youth, Roam will present the Roam Scholarship and support the recognition of Honour Students.

***Disability Celebration Week – Community Resource Fair:*** Roam will host a booth to engage with residents and partner organizations, highlighting Roam's accessible transportation options throughout the Bow Valley.

# Bow Valley *R*egional Transit Services Commission



**BRING FORWARD LIST**

### BRING FORWARD LIST OF ITEMS PENDING (as of November, 2025)

| ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Date Initiated | Pending Date                                             | Responsible for Completion                   | Comments:                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|----------------------------------------------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>BVRTSC25-07</b> Dave Schebek moves to direct administration to obtain consultant quotations and proceed with phase two of the Capital Plan Study, to be funded by a grant of \$50,000 secured from the Rural Transit Solutions Fund.<br><br><b>CARRIED UNANIMOUSLY</b>                                                                                                                                                                                                                  | March 12, 2025 | Dec 31, 2025<br><br>Anticipated completion Jan-Feb, 2026 | Martin/Steve                                 | Phase Two will expand on infrastructure and further capital requirements supported by funding from the Rural Transit Solutions Fund. Consultant has been hired and is in the process of completing the study. |
| <b>BVRTSC24-75</b> Dave Schebek moves to direct Commission members to perform a Board Self-Assessment in 2025 led by Elevated HR.<br><br><b>BVRTSC25-23</b> Sean Krausert moves to amend item BVRTSC24-75 (Board Self-Assessment) to adjust completion date to Q4 2026<br><br><b>CARRIED UNANIMOUSLY</b>                                                                                                                                                                                   | Nov 13, 2024   | Q4 2026                                                  | Board and Elevated HR                        | Moved in July meeting to be completed by Q4 2026<br><br>Will arrange meeting with Elevated HR to begin this process in Q2 2026                                                                                |
| <b>BVRTSC24-76</b> Tanya Foubert moves to initiate a BVRTSC Bylaw Review in 2025, with each Board Member providing comments to the CEO and Board Chair on any suggested amendments by the end of Q1, 2025, with the intent of having the review completed by the end of Q2, 2025.<br><br><b>BVRTSC25-24</b> Sean Krausert moves to amend motion BVRTSC24-76 (BVRTSC Bylaw Review) to revise the timeline for work to be completed to the end of Q2 2026.<br><br><b>CARRIED UNANIMOUSLY</b> | Nov 13, 2024   | Q2, 2026                                                 | Board, Administration and Outside Consultant | Moved in July 2025 meeting to be completed by Q2 2026.<br><br>Initial discussions have begun to have this review completed by Avail LLP                                                                       |

## Bow Valley Regional Transit Services Commission Ridership Statistics

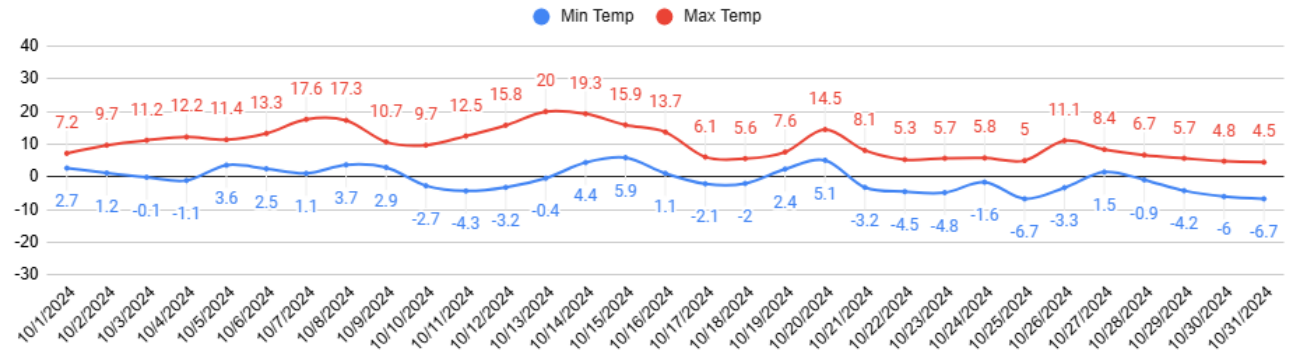
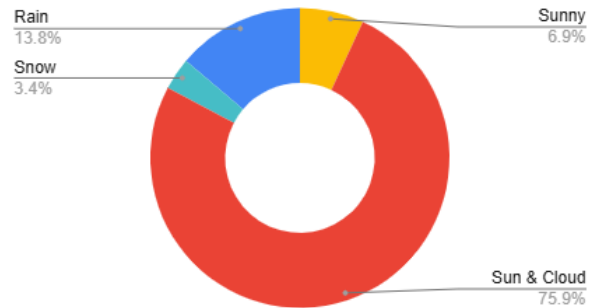


| Month        | Type             | Banff Local | Canmore Local | Canmore-Banff Regional | Lake Louise - Banff Regional |
|--------------|------------------|-------------|---------------|------------------------|------------------------------|
| October 2025 | Ridership        | 117,978     | 31,636        | 32,285                 | 21,247                       |
|              |                  |             |               |                        |                              |
|              | Banff Residents  | 35,970      | -             | -                      | -                            |
|              | Bikes            | 223         | 649           | 770                    | 58                           |
|              | Winter Sports    | 0           | 50            | 14                     | 2                            |
|              | Strollers        | 221         | 195           | 49                     | 11                           |
|              | Mobility Devices | 11          | 7             | 3                      | 4                            |

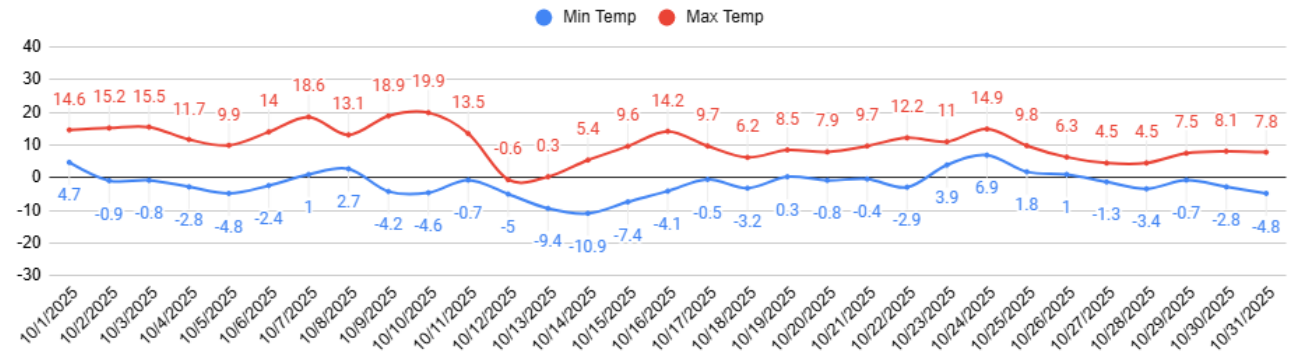
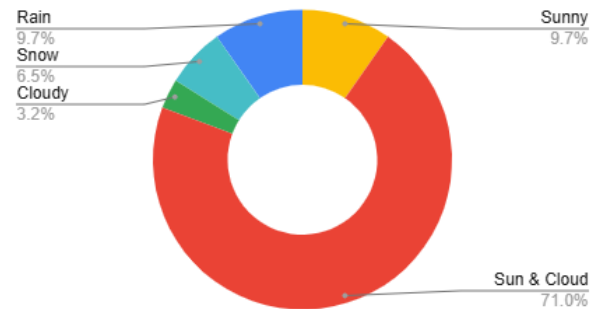
| Route    | Monthly Ridership Change 2024 - 2025 | Comment                                  |
|----------|--------------------------------------|------------------------------------------|
| Route 1  | 13.36%                               | Change from October 2024 to October 2025 |
| Route 2  | 5.66%                                | Change from October 2024 to October 2025 |
| Route 3  | 15.65%                               | Change from October 2024 to October 2025 |
| Route 4  |                                      | Change from October 2024 to October 2025 |
| Route 5  | -1.88%                               | Change from October 2024 to October 2025 |
| Route 6  |                                      | Change from October 2024 to October 2025 |
| Route 8X | 25.26%                               | Change from October 2024 to October 2025 |
| Route 9  | 3.70%                                | Change from October 2024 to October 2025 |
| Route 12 |                                      | Change from October 2024 to October 2025 |

|                                 |         |
|---------------------------------|---------|
| Banff Resident Pass Usage - YTD | 426,056 |
|---------------------------------|---------|

### Weather Conditions October 2024



### Weather Conditions October 2025



11/10/2025

| 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 2022 | R1 2023 | R1 2024 | R1 2024 YTD | R1 2025 YTD | % Change - 24 | % Change - 23 | R2 2022                                    | R2 2023 | R2 2024 | R2 2024 YTD | R2 2025 YTD | % Change - 24 | % Change - 23 | R4 2022 | R4 2023              | R4 2024 | R4 2024 YTD | R4 2025 YTD | % Change - 24 | % Change - 23 | 2022      | 2023      | 2024                         | 2024 YTD  | 2025 YTD  | % Change - 24 | % Change - 23 |  |  |  |
| January                          | 16,080  | 40,636  | 41,644  | 41,644      | 55,849      | 34.11%        | 37.44%        | 16,870                                     | 49,989  | 52,117  | 52,117      | 56,298      | 8.02%         | 12.62%        |         |                      |         |             |             |               |               | 32,950    | 90,625    | 93,761                       | 93,761    | 112,147   | 19.61%        | 23.75%        |  |  |  |
| February                         | 19,661  | 40,833  | 46,080  | 46,080      | 54,982      | 19.32%        | 34.65%        | 21,518                                     | 47,270  | 51,430  | 51,430      | 53,782      | 4.57%         | 13.78%        |         |                      |         |             |             |               |               | 41,179    | 88,103    | 97,510                       | 97,510    | 108,764   | 11.54%        | 23.45%        |  |  |  |
| March                            | 21,722  | 47,979  | 52,307  | 52,307      | 62,270      | 19.05%        | 29.79%        | 24,785                                     | 53,488  | 60,558  | 60,558      | 59,439      | -1.85%        | 11.13%        |         |                      |         |             |             |               |               | 46,507    | 101,467   | 112,865                      | 112,865   | 121,709   | 7.84%         | 19.95%        |  |  |  |
| April                            | 20,918  | 41,098  | 44,341  | 44,341      | 55,942      | 26.16%        | 36.12%        | 20,192                                     | 44,739  | 45,853  | 45,853      | 51,665      | 12.68%        | 15.48%        |         |                      |         |             |             |               |               | 41,110    | 85,837    | 90,194                       | 90,194    | 107,607   | 19.31%        | 25.36%        |  |  |  |
| May                              | 37,615  | 67,740  | 72,973  | 72,973      | 86,000      | 17.85%        | 26.96%        | 27,452                                     | 55,890  | 60,403  | 60,403      | 67,770      | 12.20%        | 21.26%        | 1,153   | 1,904                | 1,740   | 1,740       | 2,096       | 20.46%        | 10.08%        | 66,220    | 125,534   | 135,116                      | 135,116   | 155,866   | 15.36%        | 24.16%        |  |  |  |
| June                             | 65,375  | 103,499 | 107,404 | 107,404     | 117,880     | 9.75%         | 13.89%        | 50,118                                     | 76,511  | 81,019  | 81,019      | 90,437      | 11.62%        | 18.20%        | 4,698   | 6,689                | 5,116   | 5,116       | 5,952       | 16.34%        | -11.02%       | 120,191   | 186,699   | 193,539                      | 193,539   | 214,269   | 10.71%        | 14.77%        |  |  |  |
| July                             | 100,148 | 125,827 | 121,640 | 121,640     | 158,541     | 30.34%        | 26.00%        | 67,979                                     | 93,346  | 92,431  | 92,431      | 102,863     | 11.29%        | 10.20%        | 7,321   | 7,647                | 6,131   | 6,131       | 7,945       | 29.59%        | 3.90%         | 175,448   | 226,820   | 220,202                      | 220,202   | 269,349   | 22.32%        | 18.75%        |  |  |  |
| August                           | 93,303  | 122,140 | 120,506 | 120,506     | 159,082     | 32.01%        | 30.25%        | 68,183                                     | 91,695  | 88,241  | 88,241      | 100,070     | 13.41%        | 9.13%         | 6,392   | 7,191                | 5,945   | 5,945       | 7,630       | 28.34%        | 6.10%         | 167,878   | 221,026   | 214,692                      | 214,692   | 266,782   | 24.26%        | 20.70%        |  |  |  |
| September                        | 61,567  | 88,508  | 91,008  | 91,008      | 108,944     | 19.71%        | 23.09%        | 53,950                                     | 75,616  | 77,274  | 77,274      | 82,399      | 6.63%         | 8.97%         | 4,842   | 4,842                | 3,200   | 3,200       | 4,463       | 39.47%        | -7.83%        | 120,359   | 168,966   | 171,482                      | 171,482   | 195,806   | 14.18%        | 15.88%        |  |  |  |
| October                          | 37,893  | 52,404  | 54,243  | 54,243      | 61,491      | 13.36%        | 17.34%        | 32,911                                     | 46,459  | 51,530  | 51,530      | 54,445      | 5.66%         | 17.19%        | 396     |                      |         |             |             |               |               | 71,200    | 98,863    | 105,773                      | 105,773   | 115,936   | 9.61%         | 17.27%        |  |  |  |
| November                         | 30,751  | 33,628  | 42,368  | 10,437      | 12,887      | 23.47%        |               | 36,146                                     | 43,420  | 48,789  | 12,910      | 14,157      | 9.66%         |               |         |                      |         |             |             |               |               | 66,897    | 77,048    | 91,157                       | 23,347    | 27,044    | 15.84%        |               |  |  |  |
| December                         | 45,460  | 49,418  | 60,432  | 0           | 0           | 0.00%         |               | 50,744                                     | 54,587  | 61,275  | 0           | 0           | 0.00%         |               |         |                      |         |             |             |               |               | 96,204    | 104,005   | 121,707                      | 0         | 0         | 0.00%         |               |  |  |  |
| YTD                              | 550,493 | 813,710 | 854,946 | 762,583     | 933,866     | 22.46%        | -             | 470,848                                    | 733,010 | 770,920 | 673,766     | 733,325     | 8.84%         | -             | 24,802  | 28,273               | 22,132  | 22,132      | 28,086      | 26.90%        | -             | 1,046,143 | 1,574,993 | 1,647,998                    | 1,458,481 | 1,695,279 | 16.24%        | -             |  |  |  |

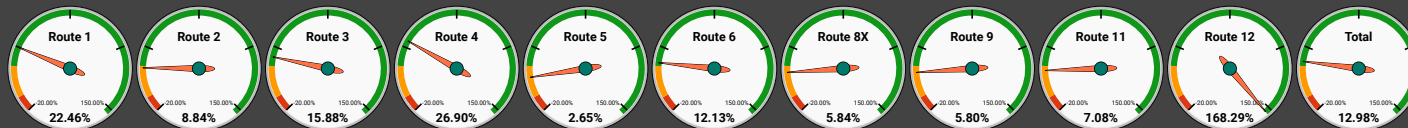
| Route 3 (Canmore-Banff Regional) |         |         |         |          |          |               |               | Route 5 Canmore |         |         |          |          |               |               |        | Route 6 Minnewanka |        |          |          |               |               |           |           | Roam Total Ridership |           |           |               |               |  |  |  |
|----------------------------------|---------|---------|---------|----------|----------|---------------|---------------|-----------------|---------|---------|----------|----------|---------------|---------------|--------|--------------------|--------|----------|----------|---------------|---------------|-----------|-----------|----------------------|-----------|-----------|---------------|---------------|--|--|--|
| Month                            | 2022    | 2023    | 2024    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022            | 2023    | 2024    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022   | 2023               | 2024   | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022      | 2023      | 2024                 | 2024 YTD  | 2025 YTD  | % Change - 24 | % Change - 23 |  |  |  |
| January                          | 10,642  | 23,255  | 25,792  | 25,792   | 30,602   | 18.65%        | 31.59%        | 9,224           | 22,810  | 30,744  | 30,744   | 32,549   | 5.87%         | 42.70%        |        |                    |        |          |          |               |               | 56,530    | 147,062   | 162,228              | 162,228   | 188,695   | 16.31%        | 28.31%        |  |  |  |
| February                         | 10,492  | 21,303  | 25,415  | 25,415   | 27,714   | 9.05%         | 30.09%        | 9,789           | 22,119  | 29,174  | 29,174   | 31,393   | 7.61%         | 41.93%        |        |                    |        |          |          |               |               | 65,499    | 141,874   | 163,675              | 163,675   | 179,710   | 9.80%         | 26.67%        |  |  |  |
| March                            | 12,770  | 23,824  | 27,059  | 27,059   | 30,832   | 13.94%        | 29.42%        | 12,208          | 25,116  | 30,530  | 30,530   | 33,308   | 9.10%         | 32.62%        |        |                    |        |          |          |               |               | 75,790    | 161,319   | 182,041              | 182,041   | 197,698   | 8.60%         | 22.55%        |  |  |  |
| April                            | 12,028  | 23,622  | 26,296  | 26,296   | 28,811   | 9.56%         | 21.97%        | 10,924          | 23,308  | 28,976  | 28,976   | 31,706   | 9.42%         | 36.03%        |        |                    |        |          |          |               |               | 68,215    | 143,794   | 156,333              | 156,333   | 180,537   | 15.48%        | 25.55%        |  |  |  |
| May                              | 15,148  | 26,946  | 28,087  | 28,087   | 32,990   | 17.46%        | 22.43%        | 13,066          | 27,143  | 32,036  | 32,036   | 31,162   | -2.73%        | 14.81%        | 2,783  | 5,879              | 4,647  | 4,647    | 6,967    | 49.92%        | 18.51%        | 106,822   | 206,716   | 223,906              | 223,906   | 256,860   | 14.72%        | 24.26%        |  |  |  |
| June                             | 19,058  | 30,304  | 30,702  | 30,702   | 37,229   | 21.26%        | 22.85%        | 16,015          | 28,039  | 30,963  | 30,963   | 31,377   | 1.34%         | 11.90%        | 12,662 | 18,255             | 14,003 | 14,003   | 16,726   | 19.45%        | -8.38%        | 190,769   | 308,030   | 316,881              | 316,881   | 348,560   | 10.00%        | 13.16%        |  |  |  |
| July                             | 22,015  | 31,836  | 32,104  | 32,104   | 37,548   | 16.96%        | 17.94%        | 16,715          | 28,691  | 30,700  | 30,700   | 31,405   | 2.30%         | 9.46%         | 20,639 | 25,806             | 21,451 | 21,451   | 22,029   | 2.69%         | -14.64%       | 271,789   | 371,077   | 358,855              | 358,855   | 415,813   | 15.87%        | 12.06%        |  |  |  |
| August                           | 19,854  | 32,667  | 32,717  | 32,717   | 38,910   | 18.93%        | 19.11%        | 17,070          | 27,658  | 30,390  | 30,390   | 30,883   | 1.62%         | 11.66%        | 19,238 | 26,074             | 22,501 | 22,501   | 23,957   | 6.47%         | -8.12%        | 253,615   | 366,644   | 354,646              | 354,646   | 419,466   | 18.28%        | 14.41%        |  |  |  |
| September                        | 17,364  | 28,533  | 29,297  | 29,297   | 33,579   | 14.62%        | 17.68%        | 17,127          | 25,056  | 29,249  | 29,249   | 28,385   | -2.95%        | 13.29%        | 10,182 | 15,400             | 13,315 | 13,315   | 15,449   | 16.03%        | 0.32%         | 187,534   | 284,961   | 288,908              | 288,908   | 317,916   | 10.04%        | 11.56%        |  |  |  |
| October                          | 17,605  | 28,139  | 27,917  | 27,917   | 32,285   | 15.65%        | 14.73%        | 16,802          | 26,233  | 30,044  | 30,044   | 29,480   | -1.88%        | 12.38%        | 530    | 921                |        |          |          |               |               | 118,488   | 179,071   | 190,907              | 190,907   | 204,957   | 7.36%         | 14.46%        |  |  |  |
| November                         | 17,797  | 27,903  | 26,674  | 7,362    | 8,722    | 18.47%        |               | 19,956          | 26,722  | 32,065  | 8,932    | 8,350    | -6.52%        |               |        |                    |        |          |          |               |               | 110,983   | 142,511   | 160,626              | 43,090    | 48,108    | 11.65%        |               |  |  |  |
| December                         | 19,213  | 31,157  | 31,841  | 0        | 0        | 0.00%         |               | 21,194          | 29,271  | 31,613  | 0        | 0        | 0.00%         |               |        |                    |        |          |          |               |               | 146,145   | 180,013   | 201,519              | 0         | 0         | 0.00%         |               |  |  |  |
| YTD                              | 193,986 | 329,489 | 343,901 | 292,748  | 339,222  | 15.88%        | -             | 180,090         | 312,166 | 366,484 | 311,738  | 319,998  | 2.65%         | -             | 66,034 | 92,335             | 75,917 | 75,917   | 85,128   | 12.13%        | -             | 1,652,179 | 2,633,072 | 2,760,525            | 2,441,470 | 2,758,320 | 12.98%        | -             |  |  |  |

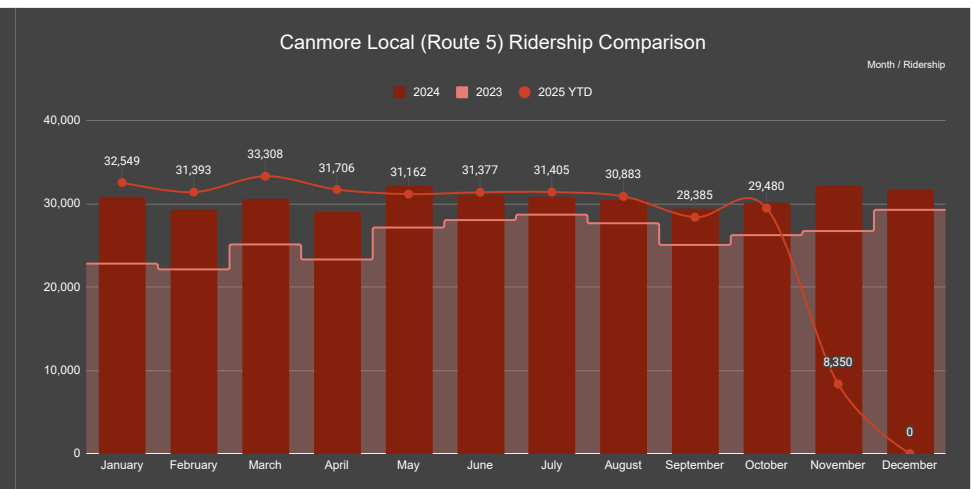
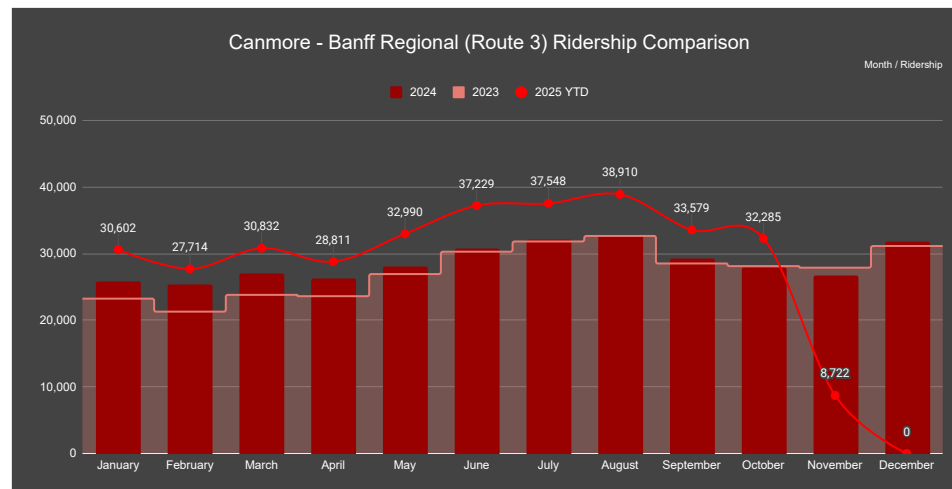
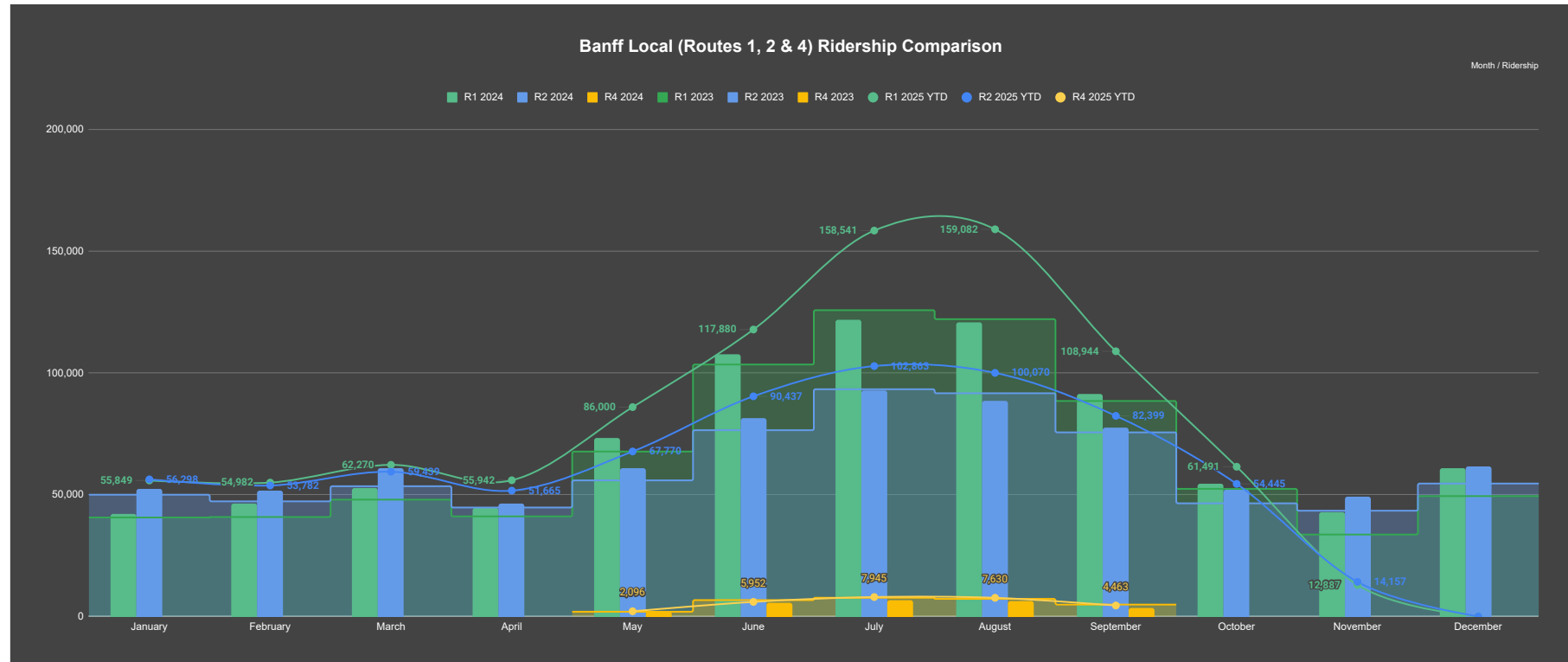
| Route 8X (Express Lake Louise - Banff Regional) |         |         |         |          |          |               |               | Route 8S (Scenic Lake Louise - Banff Regional) |       |      |          |          |               |               |        | Route 9 (Johnston Canyon) |        |          |          |               |               |       |        | Route 10 (Moraine Lake) |          |          |               |               |  |  |  |
|-------------------------------------------------|---------|---------|---------|----------|----------|---------------|---------------|------------------------------------------------|-------|------|----------|----------|---------------|---------------|--------|---------------------------|--------|----------|----------|---------------|---------------|-------|--------|-------------------------|----------|----------|---------------|---------------|--|--|--|
| Month                                           | 2022    | 2023    | 2024    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                                           | 2023  | 2024 | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022   | 2023                      | 2024   | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022  | 2023   | 2024                    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 |  |  |  |
| January                                         | 3,714   | 9,788   | 11,227  | 11,227   | 12,444   | 10.84%        | 27.14%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| February                                        | 4,039   | 9,363   | 10,714  | 10,714   | 10,714   | 0.25%         | 14.72%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| March                                           | 4,305   | 10,205  | 10,694  | 10,694   | 10,522   | -1.61%        | 3.11%         |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| April                                           | 4,153   | 10,013  | 10,196  | 10,196   | 11,353   | 11.35%        | 13.38%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| May                                             | 8,422   | 17,400  | 19,167  | 19,167   | 21,980   | 14.68%        | 26.32%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| June                                            | 18,115  | 34,555  | 33,350  | 33,350   | 31,936   | -4.24%        | -7.58%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| July                                            | 28,200  | 41,826  | 36,750  | 36,750   | 36,899   | 0.41%         | -11.78%       | 2,183                                          | 2,755 |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| August                                          | 22,575  | 43,140  | 37,346  | 37,346   | 38,692   | 3.60%         | -10.31%       | 1,640                                          | 2,974 |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| September                                       | 16,059  | 31,100  | 26,149  | 26,149   | 29,556   | 13.03%        | -4.96%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| October                                         | 8,061   | 17,351  | 16,962  | 16,962   | 21,247   | 25.26%        | 22.45%        |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| November                                        | 6,021   | 10,248  | 10,089  | 3,189    | 2,971    | -6.84%        |               |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| December                                        | 9,248   | 14,463  | 14,565  | 0        | 0        | 0.00%         |               |                                                |       |      |          |          |               |               |        |                           |        |          |          |               |               |       |        |                         |          |          |               |               |  |  |  |
| YTD                                             | 132,912 | 249,452 | 237,209 | 215,744  | 228,341  | 5.84%         | -             | 3,823                                          | 5,729 | 0    | 0        | 0        | 0.00%         | -             | 22,263 | 35,751                    | 41,410 | 39,236   | 41,511   | 5.80%         | -             | 6,928 | 11,383 | 13,929                  | 13,929   | 0        | -100.00%      | -             |  |  |  |

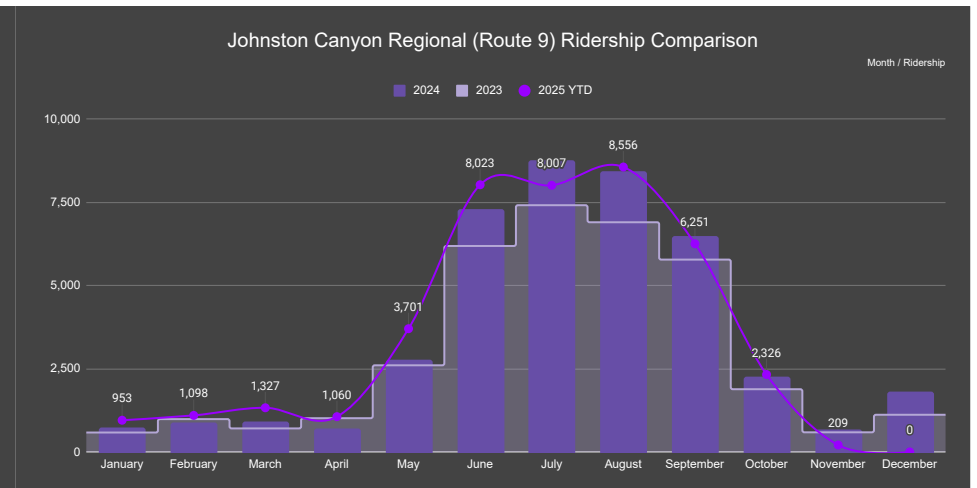
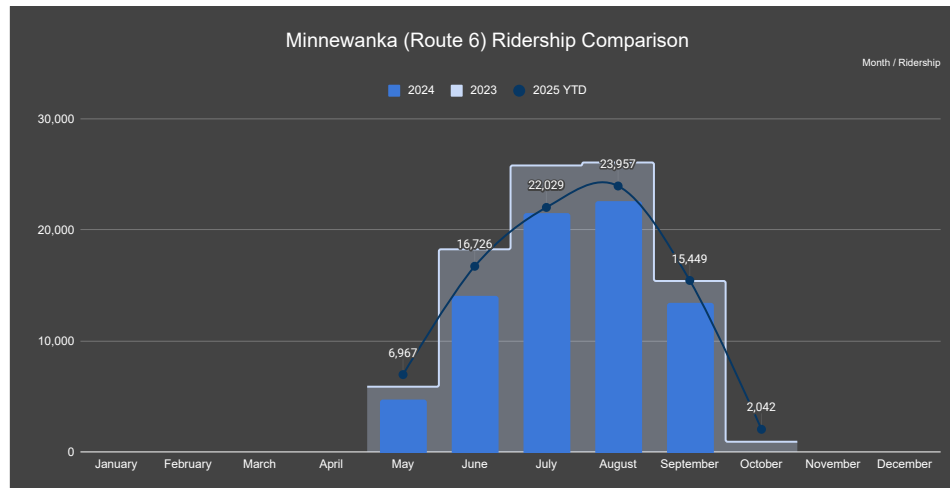
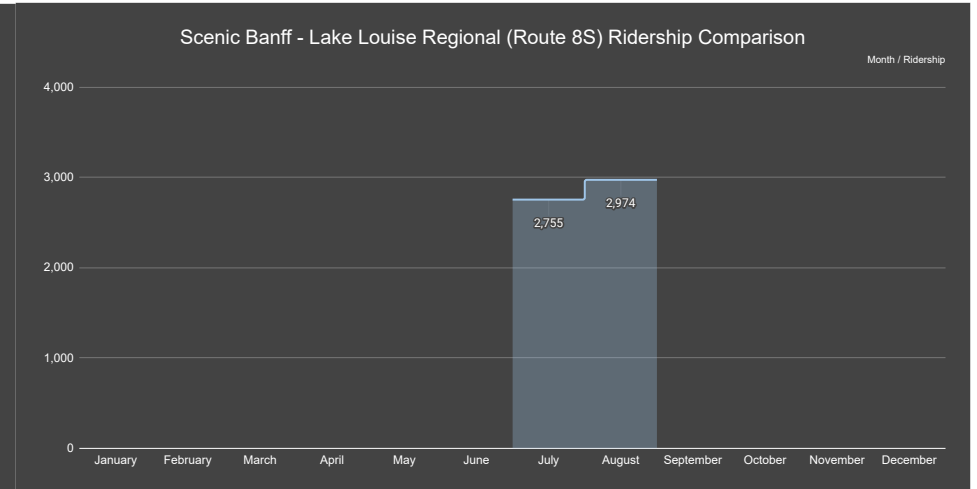
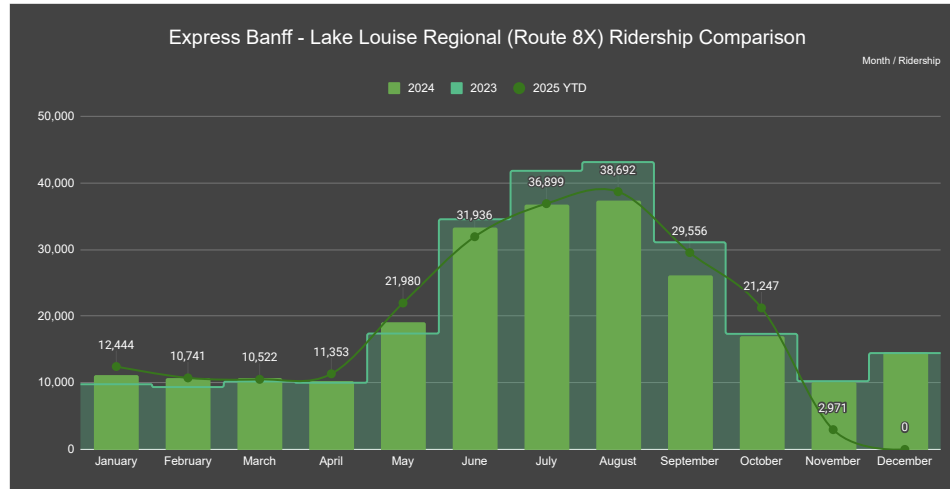
|           | On-It (Calgary Regional) - Banff |        |        |          |          |               |               | On-It (Calgary Regional) - Lake Louise |      |       |          |          |               |               | On-It (Calgary Regional) - Moraine Lake |      |       |          |          |               |               | Route 11 (Lake Louise Local) |        |        |          |          |               |               |        |
|-----------|----------------------------------|--------|--------|----------|----------|---------------|---------------|----------------------------------------|------|-------|----------|----------|---------------|---------------|-----------------------------------------|------|-------|----------|----------|---------------|---------------|------------------------------|--------|--------|----------|----------|---------------|---------------|--------|
| Month     | 2022                             | 2023   | 2024   | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                                   | 2023 | 2024  | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                                    | 2023 | 2024  | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                         | 2023   | 2024   | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 |        |
| January   |                                  |        | 363    | 363      |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| February  |                                  |        | 753    | 753      |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| March     |                                  |        | 830    | 830      |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| April     |                                  |        |        |          |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| May       | 1,759                            | 2,792  | 2,401  | 2,401    | 2,364    | -1.54%        | -15.33%       |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| June      | 3,840                            | 6,815  | 6,410  | 6,410    | 4,538    | -29.20%       | -33.41%       |                                        |      | 713   | 0        | 0        | 0.00%         |               |                                         |      |       |          |          |               |               |                              | 1,212  | 1,435  | 1,435    | 2,085    | 45.30%        | 72.03%        |        |
| July      | 7,654                            | 10,031 | 6,231  | 6,231    | 4,666    | -25.12%       | -53.48%       |                                        |      | 1,113 | 0        | 0        | 0.00%         |               |                                         |      |       |          |          |               |               |                              | 3,993  | 5,163  | 5,163    | 5,260    | 1.88%         | 31.73%        |        |
| August    | 6,531                            | 10,389 | 8,278  | 8,278    | 7,239    | -12.55%       | -30.32%       |                                        |      | 1,290 | 0        | 0        | 0.00%         |               |                                         |      |       |          |          |               |               |                              | 5,934  | 7,206  | 7,206    | 6,616    | -8.19%        | 11.49%        |        |
| September | 5,019                            | 10,329 | 5,627  | 5,627    | 4,429    | -21.29%       | -57.12%       |                                        |      | 199   | 0        | 0        | 0.00%         |               |                                         |      |       |          |          |               |               |                              | 6,208  | 5,916  | 5,916    | 6,661    | 12.59%        | 7.30%         |        |
| October   |                                  | 2,389  | 2,224  | 2,224    | 1,889    | -15.06%       | -20.93%       |                                        |      |       |          |          |               |               |                                         |      |       | 1,174    | 0        | 0             | 0.00%         |                              |        | 3,574  | 4,813    | 4,813    | 5,425         | 12.72%        | 51.79% |
| November  |                                  |        |        |          |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       | 617      | 0        | 0             | 0.00%         |                              |        | 853    | 1,217    | 1,217    | 1,527         | 25.47%        | 79.02% |
| December  |                                  | 2,081  |        |          |          |               |               |                                        |      |       |          |          |               |               |                                         |      |       |          |          |               |               |                              |        |        |          |          |               |               |        |
| YTD       | 24,803                           | 44,826 | 33,117 | 33,117   | 25,125   | -24.13%       | -             | 0                                      | 0    | 3,315 | 0        | 0        | 0.00%         | -             | 0                                       | 0    | 1,791 | 0        | 0        | 0.00%         | -             | 0                            | 21,774 | 25,750 | 25,750   | 27,574   | 7.08%         | -             |        |

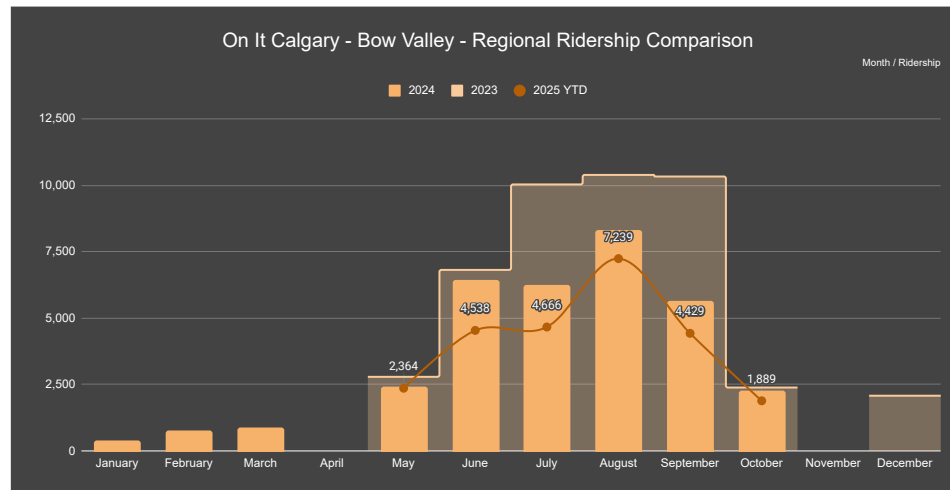
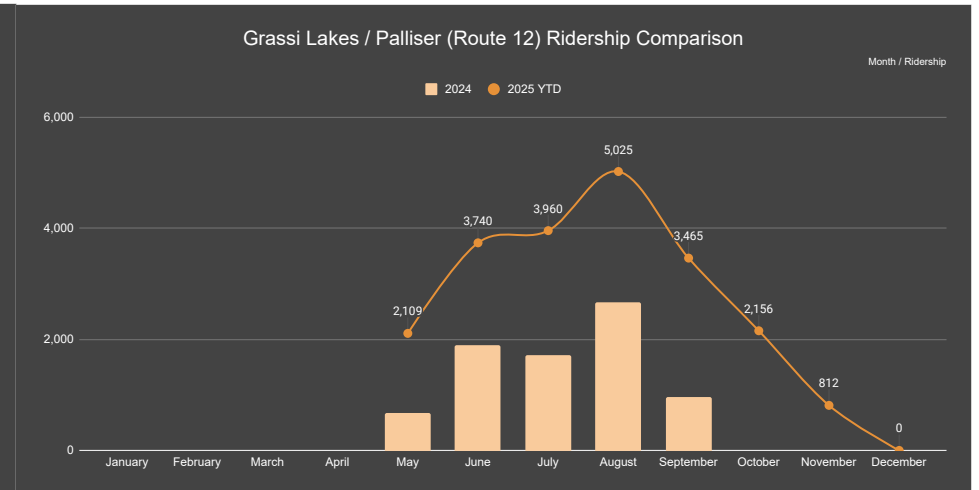
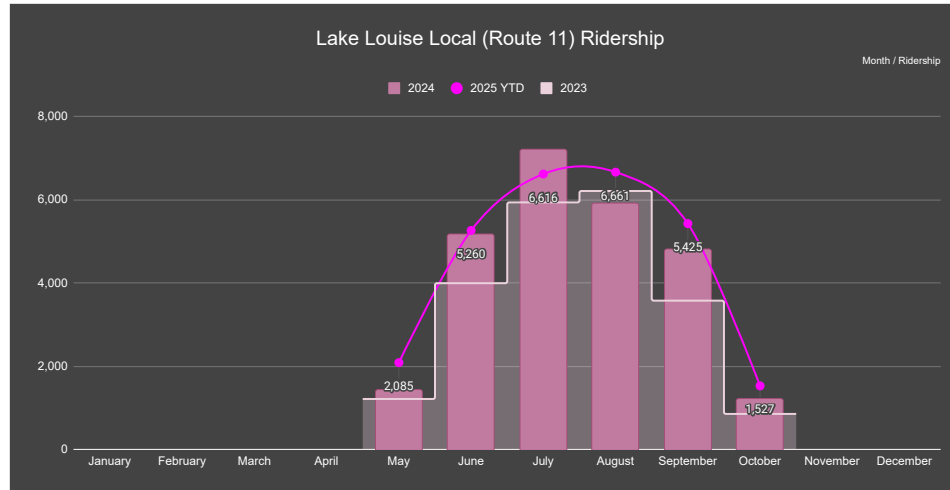
|           | Route 5C (Cougar Creek) |        |         |          |          |               |               | Route 5T (Three Sisters) |        |         |          |          |               |               | Route 12 (Grassi Lakes/Palliser) |      |       |          |          |               |               |
|-----------|-------------------------|--------|---------|----------|----------|---------------|---------------|--------------------------|--------|---------|----------|----------|---------------|---------------|----------------------------------|------|-------|----------|----------|---------------|---------------|
| Month     | 2022                    | 2023   | 2024    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                     | 2023   | 2024    | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 | 2022                             | 2023 | 2024  | 2024 YTD | 2025 YTD | % Change - 24 | % Change - 23 |
| January   |                         |        | 19,797  | 19,797   | 21,263   | 7.41%         |               |                          |        | 10,947  | 10,947   | 11,286   | 3.10%         |               |                                  |      |       |          |          |               |               |
| February  |                         |        | 17,830  | 17,830   | 20,299   | 13.85%        |               |                          |        | 11,344  | 11,344   | 11,094   | -2.20%        |               |                                  |      |       |          |          |               |               |
| March     |                         |        | 18,442  | 18,442   | 20,995   | 13.84%        |               |                          |        | 12,088  | 12,088   | 12,313   | 1.86%         |               |                                  |      |       |          |          |               |               |
| April     |                         |        | 17,958  | 17,958   | 19,907   | 10.85%        |               |                          |        | 11,018  | 11,018   | 11,799   | 7.09%         |               |                                  |      |       |          |          |               |               |
| May       |                         |        | 18,563  | 18,563   | 18,653   | 0.48%         |               |                          |        | 13,473  | 13,473   | 12,509   | -7.16%        |               |                                  |      | 680   | 680      | 2,109    | 210.15%       |               |
| June      |                         |        | 17,076  | 17,076   | 18,436   | 7.96%         |               |                          |        | 13,887  | 13,887   | 12,941   | -6.81%        |               |                                  |      | 1,896 | 1,896    | 3,740    | 97.26%        |               |
| July      |                         |        | 17,115  | 17,115   | 17,768   | 3.82%         |               |                          |        | 13,585  | 13,585   | 13,637   | 0.38%         |               |                                  |      | 1,723 | 1,723    | 3,960    | 129.83%       |               |
| August    |                         | 15,005 | 17,118  | 17,118   | 17,398   | 1.64%         | 15.95%        |                          |        | 12,653  | 13,272   | 13,485   | 1.60%         | 15.95%        |                                  |      | 2,671 | 2,671    | 5,025    | 88.13%        |               |
| September |                         | 14,113 | 16,643  | 16,643   | 16,288   | -2.13%        | 15.41%        |                          |        | 10,943  | 12,606   | 12,606   | 12,097        | -4.04%        | 15.41%                           |      | 957   | 957      | 3,465    | 262.07%       |               |
| October   |                         | 15,771 | 18,359  | 18,359   | 17,878   | -2.62%        | 13.36%        |                          |        | 10,462  | 11,685   | 11,685   | 11,601        | -0.72%        | 13.36%                           |      |       |          | 2,156    |               |               |
| November  |                         | 16,468 | 20,611  | 5,649    | 4,919    | -12.92%       |               |                          |        | 11,318  | 11,454   | 3,283    | 3,431         | 4.51%         |                                  |      |       |          | 812      |               |               |
| December  |                         | 18,122 | 20,228  | 0        | 0        | 0.00%         |               |                          |        | 11,149  | 11,385   | 0        | 0             | 0.00%         |                                  |      |       |          | 0        |               |               |
| YTD       | 0                       | 79,479 | 219,740 | 184,550  | 193,804  | 5.01%         | -             | 0                        | 56,525 | 146,744 | 127,188  | 126,193  | -0.78%        | -             | 0                                | 0    | 7,927 | 7,927    | 21,267   | 168.29%       | -             |

Year to Date % Ridership Change - Comparing 2025 to 2024









# Bow Valley *Regional* Transit Services Commission



NEW BUSINESS

# Bow Valley *Regional* Transit Services Commission



## ***Quarter 3, 2025 Financial Results***

## Q3 2025 Overall summary of results

| Bow Valley Regional Transit Services Commission   |                   |                    |                    |  |                    |                    |
|---------------------------------------------------|-------------------|--------------------|--------------------|--|--------------------|--------------------|
| All routes - Actual vs budget vs Prior Year (PY)  |                   |                    |                    |  |                    |                    |
| January - September 2025                          |                   |                    |                    |  |                    |                    |
|                                                   | Actual            | Budget             | Over/ under budget |  | PY Jan-Sep 2024    | Difference from PY |
| <b>Income</b>                                     |                   |                    |                    |  |                    |                    |
| Bus Pass Sales                                    | 4,042,051         | 3,635,407          | 406,644            |  | 3,656,268          | 385,783            |
| Interest Revenue                                  | 61,853            | 112,500            | (50,647)           |  | 158,267            | (96,414)           |
| Marketing & Advertising Revenue                   | 37,895            | 46,190             | (8,295)            |  | 55,285             | (17,391)           |
| Other Income                                      | 12,166            | 2,139              | 10,027             |  | 30,368             | (18,202)           |
| Partner Programs                                  | 679,102           | 556,615            | 122,487            |  | 592,853            | 86,249             |
| Recoveries - Operating (non-members)              | 2,119,108         | 2,434,432          | (315,324)          |  | 2,076,420          | 42,688             |
| Requisitions - Operating                          | 5,404,206         | 5,690,211          | (286,005)          |  | 4,198,418          | 1,205,788          |
| <b>Total Income</b>                               | <b>12,356,381</b> | <b>12,477,494</b>  | <b>(121,113)</b>   |  | <b>10,767,880</b>  | <b>1,588,501</b>   |
| <b>Gross Profit</b>                               |                   |                    |                    |  |                    |                    |
| <b>Expenses</b>                                   |                   |                    |                    |  |                    |                    |
| Advertising & Marketing Expenses                  | 59,618            | 88,074             | (28,456)           |  | 51,957             | 7,661              |
| Contracted Services / Professional Fees           | 386,031           | 355,829            | 30,203             |  | 957,909            | (571,878)          |
| Fuel Expense                                      | 736,767           | 816,259            | (79,492)           |  | 774,965            | (38,198)           |
| General Operating Expenses                        | 159,600           | 184,981            | (25,382)           |  | 144,121            | 15,478             |
| Infrastructure Maintenance                        | 41,342            | 78,161             | (36,819)           |  | 36,571             | 4,771              |
| Insurance Expense                                 | 179,191           | 210,905            | (31,713)           |  | 152,005            | 27,186             |
| Software Fees & Licences                          | 200,923           | 219,970            | (19,047)           |  | 178,565            | 22,358             |
| Staff, Training, Travel & Meals                   | 104,963           | 184,646            | (79,682)           |  | 103,248            | 1,715              |
| Transit storage facility                          | 297,685           | 391,378            | (93,693)           |  | 306,168            | (8,483)            |
| Vehicle Expenses                                  | 2,525,484         | 2,821,756          | (296,272)          |  | 2,548,504          | (23,020)           |
| Wages & Benefits                                  | 5,788,158         | 6,348,344          | (560,187)          |  | 5,176,311          | 611,846            |
| <b>Total Expenses</b>                             | <b>10,479,762</b> | <b>11,700,302</b>  | <b>(1,220,540)</b> |  | <b>10,430,325</b>  | <b>49,437</b>      |
| <b>Surplus / Deficiency Prior to Amortization</b> | <b>1,876,618</b>  | <b>777,192</b>     | <b>1,099,427</b>   |  | <b>337,554</b>     | <b>1,539,064</b>   |
| Amortization Expense                              | 2,385,589         | 2,385,592          | (3)                |  | 1,880,311          | 505,278            |
| <b>Net Revenue</b>                                | <b>(508,971)</b>  | <b>(1,608,400)</b> | <b>1,099,429</b>   |  | <b>(1,542,757)</b> | <b>1,033,786</b>   |

Overall, surplus/deficiency prior to amortization is approximately \$1.1 million higher than budget to date.

### REVENUE

Overall pass revenues and partner revenues combined are up approximately \$530,000 from budget and up approximately \$470,000 higher than PY:

- Rt 1 is \$140,000 over primarily from high Pursuit gondola revenues.
- Rt 2 is \$40,000 over due to ridership increases
- Rt 3 is \$70,000 over due to ridership increases
- Rt 9 is over budget \$90,000 due to ridership increases.
- Rt 8 (combined winter/summer) is over budget by approximately \$200,000. This considers revenue budgets for 8S and 10 as well. Mostly due to strong ridership and Superpass sales.

Interest is under budgeted amounts to date. Includes CIBC investment interest on operating reserve amounts and interest on ATB operating accounts. Interest rates are lower than expected, also lower operating cash balance in the first half of the year, which means more interest is allocated to capital than operating.

Non member recoveries are based on actual or forecasted net expenses.

Member recoveries are based on budgeted amounts except for ID9 contributions to Lake Louise summer routes, which are allocated at the end of the year.

## **EXPENSES**

Overall expenses are down approximately \$1.2 million and up \$50,000 from PY.

Fuel expenses are under by \$80,000 due to being under budget on service hours.

Infrastructure maintenance is under budget by \$37,000 but based on actual billings to date.

Fleet insurance under budget to date by \$32,000. Lower insurance premiums than budgeted and late arrival of Nova buses, vs budgeted insurance starting date.

Staff expenses are under budget by \$80,000. Approximately \$40,000 of the difference is coming from staff accommodation. Banff staff accommodation was budgeted, but we lost that rental because the owners moved back in in December 2024 and did not replace these lost bedrooms for the 2025 summer season. Other line items have smaller discrepancies, but some are timing differences that will even themselves out by the end of the year.

Transit storage under budget by \$93,000. Mostly due to estimates for R&M and utility costs. Costs here increase in the winter for heating, snow removal, extra drain cleaning, so may be closer to budget by the end of the year.

Vehicle expenses under budget to date by \$290,000. Because of such high cost increases in early 2024 budget was increased significantly under the assumption that costs would continue to rise. Actual 2024 costs did not end out being as high as what was predicted. Lots of preventative maintenance during the winter season, so we do expect these costs to be closer to budget by year end but will likely still be under budget. Too early to tell, but possibly seeing some cost savings from Maintenance manager role?

Wages are under budget by \$560,000. Differences coming from:

- Driver wages (Driver combined with training) are approximately \$310,000 below budget. Due to being under budget on service hours to date.
- Cleaning wages are over budget by \$45,000. More full-time staff, and more staff over the winter than what was budgeted.
- Operations staff are under by \$160,000. Some of the difference coming from the Maintenance manager position with changeover has not been full year, as was budgeted. Also, due to allocation to training higher than budgeted.

|                                               | Bow Valley Regional Transit Services Commission |              |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
|-----------------------------------------------|-------------------------------------------------|--------------|---------------|------------|--------------------------------------|--------------|-------------------------------------|--------------|---------------------|--------------|------------------------|------------|-----------------------|--------------|-------------------------|------------|--------------------------------|-------------|
|                                               | All Routes - Actual vs Budget (pg 1/2)          |              |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
|                                               | January - September 2025                        |              |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
|                                               | Administrative                                  |              | Calgary-Banff |            | Rt 01 - Banff Local<br>(Sulphur Mtn) |              | Rt 02 - Banff Local (Tunnel<br>Mtn) |              | Rt 03 - CB Regional |              | Rt 04 - Cave and Basin |            | Rt 05 - Canmore Local |              | Rt 06 - Lake Minnewanka |            | Rt 08 - LLB Regional<br>Winter |             |
|                                               | Actual                                          | Budget       | Actual        | Budget     | Actual                               | Budget       | Actual                              | Budget       | Actual              | Budget       | Actual                 | Budget     | Actual                | Budget       | Actual                  | Budget     | Actual                         | Budget      |
| Income                                        |                                                 |              |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
| Bus Pass Sales                                | 0                                               |              |               |            | 300,560                              | 322,276      | 287,780                             | 236,431      | 1,280,354           | 1,209,202    | 20,294                 | 9,896      | 0                     |              | 38,344                  | 41,138     | 328,462                        | 491,313     |
| Interest Revenue                              | 61,853                                          | 112,500      |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
| Marketing & Advertising Revenue               | 124                                             |              |               |            | 8,923                                | 13,718       | 7,250                               | 13,077       | 10,920              | 10,107       | 170                    |            | 5,742                 | 9,288        | 527                     |            | 1,528                          |             |
| Other Income                                  | 6,911                                           |              |               |            | 2,757                                | 1,096        | 1,990                               | 1,043        |                     |              | 121                    |            |                       |              | 388                     |            |                                |             |
| Partner Programs                              |                                                 |              |               |            | 496,773                              | 354,876      | 150,382                             | 166,207      | 3,768               | 3,938        |                        |            |                       |              | 28,179                  | 31,595     |                                |             |
| Recoveries - Operating (non-members)          |                                                 |              | 226,447       | 138,393    | 19,889                               | 20,526       | 48,134                              | 47,320       |                     |              | 277,072                | 299,640    |                       |              | 755,042                 | 848,934    |                                | 138,107     |
| Requisitions - Operating                      | 448,779                                         | 448,782      | 80,500        | 72,107     | 1,258,191                            | 1,258,189    | 1,063,400                           | 1,063,399    | 801,610             | 801,611      |                        |            | 1,365,384             | 1,365,388    |                         |            | 155,482                        | 155,481     |
| Total Income                                  | \$ 517,666                                      | \$ 561,282   | \$ 306,947    | \$ 210,500 | \$ 2,087,092                         | \$ 1,970,681 | \$ 1,558,935                        | \$ 1,527,477 | \$ 2,096,651        | \$ 2,024,857 | \$ 297,657             | \$ 309,536 | \$ 1,371,126          | \$ 1,374,676 | \$ 822,481              | \$ 921,667 | \$ 485,472                     | \$ 784,900  |
| Expenses                                      |                                                 |              |               |            |                                      |              |                                     |              |                     |              |                        |            |                       |              |                         |            |                                |             |
| Advertising & Marketing Expenses              | 9,833                                           |              |               |            | 11,963                               | 21,516       | 10,880                              | 19,407       | 12,511              | 14,631       | 613                    | 1,722      | 7,346                 | 11,042       | 1,271                   | 3,052      | 729                            | 2,854       |
| Contracted Services / Professional Fees       | 43,282                                          | 76,715       | 293,447       | 198,000    | 4,861                                | 14,199       | 8,822                               | 13,404       | 6,072               | 8,009        | 1,202                  | 2,154      | 7,912                 | 10,540       | 1,679                   | 3,791      | 1,355                          | 3,139       |
| Fuel Expense                                  | 896                                             | 375          |               |            | 94,261                               | 101,022      | 77,828                              | 70,601       | 194,785             | 237,840      | 7,493                  | 5,663      | 102,679               | 117,634      | 31,105                  | 33,134     | 50,914                         | 88,546      |
| General Operating Expenses                    | 49,585                                          | 52,880       |               |            | 8,306                                | 13,230       | 7,574                               | 11,020       | 18,613              | 32,672       | 1,281                  | 1,780      | 5,000                 | 7,350        | 2,421                   | 4,289      | 11,186                         | 12,689      |
| Infrastructure Maintenance                    | 1,133                                           | 159          |               |            | 7,450                                | 12,356       | 6,146                               | 12,226       | 7,381               | 23,513       | 1,241                  | 1,689      | 2,751                 | 14,371       | 2,851                   | 3,457      | 1,458                          | 3,309       |
| Insurance Expense                             | 29,237                                          | 22,783       |               |            | 28,196                               | 36,915       | 21,654                              | 28,091       | 20,778              | 24,474       | 5,709                  | 6,198      | 15,586                | 22,144       | 12,355                  | 13,317     | 4,118                          | 8,878       |
| Software Fees & Licences                      | 33,074                                          | 69,570       |               |            | 33,179                               | 28,006       | 28,712                              | 20,466       | 31,784              | 14,638       | 3,956                  | 9,082      | 23,455                | 14,823       | 7,911                   | 14,229     | 7,940                          | 5,582       |
| Transit storage facility                      | 57,212                                          | 63,775       |               |            | 6,910                                | 19,877       | 5,630                               | 14,960       | 6,609               | 12,765       | 1,970                  | 4,406      | 5,165                 | 13,471       | 4,784                   | 8,762      | 1,123                          | 4,973       |
| Staff, Training, Travel & Meals               | 5,830                                           | 5,299        |               |            | 53,809                               | 76,561       | 45,475                              | 53,082       | 48,271              | 68,357       | 8,066                  | 14,129     | 39,879                | 36,794       | 12,515                  | 21,194     | 15,535                         | 23,798      |
| Vehicle Expenses                              | 57,234                                          | 18,750       |               |            | 461,373                              | 558,177      | 395,195                             | 432,926      | 454,774             | 566,944      | 70,100                 | 47,205     | 354,682               | 396,426      | 123,399                 | 117,862    | 107,875                        | 215,264     |
| Wages & Benefits                              | 256,923                                         | 250,978      | 13,500        | 12,500     | 963,680                              | 1,088,822    | 807,605                             | 851,294      | 957,180             | 1,021,014    | 146,027                | 165,508    | 713,388               | 730,083      | 319,070                 | 395,462    | 236,888                        | 376,884     |
| Total Expenses                                | \$ 544,237                                      | \$ 561,282   | \$ 306,947    | \$ 210,500 | \$ 1,673,987                         | \$ 1,970,681 | \$ 1,415,520                        | \$ 1,527,477 | \$ 1,758,759        | \$ 2,024,857 | \$ 247,657             | \$ 259,536 | \$ 1,277,843          | \$ 1,374,678 | \$ 519,361              | \$ 618,549 | \$ 439,122                     | \$ 745,916  |
| Surplus / Deficiency<br>Prior to Amortization | \$ (26,571)                                     | \$ (0)       | \$ -          | \$ 0       | \$ 413,104                           | \$ 0         | \$ 143,415                          | \$ -         | \$ 337,893          | \$ 0         | \$ 50,000              | \$ 50,000  | \$ 93,282             | \$ (2)       | \$ 303,120              | \$ 303,118 | \$ 46,350                      | \$ 38,984   |
| Amortization Expense                          | 125,514                                         | 125,516      |               |            | 457,254                              | 457,257      | 412,299                             | 412,299      | 153,081             | 153,083      | 50,000                 | 50,000     | 172,359               | 172,363      | 303,120                 | 303,118    | 52,285                         | 77,969      |
| Net Income                                    | \$ (152,085)                                    | \$ (125,516) | \$ -          | \$ 0       | \$ (44,150)                          | \$ (457,257) | \$ (268,884)                        | \$ (412,299) | \$ 184,812          | \$ (153,083) | \$ 0                   | \$ 0       | \$ (79,077)           | \$ (172,365) | \$ -                    | \$ -       | \$ (5,935)                     | \$ (38,984) |

|                                               | Bow Valley Regional Transit Services Commission<br>All Routes - Actual vs Budget (pg 2/2)<br>January - September 2025 |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        |               |                |                |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------|------------|-----------------------------------------|--------------|-------------------------|------------|----------------------|-----------|------------------|-------------|----------------------|------------|----------------|--------|---------------|----------------|----------------|
|                                               | Rt 08 - LLB Regional<br>Winter (Extra parks bus)                                                                      |        | Rt 08S - LLB Regional<br>Summer Scenic |            | Rt 08X - LLB Regional<br>Summer Express |              | Rt 09 - Johnston Canyon |            | Rt 10 - Moraine Lake |           | Rt 11 - LL Local |             | Rt 12 - Grassi Lakes |            | Rt 12 - Winter |        | TOTAL         |                |                |
|                                               | Actual                                                                                                                | Budget | Actual                                 | Budget     | Actual                                  | Budget       | Actual                  | Budget     | Actual               | Budget    | Actual           | Budget      | Actual               | Budget     | Actual         | Budget | Actual        | Budget         | % of<br>Budget |
| Income                                        |                                                                                                                       |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        |               |                |                |
| Bus Pass Sales                                | 238,504                                                                                                               |        |                                        | 29,182     | 1,306,206                               | 1,115,724    | 188,512                 | 109,393    |                      | 0         | 35,030           | 53,036      | 35,822               |            |                |        | 4,042,051     | 3,635,407      | 111%           |
| Interest Revenue                              |                                                                                                                       |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        | 61,853        | 112,500        | 55%            |
| Marketing & Advertising Revenue               | 598                                                                                                                   |        |                                        |            | 1,262                                   |              | 38                      |            |                      |           |                  |             | 814                  |            |                |        | 37,895        | 46,190         | 82%            |
| Other Income                                  |                                                                                                                       |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        | 12,166        | 2,139          | 569%           |
| Partner Programs                              |                                                                                                                       |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        | 679,102       | 556,615        | 122%           |
| Recoveries - Operating (non-members)          | 136,607                                                                                                               |        |                                        | 51,989     | 322,767                                 | 514,952      | 223,453                 | 213,439    |                      | 0         | 51,437           |             |                      | 109,696    | 109,696        |        | 2,119,108     | 2,434,432      | 87%            |
| Requisitions - Operating                      |                                                                                                                       |        |                                        | 49,940     | 0                                       | 39,428       |                         | 205,026    |                      |           |                  | 112,727     | 112,728              | 118,133    | 118,133        |        | 5,404,206     | 5,690,211      | 95%            |
| Total Income                                  | \$ 375,709                                                                                                            | \$ -   | \$ -                                   | \$ 131,111 | \$ 1,630,235                            | \$ 1,670,104 | \$ 412,004              | \$ 527,858 | \$ -                 | \$ 86,467 | \$ 165,763       | \$ 148,550  | \$ 228,643           | \$ 227,829 | \$ -           | \$ -   | \$ 12,356,381 | \$ 12,477,494  | 99%            |
| Expenses                                      |                                                                                                                       |        |                                        |            |                                         |              |                         |            |                      |           |                  |             |                      |            |                |        |               |                |                |
| Advertising & Marketing Expenses              | 983                                                                                                                   |        | 0                                      | 2,277      | 1,938                                   | 6,780        | 589                     | 1,783      | 0                    | 213       | 303              | 905         | 642                  | 1,892      | 18             |        | 59,618        | 88,074         | 68%            |
| Contracted Services / Professional Fees       | 809                                                                                                                   |        | 0                                      | 1,754      | 12,758                                  | 18,863       | 2,490                   | 3,384      | 0                    | 209       | 562              | 374         | 719                  | 1,294      | 60             |        | 386,031       | 355,829        | 108%           |
| Fuel Expense                                  | 32,710                                                                                                                |        |                                        | 3,443      | 87,603                                  | 108,306      | 33,210                  | 25,462     | 0                    | 7,479     | 13,692           | 9,088       | 8,522                | 7,666      | 1,069          |        | 736,767       | 816,259        | 90%            |
| General Operating Expenses                    | 7,420                                                                                                                 |        |                                        | 3,173      | 41,570                                  | 37,777       | 5,717                   | 5,466      | 0                    | 1,178     | 553              | 717         | 342                  | 760        | 31             |        | 159,600       | 184,981        | 86%            |
| Infrastructure Maintenance                    | 870                                                                                                                   |        |                                        | 977        | 4,638                                   | 2,905        | 1,028                   | 765        | 0                    | 274       | 837              | 387         | 1,808                | 1,773      | 1,750          |        | 41,342        | 78,161         | 53%            |
| Insurance Expense                             | 4,118                                                                                                                 |        |                                        | 2,220      | 16,846                                  | 22,599       | 12,355                  | 8,878      |                      | 2,220     | 4,120            | 4,439       | 4,120                | 7,749      |                |        | 179,191       | 210,905        | 85%            |
| Software Fees & Licences                      | 5,497                                                                                                                 |        |                                        | 5,042      | 14,365                                  | 21,294       | 6,850                   | 8,603      | 0                    | 129       | 1,965            | 3,588       | 2,075                | 4,918      | 161            |        | 200,923       | 219,970        | 91%            |
| Transit storage facility                      | 1,425                                                                                                                 |        | 0                                      | 4,082      | 9,190                                   | 24,039       | 3,437                   | 5,090      | 0                    | 290       | 590              | 3,656       | 808                  | 4,500      | 110            |        | 104,963       | 184,646        | 57%            |
| Staff, Training, Travel & Meals               | 13,968                                                                                                                |        |                                        | 7,065      | 25,160                                  | 35,323       | 18,178                  | 32,111     | 0                    | 1,931     | 4,189            | 6,457       | 6,779                | 9,277      | 32             |        | 297,685       | 391,378        | 76%            |
| Vehicle Expenses                              | 71,762                                                                                                                |        |                                        | 11,356     | 228,137                                 | 281,172      | 111,690                 | 74,146     | 0                    | 15,433    | 43,360           | 38,969      | 43,353               | 47,126     | 2,549          |        | 2,525,484     | 2,821,756      | 90%            |
| Wages & Benefits                              | 153,299                                                                                                               |        | 0                                      | 39,721     | 854,484                                 | 962,645      | 212,632                 | 238,777    | 0                    | 43,811    | 71,084           | 79,970      | 78,728               | 90,878     | 3,669          |        | 5,788,158     | 6,348,344      | 91%            |
| Total Expenses                                | \$ 292,861                                                                                                            | \$ -   | \$ -                                   | \$ 81,110  | \$ 1,296,690                            | \$ 1,521,702 | \$ 408,176              | \$ 404,465 | \$ -                 | \$ 73,167 | \$ 141,257       | \$ 148,550  | \$ 147,896           | \$ 177,833 | \$ 9,448       | \$ -   | \$ 10,479,762 | \$ 11,700,302  | 90%            |
| Surplus / Deficiency<br>Prior to Amortization | \$ 82,847                                                                                                             | \$ -   | \$ -                                   | \$ 50,001  | \$ 333,545                              | \$ 148,401   | \$ 3,827                | \$ 123,393 | \$ -                 | \$ 13,300 | \$ 24,507        | \$ -        | \$ 80,747            | \$ 49,996  | \$ (9,448)     | \$ -   | \$ 1,876,618  | \$ 777,192     |                |
| Amortization Expense                          | 38,985                                                                                                                |        |                                        | 50,000     | 397,296                                 | 347,292      | 123,396                 | 123,396    | 0                    | 13,300    | 50,000           | 50,000      | 50,000               | 50,000     |                |        | 2,385,589     | 2,385,592      |                |
| Net Income                                    | \$ 43,862                                                                                                             | \$ -   | \$ -                                   | \$ 1       | \$ (63,751)                             | \$ (198,891) | \$ (119,569)            | \$ (3)     | \$ -                 | \$ -      | \$ (25,493)      | \$ (50,000) | \$ 30,747            | \$ (4)     | \$ (9,448)     | \$ -   | \$ (508,971)  | \$ (1,608,400) | \$ -           |

|                                               | Bow Valley Regional Transit Services Commission<br>All Routes - Actual vs Prior Year (pg 1/2)<br>January - September 2025 |                        |                   |                        |                                      |                        |                                     |                        |                     |                        |                        |                        |                          |                        |                            |                        |
|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------|-------------------|------------------------|--------------------------------------|------------------------|-------------------------------------|------------------------|---------------------|------------------------|------------------------|------------------------|--------------------------|------------------------|----------------------------|------------------------|
|                                               | Administrative                                                                                                            |                        | Calgary-Banff     |                        | Rt 01 - Banff Local<br>(Sulphur Mtn) |                        | Rt 02 - Banff Local<br>(Tunnel Mtn) |                        | Rt 03 - CB Regional |                        | Rt 04 - Cave and Basin |                        | Rt 05 - Canmore<br>Local |                        | Rt 06 - Lake<br>Minnewanka |                        |
|                                               | Jan - Sep<br>2025                                                                                                         | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025 | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025                    | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025                   | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025   | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025      | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025        | Jan - Sep<br>2024 (PY) | Jan - Sep<br>2025          | Jan - Sep<br>2024 (PY) |
| INCOME                                        |                                                                                                                           |                        |                   |                        |                                      |                        |                                     |                        |                     |                        |                        |                        |                          |                        |                            |                        |
| Bus Pass Sales                                | 0                                                                                                                         | 0                      |                   |                        | 300,560                              | 289,915                | 287,780                             | 235,173                | 1,280,354           | 1,209,309              | 20,294                 | 17,998                 | 0                        |                        | 38,344                     | 41,165                 |
| Interest Revenue                              | 61,853                                                                                                                    | 158,267                |                   |                        |                                      |                        |                                     |                        |                     |                        |                        |                        |                          |                        |                            |                        |
| Marketing & Advertising Revenue               | 124                                                                                                                       | 1,248                  |                   |                        | 8,923                                | 14,898                 | 7,250                               | 13,931                 | 10,920              | 13,293                 | 170                    | 0                      | 5,742                    | 9,402                  | 527                        | 0                      |
| Other Income                                  | 6,911                                                                                                                     | 30,334                 |                   |                        | 2,757                                | 17                     | 1,990                               | 17                     |                     |                        | 121                    |                        |                          |                        | 388                        |                        |
| Partner Programs                              |                                                                                                                           |                        |                   |                        | 496,773                              | 403,124                | 150,382                             | 158,294                | 3,768               | 2,988                  |                        |                        |                          |                        | 28,179                     | 28,448                 |
| Recoveries - Operating (non-members)          |                                                                                                                           |                        | 226,447           | 189,729                | 19,889                               | 18,617                 | 48,134                              | 36,534                 |                     |                        | 277,072                | 244,161                |                          |                        | 755,042                    | 834,138                |
| Requisitions - Operating                      | 448,779                                                                                                                   | 408,333                | 80,500            | 79,211                 | 1,258,191                            | 973,077                | 1,063,400                           | 843,322                | 801,610             | 455,436                |                        |                        | 1,365,384                | 1,212,411              |                            |                        |
| Total Income                                  | 517,666                                                                                                                   | 598,182                | 306,947           | 268,940                | 2,087,092                            | 1,699,649              | 1,558,935                           | 1,287,270              | 2,096,651           | 1,681,026              | 297,657                | 262,158                | 1,371,126                | 1,221,813              | 822,481                    | 903,751                |
| EXPENSES                                      |                                                                                                                           |                        |                   |                        |                                      |                        |                                     |                        |                     |                        |                        |                        |                          |                        |                            |                        |
| Advertising & Marketing Expenses              | 9,833                                                                                                                     | 3,991                  |                   |                        | 11,963                               | 10,647                 | 10,880                              | 9,407                  | 12,511              | 10,429                 | 613                    | 1,204                  | 7,346                    | 8,694                  | 1,271                      | 1,724                  |
| Contracted Services / Professional Fees       | 43,282                                                                                                                    | 45,900                 | 293,447           | 254,940                | 4,861                                | 4,387                  | 8,822                               | 4,002                  | 6,072               | 5,280                  | 1,202                  | 1,348                  | 7,912                    | 8,093                  | 1,679                      | 611,876                |
| Fuel Expense                                  | 896                                                                                                                       | 1,100                  |                   |                        | 94,261                               | 99,159                 | 77,828                              | 77,009                 | 194,785             | 202,052                | 7,493                  | 8,388                  | 102,679                  | 122,835                | 31,105                     | 1,867                  |
| General Operating Expenses                    | 49,585                                                                                                                    | 48,579                 |                   |                        | 8,306                                | 8,241                  | 7,574                               | 7,024                  | 18,613              | 17,990                 | 1,281                  | 1,337                  | 5,000                    | 5,044                  | 2,421                      | 2,591                  |
| Infrastructure Maintenance                    | 1,133                                                                                                                     | 914                    |                   |                        | 7,450                                | 6,322                  | 6,146                               | 6,015                  | 7,381               | 8,630                  | 1,241                  | 803                    | 2,751                    | 720                    | 2,851                      | 1,952                  |
| Insurance Expense                             | 29,237                                                                                                                    | 18,346                 |                   |                        | 28,196                               | 21,898                 | 21,654                              | 17,538                 | 20,778              | 17,103                 | 5,709                  | 4,278                  | 15,586                   | 17,906                 | 12,355                     | 12,683                 |
| Software Fees & Licences                      | 33,074                                                                                                                    | 30,773                 |                   |                        | 33,179                               | 26,367                 | 28,712                              | 23,931                 | 31,784              | 24,695                 | 3,956                  | 4,256                  | 23,455                   | 20,368                 | 7,911                      | 10,052                 |
| Staff, Training, Travel & Meals               | 57,212                                                                                                                    | 38,440                 |                   |                        | 6,910                                | 12,378                 | 5,630                               | 7,783                  | 6,609               | 6,957                  | 1,970                  | 3,155                  | 5,165                    | 5,659                  | 4,784                      | 2,860                  |
| Transit storage facility                      | 5,830                                                                                                                     | 4,837                  |                   |                        | 53,809                               | 56,129                 | 45,475                              | 49,731                 | 48,271              | 59,102                 | 8,066                  | 8,885                  | 39,879                   | 26,582                 | 12,515                     | 17,852                 |
| Vehicle Expenses                              | 57,234                                                                                                                    | 21,673                 |                   |                        | 461,373                              | 470,264                | 395,195                             | 420,318                | 454,774             | 454,180                | 70,100                 | 66,404                 | 354,682                  | 410,575                | 123,399                    | 68,776                 |
| Wages & Benefits                              | 256,923                                                                                                                   | 265,113                | 13,500            | 14,000                 | 963,680                              | 865,217                | 807,605                             | 757,781                | 957,180             | 836,692                | 146,027                | 149,244                | 713,388                  | 708,219                | 319,070                    | 90,986                 |
| Total Expenses                                | 544,237                                                                                                                   | 479,667                | 306,947           | 268,940                | 1,673,987                            | 1,581,008              | 1,415,520                           | 1,380,539              | 1,758,759           | 1,643,110              | 247,657                | 249,303                | 1,277,843                | 1,334,694              | 519,361                    | 823,219                |
| Surplus / Deficiency Prior to<br>Amortization | (26,571)                                                                                                                  | 118,516                | -                 | 0                      | 413,104                              | 118,641                | 143,415                             | (93,268)               | 337,893             | 37,916                 | 50,000                 | 12,856                 | 93,282                   | (112,881)              | 303,120                    | 80,533                 |
| Amortization Expense                          | 125,514                                                                                                                   | 77,856                 |                   |                        | 457,254                              | 344,754                | 412,299                             | 337,302                | 153,081             | 121,833                | 50,000                 | 32,904                 | 172,359                  | 134,865                | 303,120                    | 94,920                 |
| Net Income                                    | (152,085)                                                                                                                 | 40,660                 | -                 | 0                      | (44,150)                             | (226,113)              | (268,884)                           | (430,570)              | 184,812             | (83,917)               | 0                      | (20,048)               | (79,077)                 | (247,746)              | -                          | (14,387)               |

|                                            |                             |                     | Bow Valley Regional Transit Services Commission<br>All Routes - Actual vs Prior Year (pg 2/2)<br>January - September 2025 |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     |                |                     |              |
|--------------------------------------------|-----------------------------|---------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------|-------------------------|---------------------|----------------------|---------------------|------------------|---------------------|----------------------|---------------------|----------------|---------------------|----------------|---------------------|--------------|
|                                            | Rt 08 - LLB Regional Winter |                     | Rt 08 - LLB Regional Winter (Extra parks bus)                                                                             |                     | Rt 09 - Johnston Canyon |                     | Rt 10 - Moraine Lake |                     | Rt 11 - LL Local |                     | Rt 12 - Grassi Lakes |                     | Rt 12 - Winter |                     | TOTAL          |                     |              |
|                                            | Jan - Sep 2025              | Jan - Sep 2024 (PY) | Jan - Sep 2025                                                                                                            | Jan - Sep 2024 (PY) | Jan - Sep 2025          | Jan - Sep 2024 (PY) | Jan - Sep 2025       | Jan - Sep 2024 (PY) | Jan - Sep 2025   | Jan - Sep 2024 (PY) | Jan - Sep 2025       | Jan - Sep 2024 (PY) | Jan - Sep 2025 | Jan - Sep 2024 (PY) | Jan - Sep 2025 | Jan - Sep 2024 (PY) | Change       |
| INCOME                                     |                             |                     |                                                                                                                           |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     |                |                     |              |
| Bus Pass Sales                             | 328,462                     | 390,019             | 238,504                                                                                                                   | 129,087             | 188,512                 | 173,689             |                      | 42,127              | 53,036           | 44,846              |                      |                     |                |                     | 4,042,051      | 3,656,268           | 385,783      |
| Interest Revenue                           |                             |                     |                                                                                                                           |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     | 61,853         | 158,267             | -96,414      |
| Marketing & Advertising Revenue            | 1,528                       | 1,689               | 598                                                                                                                       |                     | 38                      | 97                  |                      |                     |                  | 0                   | 814                  | 187                 |                |                     | 37,895         | 55,285              | -17,391      |
| Other Income                               |                             |                     |                                                                                                                           |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     | 12,166         | 30,368              | -18,202      |
| Partner Programs                           |                             |                     |                                                                                                                           |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     | 679,102        | 592,853             | 86,249       |
| Recoveries - Operating (non-members)       |                             |                     | 136,607                                                                                                                   | 168,564             | 223,453                 | 194,328             |                      | 15,591              |                  | 0                   | 109,696              | 101,646             |                |                     | 2,119,108      | 2,076,420           | 42,688       |
| Requisitions - Operating                   | 155,482                     | 120,562             |                                                                                                                           |                     |                         |                     |                      |                     | 112,727          |                     | 118,133              | 106,065             |                |                     | 5,404,206      | 4,198,418           | 1,205,788    |
| Total Income                               | 485,472                     | 512,270             | 375,709                                                                                                                   | 297,651             | 412,004                 | 368,114             | -                    | 57,718              | \$ 165,763       | \$ 44,846           | \$ 228,643           | \$ 207,898          | \$ -           | \$ -                | \$ 12,356,381  | \$ 10,767,880       | \$ 1,588,501 |
| EXPENSES                                   |                             |                     |                                                                                                                           |                     |                         |                     |                      |                     |                  |                     |                      |                     |                |                     |                |                     | 0            |
| Advertising & Marketing Expenses           | 729                         | 614                 | 983                                                                                                                       | 315                 | 589                     | 646                 |                      | 19                  | 303              | 240                 | 642                  | 1,802               | 18             |                     | 59,618         | 51,957              | 7,661        |
| Contracted Services / Professional Fees    | 1,355                       | 1,716               | 809                                                                                                                       | 617                 | 2,490                   | 2,635               |                      | 115                 | 562              | 350                 | 719                  | 256                 | 60             |                     | 386,031        | 957,909             | -571,878     |
| Fuel Expense                               | 50,914                      | 56,084              | 32,710                                                                                                                    | 30,059              | 33,210                  | 37,839              | 8,154                | 13,692              | 14,745           | 8,522               | 4,098                | 1,069               |                |                     | 736,767        | 774,965             | -38,198      |
| General Operating Expenses                 | 11,186                      | 8,997               | 7,420                                                                                                                     | 3,558               | 5,717                   | 3,792               | 1,747                | 553                 | 550              | 342                 | 147                  | 31                  |                |                     | 159,600        | 144,121             | 15,478       |
| Infrastructure Maintenance                 | 1,458                       | 480                 | 870                                                                                                                       | 273                 | 1,028                   | 686                 | 1,144                | 837                 | 453              | 1,808               | 1,665                | 1,750               |                |                     | 41,342         | 36,571              | 4,771        |
| Insurance Expense                          | 4,118                       | 4,228               | 4,118                                                                                                                     | 4,228               | 12,355                  | 16,911              |                      |                     | 4,120            | 1,440               | 4,120                | 2,378               |                |                     | 179,191        | 152,005             | 27,186       |
| Software Fees & Licences                   | 7,940                       | 6,393               | 5,497                                                                                                                     | 3,713               | 6,850                   | 7,296               |                      | 536                 | 1,965            | 1,074               | 2,075                | 827                 | 161            |                     | 200,923        | 178,565             | 22,358       |
| Staff, Training, Travel & Meals            | 1,123                       | 931                 | 1,425                                                                                                                     | 453                 | 3,437                   | 3,010               |                      | 19                  | 590              | 2,522               | 808                  | 2,416               | 110            |                     | 104,963        | 103,248             | 1,715        |
| Transit storage facility                   | 15,535                      | 17,974              | 13,968                                                                                                                    | 15,355              | 18,178                  | 17,881              |                      | 316                 | 4,189            | 451                 | 6,779                | 5,889               | 32             |                     | 297,685        | 306,168             | -8,483       |
| Vehicle Expenses                           | 107,875                     | 116,548             | 71,762                                                                                                                    | 72,983              | 111,690                 | 116,891             |                      | 9,766               | 43,360           | 37,683              | 43,353               | 38,496              | 2,549          |                     | 2,525,484      | 2,548,504           | -23,020      |
| Wages & Benefits                           | 236,888                     | 201,610             | 153,299                                                                                                                   | 122,936             | 212,632                 | 221,299             |                      | 25,928              | 71,084           | 74,700              | 78,728               | 40,289              | 3,669          |                     | 5,788,158      | 5,176,311           | 611,846      |
| Total Expenses                             | 439,122                     | 415,574             | 292,861                                                                                                                   | 254,491             | 408,176                 | 428,885             | -                    | 47,744              | \$ 141,257       | \$ 134,208          | \$ 147,896           | \$ 98,265           | \$ 9,448       | \$ -                | \$ 10,479,762  | \$ 10,430,325       | \$ 49,437    |
| Surplus / Deficiency Prior to Amortization | 46,350                      | 96,696              | 82,847                                                                                                                    | 43,160              | 3,827                   | (60,771)            | -                    | 9,974               | \$ 24,507        | \$ (89,362)         | \$ 80,747            | \$ 109,634          | \$ (9,448)     | \$ -                | \$ 1,876,618   | \$ 337,554          | \$ 1,539,064 |
| Amortization Expense                       | 52,285                      | 40,470              | 38,985                                                                                                                    | 43,827              | 123,396                 | 145,748             | 0                    | 10,000.00           | 50,000.00        | 36,093.34           | 50,000.00            | 50,000.00           |                |                     | 2,385,589      | 1,880,311           |              |
| Net Income                                 | (5,935)                     | 56,226              | 43,862                                                                                                                    | (666)               | (119,569)               | (206,519)           | -                    | (26)                | (25,493)         | (125,456)           | 30,747               | 59,634              | (9,448)        | -                   | (508,971)      | (1,542,757)         | 1,033,786    |

11/19  
**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| All Routes                             | January - September 2025 |           |        |           |
|----------------------------------------|--------------------------|-----------|--------|-----------|
|                                        | 2025                     | 2025      | COMP   | 2024      |
|                                        | ACTUAL                   | BUDGET    | %      | ACTUAL    |
|                                        |                          |           |        |           |
| Revenue per Service Hour               | \$ 74.98                 | \$ 70.95  | 5.7%   | \$ 71.06  |
|                                        |                          |           |        |           |
| Gross Cost per Service Hour            | \$ 196.55                | \$ 213.68 | -8.0%  | \$ 195.71 |
| Direct Operating Cost per Service Hour | \$ 151.53                | \$ 171.46 | -11.6% | \$ 159.87 |
| Overhead per Service Hour              | \$ 7.48                  | \$ 6.57   | 13.9%  | \$ 4.79   |
| Lease/Amortization per Service Hour    | \$ 37.54                 | \$ 35.65  | 5.3%   | \$ 31.05  |
| Net Cost per Service Hour (CUTA)       | \$ 84.03                 | \$ 107.08 | -21.5% | \$ 93.60  |
| % Cost Recovery (CUTA)                 | 55%                      | 40%       |        | 43%       |
|                                        |                          |           |        |           |
| Gross cost per KM                      | \$ 7.28                  | \$ 7.43   |        | \$ 7.44   |
| Route KM                               | 1,715,206                | 1,904,658 |        | 1,592,636 |
|                                        |                          |           |        |           |
| Ridership                              | 2,505,255                | 2,411,034 | 3.9%   | 2,206,495 |
| Service Hours                          | 63,544                   | 66,185    | -4.0%  | 60,559    |
| Ridership per Service Hour             | 39                       | 36        | 8.2%   | 36        |

| Bow Valley Regional Transit Services Commission<br>Administrative |                 |                 |             |                 |                 |             |                 |                 |             |                  |                  |             |
|-------------------------------------------------------------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|------------------|------------------|-------------|
|                                                                   | Jan - Mar, 2025 |                 |             | Apr - Jun, 2025 |                 |             | Jul - Sep, 2025 |                 |             | Total            |                  |             |
|                                                                   | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual           | Budget           | % of Budget |
| <b>Income</b>                                                     |                 |                 |             |                 |                 |             |                 |                 |             |                  |                  |             |
| Interest Revenue                                                  | 14,961          | 37,500          | 40%         | 17,511          | 37,500          | 47%         | 29,381          | 37,500          | 78%         | 61,853           | 112,500          | 55%         |
| Marketing & Advertising Revenue                                   | 90              |                 |             | 50              |                 |             | (15)            |                 |             | 124              |                  |             |
| Other Income                                                      | 4,772           |                 |             | 1,145           |                 |             | 994             |                 |             | 6,911            |                  |             |
| Requisitions - Operating                                          | 222,720         | 222,720         | 100%        | 133,398         | 133,399         | 100%        | 92,661          | 92,663          | 100%        | 448,779          | 448,782          | 100%        |
| <b>Total Income</b>                                               | <b>242,542</b>  | <b>260,220</b>  | <b>93%</b>  | <b>152,103</b>  | <b>170,899</b>  | <b>89%</b>  | <b>123,020</b>  | <b>130,163</b>  | <b>95%</b>  | <b>517,666</b>   | <b>561,282</b>   | <b>92%</b>  |
| <b>Expenses</b>                                                   |                 |                 |             |                 |                 |             |                 |                 |             |                  |                  |             |
| Advertising & Marketing Expenses                                  | 4,615           |                 |             | 1,603           |                 |             | 3,614           |                 |             | 9,833            | -                |             |
| Contracted Services / Professional Fees                           | 10,069          | 30,622          | 33%         | 21,755          | 23,047          | 94%         | 11,458          | 23,047          | 50%         | 43,282           | 76,715           | 56%         |
| Fuel Expense                                                      | 364             | 125             |             | 494             | 125             |             | 38              | 125             |             | 896              |                  |             |
| General Operating Expenses                                        | 17,400          | 17,627          | 99%         | 16,002          | 17,627          | 91%         | 16,182          | 17,627          | 92%         | 49,585           | 52,880           | 94%         |
| Infrastructure Maintenance                                        | 351             | 53              |             | 225             | 53              |             | 557             | 53              |             | 1,133            | 159              |             |
| Insurance Expense                                                 | 10,132          | 7,594           | 133%        | 10,161          | 7,594           | 134%        | 8,943           | 7,594           | 118%        | 29,237           | 22,783           | 128%        |
| Software Fees & Licences                                          | 12,769          | 23,190          | 55%         | 9,927           | 23,190          | 43%         | 10,378          | 23,190          | 45%         | 33,074           | 69,570           | 48%         |
| Staff, Training, Travel & Meals                                   | 27,377          | 21,258          | 129%        | 19,267          | 21,258          | 91%         | 10,569          | 21,258          | 50%         | 57,212           | 63,775           | 90%         |
| Transit storage facility                                          | 2,732           | 1,766           | 155%        | 8,123           | 1,766           |             | (5,025)         | 1,766           |             | 5,830            | 5,299            | 110%        |
| Vehicle Expenses                                                  | 30,050          | 6,250           | 481%        | 17,640          | 6,250           | 282%        | 9,544           | 6,250           | 153%        | 57,234           | 18,750           | 305%        |
| Wages & Benefits                                                  | 143,651         | 151,735         | 95%         | 80,088          | 69,989          | 114%        | 33,184          | 29,253          | 113%        | 256,923          | 250,978          | 102%        |
| <b>Total Expenses</b>                                             | <b>259,511</b>  | <b>260,220</b>  | <b>100%</b> | <b>185,285</b>  | <b>170,899</b>  | <b>108%</b> | <b>99,441</b>   | <b>130,163</b>  | <b>76%</b>  | <b>544,237</b>   | <b>561,282</b>   | <b>97%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b>                 | <b>(16,968)</b> | <b>(0)</b>      |             | <b>(33,181)</b> | <b>(0)</b>      |             | <b>23,579</b>   | <b>(0)</b>      |             | <b>(26,571)</b>  | <b>(0)</b>       |             |
| Amortization Expense                                              | 41,838          | 41,839          | 100%        | 41,838          | 41,839          | 100%        | 41,838          | 41,839          | 100%        | 125,514          | 125,516          | 100%        |
| <b>Net Income</b>                                                 | <b>(58,806)</b> | <b>(41,839)</b> |             | <b>(75,019)</b> | <b>(41,839)</b> |             | <b>(18,259)</b> | <b>(41,839)</b> |             | <b>(152,085)</b> | <b>(125,516)</b> |             |

1) Interest less than budget. Lower interest rates, and higher capital balances resulting in more interest being allocated to Capital than operating.

2) Mostly promo charters, corresponding expense in Advertising expenses.

3) Contracted Services are below budget. Minimal contract services used.

4) Currently allocating for 1 MCI, and the 2 new cutaways to admin, which is more than budgeted.

5) More software allocated to routes than budgeted.

6) Mileage allowance not budgeted, and other staff expenses lower than budget to date

7) Currently includes building fixed cost allocation for 3 spare vehicles, will reassess this as the year goes on.

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

|                                                   | Jan - Mar, 2025  |                  |             | Apr - Jun, 2025 |                  |             | Jul - Sep, 2025 |                  |             | Total            |                  |             |
|---------------------------------------------------|------------------|------------------|-------------|-----------------|------------------|-------------|-----------------|------------------|-------------|------------------|------------------|-------------|
|                                                   | Actual           | Budget           | % of Budget | Actual          | Budget           | % of Budget | Actual          | Budget           | % of Budget | Actual           | Budget           | % of Budget |
| <b>Income</b>                                     |                  |                  |             |                 |                  |             |                 |                  |             |                  |                  |             |
| Bus Pass Sales                                    | 59,470           | 72,831           | 82%         | 98,794          | 107,923          | 92%         | 142,296         | 141,522          | 101%        | 300,560          | 322,276          | 93%         |
| Marketing & Advertising Revenue                   | 582              | 3,101            | 19%         | 4,292           | 4,593            | 93%         | 4,049           | 6,024            | 67%         | 8,923            | 13,718           | 65%         |
| Other Income                                      |                  | 247              | 0%          |                 | 367              | 0%          | 2,757           | 482              | 572%        | 2,757            | 1,096            | 252%        |
| Partner Programs                                  | 59,337           | 55,969           | 106%        | 143,120         | 126,082          | 114%        | 294,315         | 172,824          | 170%        | 496,773          | 354,876          | 140%        |
| Recoveries - Operating (non-members)              | 6,206            | 6,842            | 91%         | 6,842           | 6,842            |             | 6,842           | 6,842            |             | 19,889           | 20,526           | 97%         |
| Requisitions - Operating                          | 314,407          | 314,407          | 100%        | 415,798         | 415,798          | 100%        | 527,986         | 527,985          | 100%        | 1,258,191        | 1,258,189        | 100%        |
| <b>Total Income</b>                               | <b>440,001</b>   | <b>453,397</b>   | <b>97%</b>  | <b>668,846</b>  | <b>661,605</b>   | <b>101%</b> | <b>978,245</b>  | <b>855,679</b>   | <b>114%</b> | <b>2,087,092</b> | <b>1,970,681</b> | <b>106%</b> |
| <b>Expenses</b>                                   |                  |                  |             |                 |                  |             |                 |                  |             |                  |                  |             |
| Advertising & Marketing Expenses                  | 1,834            | 4,862            | 38%         | 5,933           | 7,206            | 82%         | 4,195           | 9,448            | 44%         | 11,963           | 21,516           | 56%         |
| Contracted Services / Professional Fees           | 1,823            | 3,208            | 57%         | 1,252           | 4,754            | 26%         | 1,787           | 6,237            | 29%         | 4,861            | 14,199           | 34%         |
| Fuel Expense                                      | 31,099           | 22,826           | 136%        | 24,898          | 33,832           | 74%         | 38,264          | 44,364           | 86%         | 94,261           | 101,022          | 93%         |
| General Operating Expenses                        | 2,374            | 2,989            | 79%         | 2,891           | 4,432            | 65%         | 3,041           | 5,809            | 52%         | 8,306            | 13,230           | 63%         |
| Infrastructure Maintenance                        | 1,703            | 2,793            | 61%         | 3,176           | 4,138            | 77%         | 2,571           | 5,425            | 47%         | 7,450            | 12,356           | 60%         |
| Insurance Expense                                 | 7,095            | 12,305           | 58%         | 9,859           | 12,305           | 80%         | 11,241          | 12,305           | 91%         | 28,196           | 36,915           | 76%         |
| Software Fees & Licences                          | 9,819            | 6,328            | 155%        | 9,674           | 9,379            | 103%        | 13,686          | 12,299           | 111%        | 33,179           | 28,006           | 118%        |
| Staff, Training, Travel & Meals                   | 1,075            | 4,486            | 24%         | 3,221           | 6,660            | 48%         | 2,614           | 8,731            | 30%         | 6,910            | 19,877           | 35%         |
| Transit storage facility                          | 20,115           | 17,306           | 116%        | 17,373          | 25,637           |             | 16,321          | 33,618           |             | 53,809           | 76,561           | 70%         |
| Vehicle Expenses                                  | 150,537          | 126,146          | 119%        | 165,786         | 186,920          | 89%         | 145,050         | 245,111          | 59%         | 461,373          | 558,177          | 83%         |
| Wages & Benefits                                  | 244,117          | 250,148          | 98%         | 329,797         | 366,342          | 90%         | 389,767         | 472,332          | 83%         | 963,680          | 1,088,822        | 89%         |
| <b>Total Expenses</b>                             | <b>471,590</b>   | <b>453,397</b>   | <b>104%</b> | <b>573,860</b>  | <b>661,605</b>   | <b>87%</b>  | <b>628,538</b>  | <b>855,679</b>   | <b>73%</b>  | <b>1,673,987</b> | <b>1,970,681</b> | <b>85%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b> | <b>(31,589)</b>  | <b>-</b>         |             | <b>94,986</b>   | <b>0</b>         |             | <b>349,707</b>  | <b>0</b>         |             | <b>413,104</b>   | <b>0</b>         |             |
| Amortization Expense                              | 152,418          | 152,419          | 100%        | 152,418         | 152,419          | 100%        | 152,418         | 152,419          | 100%        | 457,254          | 457,257          | 100%        |
| <b>Net Income</b>                                 | <b>(184,007)</b> | <b>(152,419)</b> |             | <b>(57,432)</b> | <b>(152,419)</b> |             | <b>197,289</b>  | <b>(152,419)</b> |             | <b>(44,150)</b>  | <b>(457,257)</b> |             |

Service hours under budget by 1,200, due to 1D not starting until June 27th instead of May 15th, and 1E hours operating as overload instead of fixed route.

- 1) Pass revenues less than budget for first half of the year. Due to service hour changes above.
- 2) Partner revenue over budget by \$140,000. New Caribou hotels were not included in budget numbers, and high Pursuit gondola revenues.
- 3) Insurance is under budget, new Novas arrived later than anticipated.
- 4) More software allocated to routes vs admin compared to budget to date, based on service hours
- 5) Staff expenses to date are \$80,000 under budget, so staff exp allocated to routes under budget.
- 6) To date utilities and R&M for transit storage facility are under budget by \$90,000. Costs increase over the winter, so this will likely be closer to budget numbers at the end of the year.
- 7) Vehicle R&M under budget to date by approximately \$300,000, so all year round routes under budget. More time for preventative maintenance over the winter, so some of the costs will be closer to budget by the end of the year, but still likely under budget
- 8) Most wage categories are under budget year to date, Rt 1 also under due to service hours being under budget

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 1 - Banff Local Sulphur Mtn</b> | <b>January - September 2025</b> |           |        |           |
|------------------------------------------|---------------------------------|-----------|--------|-----------|
|                                          | 2025                            | 2025      | COMP   | 2024      |
|                                          | ACTUAL                          | BUDGET    | %      | ACTUAL    |
|                                          |                                 |           |        |           |
| Revenue per Service Hour                 | \$ 63.91                        | \$ 50.00  | 27.8%  | \$ 58.84  |
|                                          |                                 |           |        |           |
| Gross Cost per Service Hour              | \$ 177.82                       | \$ 184.12 | -3.4%  | \$ 166.12 |
| Direct Operating Cost per Service Hour   | \$ 132.24                       | \$ 142.40 | -7.1%  | \$ 131.40 |
| Overhead per Service Hour                | \$ 7.48                         | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour      | \$ 38.10                        | \$ 34.94  | 9.0%   | \$ 29.94  |
| Net Cost per Service Hour (CUTA)         | \$ 75.81                        | \$ 99.18  | -23.6% | \$ 77.34  |
| % Cost Recovery (CUTA)                   | 46%                             | 34%       |        | 43%       |
|                                          |                                 |           |        |           |
| Gross cost per KM                        | \$ 12.78                        | \$ 12.52  |        | \$ 11.79  |
| Route KM                                 | 176,064                         | 203,540   |        | 169,592   |
|                                          |                                 |           |        |           |
| Ridership                                | 859,490                         | 834,688   | 3.0%   | 697,903   |
| Service Hours                            | 12,659                          | 13,839    | -8.5%  | 12,032    |
| Ridership per Service Hour               | 68                              | 60        | 12.6%  | 58        |

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

|                                                   | Jan - Mar, 2025  |                  |             | Apr - Jun, 2025  |                  |             | Jul - Sep, 2025 |                  |             | Total            |                  |             |   |
|---------------------------------------------------|------------------|------------------|-------------|------------------|------------------|-------------|-----------------|------------------|-------------|------------------|------------------|-------------|---|
|                                                   | Actual           | Budget           | % of Budget | Actual           | Budget           | % of Budget | Actual          | Budget           | % of Budget | Actual           | Budget           | % of Budget |   |
| <b>Income</b>                                     |                  |                  |             |                  |                  |             |                 |                  |             |                  |                  |             |   |
| Bus Pass Sales                                    | 47,590           | 67,377           | 71%         | 94,390           | 78,758           | 120%        | 145,800         | 90,296           | 161%        | 287,780          | 236,431          | 122%        | 1 |
| Marketing & Advertising Revenue                   | 571              | 3,727            | 15%         | 3,437            | 4,356            | 79%         | 3,242           | 4,994            | 65%         | 7,250            | 13,077           | 55%         |   |
| Other Income                                      |                  | 295              | 0%          |                  | 349              | 0%          | 1,990           | 399              | 499%        | 1,990            | 1,043            | 191%        |   |
| Partner Programs                                  | 48,014           | 55,402           | 87%         | 48,004           | 55,402           | 87%         | 54,365          | 55,402           | 98%         | 150,382          | 166,207          | 90%         | 1 |
| Recoveries - Operating (non-members)              | 12,178           | 15,773           | 77%         | 17,978           | 15,773           | 114%        | 17,978          | 15,773           | 114%        | 48,134           | 47,320           | 102%        |   |
| Requisitions - Operating                          | 294,248          | 294,247          | 100%        | 355,291          | 355,291          | 100%        | 413,861         | 413,861          | 100%        | 1,063,400        | 1,063,399        | 100%        |   |
| <b>Total Income</b>                               | <b>402,601</b>   | <b>436,822</b>   | <b>92%</b>  | <b>519,099</b>   | <b>509,929</b>   | <b>102%</b> | <b>637,236</b>  | <b>580,726</b>   | <b>110%</b> | <b>1,558,935</b> | <b>1,527,477</b> | <b>102%</b> |   |
| <b>Expenses</b>                                   |                  |                  |             |                  |                  |             |                 |                  |             |                  |                  |             |   |
| Advertising & Marketing Expenses                  | 1,813            | 5,530            | 33%         | 5,631            | 6,464            | 87%         | 3,436           | 7,413            | 46%         | 10,880           | 19,407           | 56%         |   |
| Contracted Services / Professional Fees           | 2,645            | 3,823            | 69%         | 4,573            | 4,464            | 102%        | 1,604           | 5,117            | 31%         | 8,822            | 13,404           | 66%         |   |
| Fuel Expense                                      | 30,860           | 20,115           | 153%        | 20,568           | 23,520           | 87%         | 26,399          | 26,966           | 98%         | 77,828           | 70,601           | 110%        | 2 |
| General Operating Expenses                        | 2,325            | 3,139            | 74%         | 2,679            | 3,671            | 73%         | 2,571           | 4,210            | 61%         | 7,574            | 11,020           | 69%         |   |
| Infrastructure Maintenance                        | 1,672            | 3,499            | 48%         | 2,520            | 4,073            | 62%         | 1,954           | 4,654            | 42%         | 6,146            | 12,226           | 50%         |   |
| Insurance Expense                                 | 5,683            | 9,364            | 61%         | 7,525            | 9,364            | 80%         | 8,446           | 9,364            | 90%         | 21,654           | 28,091           | 77%         | 3 |
| Software Fees & Licences                          | 9,152            | 5,833            | 157%        | 8,574            | 6,817            | 126%        | 10,986          | 7,816            | 141%        | 28,712           | 20,466           | 140%        | 4 |
| Staff, Training, Travel & Meals                   | 840              | 4,260            | 20%         | 2,561            | 4,986            | 51%         | 2,229           | 5,714            | 39%         | 5,630            | 14,960           | 38%         | 5 |
| Transit storage facility                          | 17,384           | 15,129           | 115%        | 14,610           | 17,681           | 83%         | 13,480          | 20,272           | 66%         | 45,475           | 53,082           | 86%         | 6 |
| Vehicle Expenses                                  | 140,196          | 123,373          | 114%        | 144,755          | 144,214          | 100%        | 110,244         | 165,339          | 67%         | 395,195          | 432,926          | 91%         | 7 |
| Wages & Benefits                                  | 237,955          | 242,757          | 98%         | 302,073          | 284,676          | 106%        | 267,577         | 323,861          | 83%         | 807,605          | 851,294          | 95%         | 8 |
| <b>Total Expenses</b>                             | <b>450,525</b>   | <b>436,822</b>   | <b>103%</b> | <b>516,069</b>   | <b>509,929</b>   | <b>101%</b> | <b>448,926</b>  | <b>580,726</b>   | <b>77%</b>  | <b>1,415,520</b> | <b>1,527,477</b> | <b>93%</b>  |   |
| <b>Surplus / Deficiency Prior to Amortization</b> | <b>(47,924)</b>  | <b>-</b>         |             | <b>3,030</b>     | <b>-</b>         |             | <b>188,310</b>  | <b>-</b>         |             | <b>143,415</b>   | <b>-</b>         |             |   |
| <b>Amortization Expense</b>                       | <b>137,433</b>   | <b>137,433</b>   | <b>100%</b> | <b>137,433</b>   | <b>137,433</b>   | <b>100%</b> | <b>137,433</b>  | <b>137,433</b>   | <b>100%</b> | <b>412,299</b>   | <b>412,299</b>   | <b>100%</b> |   |
| <b>Net Income</b>                                 | <b>(185,357)</b> | <b>(137,433)</b> |             | <b>(134,403)</b> | <b>(137,433)</b> |             | <b>50,877</b>   | <b>(137,433)</b> |             | <b>(268,884)</b> | <b>(412,299)</b> |             |   |

**Service hours consistent with budget**

- 1) Pass revenues and partner program combined approximately \$40,000 over budget due to ridership increases.
- 2) Fuel over budget. Less use of electric buses that budgeted proportion of service hours.
- 3) Insurance is under budget, new Novas arrived later than anticipated.
- 4) More software allocated to routes vs admin compared to budget to date, based on service hours
- 5) Staff expenses to date are \$80,000 under budget, so staff exp allocated to routes under budget.
- 6) To date utilities and R&M for transit storage facility are under budget by \$90,000. Costs increase over the winter, so this will likely be closer to budget numbers at the end of the year.
- 7) Vehicle R&M under budget to date by approximately \$300,000, so all year round routes under budget. More time for preventative maintenance over the winter, so some of the costs will be closer to budget by the end of the year, but still likely under budget
- 8) Most wage categories are under budget year to date,

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 2 - Banff Local Tunnel Mtn</b> | <b>January - September 2025</b> |           |        |           |
|-----------------------------------------|---------------------------------|-----------|--------|-----------|
|                                         | 2025                            | 2025      | COMP   | 2024      |
|                                         | ACTUAL                          | BUDGET    | %      | ACTUAL    |
|                                         |                                 |           |        |           |
| Revenue per Service Hour                | \$ 41.52                        | \$ 38.81  | 7.0%   | \$ 39.86  |
|                                         |                                 |           |        |           |
| Gross Cost per Service Hour             | \$ 179.09                       | \$ 189.32 | -5.4%  | \$ 174.15 |
| Direct Operating Cost per Service Hour  | \$ 131.37                       | \$ 142.25 | -7.6%  | \$ 135.08 |
| Overhead per Service Hour               | \$ 7.48                         | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour     | \$ 40.24                        | \$ 40.29  | -0.1%  | \$ 34.29  |
| Net Cost per Service Hour (CUTA)        | \$ 97.33                        | \$ 110.22 | -11.7% | \$ 100.00 |
| % Cost Recovery (CUTA)                  | 30%                             | 26%       |        | 29%       |
|                                         |                                 |           |        |           |
| Gross cost per KM                       | \$ 13.48                        | \$ 16.06  |        | \$ 12.91  |
| Route KM                                | 143,205                         | 126,607   |        | 137,865   |
|                                         |                                 |           |        |           |
| Ridership                               | 664,723                         | 643,506   | 3.3%   | 609,326   |
| Service Hours                           | 10,775                          | 10,738    | 0.3%   | 10,220    |
| Ridership per Service Hour              | 62                              | 60        | 2.9%   | 60        |

**Bow Valley Regional Transit Services Commission**  
**Route 3 - Canmore / Banff Regional**

|                                                   | Jan - Mar, 2025 |                 |             | Apr - Jun, 2025 |                 |             | Jul - Sep, 2025 |                 |             | Total            |                  |             |   |
|---------------------------------------------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|------------------|------------------|-------------|---|
|                                                   | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual           | Budget           | % of Budget |   |
| <b>Income</b>                                     |                 |                 |             |                 |                 |             |                 |                 |             |                  |                  |             |   |
| Bus Pass Sales                                    | 330,867         | 398,638         | 83%         | 440,756         | 403,067         | 109%        | 508,730         | 407,497         | 125%        | 1,280,354        | 1,209,202        | 106%        | 1 |
| Marketing & Advertising Revenue                   | 2,660           | 3,336           | 80%         | 4,011           | 3,367           | 119%        | 4,248           | 3,404           | 125%        | 10,920           | 10,107           | 108%        |   |
| Partner Programs                                  | 916             | 1,313           | 70%         | 1,288           | 1,313           | 98%         | 1,564           | 1,313           | 119%        | 3,768            | 3,938            | 96%         |   |
| Requisitions - Operating                          | 264,506         | 264,506         | 100%        | 268,416         | 268,417         | 100%        | 268,688         | 268,687         | 100%        | 801,610          | 801,611          | 100%        |   |
| <b>Total Income</b>                               | <b>598,950</b>  | <b>667,792</b>  | <b>90%</b>  | <b>714,471</b>  | <b>676,164</b>  | <b>106%</b> | <b>783,231</b>  | <b>680,901</b>  | <b>115%</b> | <b>2,096,651</b> | <b>2,024,857</b> | <b>104%</b> |   |
| <b>Expenses</b>                                   |                 |                 |             |                 |                 |             |                 |                 |             |                  |                  |             |   |
| Advertising & Marketing Expenses                  | 1,972           | 4,821           | 41%         | 7,443           | 4,878           | 153%        | 3,096           | 4,932           | 63%         | 12,511           | 14,631           | 86%         |   |
| Contracted Services / Professional Fees           | 1,979           | 2,627           | 75%         | 1,985           | 2,677           | 74%         | 2,108           | 2,705           | 78%         | 6,072            | 8,009            | 76%         |   |
| Fuel Expense                                      | 68,877          | 78,411          | 88%         | 60,317          | 79,279          | 76%         | 65,591          | 80,150          | 82%         | 194,785          | 237,840          | 82%         | 2 |
| General Operating Expenses                        | 4,852           | 10,772          | 45%         | 7,263           | 10,890          | 67%         | 6,498           | 11,010          | 59%         | 18,613           | 32,672           | 57%         | 3 |
| Infrastructure Maintenance                        | 2,483           | 7,751           | 32%         | 3,232           | 7,838           | 41%         | 1,666           | 7,924           | 21%         | 7,381            | 23,513           | 31%         | 4 |
| Insurance Expense                                 | 6,926           | 8,158           | 85%         | 6,926           | 8,158           | 85%         | 6,926           | 8,158           | 85%         | 20,778           | 24,474           | 85%         |   |
| Software Fees & Licences                          | 10,168          | 4,834           | 210%        | 10,039          | 4,875           | 206%        | 11,578          | 4,929           | 235%        | 31,784           | 14,638           | 217%        | 5 |
| Staff, Training, Travel & Meals                   | 948             | 4,200           | 23%         | 2,887           | 4,259           | 68%         | 2,773           | 4,306           | 64%         | 6,609            | 12,765           | 52%         | 6 |
| Transit storage facility                          | 18,924          | 22,535          | 84%         | 15,488          | 22,786          | 68%         | 13,859          | 23,036          | 60%         | 48,271           | 68,357           | 71%         | 7 |
| Vehicle Expenses                                  | 188,336         | 186,898         | 101%        | 160,448         | 188,985         | 85%         | 105,990         | 191,061         | 55%         | 454,774          | 566,944          | 80%         | 8 |
| Wages & Benefits                                  | 310,019         | 336,785         | 92%         | 361,568         | 341,539         | 106%        | 285,592         | 342,690         | 83%         | 957,180          | 1,021,014        | 94%         | 9 |
| <b>Total Expenses</b>                             | <b>615,485</b>  | <b>667,792</b>  | <b>92%</b>  | <b>637,598</b>  | <b>676,164</b>  | <b>94%</b>  | <b>505,676</b>  | <b>680,901</b>  | <b>74%</b>  | <b>1,758,759</b> | <b>2,024,857</b> | <b>87%</b>  |   |
| <b>Surplus / Deficiency Prior to Amortization</b> | <b>(16,535)</b> | <b>0</b>        |             | <b>76,873</b>   | <b>0</b>        |             | <b>277,554</b>  | <b>-</b>        |             | <b>337,893</b>   | <b>0</b>         |             |   |
| Amortization Expense                              | 51,027          | 51,028          | 100%        | 51,027          | 51,028          | 100%        | 51,027          | 51,028          | 100%        | 153,081          | 153,083          | 100%        |   |
| <b>Net Income</b>                                 | <b>(67,562)</b> | <b>(51,027)</b> |             | <b>25,846</b>   | <b>(51,028)</b> |             | <b>226,527</b>  | <b>(51,028)</b> |             | <b>184,812</b>   | <b>(153,083)</b> |             |   |

Service hours 400 less than budget to date, 3C full day not starting till May 16th with summer service.

- 1) Pass revenues over budget despite service hours due to ridership increases
- 2) Fuel under budget. Less service hours than budgeted, and using 1 electric bus on this route, so seeing costs savings here.
- 3) Under budget, less moneris fees than budgeted, majority of revenues come from sources where moneris is not charged. But 2025 budget calculates as a flat % of total revenue.
- 4) Infrastructure maintenance is under budget but based on actual expenses.
- 5) More software allocated to routes vs admin compared to budget to date, based on service hours
- 6) Staff expenses to date are \$80,000 under budget, so staff exp allocated to routes under budget.
- 7) To date utilities and R&M for transit storage facility are under budget by \$90,000. Costs increase over the winter, so this will likely be closer to budget numbers at the end of the year.
- 8) Vehicle R&M under budget to date by approximately \$300,000, so all year round routes under budget. More time for preventative maintenance over the winter, so some of the costs will be closer to budget by the end of the year, but still likely under budget
- 9) Most wage categories are under budget year to date, Rt 3 also under due to service hours being under budget

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 3 - Canmore / Banff Regional</b> | <b>January - September 2025</b> |               |             |               |
|-------------------------------------------|---------------------------------|---------------|-------------|---------------|
|                                           | <b>2025</b>                     | <b>2025</b>   | <b>COMP</b> | <b>2024</b>   |
|                                           | <b>ACTUAL</b>                   | <b>BUDGET</b> | <b>%</b>    | <b>ACTUAL</b> |
|                                           |                                 |               |             |               |
| Revenue per Service Hour                  | \$ 104.86                       | \$ 95.85      | 9.4%        | \$ 109.04     |
|                                           |                                 |               |             |               |
| Gross Cost per Service Hour               | \$ 164.26                       | \$ 179.33     | -8.4%       | \$ 163.09     |
| Direct Operating Cost per Service Hour    | \$ 142.41                       | \$ 158.65     | -10.2%      | \$ 146.18     |
| Overhead per Service Hour                 | \$ 7.48                         | \$ 6.78       | 10.3%       | \$ 4.79       |
| Lease/Amortization per Service Hour       | \$ 14.37                        | \$ 13.89      | 3.5%        | \$ 12.12      |
| Net Cost per Service Hour (CUTA)          | \$ 45.03                        | \$ 69.59      | -35.3%      | \$ 41.93      |
| % Cost Recovery (CUTA)                    | 70%                             | 58%           |             | 72%           |
|                                           |                                 |               |             |               |
| Gross cost per KM                         | \$ 4.16                         | \$ 3.79       |             | \$ 4.08       |
| Route KM                                  | 487,258                         | 604,078       |             | 449,002       |
|                                           |                                 |               |             |               |
| Ridership                                 | 298,215                         | 272,505       | 9.4%        | 257,113       |
| Service Hours                             | 12,350                          | 12,763        | -3.2%       | 11,240        |
| Ridership per Service Hour                | 24                              | 21            | 13.1%       | 23            |

| Bow Valley Regional Transit Services Commission<br>Route 4 - Cave & Basin |                 |               |             |                 |                |             |                 |                |             |                |                |             |
|---------------------------------------------------------------------------|-----------------|---------------|-------------|-----------------|----------------|-------------|-----------------|----------------|-------------|----------------|----------------|-------------|
|                                                                           | Jan - Mar, 2025 |               |             | Apr - Jun, 2025 |                |             | Jul - Sep, 2025 |                |             | Total          |                |             |
|                                                                           | Actual          | Budget        | % of Budget | Actual          | Budget         | % of Budget | Actual          | Budget         | % of Budget | Actual         | Budget         | % of Budget |
| <b>Income</b>                                                             |                 |               |             |                 |                |             |                 |                |             |                |                |             |
| Bus Pass Sales                                                            |                 |               |             | 5,652           | 3,407          | 166%        | 14,642          | 6,489          | 226%        | 20,294         | 9,896          | 205%        |
| Marketing & Advertising Revenue                                           |                 |               |             | 41              |                |             | 129             |                |             | 170            | -              |             |
| Other Income                                                              |                 |               |             |                 |                |             | 121             |                |             | 121            |                |             |
| Recoveries - Operating (non-members)                                      | 28,488          | 21,675        | 131%        | 106,711         | 104,423        | 102%        | 141,873         | 173,542        | 82%         | 277,072        | 299,640        | 92%         |
| <b>Total Income</b>                                                       | <b>28,488</b>   | <b>21,675</b> | <b>131%</b> | <b>112,404</b>  | <b>107,830</b> | <b>104%</b> | <b>156,765</b>  | <b>180,031</b> | <b>87%</b>  | <b>297,657</b> | <b>309,536</b> | <b>96%</b>  |
| <b>Expenses</b>                                                           |                 |               |             |                 |                |             |                 |                |             |                |                |             |
| Advertising & Marketing Expenses                                          |                 |               |             | 273             | 593            | 46%         | 340             | 1,129          | 30%         | 613            | 1,722          | 36%         |
| Contracted Services / Professional Fees                                   |                 | 1,000         | 0%          | 950             | 399            | 238%        | 252             | 755            | 33%         | 1,202          | 2,154          | 56%         |
| General Operating Expenses                                                | 254             |               |             | 441             | 611            | 72%         | 587             | 1,169          | 50%         | 1,281          | 1,780          | 72%         |
| Infrastructure Maintenance                                                |                 |               |             | 869             | 581            | 150%        | 371             | 1,108          | 34%         | 1,241          | 1,689          | 73%         |
| Insurance Expense                                                         | 1,903           | 2,066         | 92%         | 1,903           | 2,066          | 92%         | 1,903           | 2,066          | 92%         | 5,709          | 6,198          | 92%         |
| Software Fees & Licences                                                  | 642             |               |             | 1,008           | 3,125          | 32%         | 2,306           | 5,957          | 39%         | 3,956          | 9,082          | 44%         |
| Staff, Training, Travel & Meals                                           | 129             |               |             | 1,209           | 1,523          | 79%         | 632             | 2,883          | 22%         | 1,970          | 4,406          | 45%         |
| Transit storage facility                                                  | 2,628           |               |             | 2,697           | 4,865          | 55%         | 2,740           | 9,264          |             | 8,066          | 14,129         | 57%         |
| Vehicle Expenses                                                          | 15,875          | 6,000         | 265%        | 27,091          | 15,499         | 175%        | 27,135          | 25,706         | 106%        | 70,100         | 47,205         | 149%        |
| Wages & Benefits                                                          | 6,913           | 12,609        | 55%         | 60,400          | 57,868         | 104%        | 78,714          | 95,031         | 83%         | 146,027        | 165,508        | 88%         |
| <b>Total Expenses</b>                                                     | <b>28,344</b>   | <b>21,675</b> | <b>131%</b> | <b>98,912</b>   | <b>89,080</b>  | <b>111%</b> | <b>120,401</b>  | <b>148,781</b> | <b>81%</b>  | <b>247,657</b> | <b>259,536</b> | <b>95%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b>                         | <b>145</b>      | <b>0</b>      |             | <b>13,492</b>   | <b>18,750</b>  |             | <b>36,364</b>   | <b>31,250</b>  |             | <b>50,000</b>  | <b>50,000</b>  |             |
| Amortization Expense                                                      |                 |               |             | 18,750          | 18,750         | 100%        | 31,250          | 31,250         | 100%        | 50,000         | 50,000         | 100%        |
| <b>Net Income</b>                                                         | <b>145</b>      | <b>0</b>      |             | <b>(5,258)</b>  | <b>0</b>       |             | <b>5,114</b>    | <b>-</b>       |             | <b>(0)</b>     | <b>0</b>       |             |

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**Service hours consistent with budget**

1) Recoveries based on actual net expenses.

2) Vehicle expenses are over budget to date. Allocating fixed building costs for Hawk facility by buses per route.

# **Bow Valley Regional Transit Services Commission** **2025 Jan-Sep KPIs**

| Route 4 - Cave & Basin                 | January - September 2025 |           |        |           |
|----------------------------------------|--------------------------|-----------|--------|-----------|
|                                        | 2025                     | 2025      | COMP   | 2024      |
|                                        | ACTUAL                   | BUDGET    | %      | ACTUAL    |
|                                        |                          |           |        |           |
| Revenue per Service Hour               | \$ 15.53                 | \$ 7.59   | 104.7% | \$ 16.41  |
|                                        |                          |           |        |           |
| Gross Cost per Service Hour            | \$ 234.06                | \$ 246.05 | -4.9%  | \$ 263.44 |
| Direct Operating Cost per Service Hour | \$ 186.88                | \$ 199.03 | -6.1%  | \$ 227.36 |
| Overhead per Service Hour              | \$ 7.48                  | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour    | \$ 39.70                 | \$ 40.24  | -1.3%  | \$ 31.29  |
| Net Cost per Service Hour (CUTA)       | \$ 178.82                | \$ 198.22 | -9.8%  | \$ 215.73 |
| % Cost Recovery (CUTA)                 | 8%                       | 4%        |        | 7%        |
|                                        |                          |           |        |           |
| Gross cost per KM                      | \$ 20.47                 | \$ 31.29  |        | \$ 20.52  |
| Route KM                               | 15,156                   | 10,253    |        | 14,080    |
|                                        |                          |           |        |           |
| Ridership                              | 28,086                   | 33,810    | -16.9% | 22,132    |
| Service Hours                          | 1,325                    | 1,304     | 1.6%   | 1,097     |
| Ridership per Service Hour             | 21                       | 26        | -18.3% | 20        |

| Bow Valley Regional Transit Services Commission<br>Route 5 - Canmore Local |                 |          |             |                 |          |             |                 |          |             |           |           |             |
|----------------------------------------------------------------------------|-----------------|----------|-------------|-----------------|----------|-------------|-----------------|----------|-------------|-----------|-----------|-------------|
|                                                                            | Jan - Mar, 2025 |          |             | Apr - Jun, 2025 |          |             | Jul - Sep, 2025 |          |             | Total     |           |             |
|                                                                            | Actual          | Budget   | % of Budget | Actual          | Budget   | % of Budget | Actual          | Budget   | % of Budget | Actual    | Budget    | % of Budget |
| Income                                                                     |                 |          |             |                 |          |             |                 |          |             |           |           |             |
| Marketing & Advertising Revenue                                            | 1,067           | 3,096    | 34%         | 3,069           | 3,096    | 99%         | 1,606           | 3,096    | 52%         | 5,742     | 9,288     | 62%         |
| Other Income                                                               |                 |          |             |                 |          |             |                 |          |             | -         | -         |             |
| Requisitions - Operating                                                   | 449,640         | 449,641  | 100%        | 456,057         | 456,058  | 100%        | 459,687         | 459,688  | 100%        | 1,365,384 | 1,365,388 | 100%        |
| Total Income                                                               | 450,707         | 452,737  | 100%        | 459,126         | 459,154  | 100%        | 461,293         | 462,784  | 100%        | 1,371,126 | 1,374,676 | 100%        |
| Expenses                                                                   |                 |          |             |                 |          |             |                 |          |             |           |           |             |
| Advertising & Marketing Expenses                                           | 1,389           | 3,641    | 38%         | 3,480           | 3,680    | 95%         | 2,477           | 3,721    | 67%         | 7,346     | 11,042    | 67%         |
| Contracted Services / Professional Fees                                    | 2,847           | 3,475    | 82%         | 2,853           | 3,514    | 81%         | 2,212           | 3,551    | 62%         | 7,912     | 10,540    | 75%         |
| Fuel Expense                                                               | 42,999          | 38,779   | 111%        | 32,478          | 39,212   | 83%         | 27,202          | 39,643   | 69%         | 102,679   | 117,634   | 87%         |
| General Operating Expenses                                                 | 2,244           | 2,424    | 93%         | 1,388           | 2,449    | 57%         | 1,368           | 2,477    | 55%         | 5,000     | 7,350     | 68%         |
| Infrastructure Maintenance                                                 | 148             | 4,735    | 3%          | 1,562           | 4,792    | 33%         | 1,041           | 4,844    | 21%         | 2,751     | 14,371    | 19%         |
| Insurance Expense                                                          | 4,427           | 7,381    | 60%         | 5,349           | 7,381    | 72%         | 5,809           | 7,381    | 79%         | 15,586    | 22,144    | 70%         |
| Software Fees & Licences                                                   | 7,935           | 4,887    | 162%        | 6,704           | 4,940    | 136%        | 8,816           | 4,996    | 176%        | 23,455    | 14,823    | 158%        |
| Staff, Training, Travel & Meals                                            | 762             | 4,441    | 17%         | 2,240           | 4,491    | 50%         | 2,163           | 4,539    | 48%         | 5,165     | 13,471    | 38%         |
| Transit storage facility                                                   | 13,264          | 12,131   | 109%        | 13,315          | 12,264   | 109%        | 13,300          | 12,399   | 107%        | 39,879    | 36,794    | 108%        |
| Vehicle Expenses                                                           | 137,630         | 130,689  | 105%        | 127,934         | 132,142  | 97%         | 89,117          | 133,595  | 67%         | 354,682   | 396,426   | 89%         |
| Wages & Benefits                                                           | 237,736         | 240,156  | 99%         | 265,493         | 244,289  | 109%        | 210,160         | 245,638  | 86%         | 713,388   | 730,083   | 98%         |
| Total Expenses                                                             | 451,381         | 452,739  | 100%        | 462,797         | 459,154  | 101%        | 363,666         | 462,784  | 79%         | 1,277,843 | 1,374,678 | 93%         |
| Surplus / Deficiency Prior to Amortization                                 | (673)           | (2)      |             | (3,671)         | -        |             | 97,627          | -        |             | 93,282    | (2)       |             |
| Amortization Expense                                                       | 57,453          | 57,454   | 100%        | 57,453          | 57,454   | 100%        | 57,453          | 57,454   | 100%        | 172,359   | 172,363   | 100%        |
| Net Income                                                                 | (58,126)        | (57,456) |             | (61,124)        | (57,454) |             | 40,174          | (57,454) |             | (79,077)  | (172,365) |             |

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#### Service hours consistent with budget

- 1) Fuel under budget. But based on actual expenses to date.
- 2) Infrastructure maintenance is under budget but based on actual expenses.
- 3) More software allocated to routes vs admin compared to budget to date, based on service hours
- 4) Staff expenses to date are \$80,000 under budget, so staff exp allocated to routes under budget.
- 5) Vehicle R&M under budget to date by approximately \$300,000, so all year round routes under budget. More time for preventative maintenance over the winter, so some of the costs will be closer to budget by the end of the year, but still likely under budget
- 6) Most wage categories are under budget year to date

# **Bow Valley Regional Transit Services Commission** **2025 Jan-Sep KPIs**

| Route 5 - Canmore Local                | January - September 2025 |           |        |           |
|----------------------------------------|--------------------------|-----------|--------|-----------|
|                                        | 2025                     | 2025      | COMP   | 2024      |
|                                        | ACTUAL                   | BUDGET    | %      | ACTUAL    |
|                                        |                          |           |        |           |
| Revenue per Service Hour               | \$ 0.57                  | \$ 0.95   | -39.4% | \$ 0.93   |
|                                        |                          |           |        |           |
| Gross Cost per Service Hour            | \$ 154.00                | \$ 166.09 | -7.3%  | \$ 151.19 |
| Direct Operating Cost per Service Hour | \$ 127.36                | \$ 139.87 | -8.9%  | \$ 131.80 |
| Overhead per Service Hour              | \$ 7.48                  | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour    | \$ 19.15                 | \$ 19.43  | -1.4%  | \$ 14.60  |
| Net Cost per Service Hour (CUTA)       | \$ 134.27                | \$ 145.71 | -7.8%  | \$ 135.66 |
| % Cost Recovery (CUTA)                 | 0%                       | 1%        |        | 1%        |
|                                        |                          |           |        |           |
| Gross cost per KM                      | \$ 7.23                  | \$ 6.74   |        | \$ 6.80   |
| Route KM                               | 213,612                  | 242,078   |        | 225,025   |
|                                        |                          |           |        |           |
| Ridership                              | 282,168                  | 246,274   | 14.6%  | 272,762   |
| Service Hours                          | 10,033                   | 9,828     | 2.1%   | 10,126    |
| Ridership per Service Hour             | 28                       | 25        | 12.2%  | 27        |

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

|                                                   | Jan - Mar, 2025 |               |             | Apr - Jun, 2025 |                |             | Jul - Sep, 2025 |                |             | Total          |                |             |
|---------------------------------------------------|-----------------|---------------|-------------|-----------------|----------------|-------------|-----------------|----------------|-------------|----------------|----------------|-------------|
|                                                   | Actual          | Budget        | % of Budget | Actual          | Budget         | % of Budget | Actual          | Budget         | % of Budget | Actual         | Budget         | % of Budget |
| <b>Income</b>                                     |                 |               |             |                 |                |             |                 |                |             |                |                |             |
| Bus Pass Sales                                    |                 |               |             | 11,075          | 13,914         | 80%         | 27,269          | 27,224         | 100%        | 38,344         | 41,138         | 93%         |
| Marketing & Advertising Revenue                   |                 |               |             | 118             |                |             | 409             |                |             | 527            | -              |             |
| Other Income                                      |                 |               |             |                 |                |             | 388             |                |             | 388            |                |             |
| Partner Programs                                  |                 |               |             | 6,922           | 11,848         | 58%         | 21,257          | 19,747         | 108%        | 28,179         | 31,595         | 89%         |
| Recoveries - Operating (non-members)              | 50,633          | 43,453        | 117%        | 265,792         | 298,010        | 89%         | 438,617         | 507,471        | 86%         | 755,042        | 848,934        | 89%         |
| <b>Total Income</b>                               | <b>50,633</b>   | <b>43,453</b> | <b>117%</b> | <b>283,908</b>  | <b>323,772</b> | <b>88%</b>  | <b>487,941</b>  | <b>554,442</b> | <b>88%</b>  | <b>822,481</b> | <b>921,667</b> | <b>89%</b>  |
| <b>Expenses</b>                                   |                 |               |             |                 |                |             |                 |                |             |                |                |             |
| Advertising & Marketing Expenses                  |                 | 0             |             | 487             | 1,032          | 47%         | 784             | 2,020          | 39%         | 1,271          | 3,052          | 42%         |
| Contracted Services / Professional Fees           | 0               | 1,200         | 0%          | 1,080           | 877            | 123%        | 599             | 1,714          | 35%         | 1,679          | 3,791          | 44%         |
| Fuel Expense                                      | 0               | 0             |             | 6,805           | 11,207         | 61%         | 24,300          | 21,927         | 111%        | 31,105         | 33,134         | 94%         |
| General Operating Expenses                        | 386             | 0             |             | 809             | 1,450          | 56%         | 1,226           | 2,839          | 43%         | 2,421          | 4,289          | 56%         |
| Infrastructure Maintenance                        |                 | 0             |             | 1,443           | 1,169          | 123%        | 1,408           | 2,288          | 62%         | 2,851          | 3,457          | 82%         |
| Insurance Expense                                 | 4,118           | 4,439         | 93%         | 4,118           | 4,439          | 93%         | 4,118           | 4,439          | 93%         | 12,355         | 13,317         | 93%         |
| Software Fees & Licences                          | 1,389           | 0             |             | 2,101           | 4,814          | 44%         | 4,421           | 9,415          | 47%         | 7,911          | 14,229         | 56%         |
| Staff, Training, Travel & Meals                   | 312             | 0             |             | 2,914           | 2,967          | 98%         | 1,558           | 5,795          | 27%         | 4,784          | 8,762          | 55%         |
| Transit storage facility                          | 3,943           | 0             |             | 4,195           | 7,169          | 59%         | 4,377           | 14,025         |             | 12,515         | 21,194         | 59%         |
| Vehicle Expenses                                  | 23,812          | 9,000         | 265%        | 43,272          | 38,805         | 112%        | 56,315          | 70,057         | 80%         | 123,399        | 117,862        | 105%        |
| Wages & Benefits                                  | 16,084          | 28,814        | 56%         | 113,024         | 136,174        | 83%         | 189,962         | 230,474        | 82%         | 319,070        | 395,462        | 81%         |
| <b>Total Expenses</b>                             | <b>50,044</b>   | <b>43,453</b> | <b>115%</b> | <b>180,249</b>  | <b>210,103</b> | <b>86%</b>  | <b>289,067</b>  | <b>364,993</b> | <b>79%</b>  | <b>519,361</b> | <b>618,549</b> | <b>84%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b> | <b>588</b>      | <b>-</b>      |             | <b>103,658</b>  | <b>113,669</b> |             | <b>198,873</b>  | <b>189,449</b> |             | <b>303,120</b> | <b>303,118</b> |             |
| Amortization Expense                              |                 |               |             | 113,670         | 113,669        | 100%        | 189,450         | 189,449        | 100%        | 303,120        | 303,118        | 100%        |
| <b>Net Income</b>                                 | <b>588</b>      | <b>-</b>      |             | <b>(10,012)</b> | <b>-</b>       |             | <b>9,423</b>    | <b>-</b>       |             | <b>(0)</b>     | <b>-</b>       |             |

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Service hours 370 less than budget to date, 6B did not start until June 27th.

1) Recoveries based on actual net expenses, most expenses under budget due to service hours.

2) Vehicle expenses are over budget to date. Allocating fixed building costs for Hawk facility by buses per route.

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 6 - Lake Minnewanka</b>       | <b>January - September 2025</b> |               |             |               |
|----------------------------------------|---------------------------------|---------------|-------------|---------------|
|                                        | <b>2025</b>                     | <b>2025</b>   | <b>COMP</b> | <b>2024</b>   |
|                                        | <b>ACTUAL</b>                   | <b>BUDGET</b> | <b>%</b>    | <b>ACTUAL</b> |
|                                        |                                 |               |             |               |
| Revenue per Service Hour               | \$ 24.49                        | \$ 23.25      | 5.3%        | \$ 24.33      |
|                                        |                                 |               |             |               |
| Gross Cost per Service Hour            | \$ 308.11                       | \$ 303.33     | 1.6%        | \$ 326.99     |
| Direct Operating Cost per Service Hour | \$ 188.58                       | \$ 197.75     | -4.6%       | \$ 287.74     |
| Overhead per Service Hour              | \$ 7.48                         | \$ 6.78       | 10.3%       | \$ 4.79       |
| Lease/Amortization per Service Hour    | \$ 112.04                       | \$ 98.80      | 13.4%       | \$ 34.46      |
| Net Cost per Service Hour (CUTA)       | \$ 171.58                       | \$ 181.27     | -5.3%       | \$ 268.19     |
| % Cost Recovery (CUTA)                 | 12%                             | 11%           |             | 8%            |
|                                        |                                 |               |             |               |
| Gross cost per KM                      | 10.21                           | \$ 12.59      |             |               |
| Route KM                               | 83,143                          | 75,375        |             |               |
|                                        |                                 |               |             |               |
| Ridership                              | 85,128                          | 94,194        | -9.6%       | 75,917        |
| Service Hours                          | 2,754                           | 3,128         | -12.0%      | 2,861         |
| Ridership per Service Hour             | 31                              | 30            | 2.6%        | 27            |

| Bow Valley Regional Transit Services Commission<br>Route 8 - Lake Louise / Banff Regional Winter |                 |                 |             |                 |                 |             |                 |                |             |                |                 |             |
|--------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|-----------------|----------------|-------------|----------------|-----------------|-------------|
|                                                                                                  | Jan - Mar, 2025 |                 |             | Apr - Jun, 2025 |                 |             | Jul - Sep, 2025 |                |             | Total          |                 |             |
|                                                                                                  | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget         | % of Budget | Actual         | Budget          | % of Budget |
| <b>Income</b>                                                                                    |                 |                 |             |                 |                 |             |                 |                |             |                |                 |             |
| Bus Pass Sales                                                                                   | 263,178         | 292,834         |             | 160,678         | 146,419         |             | 143,109         | 52,060         |             | 566,966        | 491,313         | 115%        |
| Marketing & Advertising Revenue                                                                  | 1,998           | 0               |             |                 |                 |             | 128             |                |             | 2,126          | -               |             |
| Recoveries - Operating (non-members)                                                             | 61,792          | 79,622          | 78%         | 53,172          | 41,787          | 127%        | 21,643          | 16,698         | 130%        | 136,607        | 138,107         | 99%         |
| Requisitions - Operating                                                                         | 89,639          | 89,639          | 100%        | 47,044          | 47,044          | 100%        | 18,799          | 18,798         | 100%        | 155,482        | 155,481         | 100%        |
| <b>Total Income</b>                                                                              | <b>416,607</b>  | <b>462,095</b>  | <b>90%</b>  | <b>260,893</b>  | <b>235,250</b>  | <b>111%</b> | <b>183,680</b>  | <b>87,556</b>  | <b>210%</b> | <b>861,180</b> | <b>784,900</b>  | <b>110%</b> |
| <b>Expenses</b>                                                                                  |                 |                 |             |                 |                 |             |                 |                |             |                |                 |             |
| Advertising & Marketing Expenses                                                                 | 998             | 1,701           | 59%         | 632             | 851             | 74%         | 83              | 302            | 27%         | 1,712          | 2,854           | 60%         |
| Contracted Services / Professional Fees                                                          | 1,271           | 1,868           | 68%         | 604             | 937             | 64%         | 290             | 334            | 87%         | 2,165          | 3,139           | 69%         |
| Fuel Expense                                                                                     | 52,372          | 52,774          | 99%         | 20,450          | 26,389          | 77%         | 10,802          | 9,383          | 115%        | 83,624         | 88,546          | 94%         |
| General Operating Expenses                                                                       | 6,467           | 7,565           | 85%         | 8,724           | 3,780           | 231%        | 3,416           | 1,344          | 254%        | 18,606         | 12,689          | 147%        |
| Infrastructure Maintenance                                                                       | 1,718           | 1,973           | 87%         | 207             | 986             | 21%         | 403             | 350            | 115%        | 2,328          | 3,309           | 70%         |
| Insurance Expense                                                                                | 2,745           | 2,959           | 93%         | 2,745           | 2,959           | 93%         | 2,745           | 2,959          | 93%         | 8,236          | 8,878           | 93%         |
| Software Fees & Licences                                                                         | 5,165           | 3,328           | 155%        | 4,068           | 1,663           | 245%        | 4,203           | 591            | 711%        | 13,437         | 5,582           | 241%        |
| Staff, Training, Travel & Meals                                                                  | 142             | 2,963           | 5%          | 640             | 1,483           | 43%         | 1,766           | 527            | 335%        | 2,548          | 4,973           | 51%         |
| Transit storage facility                                                                         | 12,149          | 14,184          | 86%         | 9,188           | 7,092           |             | 8,166           | 2,522          |             | 29,503         | 23,798          | 124%        |
| Vehicle Expenses                                                                                 | 106,970         | 124,728         | 86%         | 48,728          | 64,363          | 76%         | 23,940          | 26,173         | 91%         | 179,638        | 215,264         | 83%         |
| Wages & Benefits                                                                                 | 196,239         | 224,661         | 87%         | 148,280         | 113,051         | 131%        | 45,668          | 39,172         | 117%        | 390,187        | 376,884         | 104%        |
| <b>Total Expenses</b>                                                                            | <b>386,236</b>  | <b>438,704</b>  | <b>88%</b>  | <b>244,267</b>  | <b>223,554</b>  | <b>109%</b> | <b>101,481</b>  | <b>83,657</b>  | <b>121%</b> | <b>731,983</b> | <b>745,916</b>  | <b>98%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b>                                                | <b>30,371</b>   | <b>23,391</b>   |             | <b>16,626</b>   | <b>11,695</b>   |             | <b>82,199</b>   | <b>3,898</b>   |             | <b>129,197</b> | <b>38,984</b>   |             |
| Amortization Expense                                                                             | 46,782          | 46,781          | 100%        | 23,391          | 23,391          | 100%        | 21,097          | 7,797          | 271%        | 91,270         | 77,969          | 117%        |
| <b>Net Income</b>                                                                                | <b>(16,411)</b> | <b>(23,391)</b> |             | <b>(6,765)</b>  | <b>(11,695)</b> |             | <b>61,102</b>   | <b>(3,898)</b> |             | <b>37,927</b>  | <b>(38,984)</b> |             |

| 8 Winter ID9 | 8 Winter Parks | 8 Winter Total |          |
|--------------|----------------|----------------|----------|
| Actual       | Actual         | Actual         | Budget   |
| 328,462      | 238,504        | 566,966        | 491,313  |
| 1,528        | 598            | 2,126          | -        |
|              | 136,607        | 136,607        | 138,107  |
| 155,482      |                | 155,482        | 155,481  |
| 485,472      | 375,709        | 861,180        | 784,900  |
| 729          | 983            | 1,712          | 2,854    |
| 1,355        | 809            | 2,165          | 3,139    |
| 50,914       | 32,710         | 83,624         | 88,546   |
| 11,186       | 7,420          | 18,606         | 12,689   |
| 1,458        | 870            | 2,328          | 3,309    |
| 4,118        | 4,118          | 8,236          | 8,878    |
| 7,940        | 5,497          | 13,437         | 5,582    |
| 1,123        | 1,425          | 2,548          | 4,973    |
| 15,535       | 13,968         | 29,503         | 23,798   |
| 107,875      | 71,762         | 179,638        | 215,264  |
| 236,888      | 153,299        | 390,187        | 376,884  |
| 439,122      | 292,861        | 731,983        | 745,916  |
| 46,350       | 82,847         | 129,197        | 38,984   |
| 52,285       | 38,985         | 91,270         | 77,969   |
| (5,935)      | 43,862         | 37,927         | (38,984) |

Includes ID9 bus and parks additional bus

Service hours, expenses and revenue for parks bus include extra hours for continuing 8X C/D from Sept 15-Thanksgiving.

- 1) Parks billed based on service hours for extra buses on the route.
- 2) General operating over budget due to Moneris fees. Proportions sold by reservation system and vending machine compared to budget which calculates a flat percentage on all revenue types.
- 3) More software allocated to routes vs admin compared to budget to date based on service hours
- 4) Currently under budget for vehicle maintenance expenses. Mostly due to budget allocation to operating months only. Fixed maintenance and building costs will be allocated in non-operating months, so this timing difference will be reversed.
- 5) Wages over budget because parks includes additional wages for 8X C/D hours.

# **Bow Valley Regional Transit Services Commission** **2025 Jan-Sep KPIs**

| <b>Route 8 - Lake Louise / Banff Regional Winter</b> | <b>January - September 2025</b> |           |        |           |
|------------------------------------------------------|---------------------------------|-----------|--------|-----------|
|                                                      | 2025                            | 2025      | COMP   | 2024      |
|                                                      | ACTUAL                          | BUDGET    | %      | ACTUAL    |
|                                                      |                                 |           |        |           |
| Revenue per Service Hour                             | \$ 129.38                       | \$ 116.20 | 11.3%  | \$ 132.43 |
|                                                      |                                 |           |        |           |
| Gross Cost per Service Hour                          | \$ 185.21                       | \$ 203.54 | -9.0%  | \$ 197.89 |
| Direct Operating Cost per Service Hour               | \$ 166.86                       | \$ 176.42 | -5.4%  | \$ 170.39 |
| Overhead per Service Hour                            | \$ 7.48                         | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour                  | \$ 10.86                        | \$ 20.34  | -46.6% | \$ 22.72  |
| Net Cost per Service Hour (CUTA)                     | \$ 44.96                        | \$ 67.00  | -32.9% | \$ 42.74  |
| % Cost Recovery (CUTA)                               | 74%                             | 63%       |        | 76%       |
|                                                      |                                 |           |        |           |
| Gross cost per KM                                    | \$ 3.92                         | \$ 3.91   |        | \$ 20.52  |
| Route KM                                             | 207,263                         | 220,089   |        | 14,080    |
|                                                      |                                 |           |        |           |
| Ridership                                            | 68,790                          | 67,860    | 1.4%   | 64,533    |
| Service Hours                                        | 4,387                           | 4,228     | 3.8%   | 3,933     |
| Ridership per Service Hour                           | 16                              | 16        | -2.3%  | 16        |

Includes ID#9 bus and additional parks buses

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

|                                         | Jan - Mar, 2025 |        |             | Apr - Jun, 2025 |        |             | Jul - Sep, 2025 |         |             | Total  |         |             |
|-----------------------------------------|-----------------|--------|-------------|-----------------|--------|-------------|-----------------|---------|-------------|--------|---------|-------------|
|                                         | Actual          | Budget | % of Budget | Actual          | Budget | % of Budget | Actual          | Budget  | % of Budget | Actual | Budget  | % of Budget |
| <b>Income</b>                           |                 |        |             |                 |        |             |                 |         |             |        |         |             |
| Bus Pass Sales                          |                 |        |             |                 |        |             | 29,182          | 0%      |             | -      | 29,182  | 0%          |
| Recoveries - Operating (non-members)    |                 | 2,375  | 0%          |                 | 10,974 | 0%          | 38,640          | 0%      |             | -      | 51,989  | 0%          |
| Requisitions - Operating                |                 | 2,281  | 0%          |                 | 10,542 | 0%          | 37,117          | 0%      |             | -      | 49,940  | 0%          |
| <b>Total Income</b>                     | -               | 4,655  | 0%          | -               | 21,516 | 0%          | -               | 104,939 | 0%          | -      | 131,111 | 0%          |
| <b>Expenses</b>                         |                 |        |             |                 |        |             |                 |         |             |        |         |             |
| Advertising & Marketing Expenses        |                 | 0      |             |                 | -      |             | 2,277           | 0%      |             | -      | 2,277   | 0%          |
| Contracted Services / Professional Fees |                 | 541    | 0%          |                 | -      |             | 1,213           | 0%      |             | -      | 1,754   | 0%          |
| Fuel Expense                            |                 | 0      |             |                 | -      |             | 3,443           | 0%      |             | -      | 3,443   | 0%          |
| General Operating Expenses              |                 | 0      |             |                 | (1)    | 0%          | 3,174           | 0%      |             | -      | 3,173   | 0%          |
| Infrastructure Maintenance              |                 | 0      |             |                 | -      |             | 977             | 0%      |             | -      | 977     | 0%          |
| Insurance Expense                       |                 | 740    | 0%          |                 | 740    | 0%          | 740             | 0%      |             | -      | 2,220   | 0%          |
| Software Fees & Licences                |                 | 0      |             |                 | -      |             | 5,042           | 0%      |             | -      | 5,042   | 0%          |
| Staff, Training, Travel & Meals         |                 | 0      |             |                 | -      |             | 4,082           | 0%      |             | -      | 4,082   | 0%          |
| Transit storage facility                |                 | 0      |             |                 | -      |             | 7,065           | 0%      |             | -      | 7,065   | 0%          |
| Vehicle Expenses                        |                 | 0      |             |                 | -      |             | 11,356          | 0%      |             | -      | 11,356  | 0%          |
| Wages & Benefits                        |                 | 3,375  | 0%          |                 | 2,027  | 0%          | 34,319          | 0%      |             | -      | 39,721  | 0%          |
| <b>Total Expenses</b>                   | -               | 4,655  | 0%          | -               | 2,766  | 0%          | -               | 73,688  | 0%          | -      | 81,110  | 0%          |
| <b>Net Operating Income</b>             | -               | (0)    | 0           | -               | 18,750 | 0           | -               | 31,251  | 0           | -      | 50,001  | 0           |
| Amortization Expense                    |                 | -      |             |                 | 18,750 | 0%          | 31,250          | 0%      |             | -      | 50,000  | 0%          |
| <b>Net Income</b>                       | -               | (0)    | 0           | -               | -      |             | -               | 1       |             | -      | 1       |             |

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<br>Route 8X - Lake Louise / Banff Regional Summer Express |                 |                 |             |                 |                 |             |                 |                  |             |                  |                  |             |
|-----------------------------------------------------------------------------------------------------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|-----------------|------------------|-------------|------------------|------------------|-------------|
|                                                                                                           | Jan - Mar, 2025 |                 |             | Apr - Jun, 2025 |                 |             | Jul - Sep, 2025 |                  |             | Total            |                  |             |
|                                                                                                           | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget           | % of Budget | Actual           | Budget           | % of Budget |
| <b>Income</b>                                                                                             |                 |                 |             |                 |                 |             |                 |                  |             |                  |                  |             |
| Bus Pass Sales                                                                                            |                 |                 |             | 477,694         | 420,682         | 114%        | 828,512         | 695,042          | 119%        | 1,306,206        | 1,115,724        | 117%        |
| Farebox Revenue                                                                                           |                 |                 |             |                 |                 |             |                 |                  |             | -                | -                |             |
| Interest Revenue                                                                                          |                 |                 |             |                 |                 |             |                 |                  |             | -                | -                |             |
| Marketing & Advertising Revenue                                                                           |                 |                 |             | 398             |                 |             | 864             |                  |             |                  |                  |             |
| Recoveries - Operating (non-members)                                                                      | 83,898          | 59,745          | 140%        | 148,605         | 190,956         | 78%         | 90,264          | 264,251          | 34%         | 322,767          | 514,952          | 63%         |
| Requisitions - Operating                                                                                  | 0               | 4,574           | 0%          |                 | 14,621          | 0%          |                 | 20,232           | 0%          | -                | 39,428           | 0%          |
| <b>Total Income</b>                                                                                       | <b>83,898</b>   | <b>64,319</b>   | <b>130%</b> | <b>626,697</b>  | <b>626,259</b>  | <b>100%</b> | <b>919,640</b>  | <b>979,525</b>   | <b>94%</b>  | <b>1,630,235</b> | <b>1,670,104</b> | <b>98%</b>  |
| <b>Expenses</b>                                                                                           |                 |                 |             |                 |                 |             |                 |                  |             |                  |                  |             |
| Advertising & Marketing Expenses                                                                          |                 | 0               |             | 821             | 2,556           | 32%         | 1,117           | 4,224            | 26%         | 1,938            | 6,780            | 29%         |
| Contracted Services / Professional Fees                                                                   | 0               | 2,500           | 0%          | 4,089           | 6,169           | 66%         | 8,670           | 10,194           | 85%         | 12,758           | 18,863           | 68%         |
| Fuel Expense                                                                                              | 0               | 0               |             | 32,716          | 40,836          | 80%         | 54,887          | 67,470           | 81%         | 87,603           | 108,306          | 81%         |
| General Operating Expenses                                                                                | 2,412           | 0               |             | 18,801          | 14,241          | 132%        | 20,357          | 23,536           | 86%         | 41,570           | 37,777           | 110%        |
| Infrastructure Maintenance                                                                                |                 | 0               |             | 3,241           | 1,094           | 296%        | 1,397           | 1,811            | 77%         | 4,638            | 2,905            | 160%        |
| Insurance Expense                                                                                         | 5,615           | 7,533           | 75%         | 5,615           | 7,533           | 75%         | 5,615           | 7,533            | 75%         | 16,846           | 22,599           | 75%         |
| Software Fees & Licences                                                                                  | 2,344           | 0               |             | 4,096           | 8,028           | 51%         | 7,925           | 13,266           | 60%         | 14,365           | 21,294           | 67%         |
| Staff, Training, Travel & Meals                                                                           | 680             | 0               |             | 5,542           | 9,061           | 61%         | 2,968           | 14,978           | 20%         | 9,190            | 24,039           | 38%         |
| Transit storage facility                                                                                  | 7,963           | 0               |             | 8,533           | 13,319          | 64%         | 8,664           | 22,004           | 39%         | 25,160           | 35,323           | 71%         |
| Vehicle Expenses                                                                                          | 31,749          | 15,000          | 212%        | 101,054         | 103,473         | 98%         | 95,334          | 162,699          | 59%         | 228,137          | 281,172          | 81%         |
| Wages & Benefits                                                                                          | 33,918          | 62,363          | 54%         | 363,580         | 363,473         | 100%        | 456,986         | 536,808          | 85%         | 854,484          | 962,645          | 89%         |
| <b>Total Expenses</b>                                                                                     | <b>84,683</b>   | <b>87,396</b>   | <b>97%</b>  | <b>548,088</b>  | <b>569,783</b>  | <b>96%</b>  | <b>663,920</b>  | <b>864,523</b>   | <b>77%</b>  | <b>1,296,690</b> | <b>1,521,702</b> | <b>85%</b>  |
| <b>Surplus / Deficiency Prior to Amortization</b>                                                         | <b>(785)</b>    | <b>(23,077)</b> |             | <b>78,609</b>   | <b>56,476</b>   |             | <b>255,720</b>  | <b>115,002</b>   |             | <b>333,545</b>   | <b>148,401</b>   |             |
| Amortization Expense                                                                                      |                 | -               |             | 148,986         | 130,235         | 114%        | 248,310         | 217,058          | 114%        | 397,296          | 347,292          | 114%        |
| <b>Net Income</b>                                                                                         | <b>(785)</b>    | <b>(23,077)</b> |             | <b>(70,377)</b> | <b>(73,759)</b> |             | <b>7,410</b>    | <b>(102,055)</b> |             | <b>(63,751)</b>  | <b>(198,891)</b> |             |

Service hours under budget by 420. Budget had extra 8X loop after Rt is done of 8XD which is not happening.

- 1) Revenues are over budget. Due to ridership and superpass revenue.
- 2) Recoveries to date based on forecasted net expenses.
- 3) Allocation ID#9 contribution not adjusted for until year end
- 4) Fuel and driver wages under budget due to service hours
- 5) General operating over budget due to Moneris fees. Proportions sold by reservation system and vending machine compared to budget which calculates a flat percentage on all revenue types.
- 6) Vehicle expenses under budget. All other seasonal rts over budget due to building allocation. Will look into differences and make any necessary adjustments in Q4.

# **Bow Valley Regional Transit Services Commission** **2025 Jan-Sep KPIs**

| Route 8X - Lake Louise / Banff Regional Express - Summer | January - September 2025 |           |        |           |
|----------------------------------------------------------|--------------------------|-----------|--------|-----------|
|                                                          | 2025                     | 2025      | COMP   | 2024      |
|                                                          | ACTUAL                   | BUDGET    | %      | ACTUAL    |
| Revenue per Service Hour                                 | \$ 242.19                | \$ 191.52 | 26.5%  | \$ 198.18 |
| Gross Cost per Service Hour                              | \$ 323.24                | \$ 329.51 | -1.9%  | \$ 317.10 |
| Direct Operating Cost per Service Hour                   | \$ 240.19                | \$ 261.21 | -8.0%  | \$ 236.08 |
| Overhead per Service Hour                                | \$ 7.48                  | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour                      | \$ 75.57                 | \$ 61.51  | 22.9%  | \$ 76.23  |
| Net Cost per Service Hour (CUTA)                         | \$ 5.48                  | \$ 76.47  | -92.8% | \$ 42.69  |
| % Cost Recovery (CUTA)                                   | 98%                      | 71%       |        | 82%       |
| Gross cost per KM                                        | \$ 6.90                  | \$ 6.29   |        | \$ 7.00   |
| Route KM                                                 | 253,049                  | 305,361   |        | 247,819   |
| Ridership                                                | 135,333                  | 149,348   | -9.4%  | 131,060   |
| Service Hours                                            | 5,399                    | 5,826     | -7.3%  | 5,467     |
| Ridership per Service Hour                               | 25                       | 26        | -2.2%  | 24        |

| Bow Valley Regional Transit Services Commission<br>Route 9 - Johnson Canyon |                 |               |             |                 |                |             |                 |                |             |                  |                |             |
|-----------------------------------------------------------------------------|-----------------|---------------|-------------|-----------------|----------------|-------------|-----------------|----------------|-------------|------------------|----------------|-------------|
|                                                                             | Jan - Mar, 2025 |               |             | Apr - Jun, 2025 |                |             | Jul - Sep, 2025 |                |             | Total            |                |             |
|                                                                             | Actual          | Budget        | % of Budget | Actual          | Budget         | % of Budget | Actual          | Budget         | % of Budget | Actual           | Budget         | % of Budget |
| <b>Income</b>                                                               |                 |               |             |                 |                |             |                 |                |             |                  |                |             |
| Bus Pass Sales                                                              | 16,938          | 14,212        | 119%        | 61,244          | 36,126         | 170%        | 110,330         | 59,055         | 187%        | 188,512          | 109,393        | 172%        |
| Marketing & Advertising Revenue                                             | 38              |               |             |                 |                |             |                 |                |             | 38               |                |             |
| Recoveries - Operating (non-members)                                        | 79,504          | 38,655        | 206%        | 90,871          | 73,694         | 123%        | 53,079          | 101,090        | 53%         | 223,453          | 213,439        | 105%        |
| Requisitions - Operating                                                    |                 | 37,130        | 0%          |                 | 70,790         | 0%          |                 | 97,106         | 0%          | -                | 205,026        | 0%          |
| <b>Total Income</b>                                                         | <b>96,481</b>   | <b>89,997</b> | <b>107%</b> | <b>152,115</b>  | <b>180,610</b> | <b>84%</b>  | <b>163,408</b>  | <b>257,251</b> | <b>64%</b>  | <b>412,042</b>   | <b>527,858</b> | <b>78%</b>  |
| <b>Expenses</b>                                                             |                 |               |             |                 |                |             |                 |                |             |                  |                |             |
| Advertising & Marketing Expenses                                            | 105             | 229           | 46%         | 205             | 590            | 35%         | 278             | 964            | 29%         | 589              | 1,783          | 33%         |
| Contracted Services / Professional Fees                                     | 120             | 2,175         | 6%          | 1,912           | 459            | 416%        | 458             | 750            | 61%         | 2,490            | 3,384          | 74%         |
| Fuel Expense                                                                | 4,911           | 3,309         | 148%        | 9,523           | 8,409          | 113%        | 18,777          | 13,744         | 137%        | 33,210           | 25,462         | 130%        |
| General Operating Expenses                                                  | 1,052           | 708           | 149%        | 2,131           | 1,809          | 118%        | 2,534           | 2,949          | 86%         | 5,717            | 5,466          | 105%        |
| Infrastructure Maintenance                                                  | 134             | 99            | 135%        | 394             | 253            | 156%        | 501             | 413            | 121%        | 1,028            | 765            | 134%        |
| Insurance Expense                                                           | 4,118           | 2,959         | 139%        | 4,118           | 2,959          | 139%        | 4,118           | 2,959          | 139%        | 12,355           | 8,878          | 139%        |
| Software Fees & Licences                                                    | 1,734           | 1,114         | 156%        | 1,863           | 2,842          | 66%         | 3,253           | 4,647          | 70%         | 6,850            | 8,603          | 80%         |
| Staff, Training, Travel & Meals                                             | 189             | 661           | 29%         | 2,062           | 1,682          | 123%        | 1,186           | 2,747          | 43%         | 3,437            | 5,090          | 68%         |
| Transit storage facility                                                    | 6,343           | 4,171         | 152%        | 5,928           | 10,605         | 56%         | 5,907           | 17,335         | 34%         | 18,178           | 32,111         | 57%         |
| Vehicle Expenses                                                            | 32,209          | 9,636         | 334%        | 41,239          | 24,486         | 168%        | 38,241          | 40,024         | 96%         | 111,690          | 74,146         | 151%        |
| Wages & Benefits                                                            | 28,394          | 46,729        | 61%         | 91,098          | 80,800         | 113%        | 93,141          | 111,247        | 84%         | 212,632          | 238,777        | 89%         |
| <b>Total Expenses</b>                                                       | <b>79,309</b>   | <b>71,791</b> | <b>110%</b> | <b>160,473</b>  | <b>134,895</b> | <b>119%</b> | <b>168,394</b>  | <b>197,779</b> | <b>85%</b>  | <b>408,176</b>   | <b>404,465</b> | <b>101%</b> |
| <b>Surplus / Deficiency Prior to Amortization</b>                           | <b>17,171</b>   | <b>18,206</b> |             | <b>(8,358)</b>  | <b>45,715</b>  |             | <b>(4,986)</b>  | <b>59,472</b>  |             | <b>3,827</b>     | <b>123,393</b> |             |
| Amortization Expense                                                        | 18,207          | 18,207        | 100%        | 45,717          | 45,717         | 100%        | 59,472          | 59,472         | 100%        | 123,396          | 123,396        | 100%        |
| <b>Net Income</b>                                                           | <b>(1,036)</b>  | <b>(1)</b>    |             | <b>(54,075)</b> | <b>(2)</b>     |             | <b>(64,458)</b> | <b>(0)</b>     |             | <b>(119,569)</b> | <b>(3)</b>     |             |

1

2

3

4

5

**Service hours consistent with budget**

- 1) Revenues are over budget due to increased ridership on this route.
- 2) Recoveries to date based on forecasted net expenses.
- 3) Allocation ID#9 contribution not adjusted for until year end
- 4) Fuel is over budget. Some usage of electric vehicles was budgeted on this route, but has not happened.
- 5) Vehicle expenses are over budget to date. Allocating fixed building costs for Hawk facility by buses per route.

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 9 - Johnston Canyon</b>       | <b>January - September 2025</b> |           |        |           |
|----------------------------------------|---------------------------------|-----------|--------|-----------|
|                                        | 2025                            | 2025      | COMP   | 2024      |
|                                        | ACTUAL                          | BUDGET    | %      | ACTUAL    |
|                                        |                                 |           |        |           |
| Revenue per Service Hour               | \$ 105.36                       | \$ 59.71  | 76.5%  | \$ 96.32  |
|                                        |                                 |           |        |           |
| Gross Cost per Service Hour            | \$ 306.51                       | \$ 296.81 | 3.3%   | \$ 324.55 |
| Direct Operating Cost per Service Hour | \$ 228.10                       | \$ 220.78 | 3.3%   | \$ 237.70 |
| Overhead per Service Hour              | \$ 7.48                         | \$ 6.78   | 10.3%  | \$ 4.79   |
| Lease/Amortization per Service Hour    | \$ 70.93                        | \$ 69.25  | 2.4%   | \$ 82.06  |
| Net Cost per Service Hour (CUTA)       | \$ 130.21                       | \$ 167.85 | -22.4% | \$ 146.17 |
| % Cost Recovery (CUTA)                 | 45%                             | 26%       |        | 40%       |
|                                        |                                 |           |        |           |
| Gross cost per KM                      | 6.58                            | \$ 9.14   |        | \$ 6.64   |
| Route KM                               | 83,361                          | 59,464    |        | 88,216    |
|                                        |                                 |           |        |           |
| Ridership                              | 38,976                          | 33,496    | 16.4%  | 36,733    |
| Service Hours                          | 1,790                           | 1,832     | -2.3%  | 1,804     |
| Ridership per Service Hour             | 22                              | 18        | 19.1%  | 20        |

| <b>Bow Valley Regional Transit Services Commission</b><br><b>Route 10 - Moraine Lake/Rt 8X end of summer - Thanksgiving</b> |                 |              |             |                 |              |             |                 |               |             |          |               |             |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------|--------------|-------------|-----------------|--------------|-------------|-----------------|---------------|-------------|----------|---------------|-------------|
|                                                                                                                             | Jan - Mar, 2025 |              |             | Apr - Jun, 2025 |              |             | Jul - Sep, 2025 |               |             | Total    |               |             |
|                                                                                                                             | Actual          | Budget       | % of Budget | Actual          | Budget       | % of Budget | Actual          | Budget        | % of Budget | Actual   | Budget        | % of Budget |
| <b>Income</b>                                                                                                               |                 |              |             |                 |              |             |                 |               |             |          |               |             |
| Bus Pass Sales                                                                                                              |                 |              |             |                 |              |             | -               | 35,030        | 0%          | -        | 35,030        | 0%          |
| Recoveries - Operating (non-members)                                                                                        | 3,924           | 7,199        | 55%         | 9,626           | 4,768        | 202%        | (13,550)        | 39,470        | -34%        | -        | 51,437        | 0%          |
| <b>Total Income</b>                                                                                                         | <b>3,924</b>    | <b>7,199</b> | <b>55%</b>  | <b>9,626</b>    | <b>4,768</b> | <b>202%</b> | <b>(13,550)</b> | <b>74,500</b> | <b>-18%</b> | <b>-</b> | <b>86,467</b> | <b>0%</b>   |
| <b>Expenses</b>                                                                                                             |                 |              |             |                 |              |             |                 |               |             |          |               |             |
| Advertising & Marketing Expenses                                                                                            |                 | -            |             |                 |              |             |                 | 213           | 0%          | -        | 213           | 0%          |
| Contracted Services / Professional Fees                                                                                     | -               | -            |             |                 |              |             | -               | 209           | 0%          | -        | 209           | 0%          |
| Fuel Expense                                                                                                                |                 |              |             |                 |              |             | -               | 7,479         |             |          |               |             |
| General Operating Expenses                                                                                                  | 190             | -            |             | 191             | -            |             | (381)           | 1,178         | -32%        | -        | 1,178         | 0%          |
| Infrastructure Maintenance                                                                                                  |                 | -            |             | 0               | -            |             | (0)             | 274           | 0%          | -        | 274           | 0%          |
| Insurance Expense                                                                                                           |                 | 740          | 0%          |                 | 740          | 0%          |                 | 740           | 0%          | -        | 2,220         | 0%          |
| Software Fees & Licences                                                                                                    | 149             | -            |             | 120             | -            |             | (269)           | 129           | -208%       | -        | 129           | 0%          |
| Staff, Training, Travel & Meals                                                                                             | 13              | -            |             | 555             | -            |             | (567)           | 290           | -196%       | -        | 290           | 0%          |
| Transit storage facility                                                                                                    | 23              | -            |             |                 |              |             | (23)            | 1,931         |             |          |               |             |
| Vehicle Expenses                                                                                                            | 193             | -            |             |                 |              |             | (193)           | 15,433        | -1%         | -        | 15,433        | 0%          |
| Wages & Benefits                                                                                                            | 3,528           | 6,459        | 55%         | 8,590           | 4,028        | 213%        | (12,118)        | 33,324        | -36%        | -        | 43,811        | 0%          |
| <b>Total Expenses</b>                                                                                                       | <b>4,094</b>    | <b>7,199</b> | <b>57%</b>  | <b>9,456</b>    | <b>4,768</b> | <b>198%</b> | <b>(13,550)</b> | <b>61,200</b> | <b>-22%</b> | <b>-</b> | <b>73,167</b> | <b>0%</b>   |
| <b>Surplus / Deficiency Prior to Amortization</b>                                                                           | <b>(170)</b>    | <b>-</b>     |             | <b>170</b>      | <b>-</b>     |             | <b>-</b>        | <b>13,300</b> |             | <b>-</b> | <b>13,300</b> |             |
| Net Income                                                                                                                  | (170)           | -            |             | 170             | -            |             | -               | 13,300        | 0           | -        | 13,300        | 0           |
| Amortization Expense                                                                                                        |                 | -            |             | -               | -            |             | -               | 13,300        | 0%          | -        | 13,300        | 0%          |
| <b>Net Income</b>                                                                                                           | <b>(170)</b>    | <b>-</b>     |             | <b>170</b>      | <b>-</b>     |             | <b>-</b>        | <b>-</b>      |             | <b>-</b> | <b>-</b>      |             |

Route 10 will not be operating to Moraine Lake, but these hours were allocated to extra 8X hours from end of summer to thanksgiving. This is a Parks only service, so costs have been transferred to 8winter parks extra bus.

| Bow Valley Regional Transit Services Commission<br>Route 11 - Lake Louise Local |                 |              |             |                 |                 |             |                 |                 |             |                 |                 |             |
|---------------------------------------------------------------------------------|-----------------|--------------|-------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|-----------------|-----------------|-------------|
|                                                                                 | Jan - Mar, 2025 |              |             | Apr - Jun, 2025 |                 |             | Jul - Sep, 2025 |                 |             | Total           |                 |             |
|                                                                                 | Actual          | Budget       | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget | Actual          | Budget          | % of Budget |
| <b>Income</b>                                                                   |                 |              |             |                 |                 |             |                 |                 |             |                 |                 |             |
| Bus Pass Sales                                                                  |                 |              |             | 15,324          | 11,941          | 128%        | 37,713          | 23,881          | 158%        | 53,036          | 35,822          | 148%        |
| Requisitions - Operating                                                        |                 | 4,526        | 0%          | 42,270          | 37,744          | 112%        | 70,457          | 70,458          | 100%        | 112,727         | 112,728         | 100%        |
| <b>Total Income</b>                                                             | -               | <b>4,526</b> | <b>0%</b>   | <b>57,594</b>   | <b>49,685</b>   | <b>116%</b> | <b>108,170</b>  | <b>94,339</b>   | <b>115%</b> | <b>165,763</b>  | <b>148,550</b>  | <b>112%</b> |
| <b>Expenses</b>                                                                 |                 |              |             |                 |                 |             |                 |                 |             |                 |                 |             |
| Advertising & Marketing Expenses                                                |                 |              |             | 124             | 302             | 41%         | 179             | 603             | 30%         | 303             | 905             | 34%         |
| Contracted Services / Professional Fees                                         |                 | 100          | 0%          | 192             | 90              | 213%        | 370             | 184             | 201%        | 562             | 374             | 150%        |
| Fuel Expense                                                                    |                 |              |             | 2,644           | 3,029           | 87%         | 11,049          | 6,059           | 182%        | 13,692          | 9,088           | 151%        |
| General Operating Expenses                                                      | 1               |              |             | 217             | 239             | 91%         | 335             | 478             | 70%         | 553             | 717             | 77%         |
| Infrastructure Maintenance                                                      |                 |              |             | 592             | 127             | 466%        | 245             | 260             | 94%         | 837             | 387             | 216%        |
| Insurance Expense                                                               | 1,373           | 1,480        | 93%         | 1,373           | 1,480           | 93%         | 1,373           | 1,480           | 93%         | 4,120           | 4,439           | 93%         |
| Software Fees & Licences                                                        | 141             |              |             | 442             | 1,196           | 37%         | 1,381           | 2,392           | 58%         | 1,965           | 3,588           | 55%         |
| Staff, Training, Travel & Meals                                                 | 85              |              |             | 323             | 1,215           | 27%         | 183             | 2,441           | 7%          | 590             | 3,656           | 16%         |
| Transit storage facility                                                        | 1,314           |              |             | 1,413           | 2,154           | 66%         | 1,462           | 4,303           | 34%         | 4,189           | 6,457           | 65%         |
| Vehicle Expenses                                                                | 7,937           |              |             | 17,607          | 12,986          | 136%        | 17,816          | 25,983          | 69%         | 43,360          | 38,969          | 111%        |
| Wages & Benefits                                                                | 1,091           | 2,947        | 37%         | 25,529          | 26,867          | 95%         | 44,464          | 50,156          | 89%         | 71,084          | 79,970          | 89%         |
| <b>Total Expenses</b>                                                           | <b>11,943</b>   | <b>4,526</b> | <b>264%</b> | <b>50,456</b>   | <b>49,685</b>   | <b>102%</b> | <b>78,857</b>   | <b>94,339</b>   | <b>84%</b>  | <b>141,257</b>  | <b>148,550</b>  | <b>95%</b>  |
| <b>Net Operating Income</b>                                                     | <b>(11,943)</b> | <b>-</b>     |             | <b>7,137</b>    | <b>-</b>        |             | <b>29,312</b>   | <b>-</b>        |             | <b>24,507</b>   | <b>-</b>        |             |
| Amortization Expense                                                            |                 | -            |             | 18,750          | 18,750          | 100%        | 31,250          | 31,250          | 100%        | 50,000          | 50,000          | 100%        |
| <b>Net Income</b>                                                               | <b>(11,943)</b> | <b>-</b>     |             | <b>(11,613)</b> | <b>(18,750)</b> |             | <b>(1,938)</b>  | <b>(31,250)</b> |             | <b>(25,493)</b> | <b>(50,000)</b> |             |

1

## Service hours consistent with budget

1) Vehicle expenses are over budget to date. Allocating fixed building costs for Hawk facility by buses per route.

**Bow Valley Regional Transit Services Commission**  
**2025 Jan-Sep KPIs**

| <b>Route 11 - LL Local</b>             | <b>January - September 2025</b> |               |             |               |
|----------------------------------------|---------------------------------|---------------|-------------|---------------|
|                                        | <b>2025</b>                     | <b>2025</b>   | <b>COMP</b> | <b>2024</b>   |
|                                        | <b>ACTUAL</b>                   | <b>BUDGET</b> | <b>%</b>    | <b>ACTUAL</b> |
|                                        |                                 |               |             |               |
| Revenue per Service Hour               | \$ 54.90                        | \$ 37.08      | 0.0%        | \$ 46.76      |
|                                        |                                 |               |             |               |
| Gross Cost per Service Hour            | \$ 207.44                       | \$ 214.22     | 0.0%        | \$ 183.65     |
| Direct Operating Cost per Service Hour | \$ 146.23                       | \$ 153.78     | 0.0%        | \$ 139.95     |
| Overhead per Service Hour              | \$ 7.48                         | \$ 6.78       | 0.0%        | \$ 4.79       |
| Lease/Amortization per Service Hour    | \$ 53.74                        | \$ 53.66      | 0.0%        | \$ 38.92      |
| Net Cost per Service Hour (CUTA)       | \$ 98.81                        | \$ 123.48     | 0.0%        | \$ 97.97      |
| % Cost Recovery (CUTA)                 | 36%                             | 23%           | 0.0%        | 32%           |
|                                        |                                 |               |             |               |
| Gross cost per KM                      | \$ 6.33                         | \$ 14.95      |             | \$ 5.33       |
| Route KM                               | 31,681                          | 13,837        |             | 33,015        |
|                                        |                                 |               |             |               |
| Ridership                              | 26,047                          | 21,752        | 0.0%        | 24,533        |
| Service Hours                          | 966                             | 966           | 0.0%        | 959           |
| Ridership per Service Hour             | 27                              | 23            | 0.0%        | 26            |

| Bow Valley Regional Transit Services Commission<br>Route 12 - Grassi Lakes |                 |        |             |                 |        |             |                 |         |             |         |         |             |
|----------------------------------------------------------------------------|-----------------|--------|-------------|-----------------|--------|-------------|-----------------|---------|-------------|---------|---------|-------------|
|                                                                            | Jan - Mar, 2025 |        |             | Apr - Jun, 2025 |        |             | Jul - Sep, 2025 |         |             | Total   |         |             |
|                                                                            | Actual          | Budget | % of Budget | Actual          | Budget | % of Budget | Actual          | Budget  | % of Budget | Actual  | Budget  | % of Budget |
| <b>Income</b>                                                              |                 |        |             |                 |        |             |                 |         |             |         |         |             |
| Marketing & Advertising Revenue                                            |                 |        |             | 286             |        |             | 528             |         |             | 814     | -       |             |
| Recoveries - Operating (non-members)                                       |                 |        |             |                 | 41,361 | 0%          | 109,696         | 68,335  | 161%        | 109,696 | 109,696 | 100%        |
| Requisitions - Operating                                                   |                 |        |             |                 | 43,359 | 0%          | 118,133         | 74,774  | 158%        | 118,133 | 118,133 | 100%        |
| <b>Total Income</b>                                                        | -               | -      |             | 286             | 84,720 | 0%          | 228,357         | 143,109 | 160%        | 228,643 | 227,829 | 100%        |
| <b>Expenses</b>                                                            |                 |        |             |                 |        |             |                 |         |             |         |         |             |
| Advertising & Marketing Expenses                                           |                 |        |             | 189             | 702    | 27%         | 470             | 1,190   | 40%         | 660     | 1,892   | 35%         |
| Contracted Services / Professional Fees                                    |                 |        |             | 264             | 479    | 55%         | 515             | 815     | 63%         | 779     | 1,294   | 60%         |
| Fuel Expense                                                               |                 |        |             | 3,597           | 2,845  | 126%        | 5,994           | 4,821   | 124%        | 9,591   | 7,666   | 125%        |
| General Operating Expenses                                                 | 1               |        |             | 119             | 284    | 42%         | 253             | 476     | 53%         | 374     | 760     | 49%         |
| Infrastructure Maintenance                                                 |                 |        |             | 1,409           | 658    | 214%        | 2,149           | 1,115   | 193%        | 3,558   | 1,773   | 201%        |
| Insurance Expense                                                          | 1,373           |        |             | 1,373           | 2,875  | 48%         | 1,373           | 4,874   | 28%         | 4,120   | 7,749   | 53%         |
| Software Fees & Licences                                                   | 242             |        |             | 529             | 1,824  | 29%         | 1,464           | 3,094   | 47%         | 2,235   | 4,918   | 45%         |
| Staff, Training, Travel & Meals                                            | 127             |        |             | 448             | 1,672  | 27%         | 343             | 2,828   | 12%         | 918     | 4,500   | 20%         |
| Transit storage facility                                                   | 2,210           |        |             | 2,268           | 3,440  | 66%         | 2,333           | 5,837   | 40%         | 6,811   | 9,277   | 73%         |
| Vehicle Expenses                                                           | 7,937           |        |             | 18,884          | 17,481 | 108%        | 19,080          | 29,645  | 64%         | 45,902  | 47,126  | 97%         |
| Wages & Benefits                                                           | 1,176           |        |             | 30,027          | 33,713 | 89%         | 51,193          | 57,165  | 90%         | 82,397  | 90,878  | 91%         |
| <b>Total Expenses</b>                                                      | 13,067          | -      |             | 59,109          | 65,973 | 90%         | 85,168          | 111,860 | 76%         | 157,344 | 177,833 | 88%         |
| <b>Net Operating Income</b>                                                | (13,067)        | -      |             | (58,823)        | 18,747 |             | 143,189         | 31,249  |             | 71,299  | 49,996  |             |
| Amortization Expense                                                       |                 | -      |             | 18,750          | 18,750 | 100%        | 31,250          | 31,250  | 100%        | 50,000  | 50,000  | 100%        |
| <b>Net Income</b>                                                          | (13,067)        | -      |             | (77,573)        | (3)    |             | 111,939         | (1)     |             | 21,299  | (4)     |             |

| Rt 12 Grassi | Rt 12 Winter | Rt 12 Total |         |
|--------------|--------------|-------------|---------|
| Actual       | Actual       | Actual      | Budget  |
| 814          |              | 814         | -       |
| 109,696      |              | 109,696     | 109,696 |
| 118,133      |              | 118,133     | 118,133 |
| 228,643      | -            | 228,643     | 227,829 |
| 642          | 18           | 660         | 1,892   |
| 719          | 60           | 779         | 1,294   |
| 8,522        | 1,069        | 9,591       | 7,666   |
| 342          | 31           | 374         | 760     |
| 1,808        | 1,750        | 3,558       | 1,773   |
| 4,120        |              | 4,120       | 7,749   |
| 2,075        | 161          | 2,235       | 4,918   |
| 808          | 110          | 918         | 4,500   |
| 6,779        | 32           | 6,811       | 9,277   |
| 43,353       | 2,549        | 45,902      | 47,126  |
| 78,728       | 3,669        | 82,397      | 90,878  |
| 147,896      | 9,448        | 157,344     | 177,833 |
| 80,747       | (9,448)      | 71,299      | 49,996  |
| 50,000       | -            | 50,000      | 50,000  |
| 30,747       | (9,448)      | 21,299      | (4)     |

Service hours consistent with budget.

1) Rt 12 summer split with AB parks. Budgeted requisitions till Sept 30th have been allocated to the summer route. Budgeted requisitions for Oct-Dec will be allocated to 12 winter.

2) Combined operating expenses \$20,000 less than budget to date.

# **Bow Valley Regional Transit Services Commission** **2025 Jan-Sep KPIs**

| <b>Route 12 - Grassi Lakes</b>         | <b>January - September 2025</b> |               |             |               |
|----------------------------------------|---------------------------------|---------------|-------------|---------------|
|                                        | <b>2025</b>                     | <b>2025</b>   | <b>COMP</b> | <b>2024</b>   |
|                                        | <b>ACTUAL</b>                   | <b>BUDGET</b> | <b>%</b>    | <b>ACTUAL</b> |
|                                        |                                 |               |             |               |
| Revenue per Service Hour               | \$ 0.74                         | \$ -          | 0.0%        | \$ 0.42       |
|                                        |                                 |               |             |               |
| Gross Cost per Service Hour            | \$ 196.76                       | \$ 212.83     | 0.0%        | \$ 337.02     |
| Direct Operating Cost per Service Hour | \$ 142.14                       | \$ 159.35     | 0.0%        | \$ 219.34     |
| Overhead per Service Hour              | \$ 7.48                         | \$ 6.78       | 0.0%        | \$ 4.79       |
| Lease/Amortization per Service Hour    | \$ 47.14                        | \$ 46.70      | 0.0%        | \$ 112.89     |
| Net Cost per Service Hour (CUTA)       | \$ 148.88                       | \$ 166.13     | 0.0%        | \$ 223.71     |
| % Cost Recovery (CUTA)                 | 0%                              | 0%            | 0.0%        | 0%            |
|                                        |                                 |               |             |               |
| Gross cost per KM                      | \$ 10.17                        | \$ 14.17      |             | \$ 19.66      |
| Route KM                               | 21,414                          | 16,764        |             | 7,680         |
|                                        |                                 |               |             |               |
| Ridership                              | 18,299                          | 0             | 0.0%        | 7,927         |
| Service Hours                          | 1,107                           | 1,116         | 0.0%        | 448           |
| Ridership per Service Hour             | 17                              | 0             | 0.0%        | 18            |

# Bow Valley *Regional* Transit Services Commission



## ***Customer Experience Survey***

# Customer Experience Survey 2025



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## 1. Survey Overview

Roam Transit conducted two surveys in the summer of 2025, from May 31<sup>st</sup> to October 13<sup>th</sup>. The surveys were available in the form of QR codes on the buses and bus stops, recommended by the customer service team in person, as well as emailed to Route 8X customers who used the Betterez reservation system. The Lake Louise Resident Feedback Survey was promoted by ID9 within the local community.

### 1.1 Customer Experience Survey 2025

Through the general service survey, it was possible to provide feedback on any of Roam Transit's routes and provide comments on several questions regarding satisfaction with the schedule, use frequency, ease of finding information, ease of fare purchasing, and more.

### 1.2 Lake Louise Resident Feedback Survey 2025

The Lake Louise Resident Feedback Survey focused on collecting survey responses from the Lake Louise residents and workers, collected via social media groups and channels, the questions included the frequency of using Roam Transit, meeting the needs of residents, affordability and more.

## 2. Key Takeaways

### 2.1 Banff Local – Routes 1, 2, 4 & 6

- 379 riders provided their feedback across the Banff Local routes, where 73% of these respondents completed the survey in full. The resident/visitor ratio was 25%/75%.
- Most responses were received for Route 1 (157 responses), Route 2 (144 responses), Route 6 (52 responses) and Route 4 (26 responses).
  - **Visitors**
    - 58% of visitors stayed at a hotel and 26% at a campground during their stay
    - 59% of visitors used Roam Transit three or more times, and 26% at least twice
    - 35% of visitors used hotel passes for transit
    - In 73% of cases, the group size was between 2 – 4 people
    - 68% of visitors responded that they will very likely use Roam Transit during their future visit
    - 61% of visitors used either personal/rental vehicles to get to Bow Valley, and 10% used personal/rental RVs. From this group, 64% of visitors left their vehicle/RV at their accommodation (hotel or campground), and 19% at a long-term free parking lot
  - **Residents**
    - 41% of residents on Routes 1 & 2 use the service daily, and 30% more than once a week
    - 48% of residents on Routes 1 & 2 use the service to commute to work/school
    - 42% of residents on Routes 1 & 2 stated that the main reason for using transit is due to a lack of a car, while the other 38% stated it's convenient for travel
  - **All respondents**
    - 74% of all respondents found using Roam Transit's website very easy or easy. Only 10% of respondents didn't use the website
    - 70% of all respondents were very satisfied or satisfied with the frequency of the routes
    - 64% of respondents rated the professionalism of drivers as excellent
    - From respondents who transferred to a different route, 49% found the transfers to be very convenient
    - When it comes to overcrowding, 33% of all respondents have never or rarely experienced overcrowding, while 34% sometimes, and 32% usually/always

### 2.2 Canmore Local – Routes 5C, 5T & 12

- 126 riders provided their feedback across the Canmore Local routes, where 83% of these respondents completed the survey in full. The resident/visitor ratio was 89% / 11%. Due to a lack of visitor responses, we will focus on the resident section only.
- Most responses were received for Route 5T (51 responses), Route 5C (47 responses) and Route 12 – Summer (28 responses)
- - **Residents**

- 37% of residents on Routes 5C/5T use the service to commute to work/school, and 31% for getting to downtown. Route 12 is mostly used for leisure activities
- 36% of residents stated that the main reason for using the service is not having a car, 33% for the convenience of travel and 27% as a way of reducing environmental impact
- 68% of residents are either very satisfied or satisfied with the service frequency
- 93% of residents rated the professionalism of drivers to be excellent or good
- 63% of residents who transferred to a different route found the transfers to be very convenient or convenient, while 25% found it to be neutral
- 21% of residents use the service daily, and another 17% more than once a week

## 2.3 Regional – Route 3, 8X & 9

### 2.3.1 Route 3

- 112 riders provided their feedback for Route 3, where 83% of these respondents completed the survey in full. The resident/visitor ratio was 74%/26%.
  - **Visitors**
    - 48% of visitors used the service for visiting tourist attractions, and another 48% for leisure activities
    - 28% of visitors used Token Transit for ticket purchases, and 24% bought their ticket on the bus
    - 52% of visitors stayed in a hotel, while 17% in a short-term rental
    - 65% of visitors used Roam Transit more than 3 times during their stay
    - 70% of visitors are very likely to use transit again during their next visit
    - 57% of visitors used a bus to get into Bow Valley, and 35% used a personal/rental vehicle or RV. From people using a vehicle or RV, 86% left their car at their accommodation's parking, and 14% at long-term free parking.
  - **Residents**
    - 35% of residents use transit for running errands, and 32% for commuting to work
    - 36% of residents stated the main reason for using transit is not having their own car, and another 31% want to reduce environmental impact
    - 51% of residents used Token Transit as a form of payment
    - 19% of residents use the service daily, and another 13% more than once a week
  - **All respondents**
    - 74% of all respondents found it very easy or easy to find information on Roam Transit's website
    - 81% of all respondents were very satisfied or satisfied with the bus frequency
    - 90% of all respondents rated the professionalism of drivers to be excellent or good.
    - 72% of all respondents who transferred to a different route found the transfers to be very convenient or convenient.

### 2.3.2 Route 8X

- 352 riders provided their feedback for Route 8X, where 77% of these respondents completed the survey in full. The resident/visitor ratio was 18%/82%.

- **Visitors**
  - 64% of visitors stated that servicing the popular destination is the main reason for use
  - 86% of visitors used the online reservation system
  - 76% of visitors planned their activities before their visit
  - 51% of visitors stayed at a hotel during their visit, and another 15% in a short-term rental
  - From visitors who stayed at a hotel, 76% stated that the hotel staff provided good information about public transit
  - 29% of visitors used transit more than 3 times during their visit, and 40% used the transit at least twice
  - 73% of visitors were groups of 2 – 4 people
  - 87% of visitors are very likely or likely to use Roam Transit on their future visit
  - 69% of visitors used a personal/rental vehicle to get into the Bow Valley
  - From people using a vehicle or RV, 40% used a long-term free parking and another 37% used parking at their accommodation
  -
- **Residents**
  - 22% of residents used the transit for commuting to work/school
  - 51% of residents stated that the main reason for using transit is not having a car
  - 57% of residents used online reservations, while another 25% used the Token Transit App for ticket purchases
  - 17% of residents use the service more than once a week, while another 13% use the service weekly
- **All respondents**
  - 74% of all respondents found it very easy or easy to find information on our website
  - 77% of all respondents are very satisfied or satisfied with the route frequency
  - 74% of all respondents rated the professionalism of drivers as excellent
  - 49% of all respondents stated that the information about the difference between Roam Transit and Parks Canada shuttle was very clear
  - From respondents who made a reservation, 63% stated that it was very easy or easy to make a reservation
  - 69% of all respondents rated the user-friendliness of the reservation system as very easy or easy

### 2.3.3 Route 9

- 23 riders provided their feedback for Route 9, where 83% of these respondents completed the survey in full. The resident/visitor ratio was 5% / 95%. Due to a lack of resident responses, we will focus on the visitor section only.
  - **Visitors**
    - 42% of visitors used the ticket vending machine for a ticket purchase, while 37% of visitors used the Token Transit app
    - 84% of visitors found it very easy or easy to find information on our website
    - 95% of visitors rated the professionalism of drivers to be excellent

- 63% of visitors stayed at a hotel during their visit
- 68% of visitors used Roam Transit more than 3 times
- 100% of visitors are very likely or likely to use Roam Transit during their future visit

## 2.4 Lake Louise Local – Route 11

- 32 riders provided their feedback for Route 11, where 47% of these respondents completed the survey in full. The resident/visitor ratio was 25% / 75%.
- This survey will be supplemented with the Lake Louise Resident Feedback Survey 2025
  - **All respondents (Customer Experience Survey)**
    - 41% of all respondents were very satisfied or satisfied with the bus frequency
    - 94% of all respondents rated the professionalism of drivers as excellent
    - 91% of visitors stayed at a hotel during their visit
    - From visitors who stayed at a hotel, 67% stated the hotel provided good information about the route
    - 73% of visitors used Roam Transit at least twice
    - 91% of visitors are very likely or likely to use Roam Transit during their next trip
  - **Lake Louise Resident Feedback Survey**
    - 196 respondents provided feedback in this survey
    - 39% respondents use the Roam Transit service a few times a week
    - 46% of respondents use transit for essential services (medical, groceries, etc.), and another 41% for entertainment (movies, dining, etc.)
    - 70% of respondents use Route 8X, and 27% Route 11

## 2.5 Net Promoter Score (NPS)

The Net Promoter Score (NPS) is a simple metric used to measure customer loyalty and satisfaction. It's based on a key question we have included in our survey:

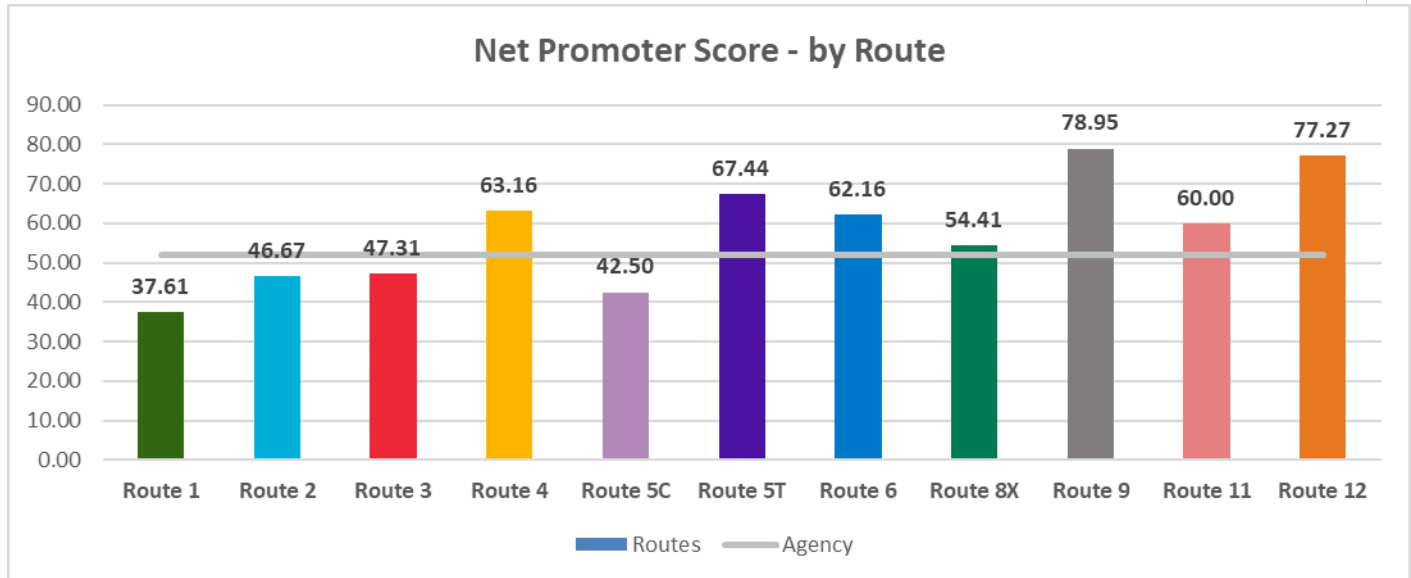
*"How likely is it that you would recommend Roam Public Transit to a friend or colleague?"*

After categorizing our responses on Promoters (score 9 – 10), Passive (score 7 – 8), and Detractors (score 0 – 6), we simply subtract the percentage of Detractors from the percentage of Promoters.

Although the transit industry doesn't have a set industry average, agencies usually set the number to be 33%, which was also used in this survey. The NPS results are usually split as follows:

- **-100 to 0:** Needs improvement
- **0 to 20:** Good
- **21 – 50:** Favourable
- **51 – 80:** Excellent
- **81 – 100:** World Class

Roam Transit scored an NPS of 52% including all routes, which would put our agency into the excellent bracket. The best routes were Route 12 and Route 9 (these routes also received a smaller number of responses compared to other routes).

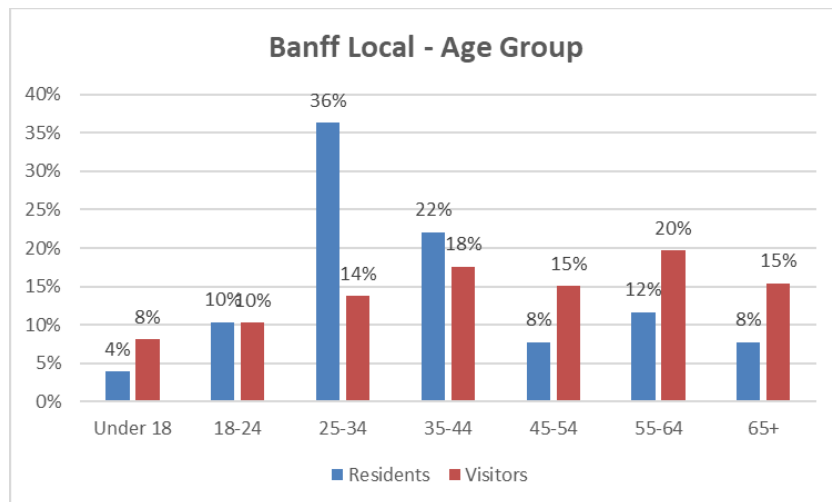
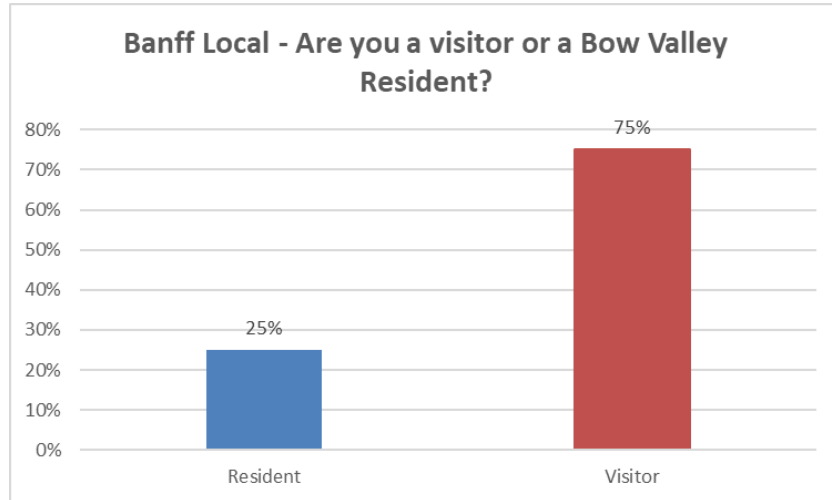


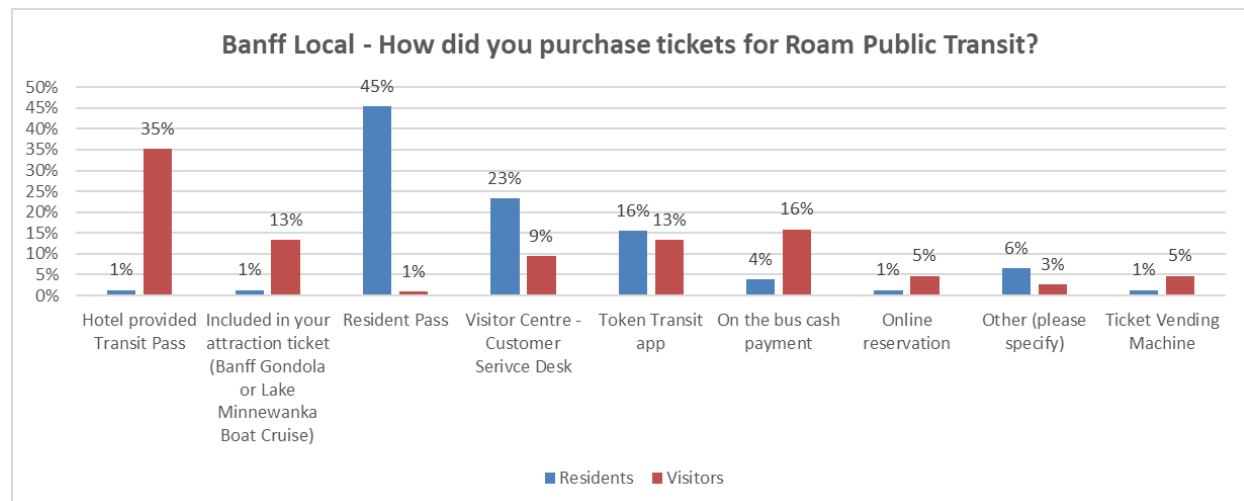
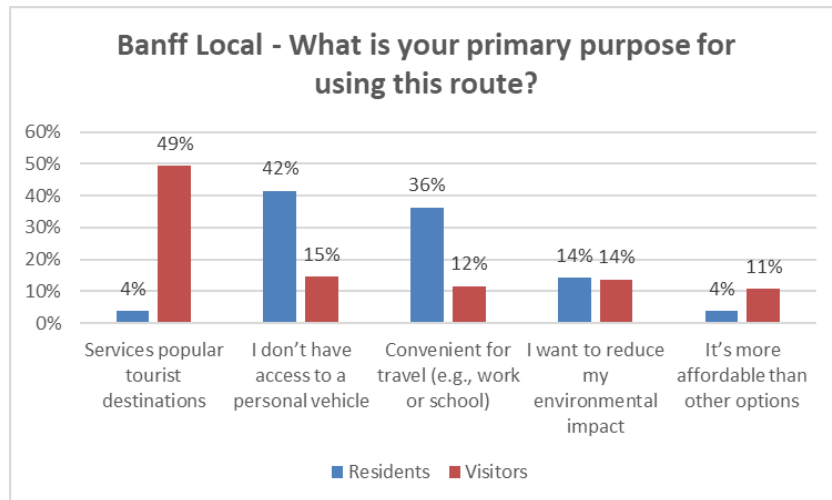
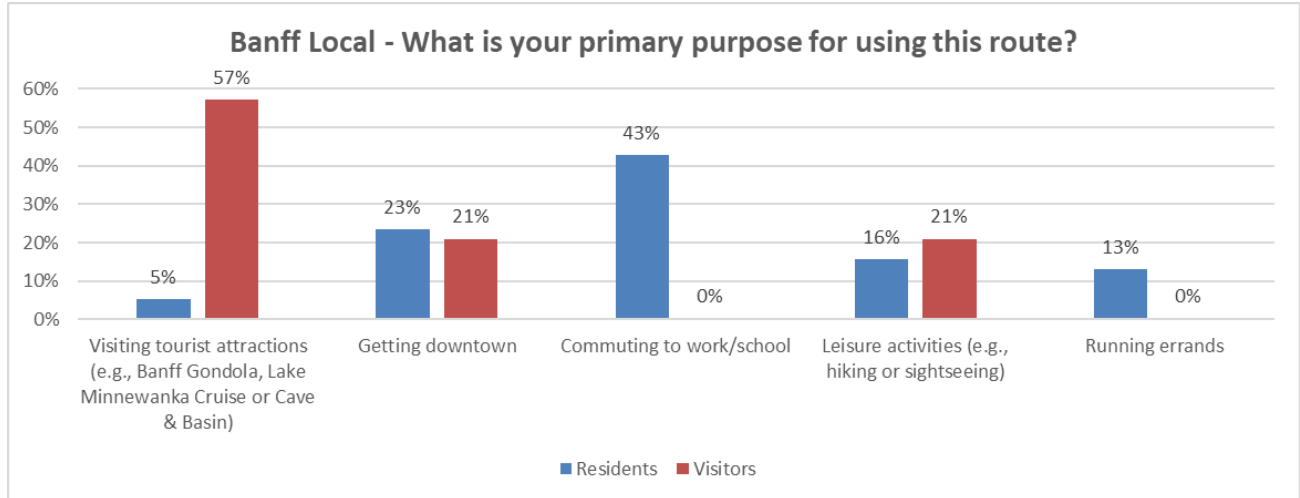
When comparing these numbers to other agencies, we must keep in mind that not all agencies collect or share this information. Some of the agencies that make this information available are listed below:

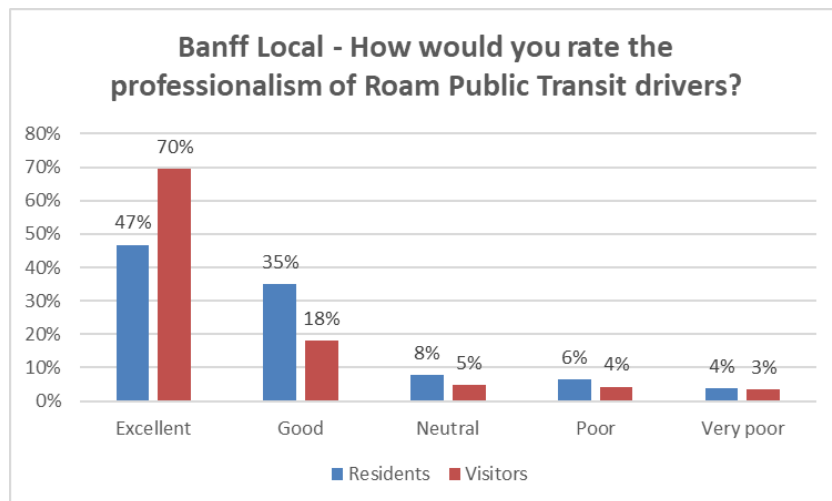
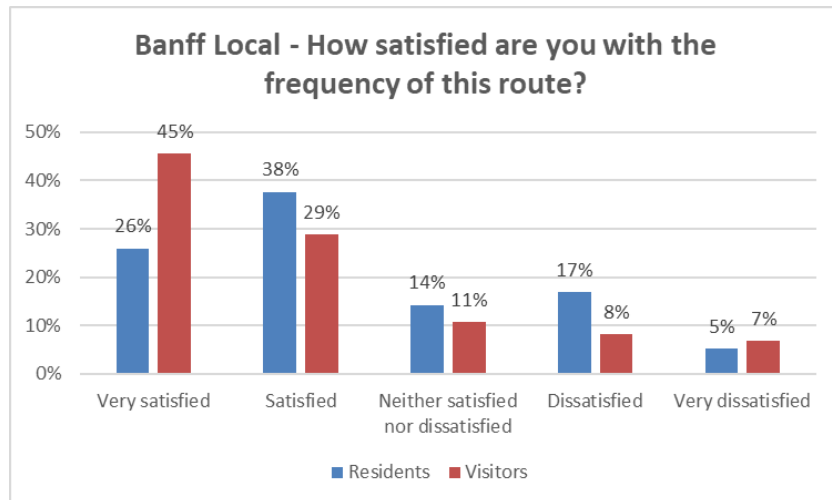
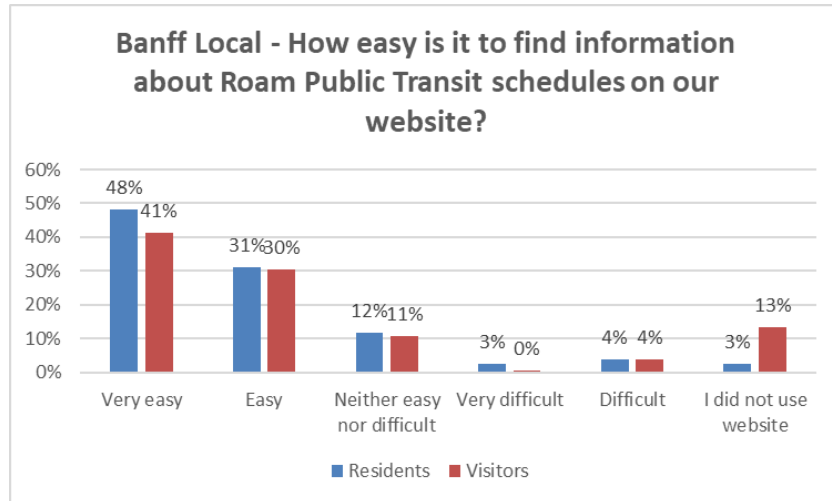
|                        | 23/24      | 24/25      |
|------------------------|------------|------------|
| <b>BC Transit</b>      | <b>-16</b> | <b>-11</b> |
| Victoria               | 0          | 3          |
| Kamloops               | -22        | -18        |
| Kelowna                | -36        | -24        |
| Nanaimo                | -27        | -20        |
| Whistler               | 14         | 21         |
| Campbell River         | -17        | -1         |
| Comox Valley           | -18        | -28        |
| <b>London Transit</b>  | <b>29</b>  | <b>33</b>  |
| <b>Toronto Transit</b> | <b>-</b>   | <b>12</b>  |

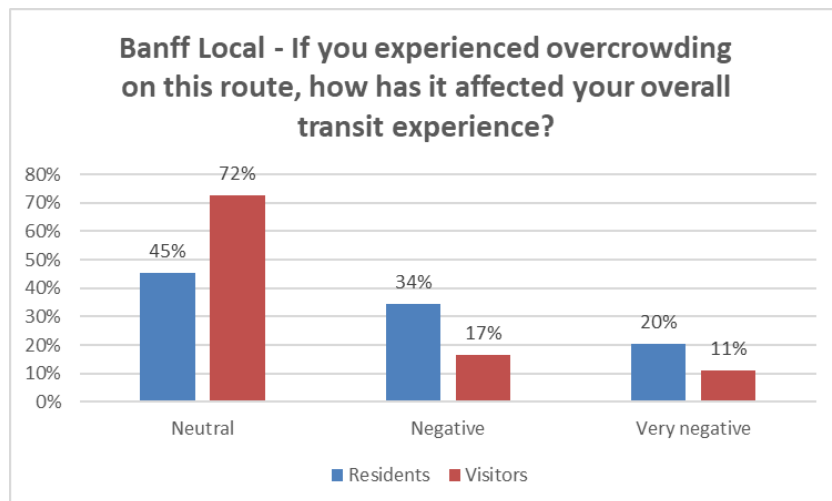
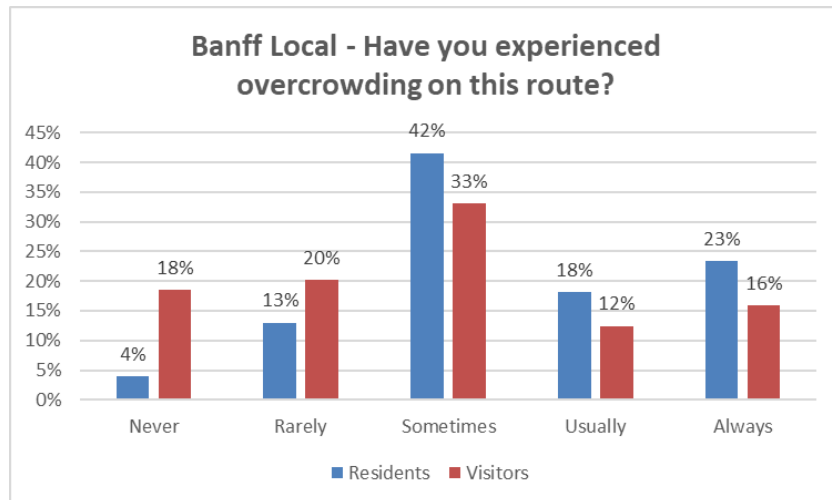
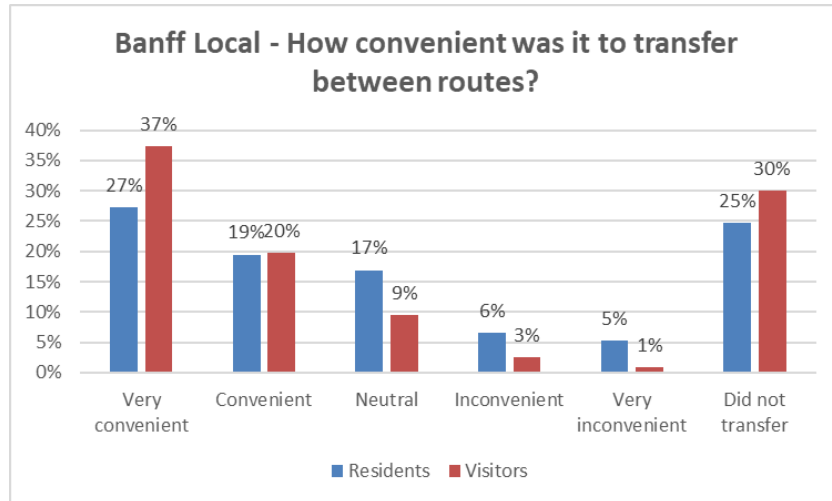
### 3. Charts

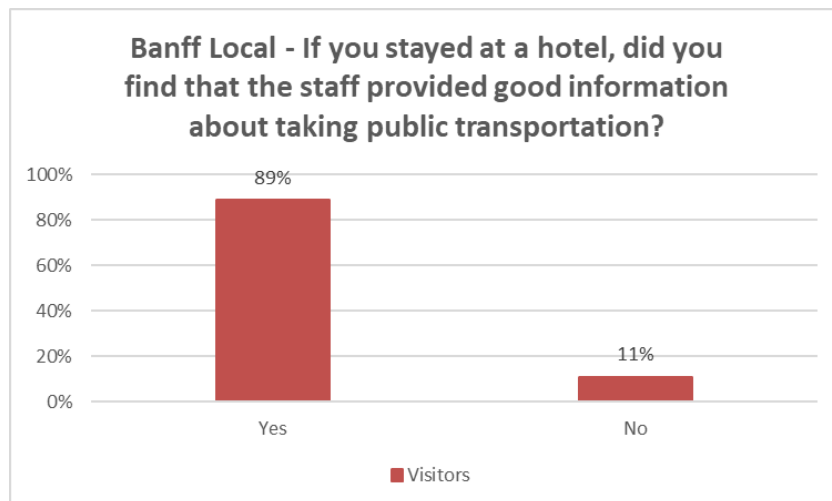
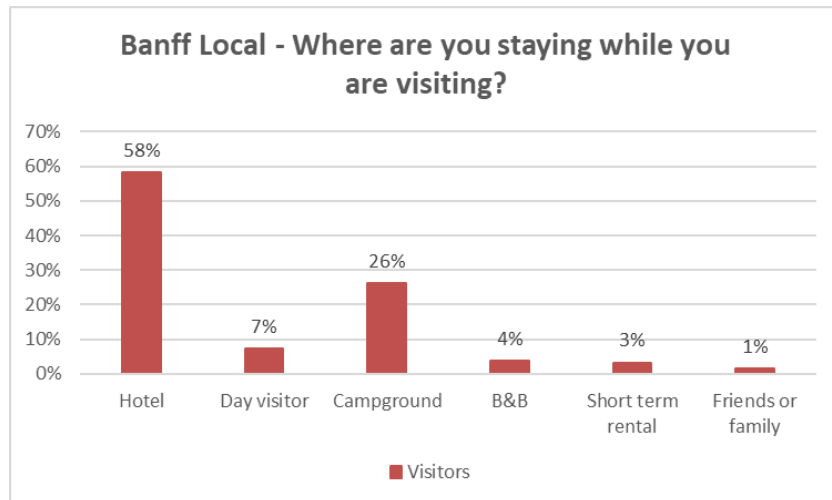
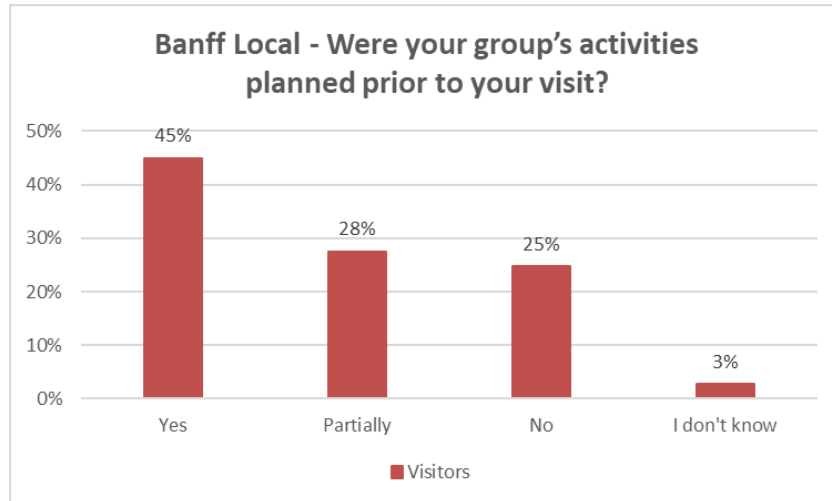
#### 3.1 Banff Local (Routes 1, 2, 4 & 6)

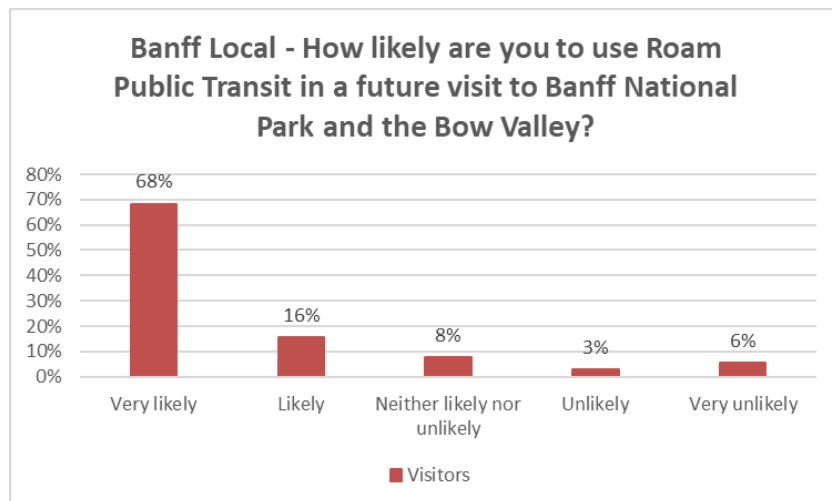
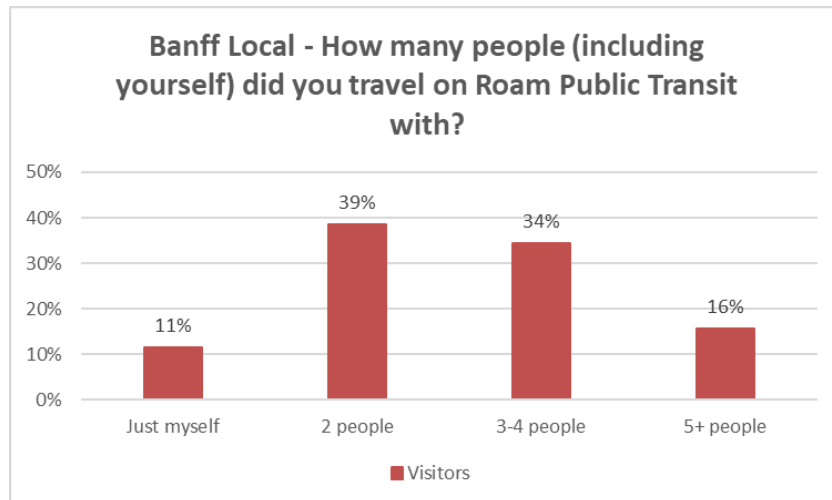
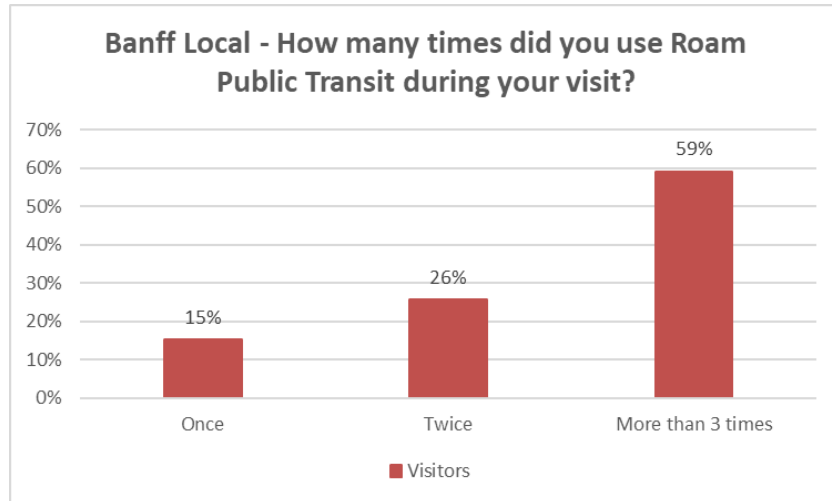


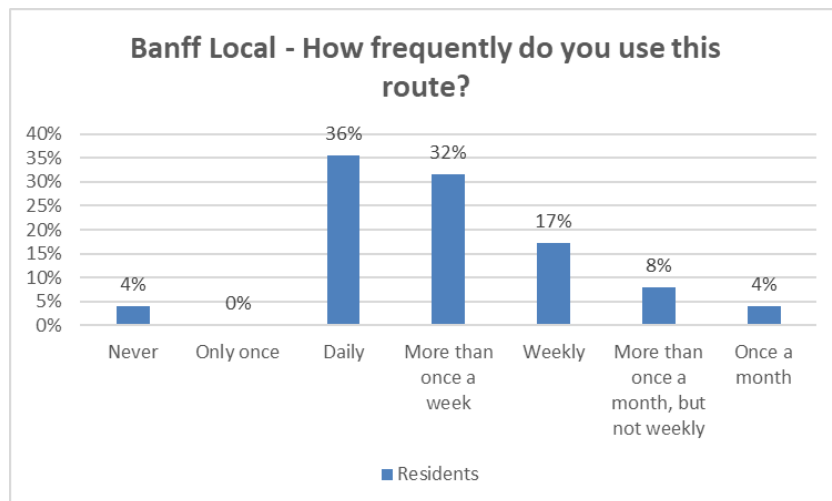
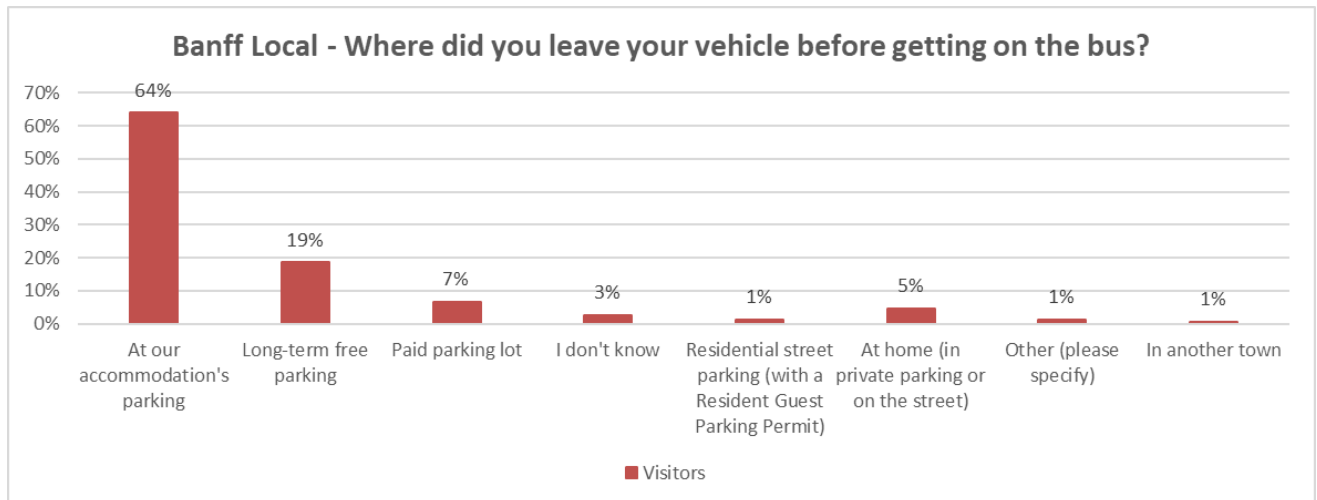
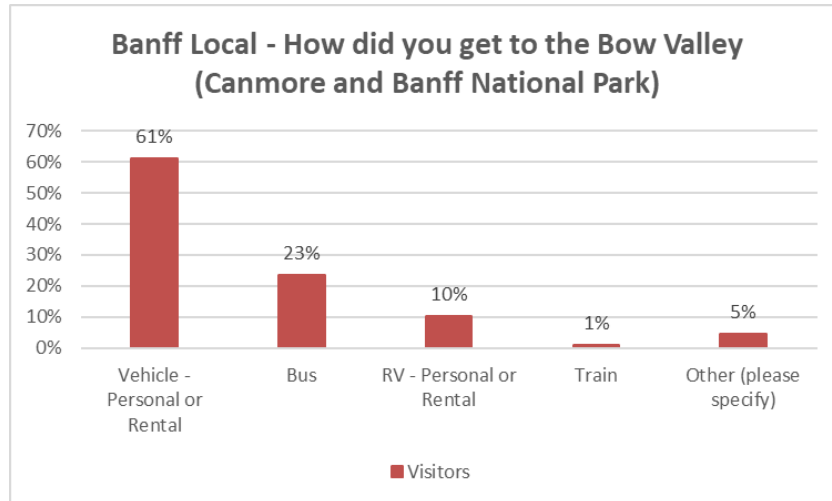


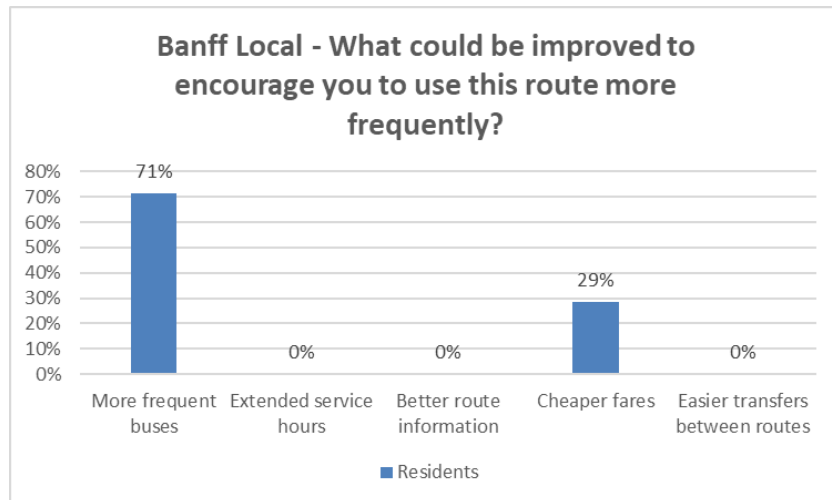
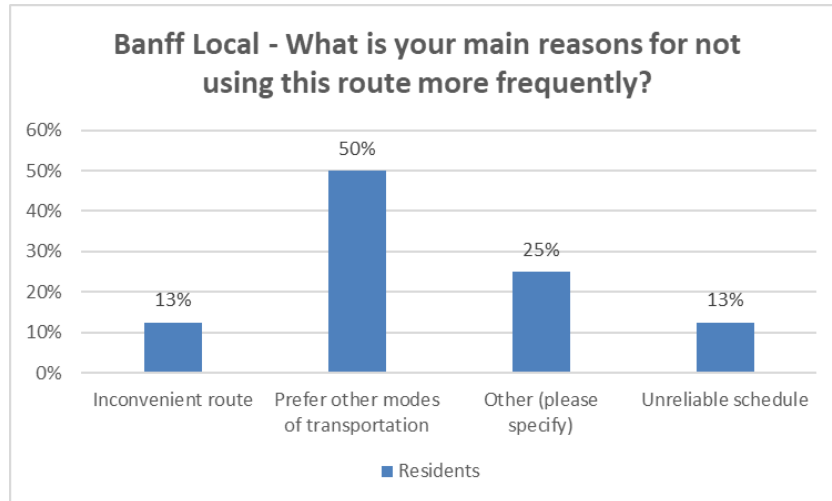




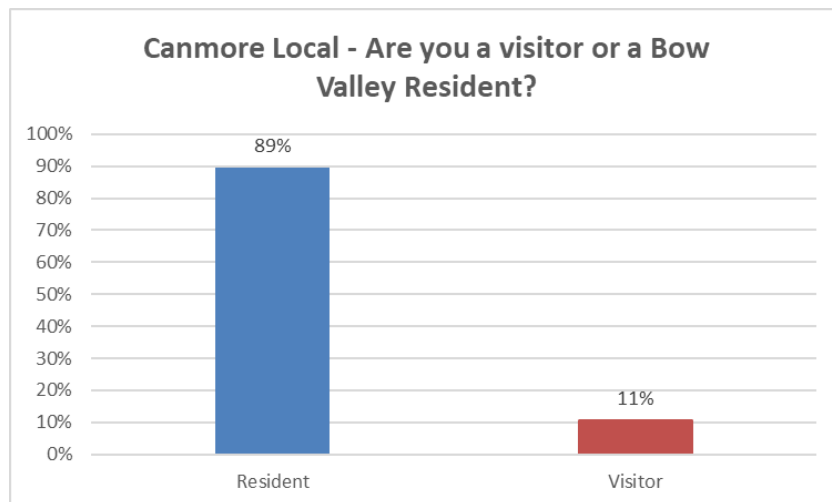


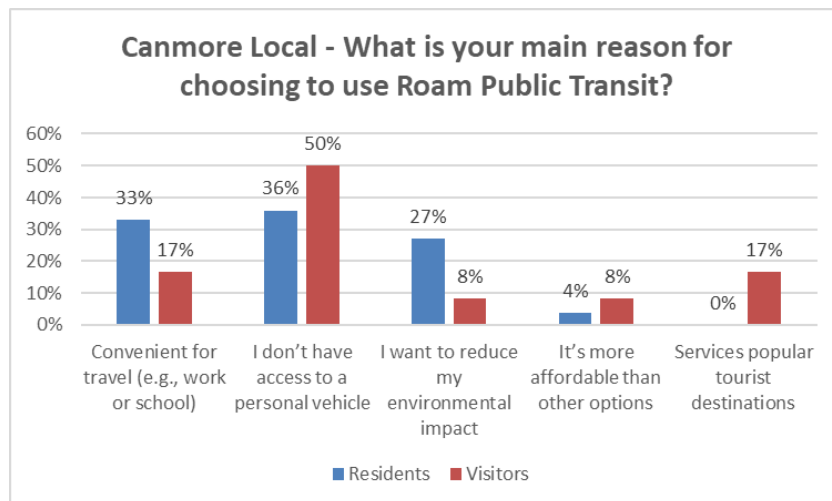
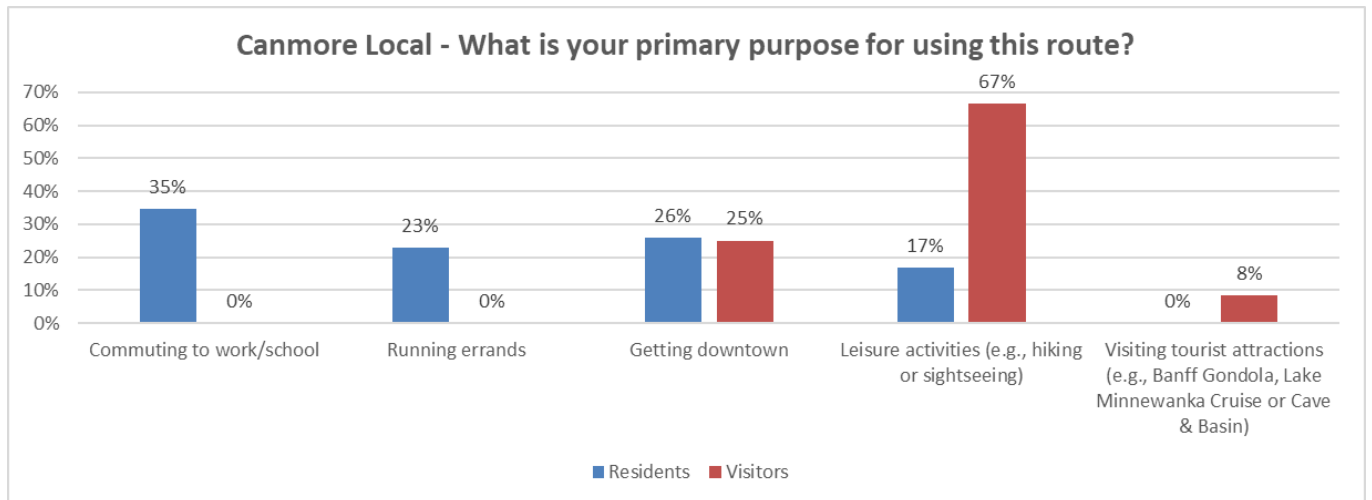
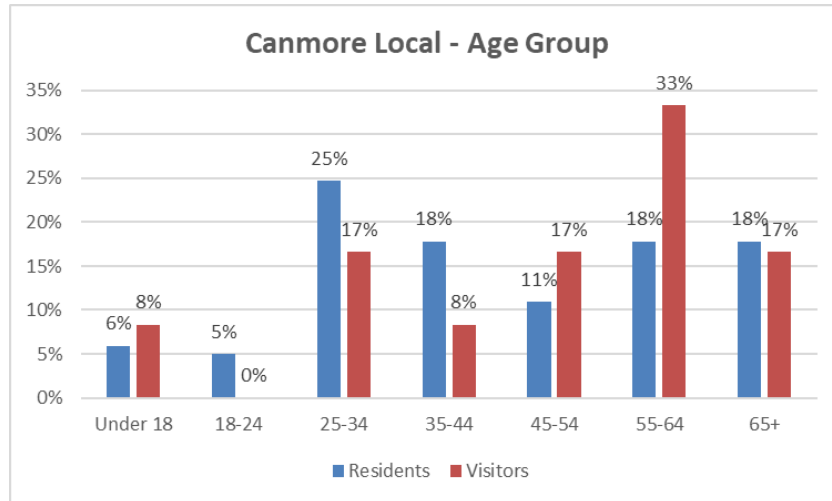




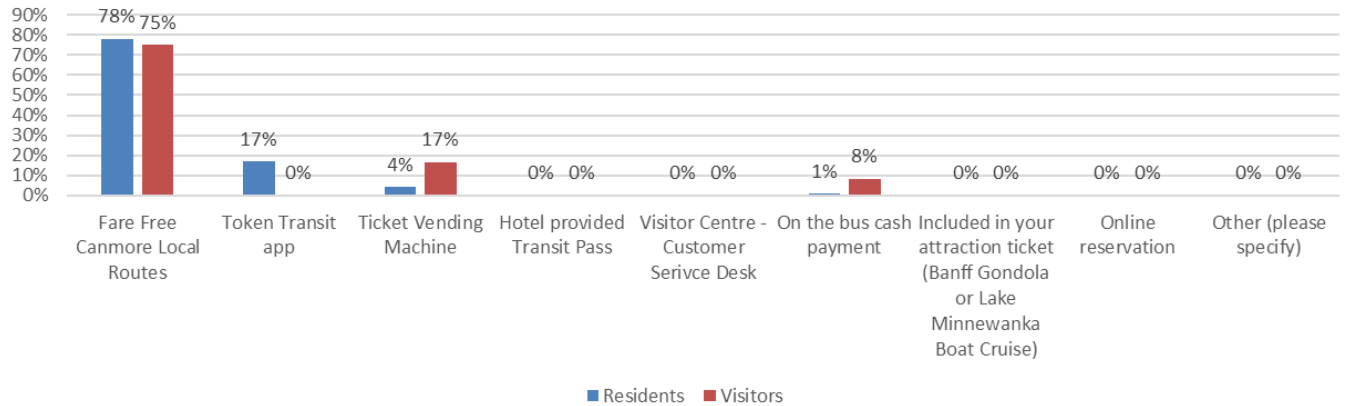


### 3.2 Canmore Local (Routes 5C, 5T & 12)

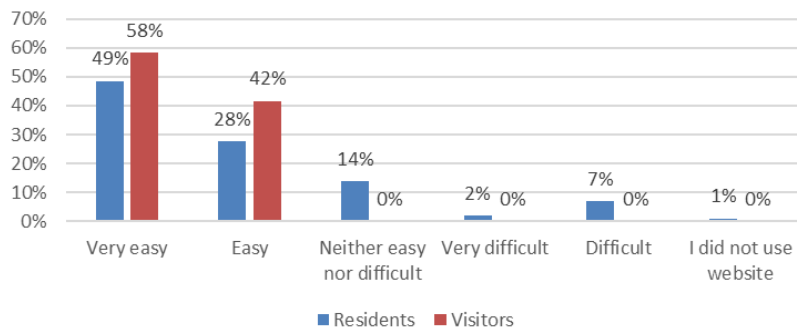




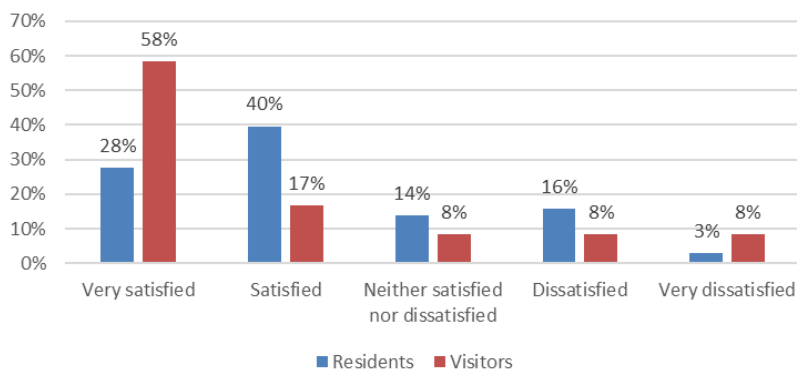
### Canmore Local - How did you purchase tickets for Roam Public Transit?

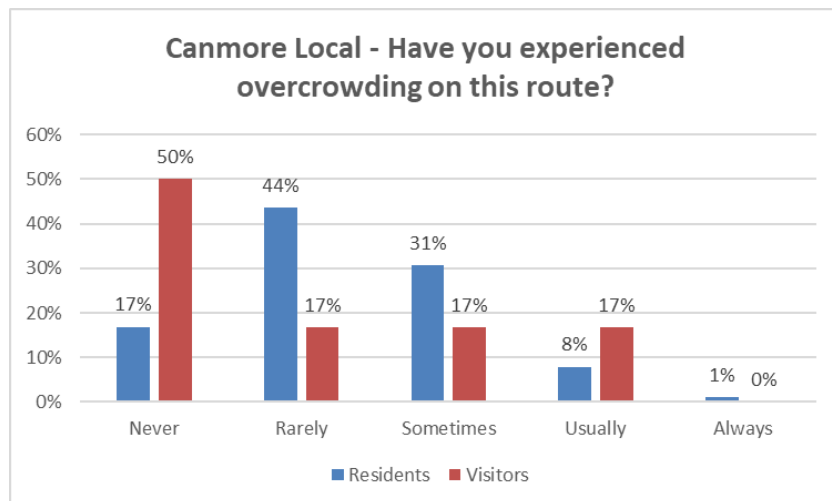
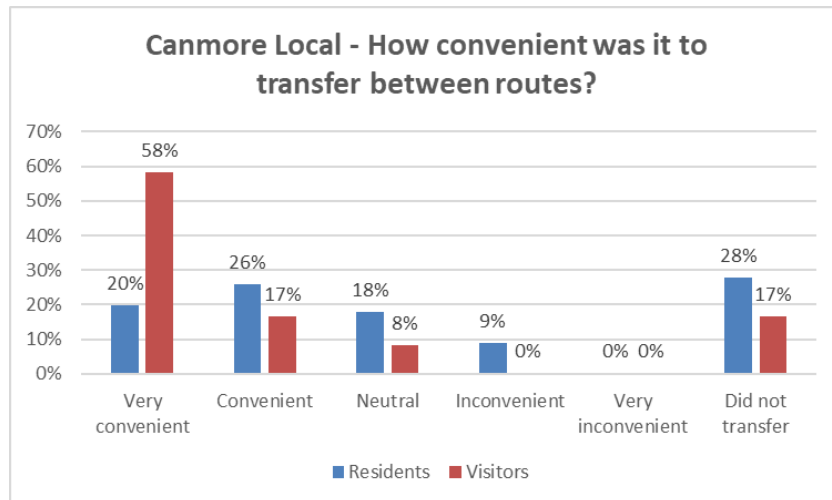
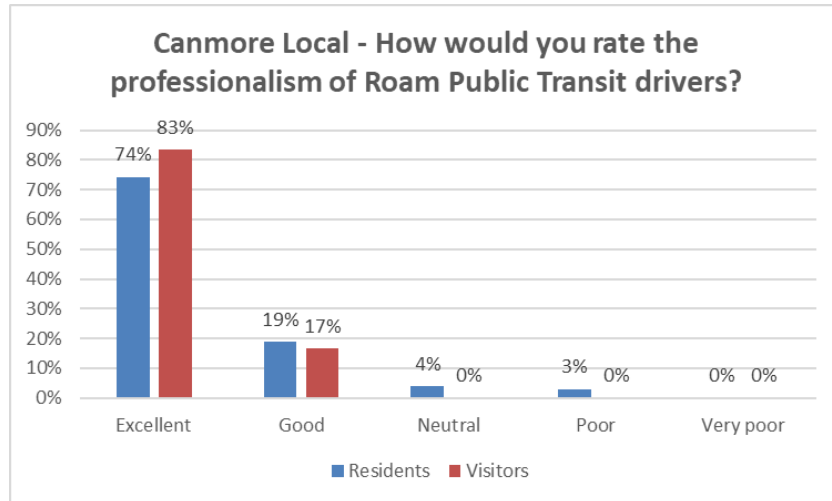


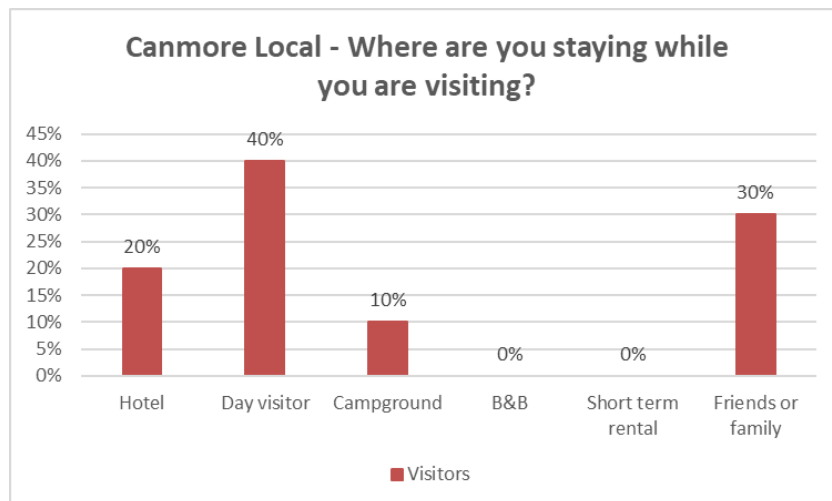
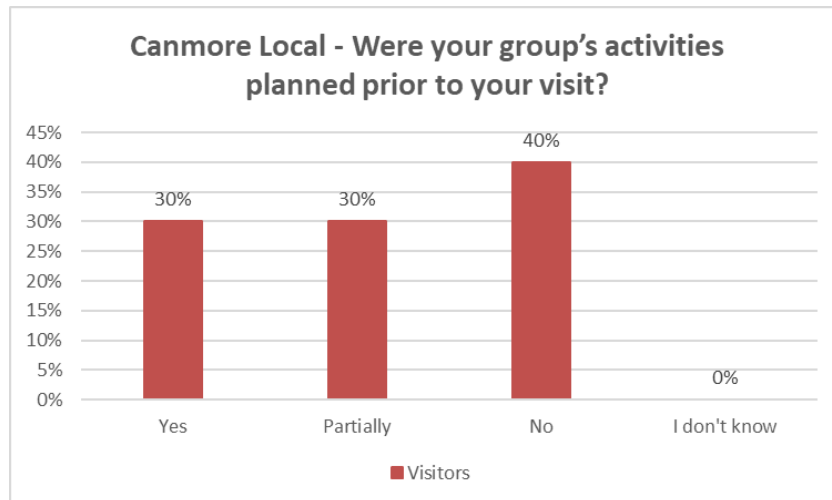
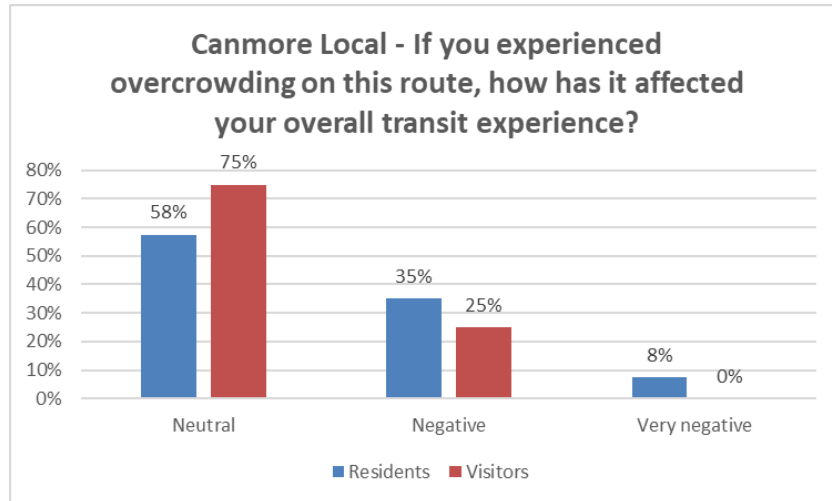
### Canmore Local - How easy is it to find information about Roam Public Transit schedules on our website?

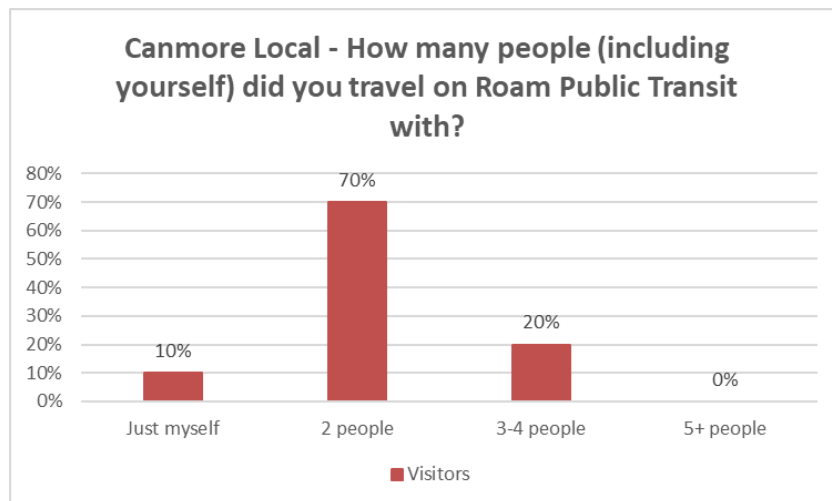
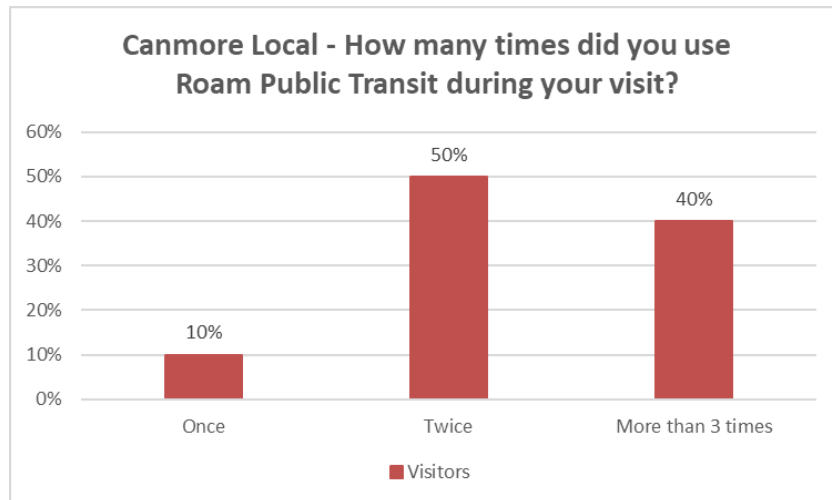


### Canmore Local - How satisfied are you with the frequency of this route?

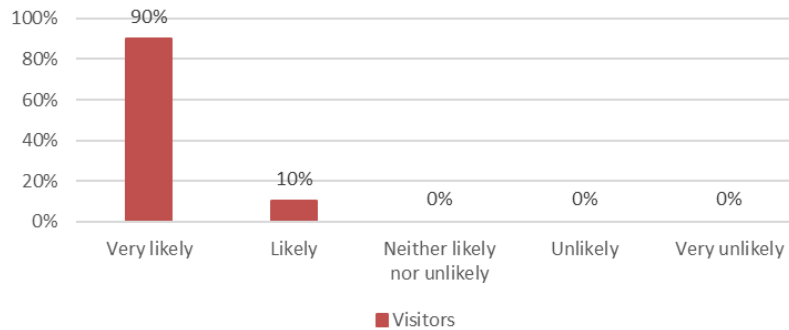




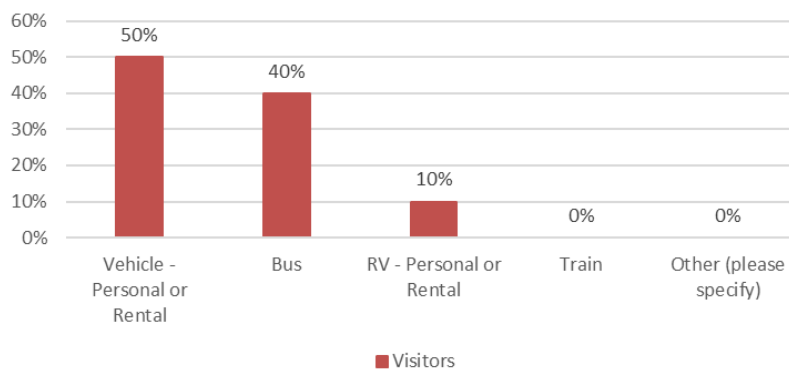




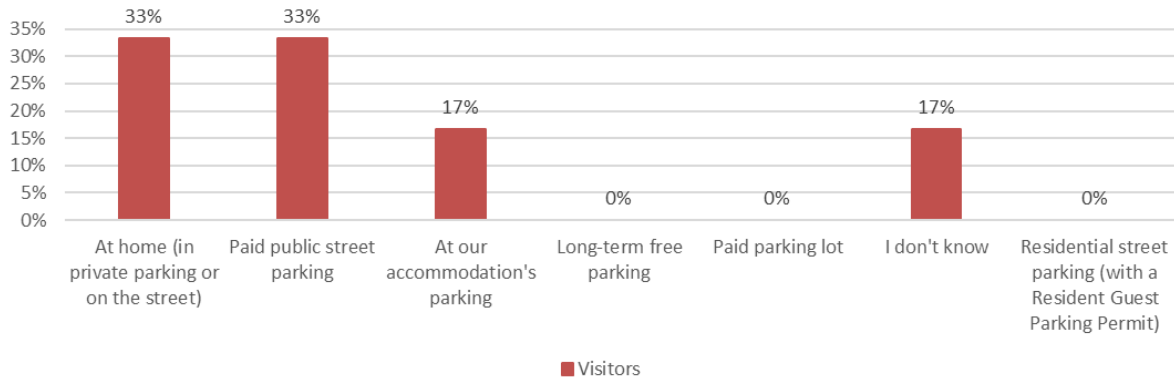
**Canmore Local - How likely are you to use Roam Public Transit in a future visit to Banff National Park and the Bow Valley?**

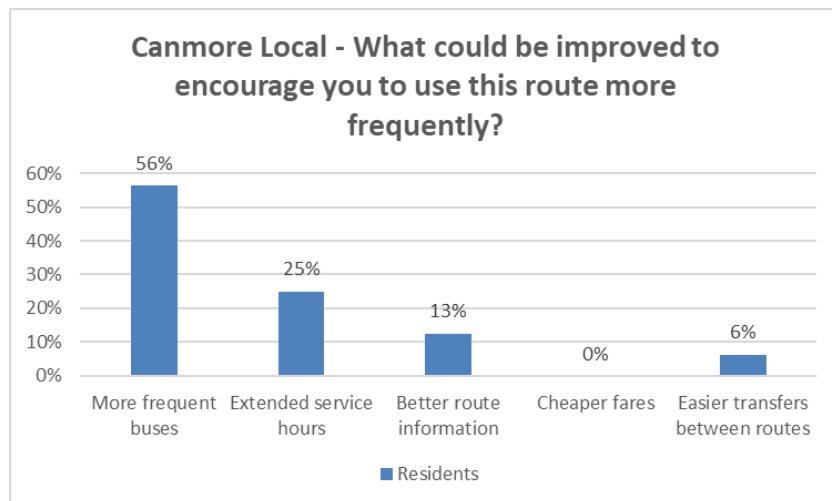
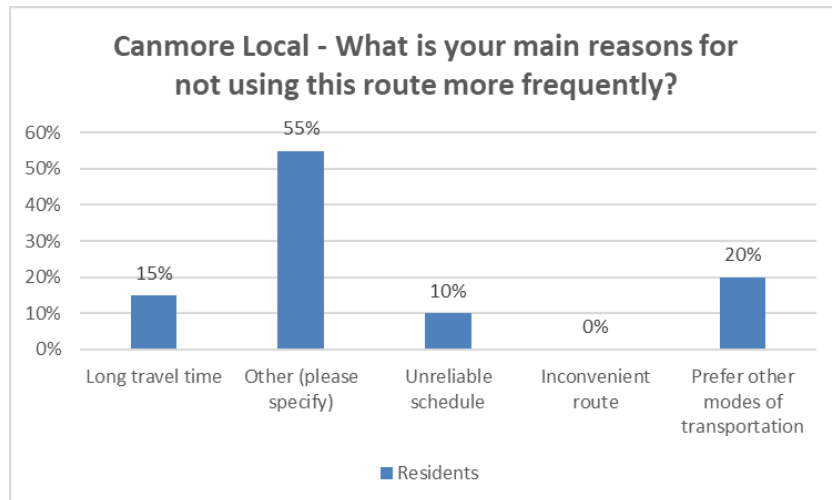
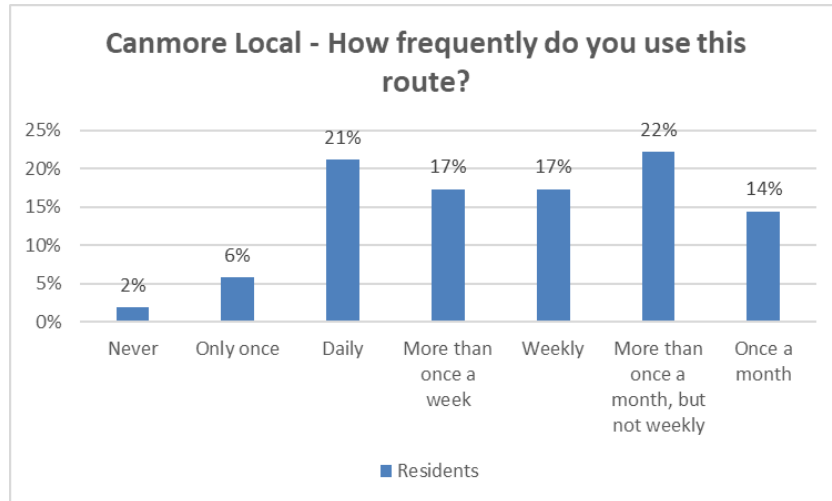


**Canmore Local - How did you get to the Bow Valley (Canmore and Banff National Park)**

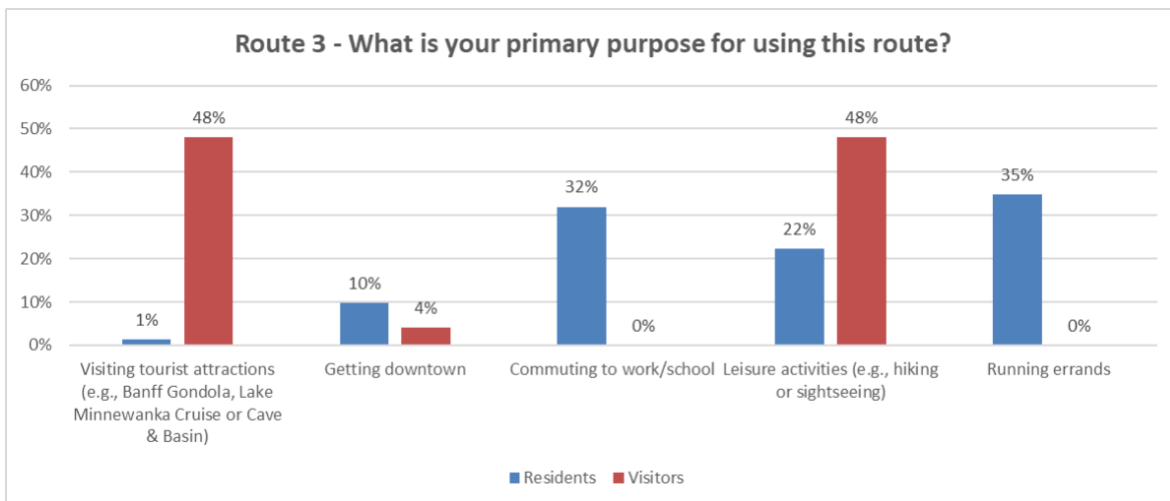
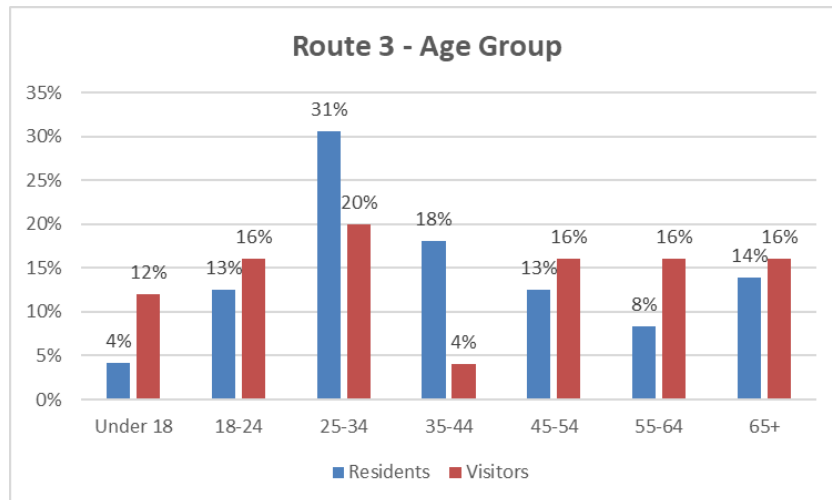
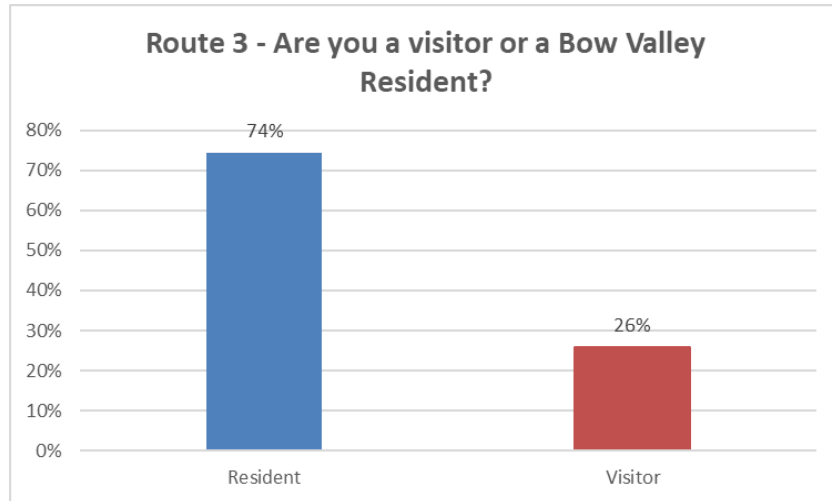


**Canmore Local - Where did you leave your vehicle before getting on the bus?**

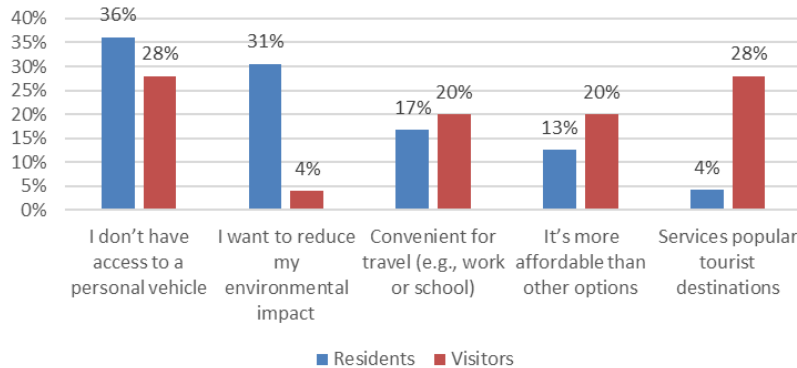




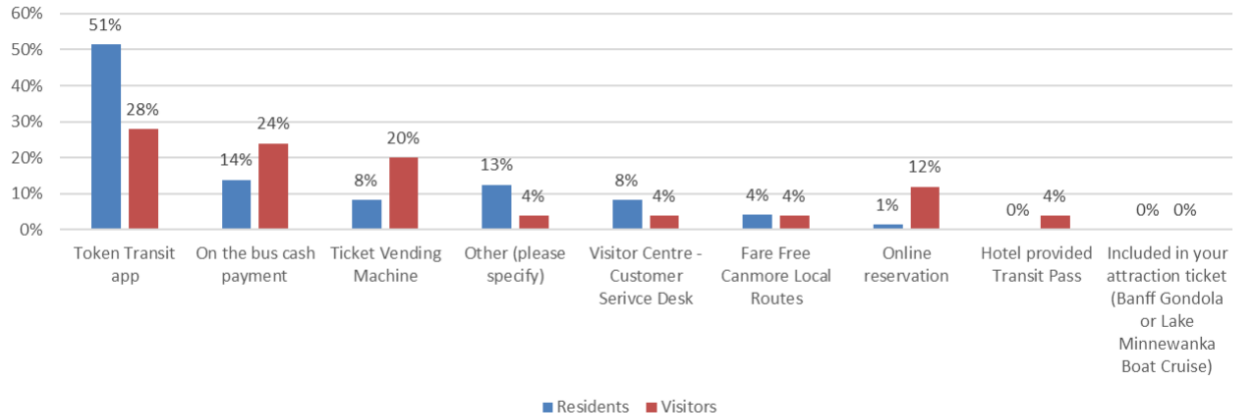
### 3.3 Route 3



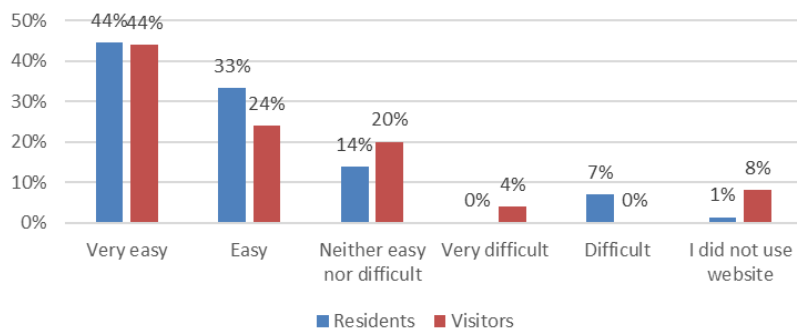
### Route 3 - What is your main reason for choosing to use Roam Public Transit?

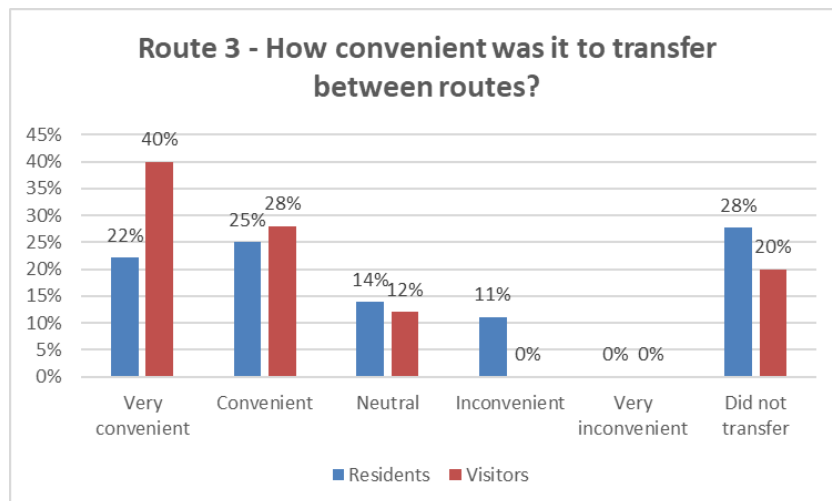
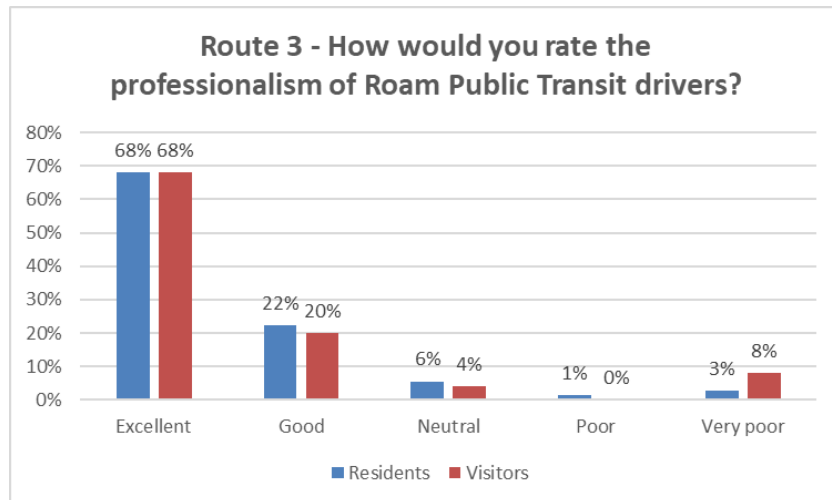
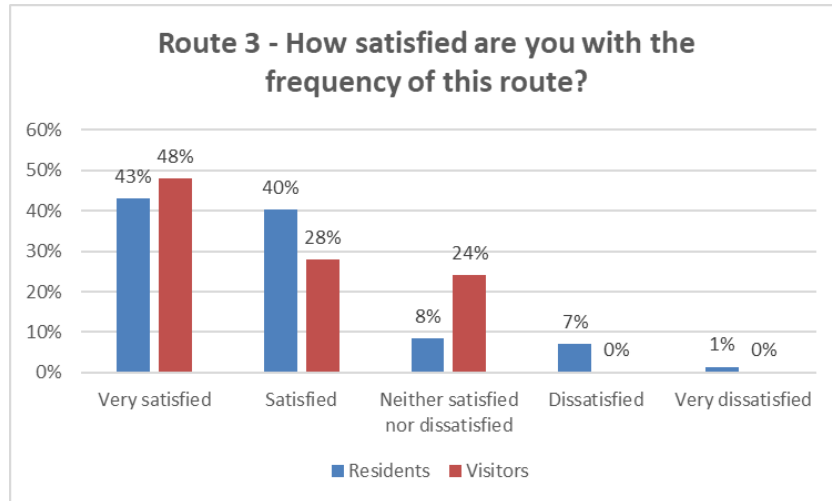


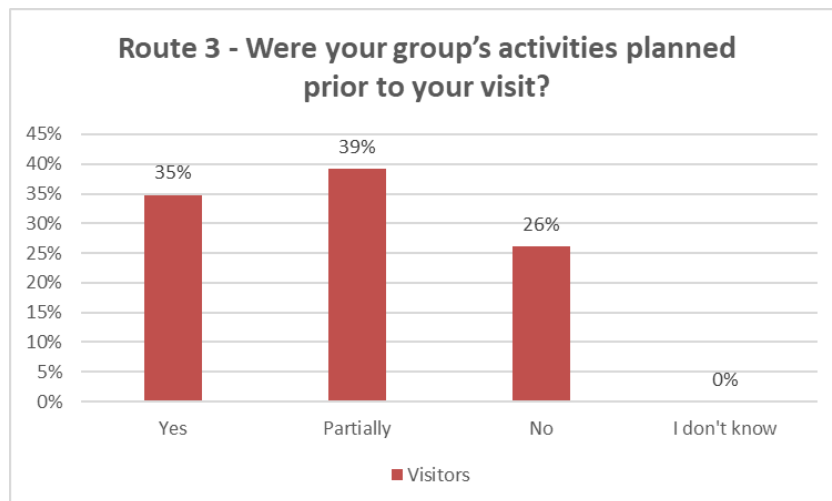
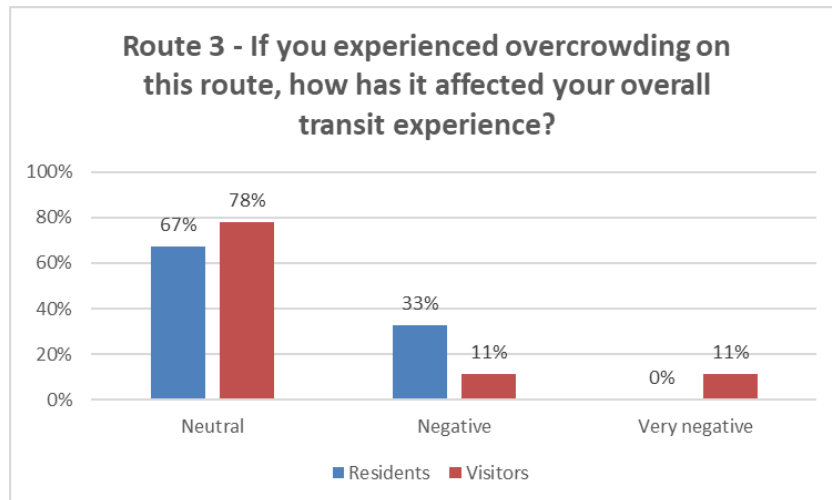
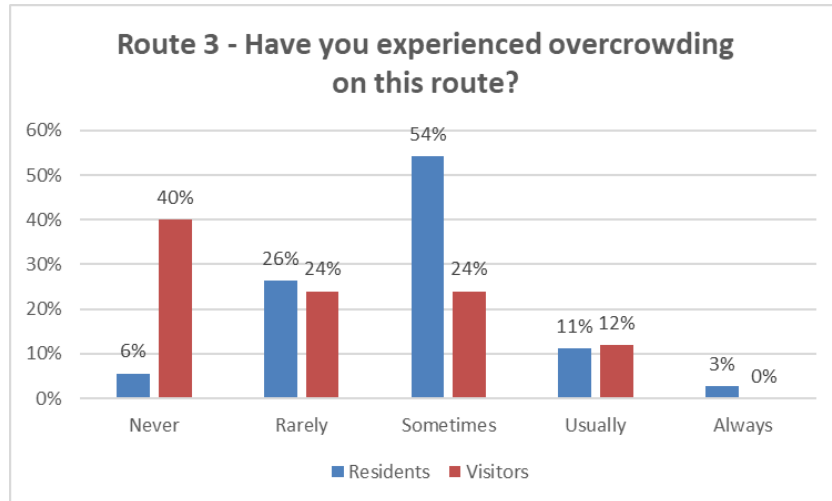
### Route 3 - How did you purchase tickets for Roam Public Transit?

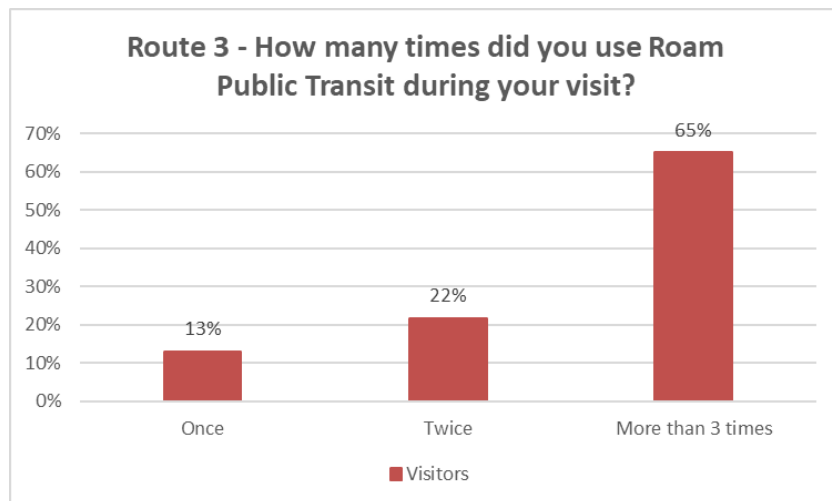
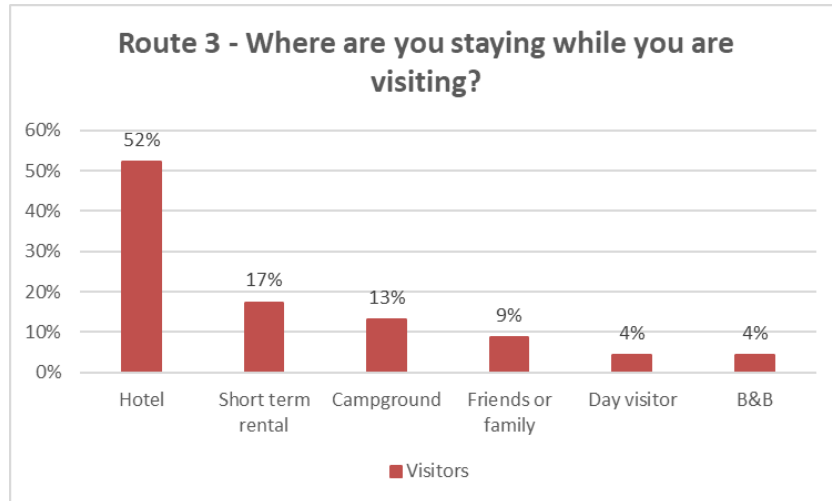


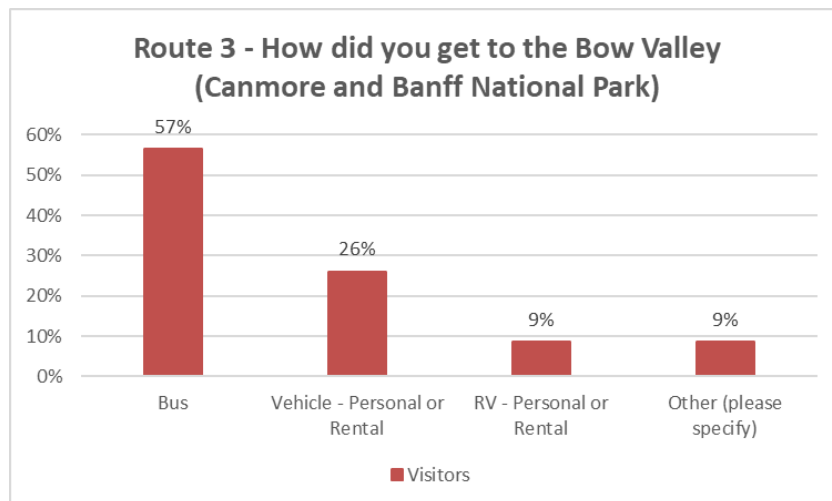
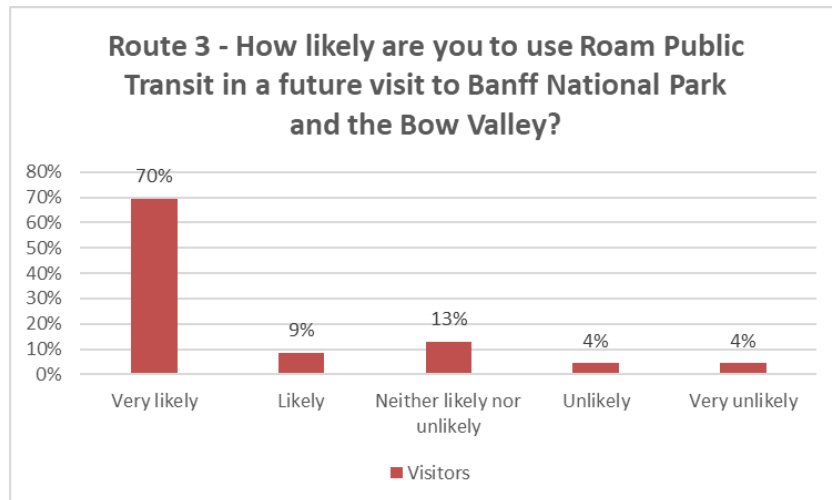
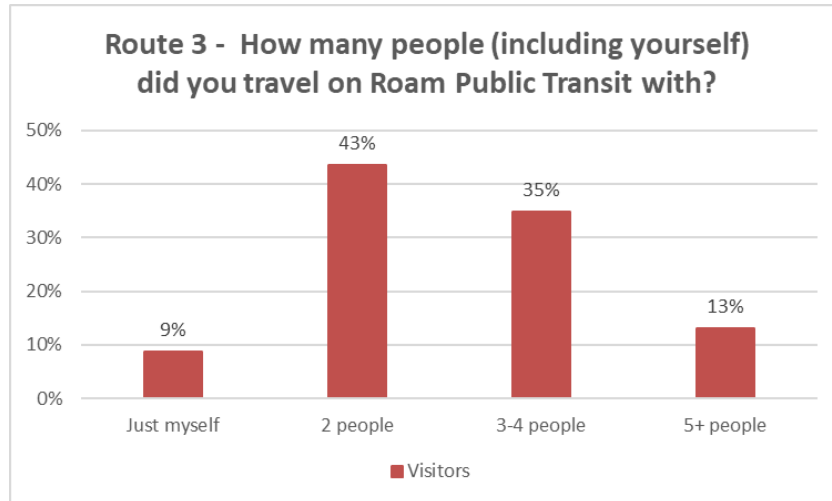
### Route 3 - How easy is it to find information about Roam Public Transit schedules on our website?

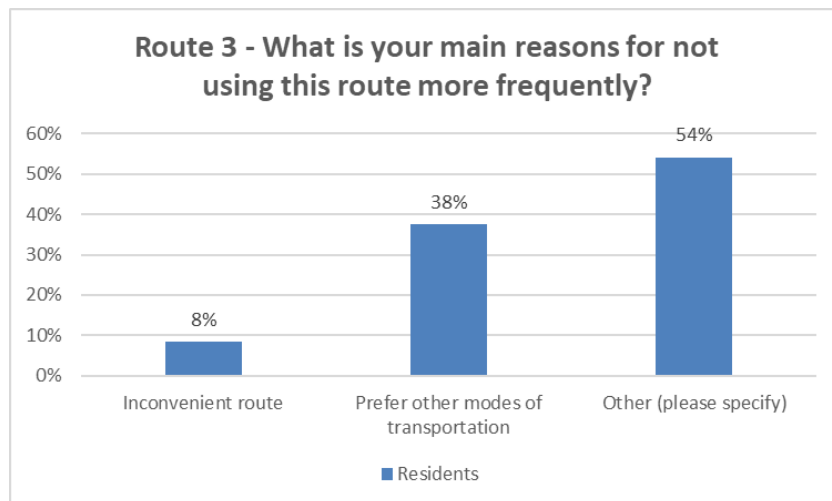
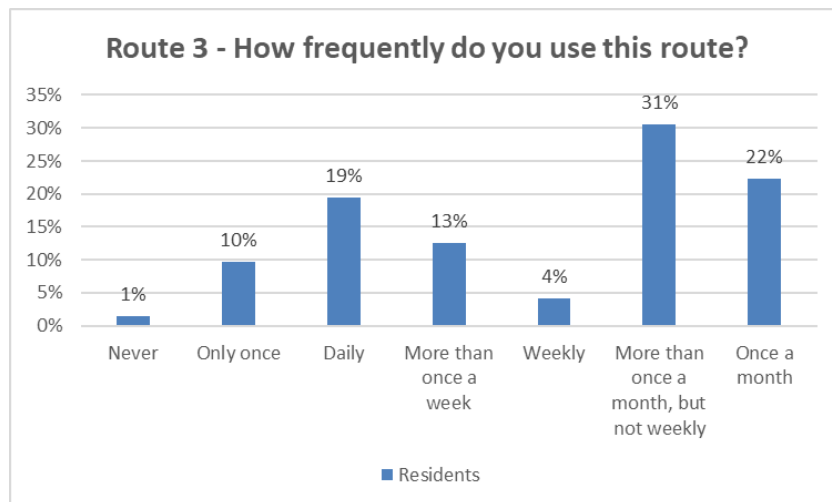
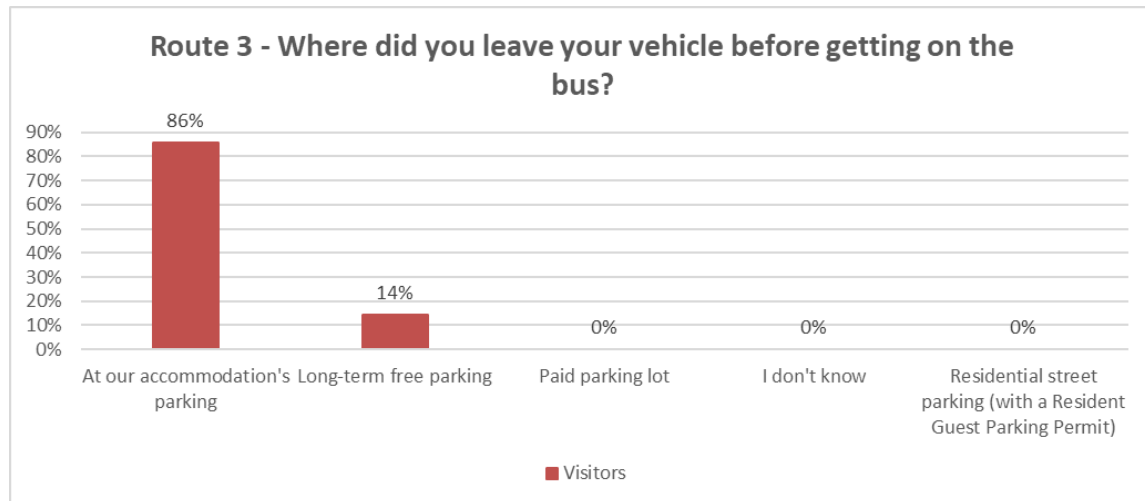


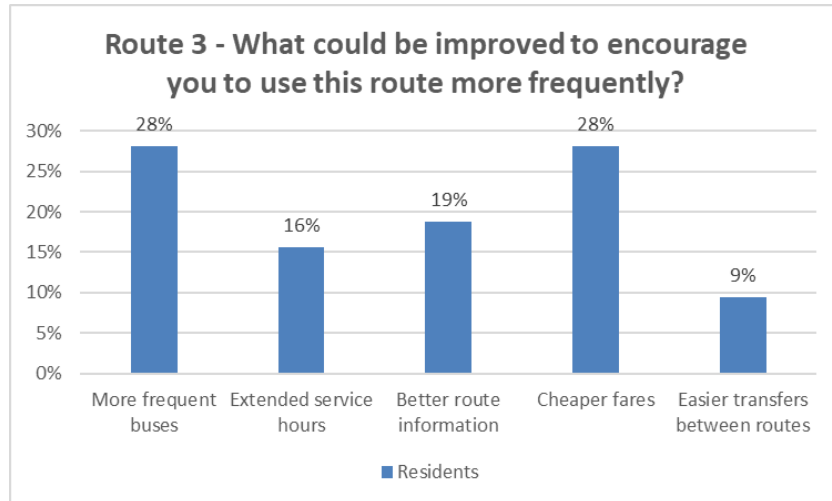




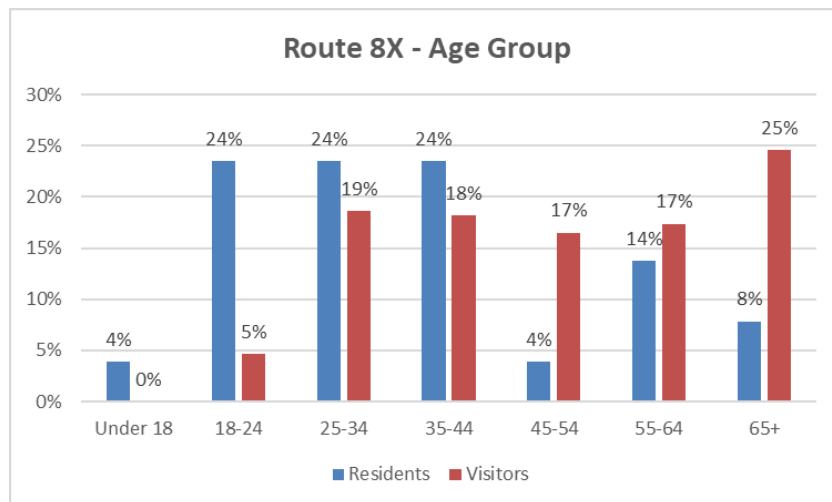
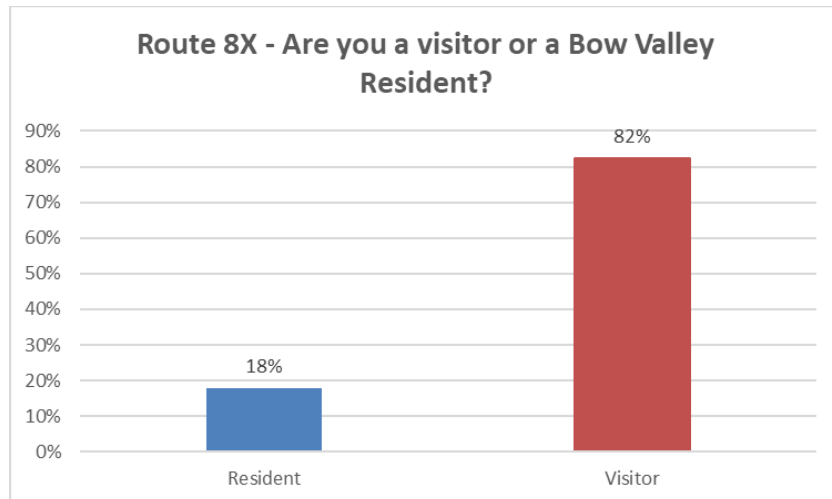


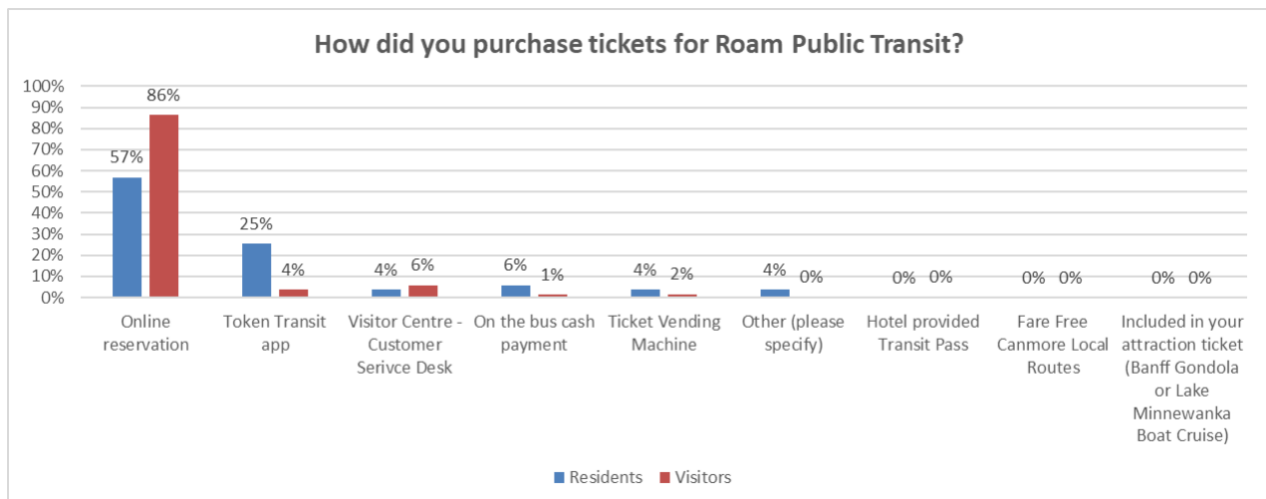
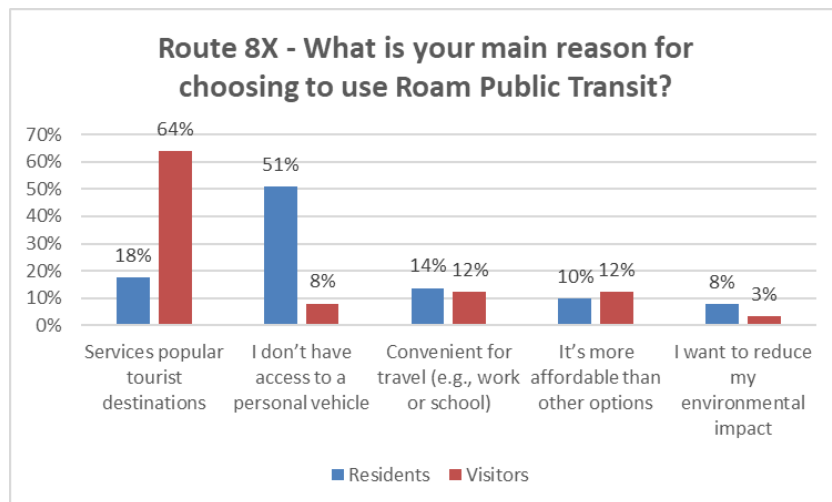
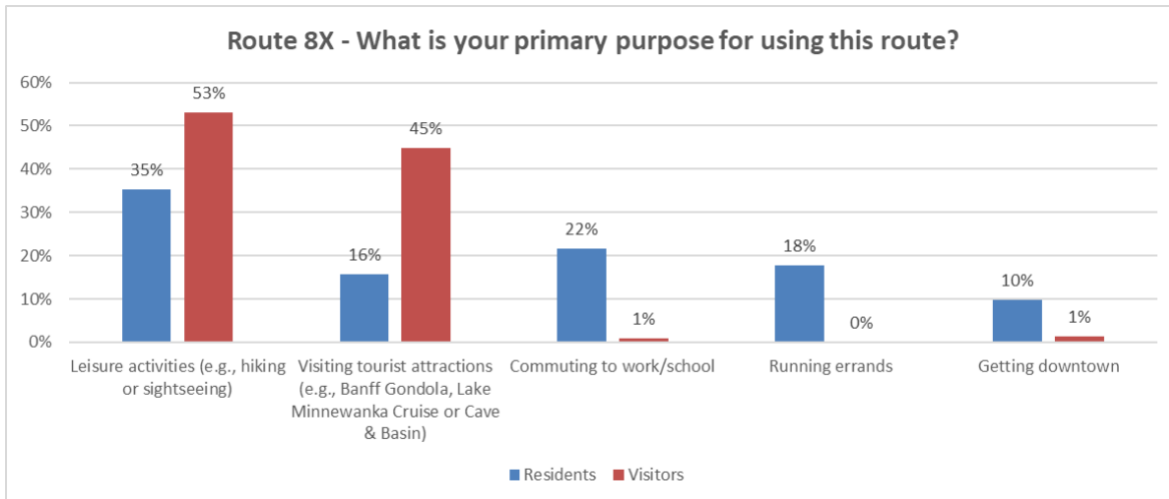


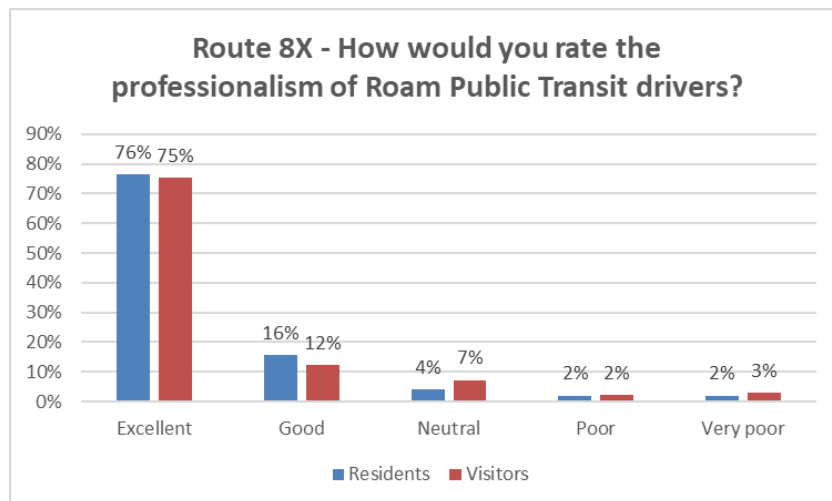
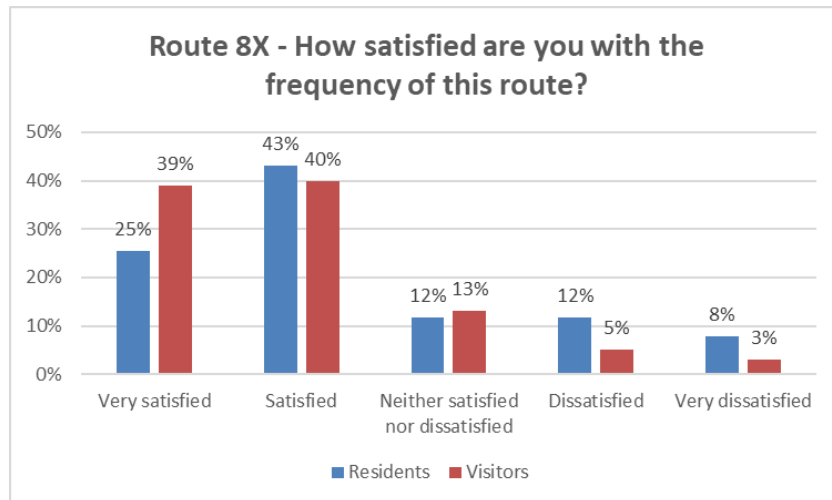
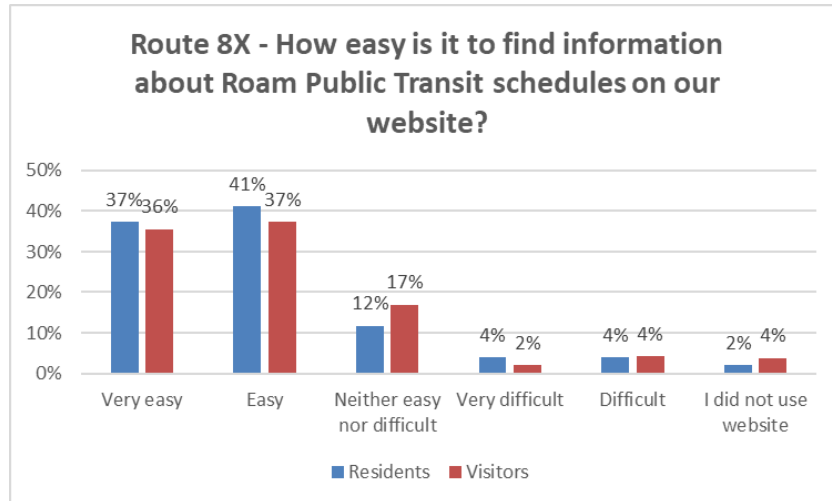


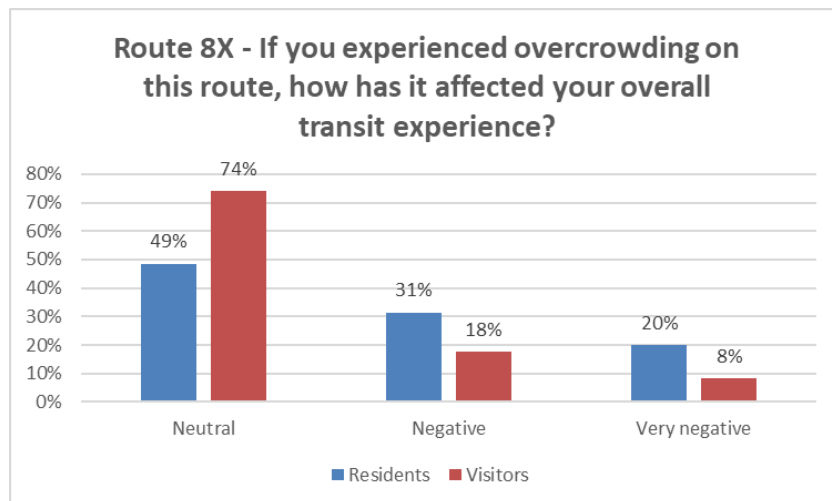
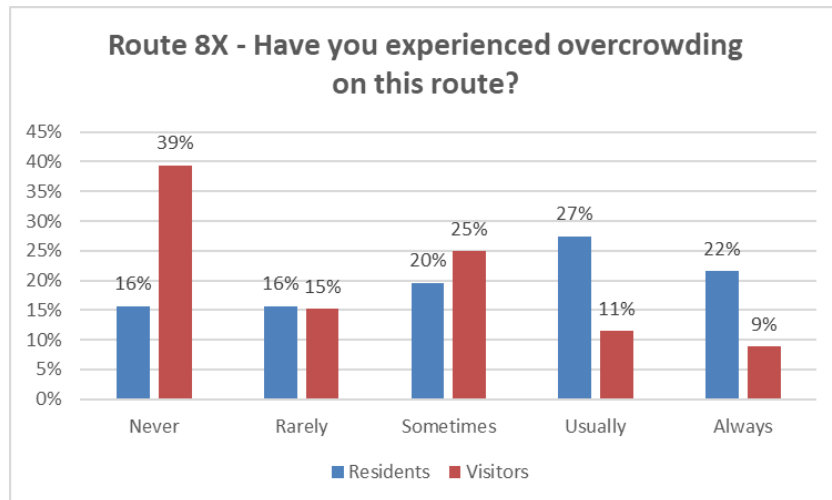
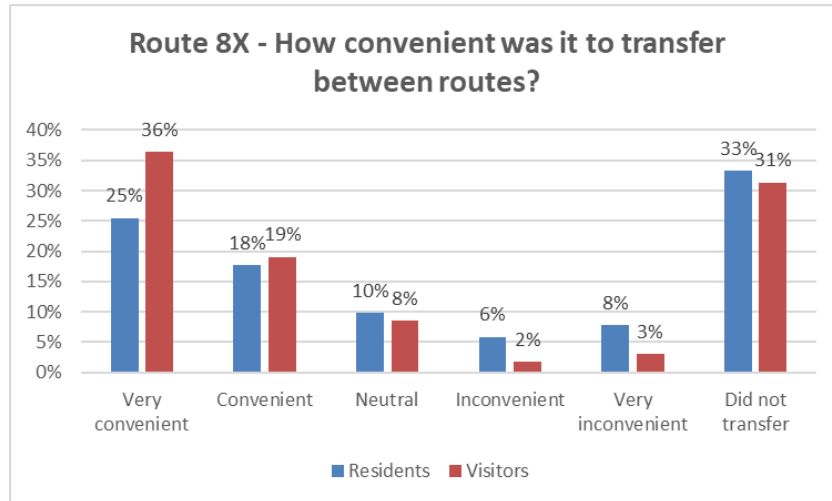


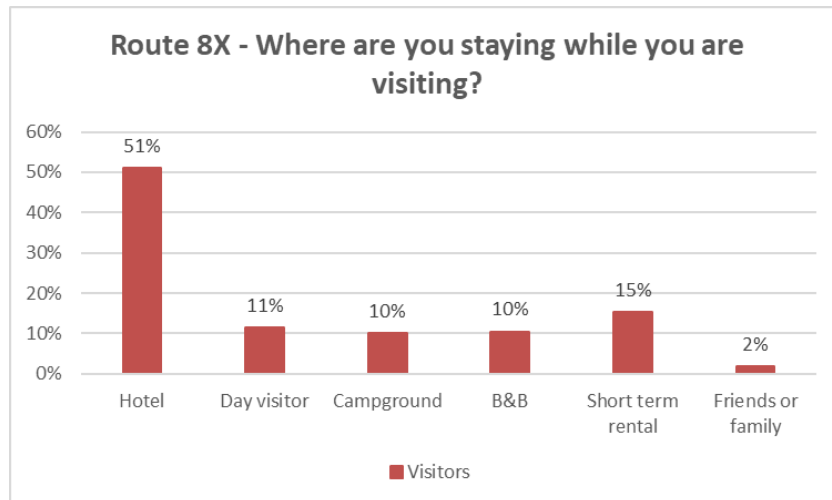
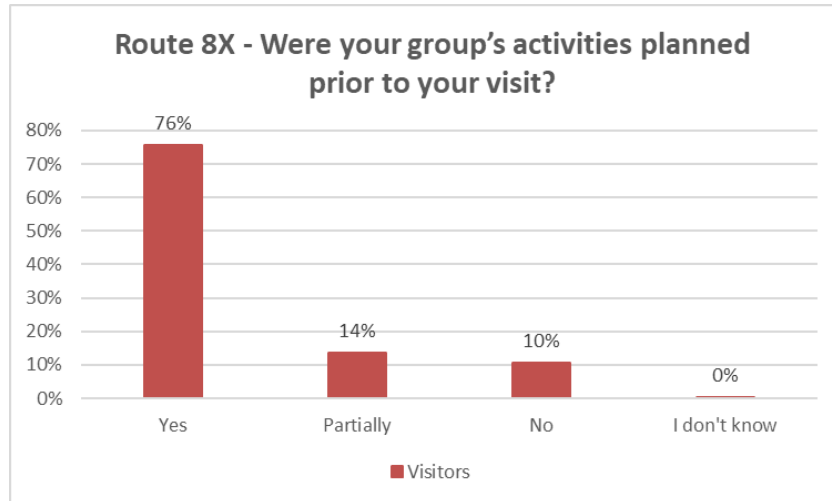
### 3.4 Route 8X

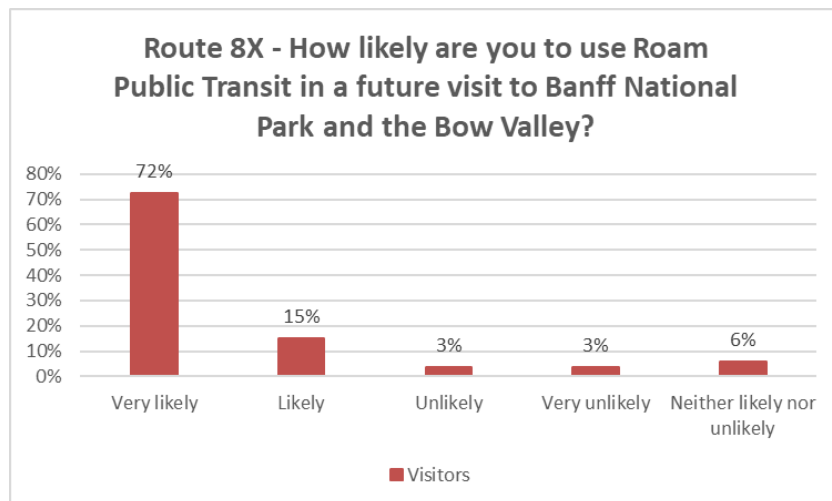
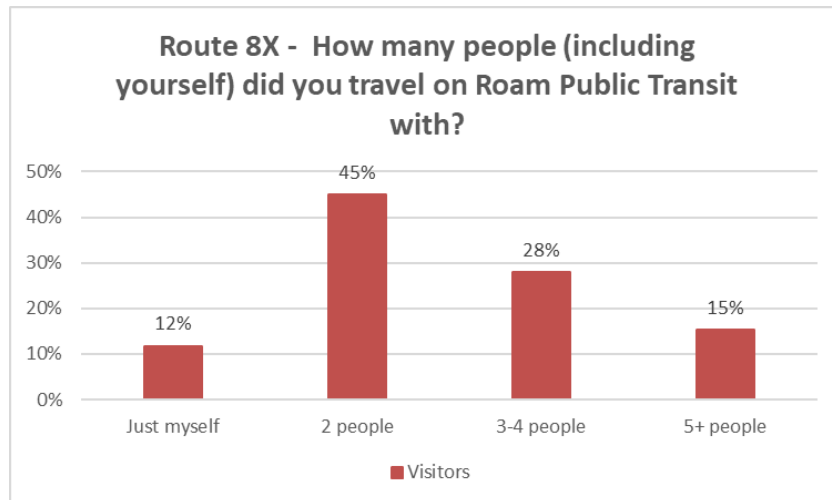
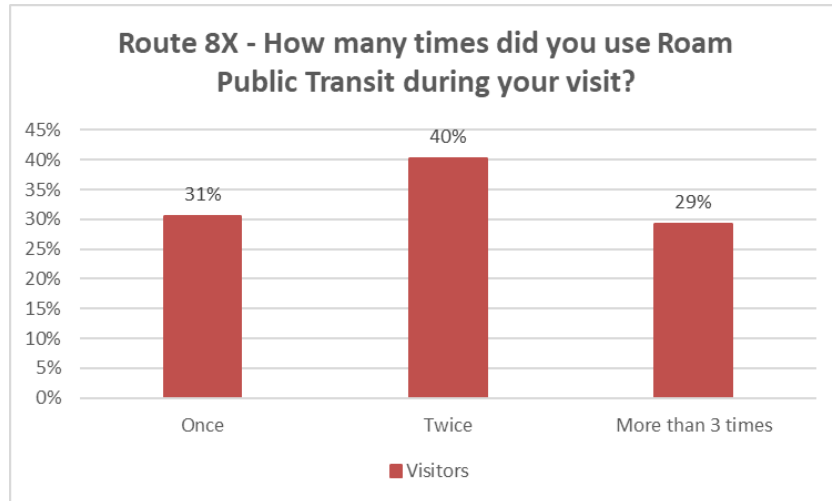


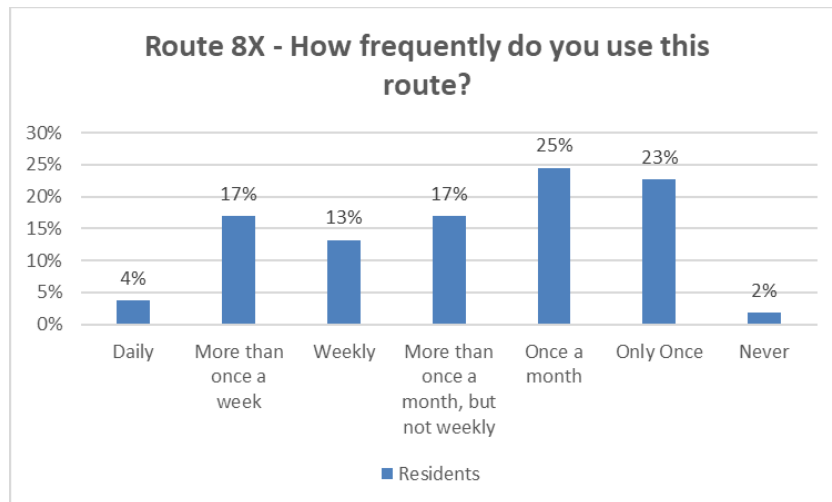
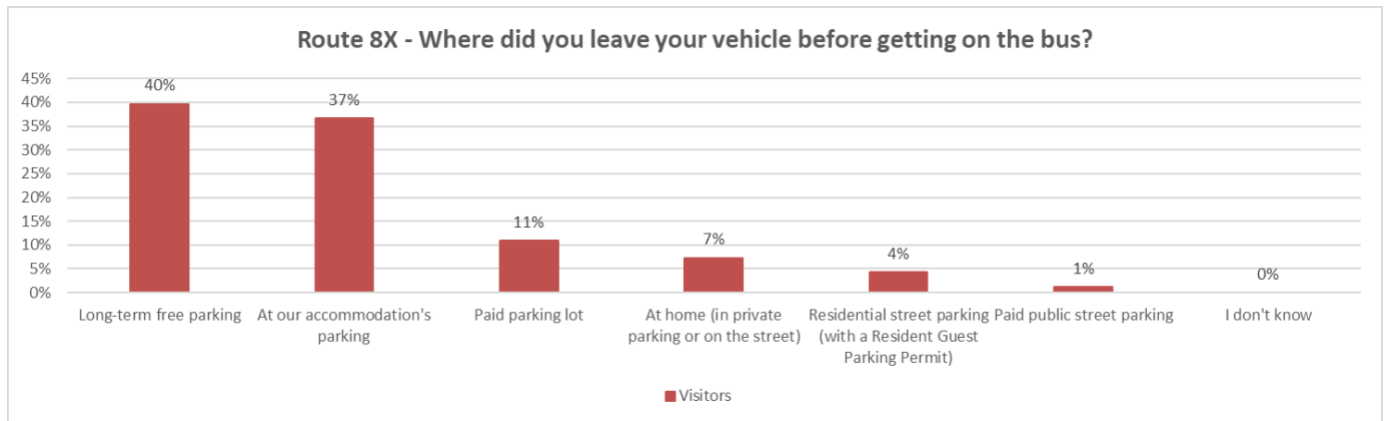
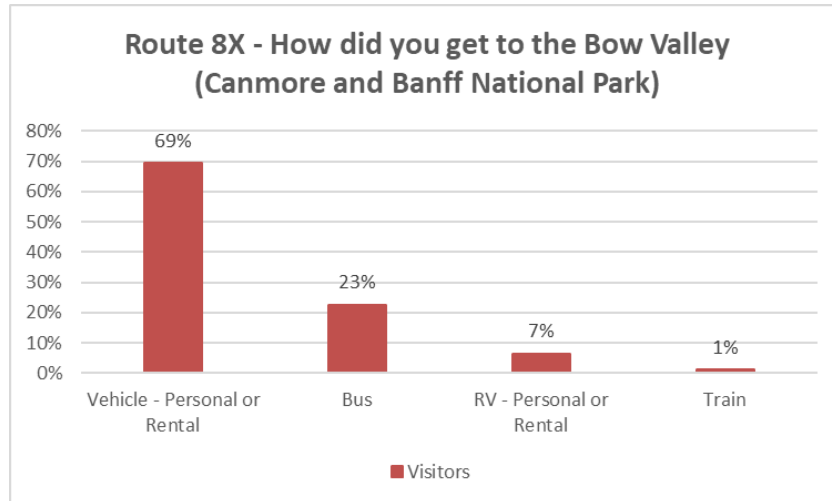


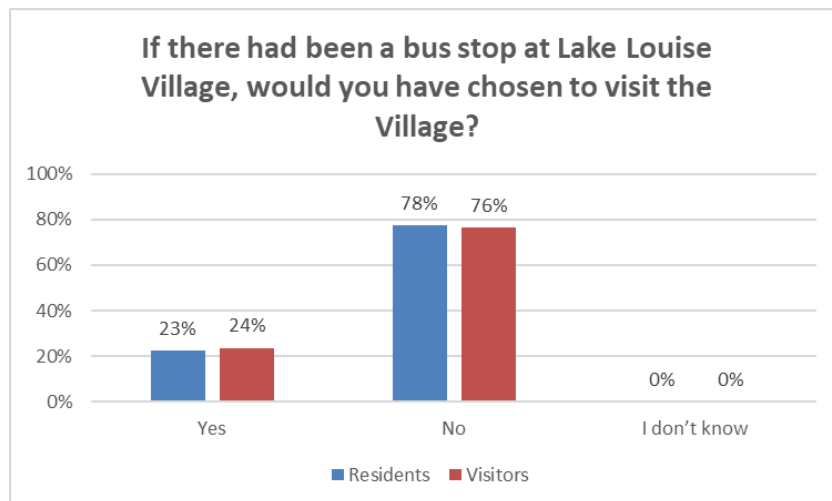
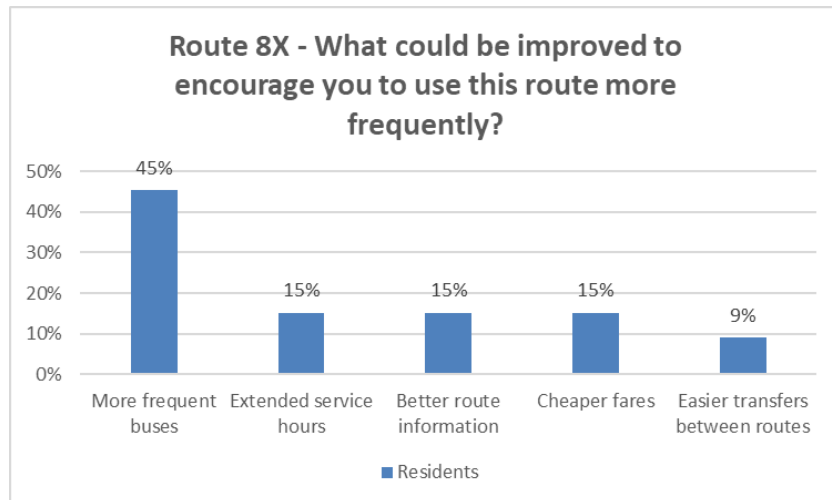
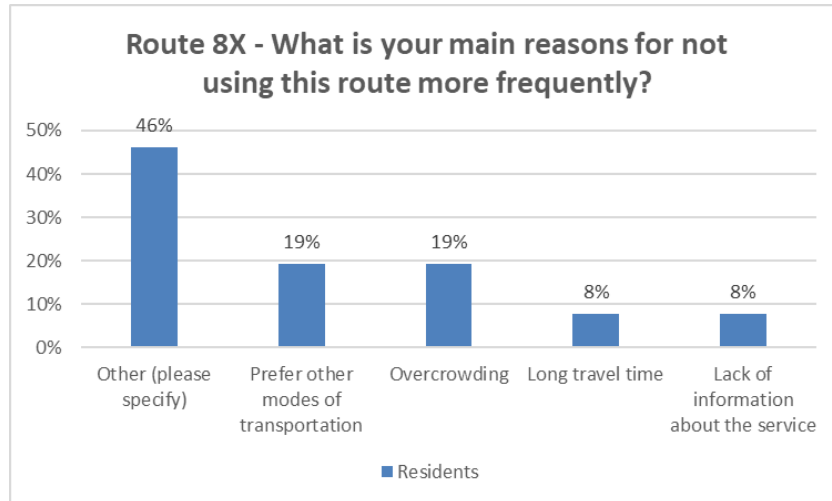




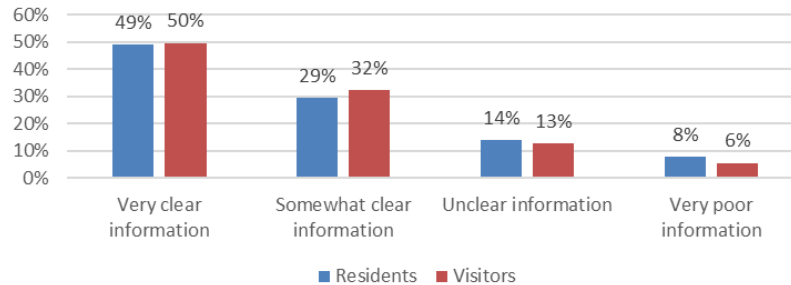




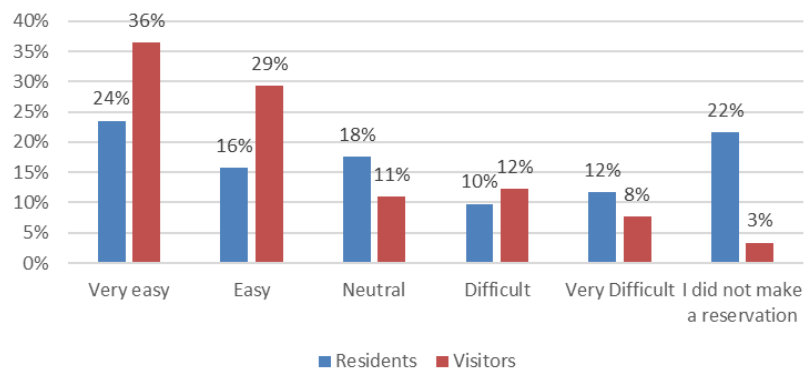




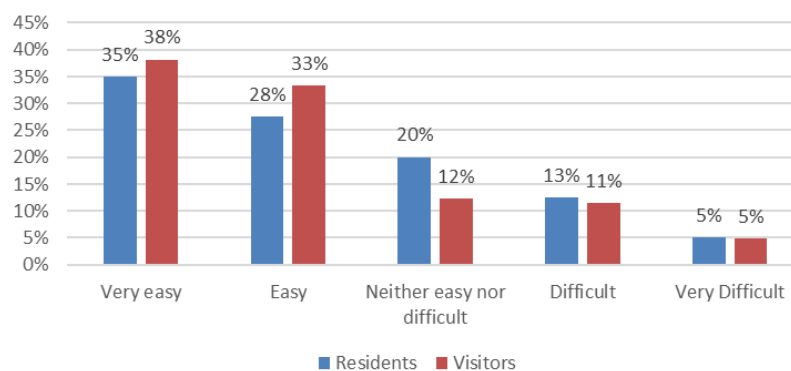
**How clear was it to understand the information about the difference between the Roam Public Transit service and the Parks Canada Shuttles in the Lake Louise area?**

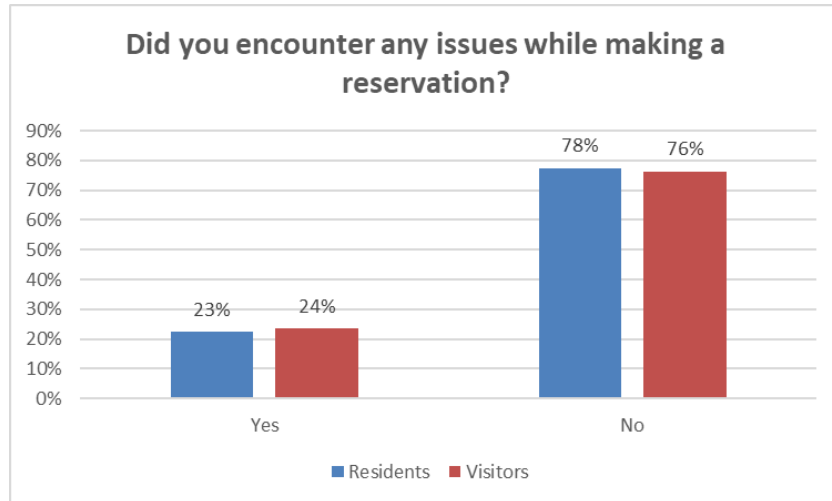


**How easy was it to make a reservation for Route 8X?**

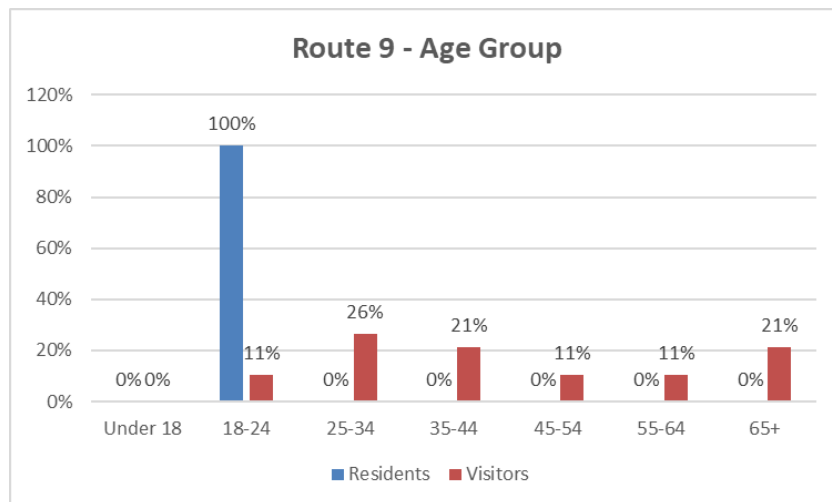
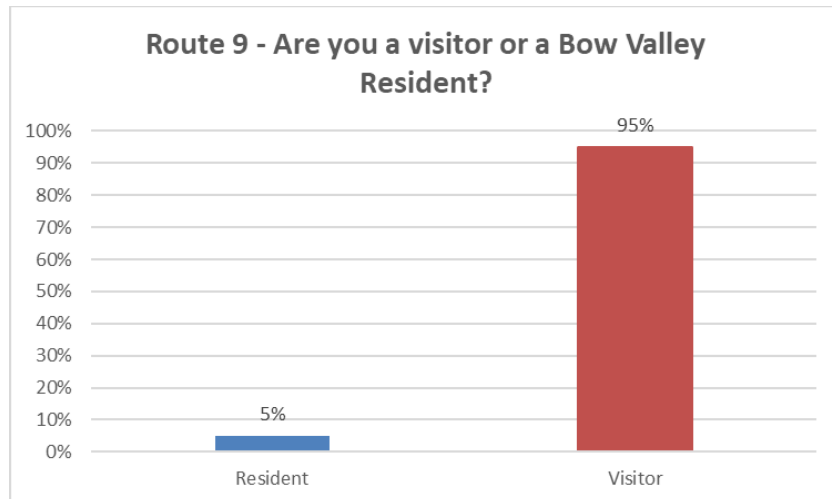


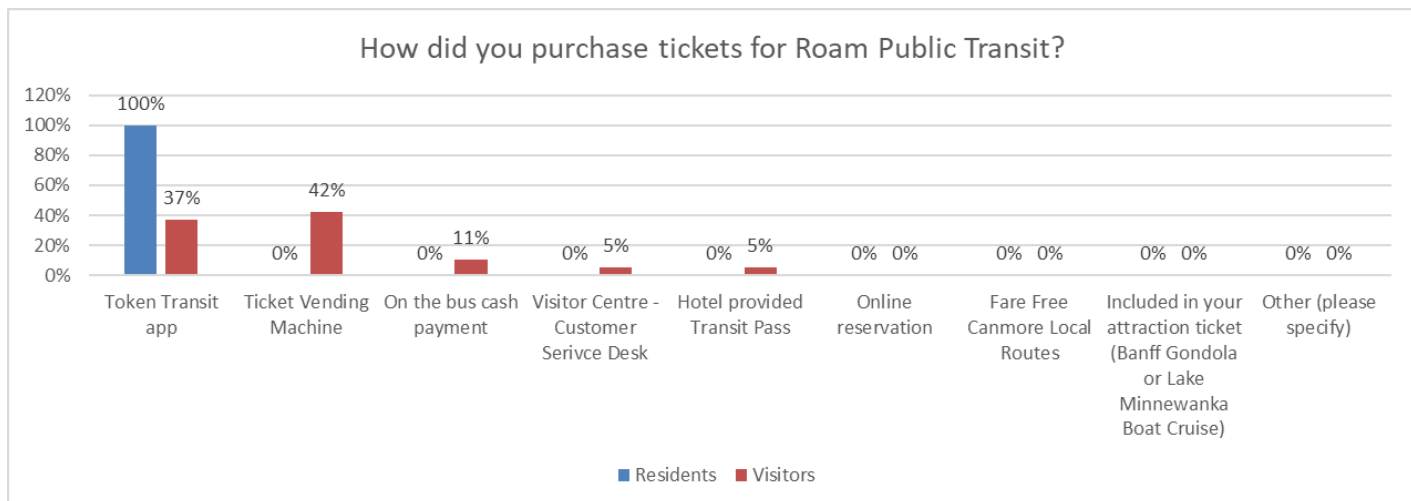
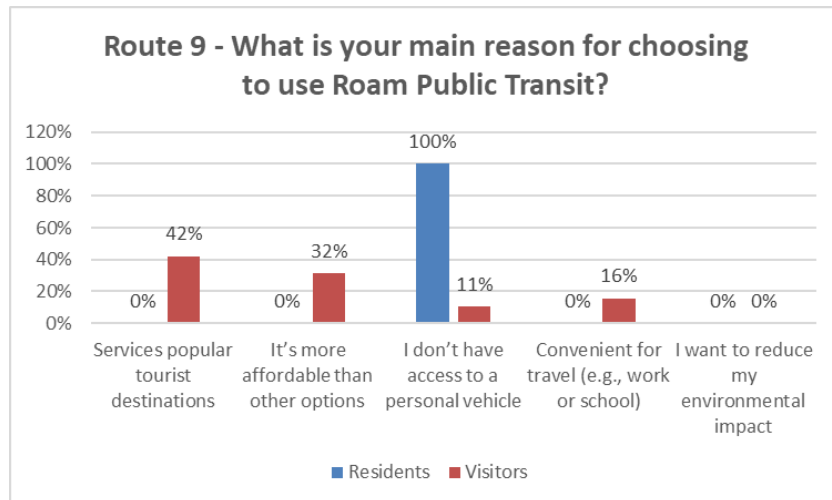
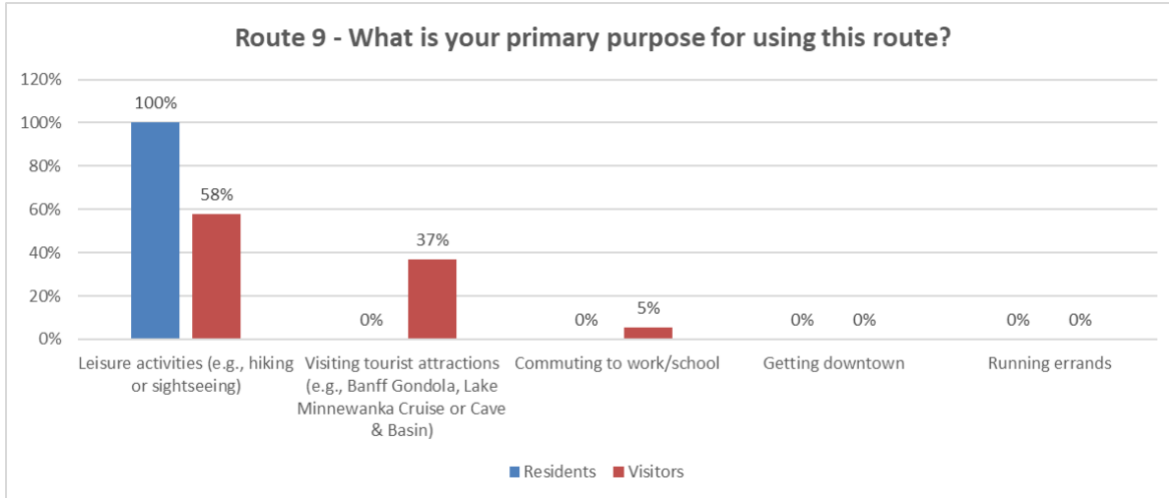
**How user-friendly was the reservation system for reserving on Route 8X?**

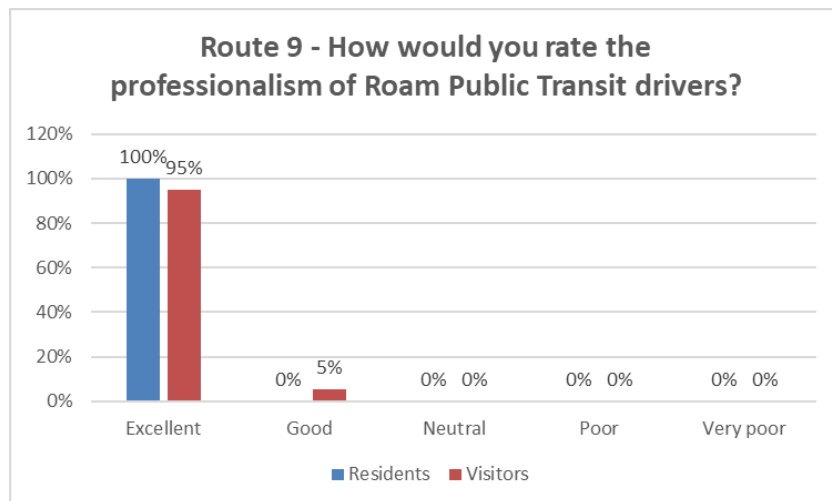
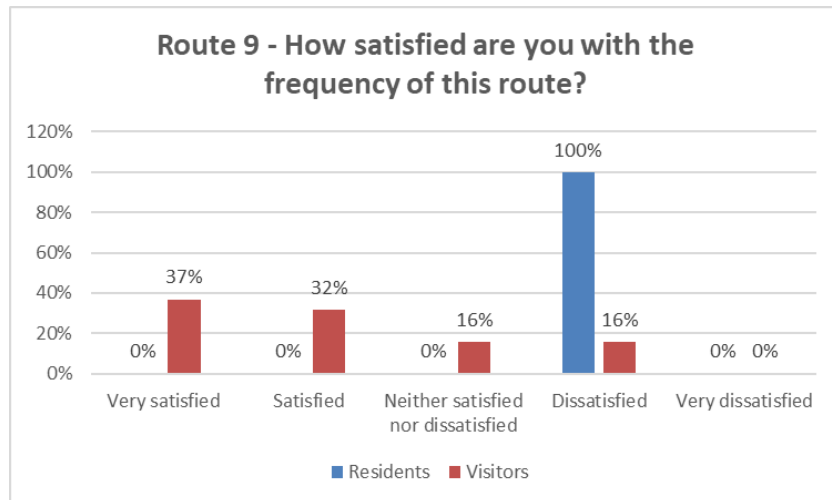
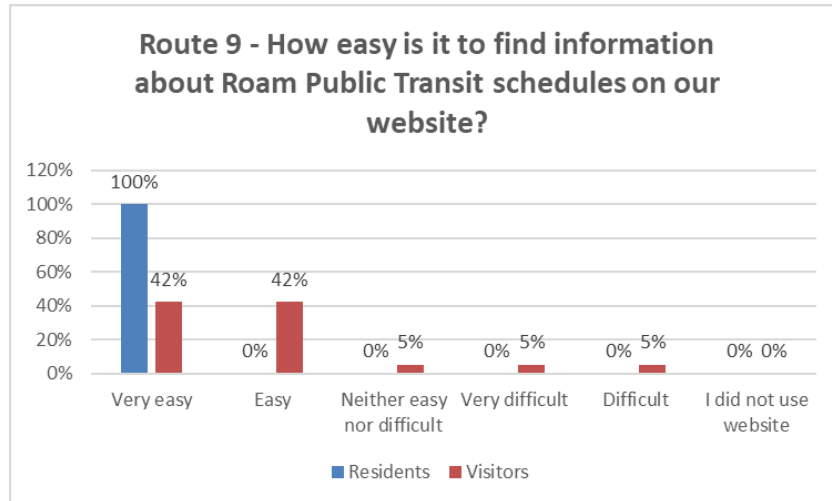


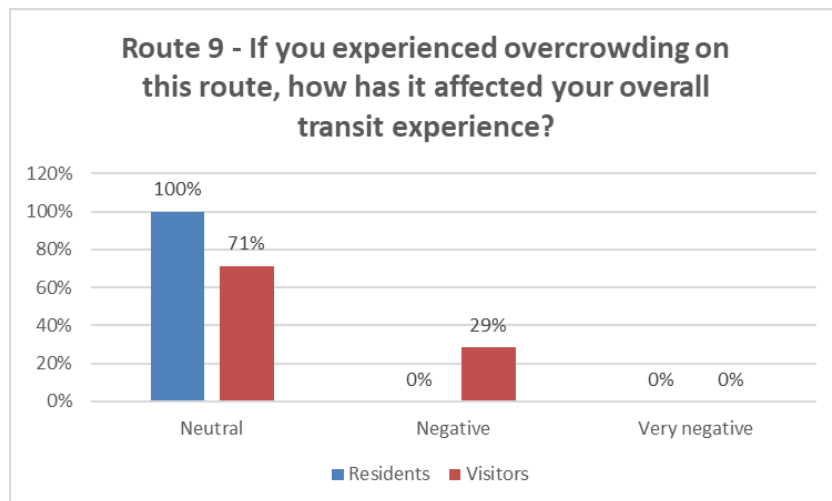
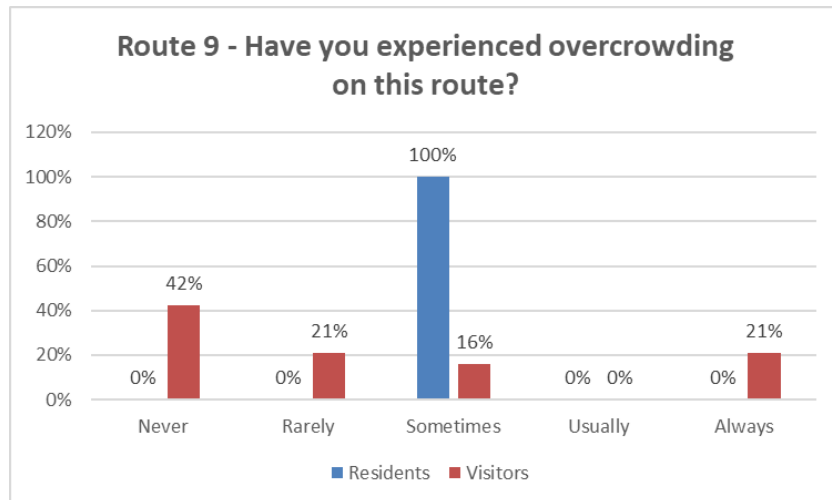
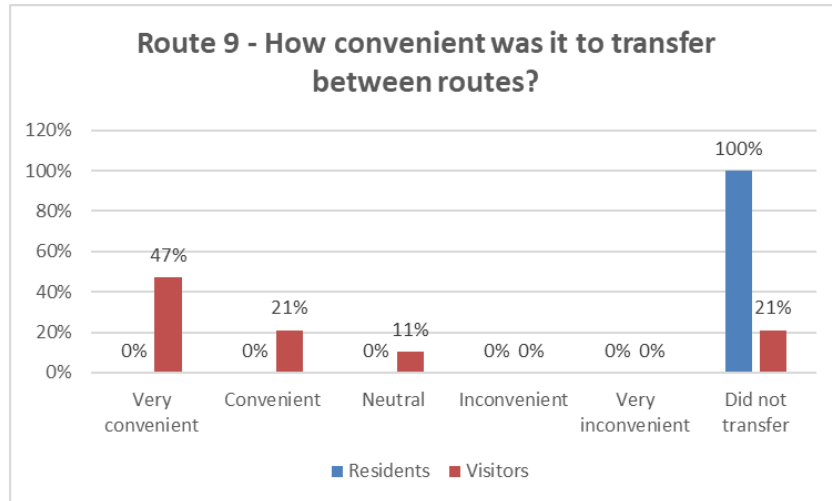


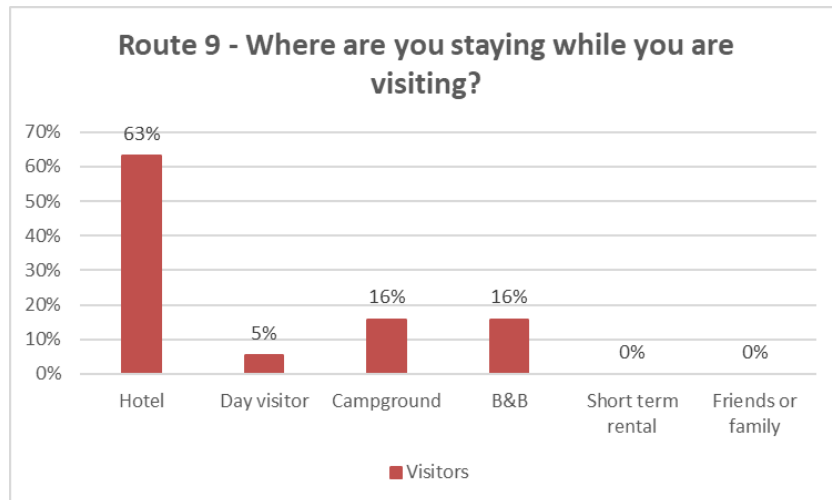
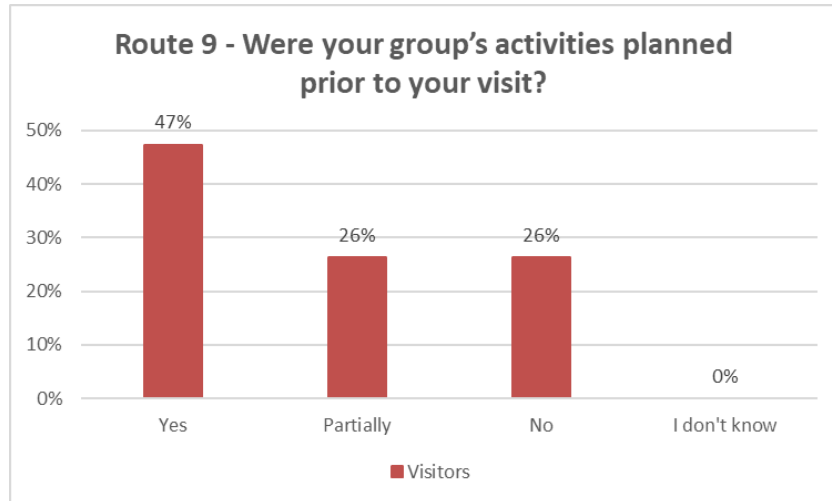
### 3.5 Route 9

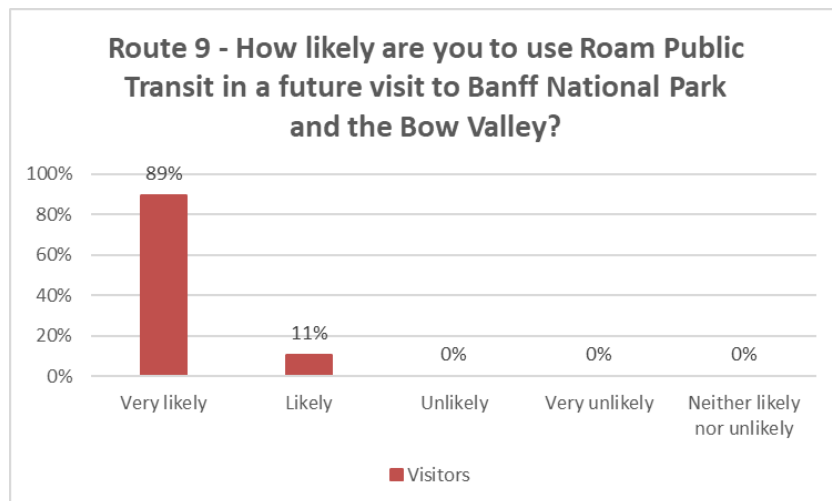
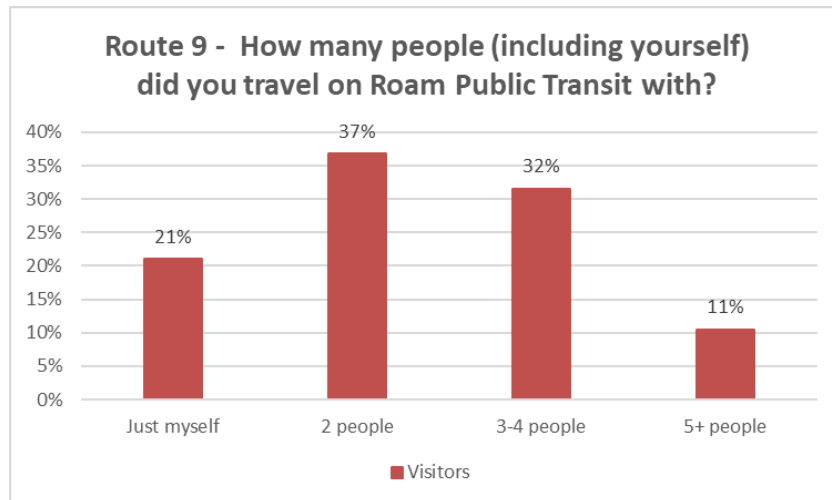
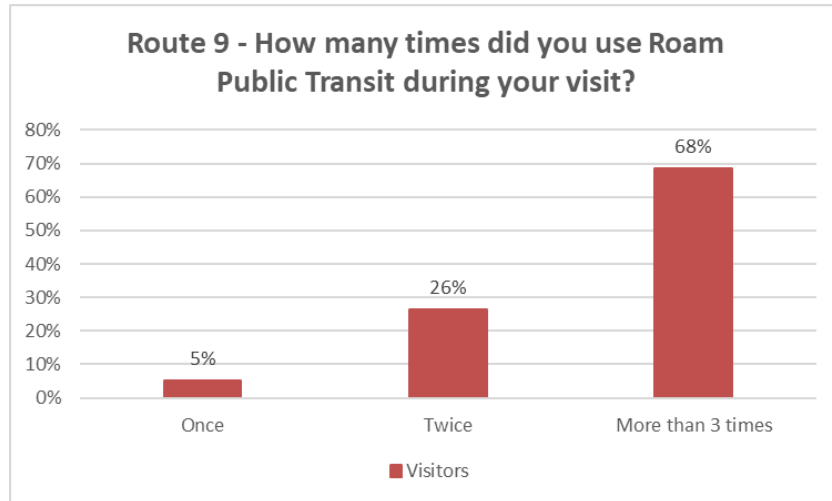


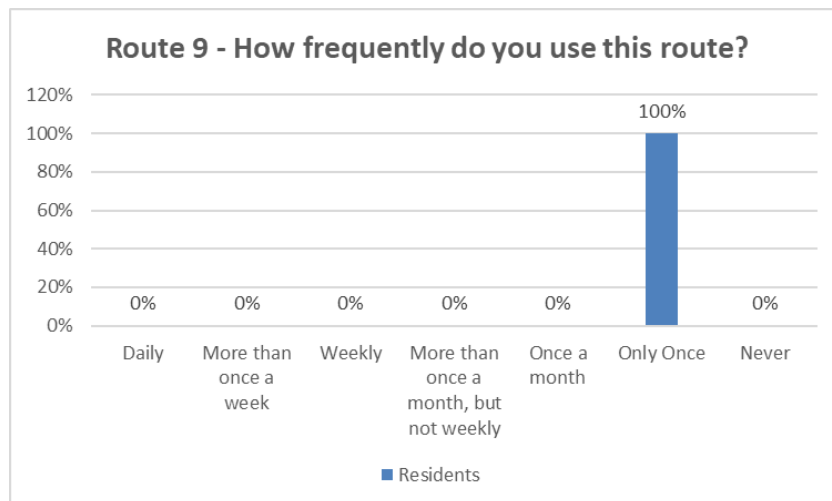
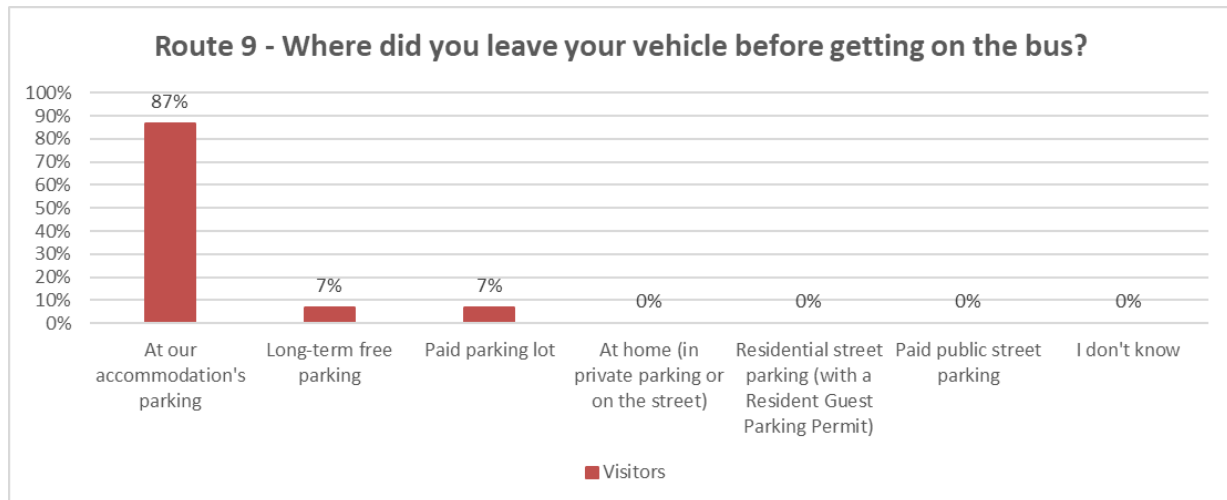
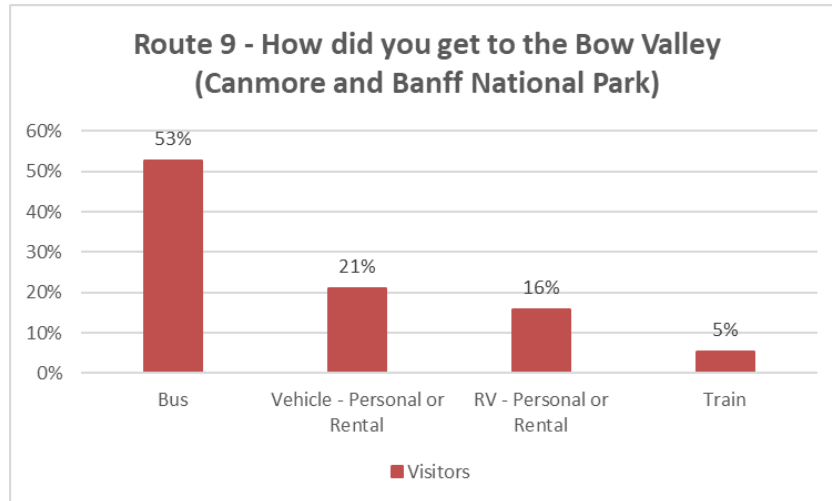


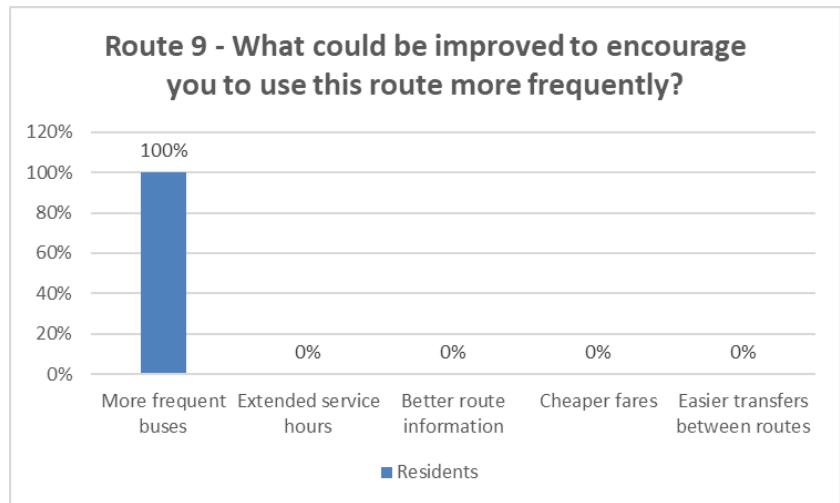
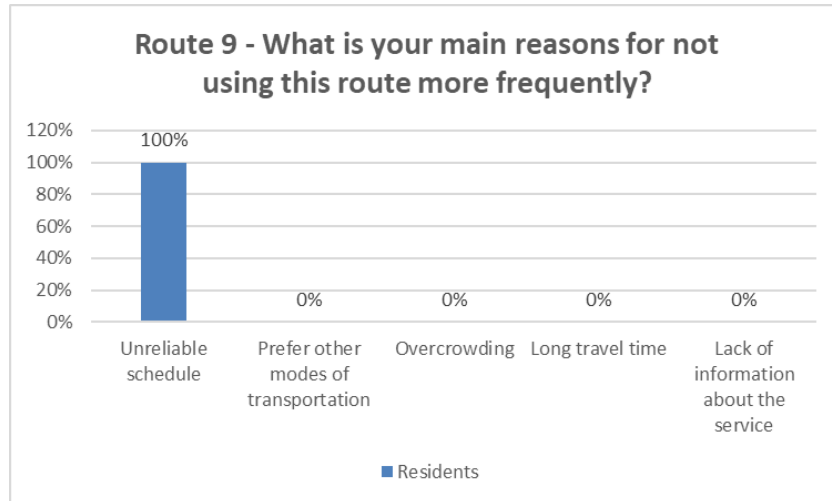




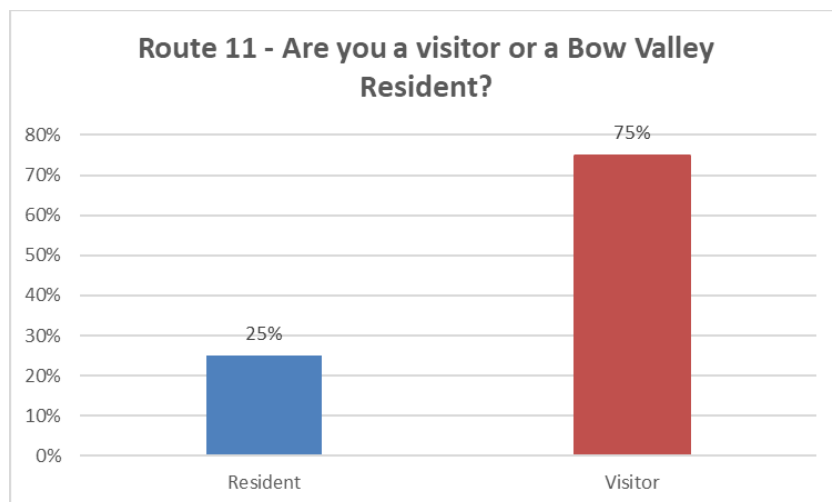


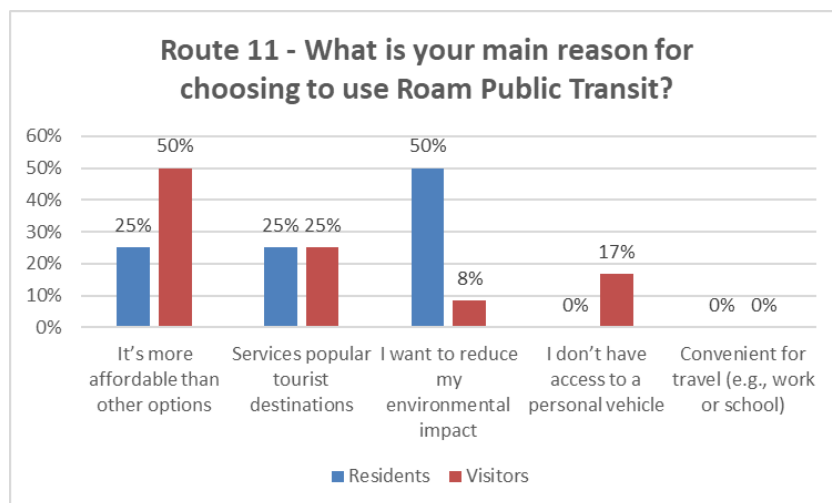
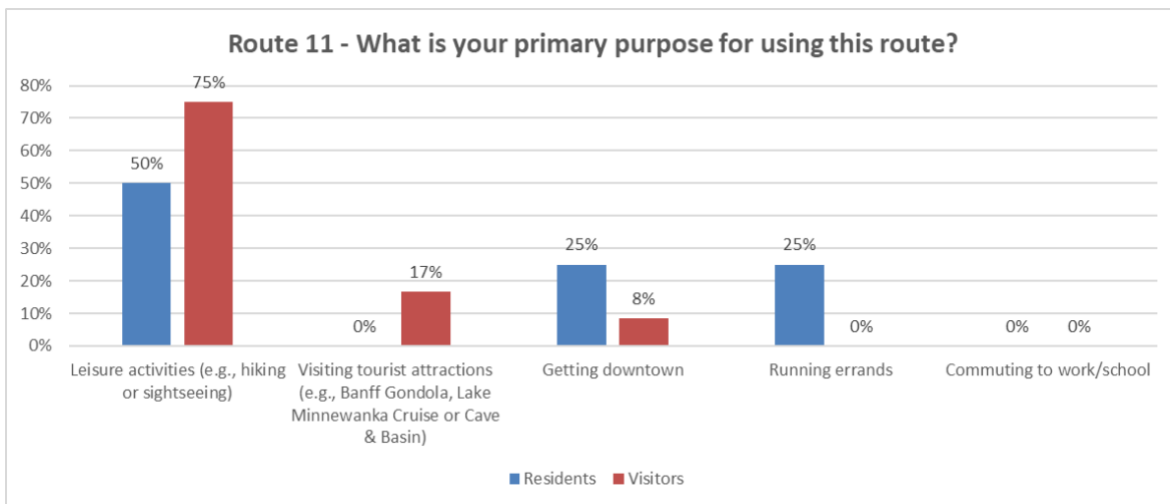
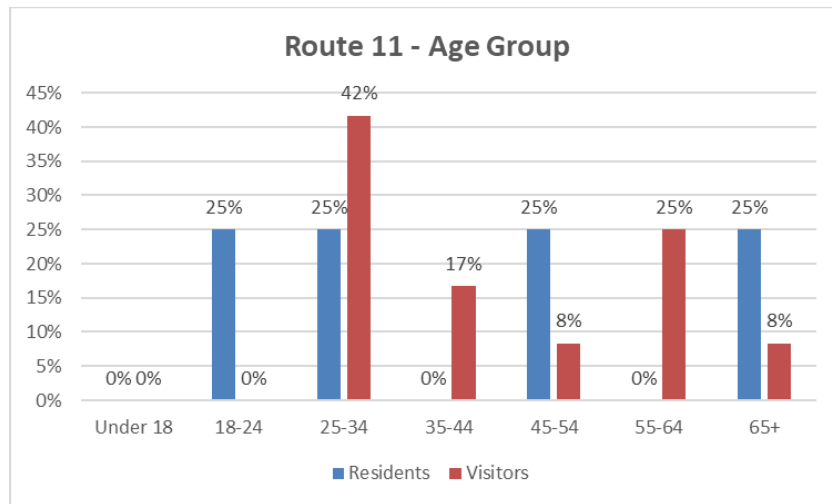




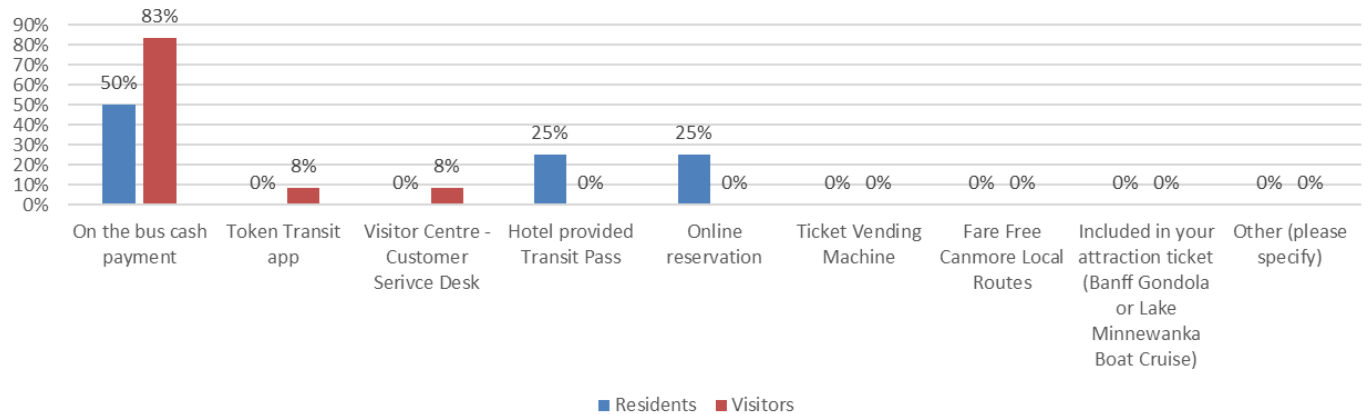


### 3.6 Route 11

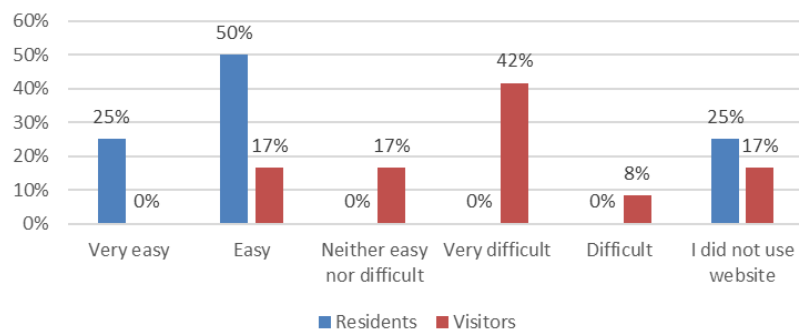




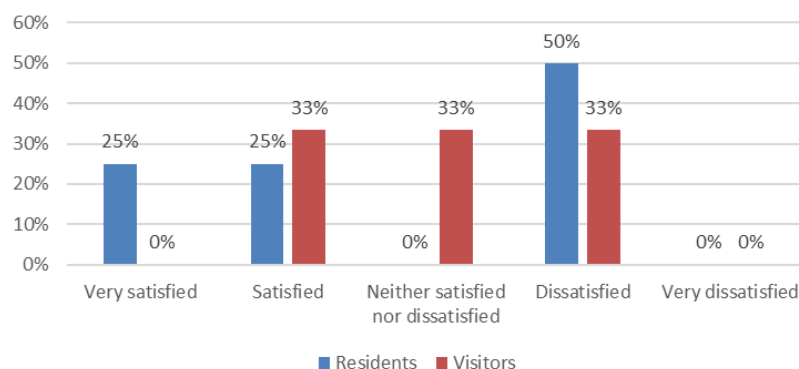
### How did you purchase tickets for Roam Public Transit?

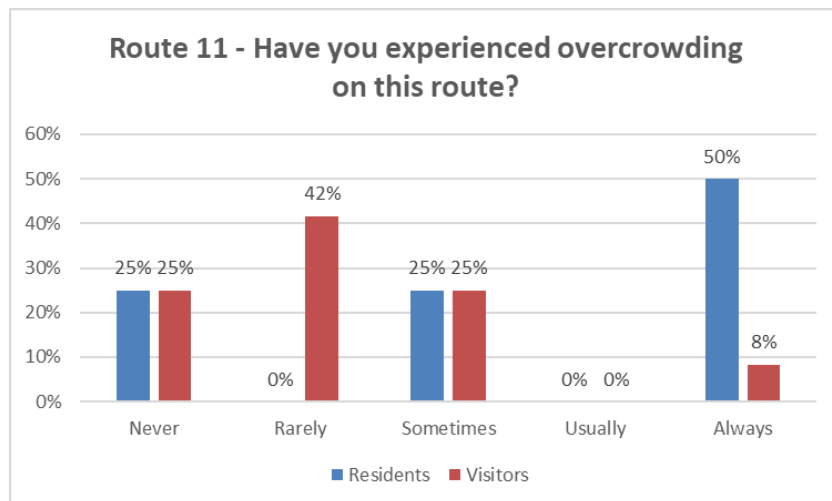
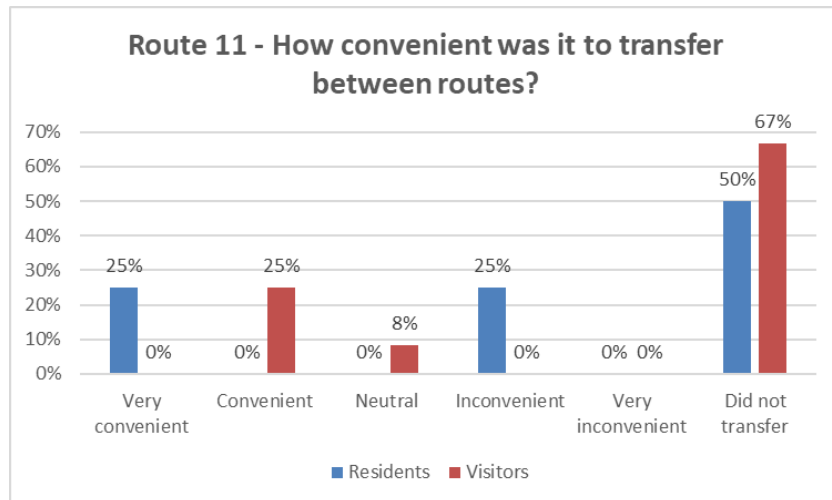
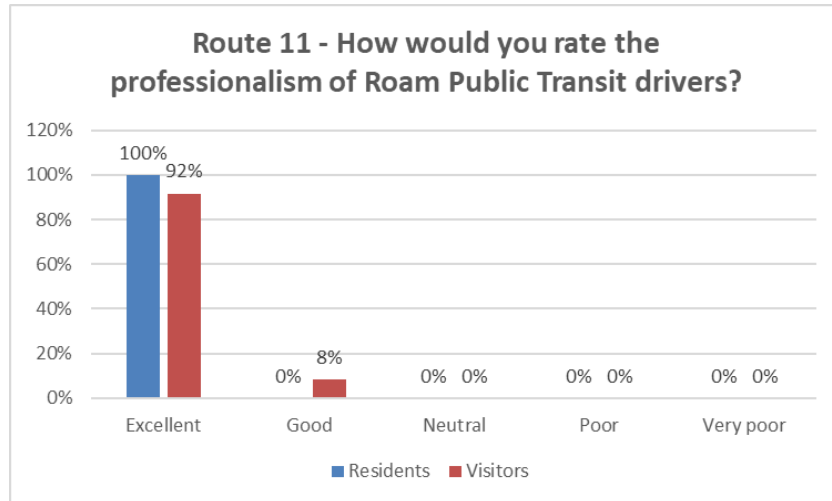


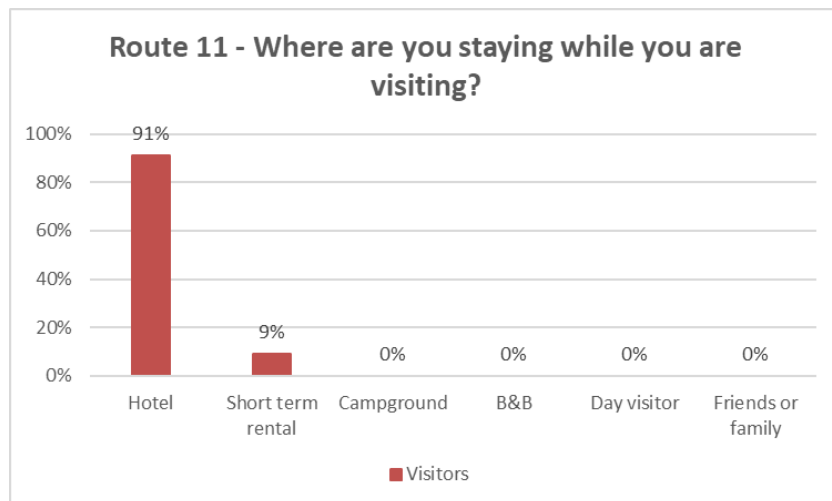
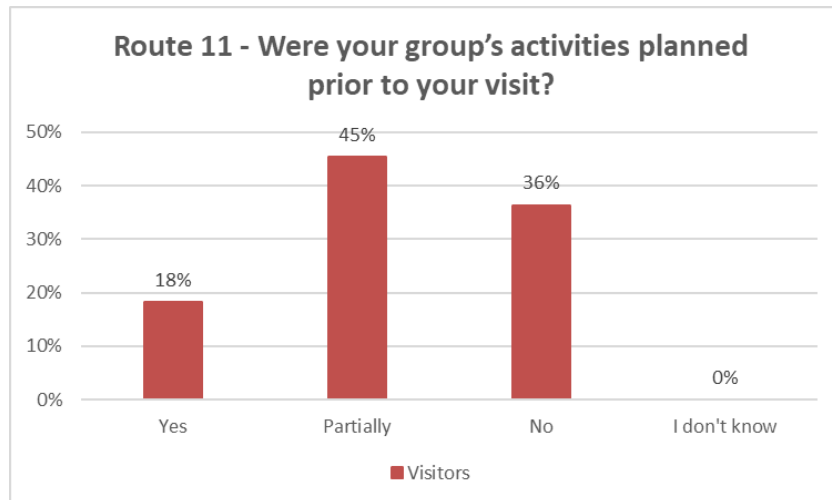
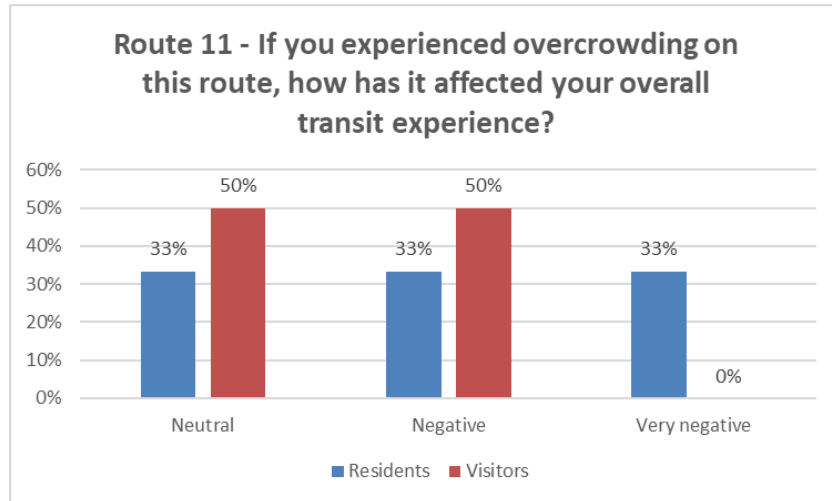
### Route 11 - How easy is it to find information about Roam Public Transit schedules on our website?

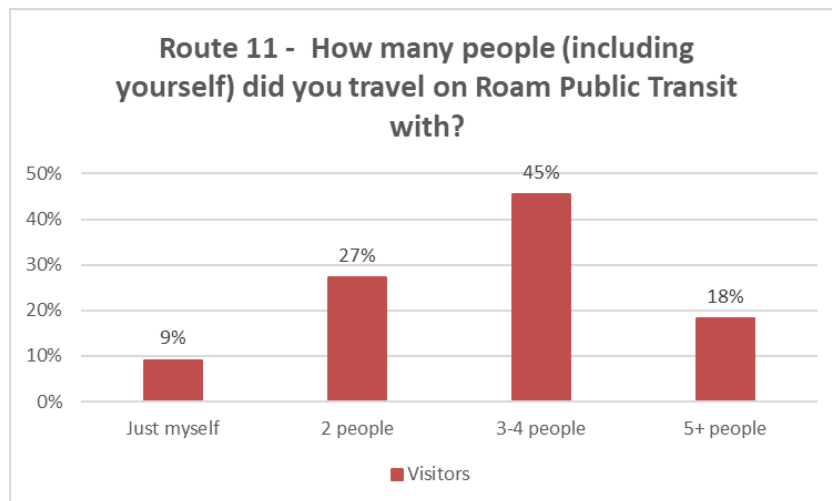
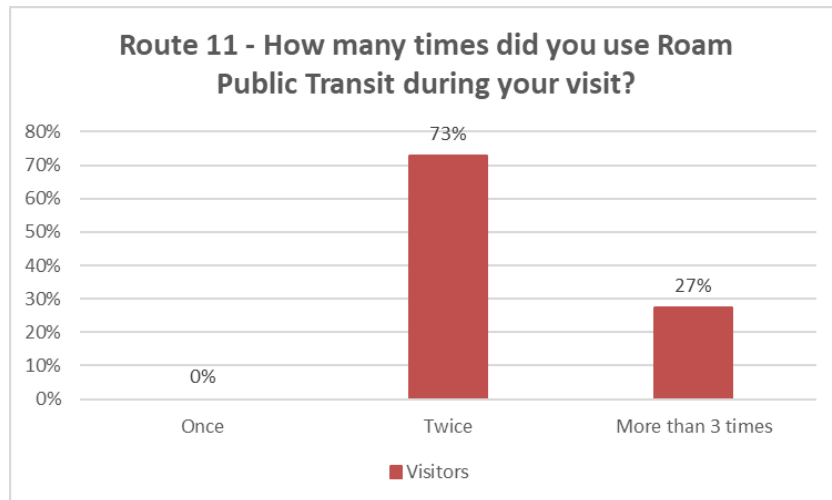


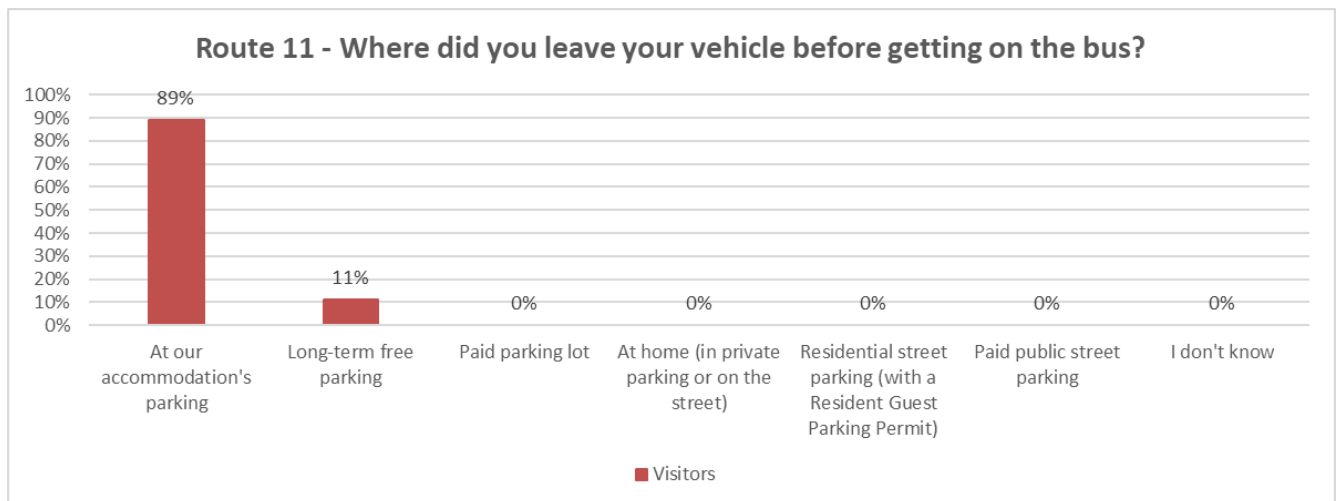
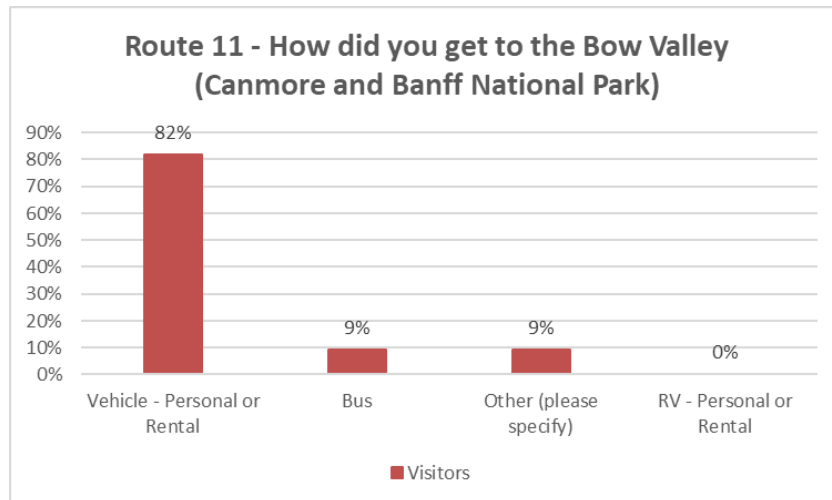
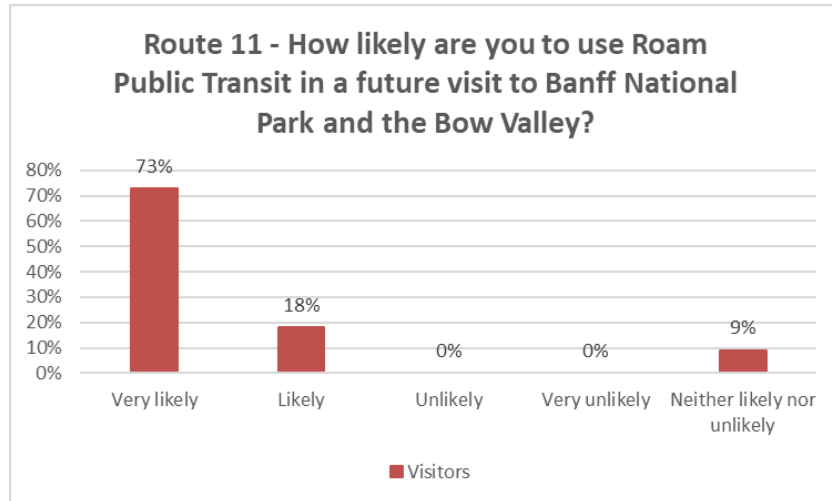
### Route 11 - How satisfied are you with the frequency of this route?

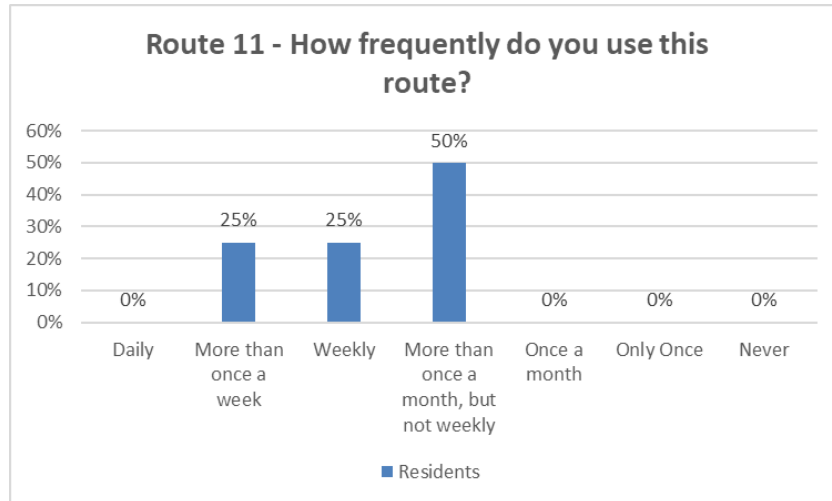












# Bow Valley *Regional* Transit Services Commission



## ***Articulated Bus Trial Report***

## Report to the Bow Valley Regional Transit Services Commission

### Report 2025-11.01 Articulated Bus Update

November 20, 2025

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#### **SUMMARY/ ISSUE**

The Commission currently owns a fleet of 40 transit buses, ranging in size from 40-foot urban-style buses and 45-foot coaches to 30-foot cutaway and light-duty models. To help address the ongoing high passenger demand within the Bow Valley, Roam Transit administration is exploring the potential of 60-foot articulated buses and evaluating how these vehicles could enhance service capacity and overall customer experience.

Articulated buses provide approximately twice the passenger capacity of a standard 40-foot bus while still requiring only one operator. This increased capacity could help alleviate frequent “overload” situations, where full buses are unable to accommodate all waiting passengers, resulting in delays and service gaps.

The purpose of this report is to formally present findings to the Commission regarding one of the most commonly cited concerns associated with articulated buses—their turning radius.

In addition to maneuverability, several other operational factors must be considered when evaluating the suitability of articulated buses for Roam Transit. This report provides a brief overview of a few key considerations, including the types of service where articulated buses are most effective, storage and maintenance requirements, and their performance under winter driving conditions. Should the Commission wish to pursue articulated buses further, a more detailed service and fleet assessment would be undertaken.

Earlier this year, Roam Transit administration initiated discussions with Calgary Transit to arrange a demonstration and test drive of a 60-foot articulated bus in Banff. The proposed trial would involve operating the vehicle along existing local routes (Routes 1, 2, 4, and 6) and within Roam’s operations yard to evaluate its suitability for local conditions and infrastructure.

#### **PREVIOUS COMMISSION DIRECTION/POLICY**

The recently updated and approved 2025-2028 Roam Strategic Plan recommends the investigation into high volume transit technology within the first 5 years.

*“Exploration of new high volume transit technology and modes, including double deckers, articulated buses, etc.”*

|                                                                                        |
|----------------------------------------------------------------------------------------|
| Administration Recommendation: That the Commission accept this report for information. |
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## Report to the Bow Valley Regional Transit Services Commission

### Report 2025-11.01 Articulated Bus Update

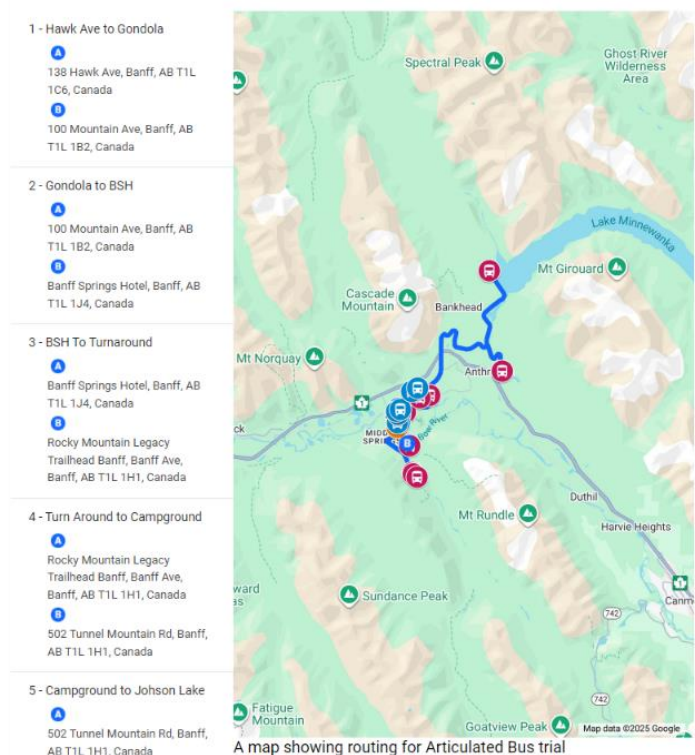
November 20, 2025

#### **INVESTIGATION**

In early 2025, Roam Transit Administration initiated discussions with Calgary Transit regarding the potential to test a 60-foot articulated bus on existing Roam routes within Banff. Calgary Transit was highly supportive of the request and collaborated with its operations team to coordinate a site visit, which took place in mid-June of this year.

To assist with planning, Roam provided Calgary Transit with a routing map highlighting potential “pinch points” and locations where tighter turning radii might present challenges on Banff’s local routes. After reviewing the proposed routing, Calgary Transit’s training operators expressed confidence that all turns and maneuvers could be completed safely

#### **Roam Articulated Bus Tour Map**



and maneuvers could be completed safely and without difficulty.

<https://www.google.com/maps/d/u/0/edit?mid=1YB07cSW28917ARLi02cYZEJkRW3zbWs&usp=sharing>

The on-site demonstration offered Roam Commission members and Town of Banff administration staff an opportunity to observe the articulated bus in operation, ride along various routes, and engage directly with Calgary Transit’s operators.

Attendees were notably impressed by the vehicle’s maneuverability, particularly during several key turns, including from Spray Avenue northbound onto the Bow River Bridge, through the Sulphur Mountain traffic circle, and from Banff Avenue onto Moose Street toward the Tunnel Mountain Campground.

All test turns and maneuvers were completed smoothly and safely, demonstrating that articulated buses can effectively navigate Banff’s existing road network.

## Report to the Bow Valley Regional Transit Services Commission

### Report 2025-11.01 Articulated Bus Update

November 20, 2025

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*Turning onto Bow River Bridge*



*Rotary Park*



*Johnson Lake Turnaround*

### **IMPLICATIONS:**

While the routing test proved successful, several factors must be carefully considered before proceeding with the potential implementation of articulated buses within the Roam Transit fleet.

## Report to the Bow Valley Regional Transit Services Commission

### Report 2025-11.01 Articulated Bus Update

November 20, 2025

#### Intended Use and Service Demand

Articulated buses are most effective in high-demand service areas with frequent stops and consistent passenger turnover—routes characterized by multiple boardings and alightings throughout each trip. Banff's current local route design (Routes 1, 2, 4, and 6) aligns well with these operating conditions. These routes connect high-demand satellite destinations with the downtown core, providing an ideal service pattern for efficient deployment of articulated buses.

#### Increased Capacity

Depending on the selected interior configuration, a 60-foot articulated bus can accommodate up to 60 seated passengers with standing room for approximately 30 additional riders, resulting in a total capacity of around 90 passengers. In comparison, a standard 40-foot bus typically seats about 36 passengers with standing room for an additional 15, for a total capacity of roughly 50 passengers. The articulated model therefore offers nearly double the passenger capacity while requiring only one operator, providing a significant efficiency advantage.

#### Existing Infrastructure Design

Many existing transit stops within Banff have been designed to accommodate a variety of urban transit vehicles. While street geometry is not a limiting factor, there are several bus stops which would require lengthening to support the longer articulated buses. These modifications would be relatively minimal, primarily involving extensions to existing concrete boarding areas and bus zones.



*Antelope bus stop on Banff Ave. (too small....) and Caribou East bus stop on Banff Ave. (just right....)*

#### Winter Operating Conditions

The 60-foot articulated bus provided by Calgary Transit for the Banff test was equipped with rear-wheel drive. Calgary Transit operators noted that this configuration can present challenges when ascending or descending steep grades under winter conditions, as the “bendy” articulation design may increase the risk of jack-knifing on slippery surfaces.

However, newer articulated bus models are available with mid-wheel drive systems, which distribute power to both the middle and rear axles. This design significantly reduces the risk of jack-knifing and improves traction in snow and ice. Additionally, Calgary Transit reported that during periods of severe winter weather, they temporarily remove articulated buses from service until road conditions improve. A

similar operational approach could be adopted in Banff, substituting articulated buses with 40-foot units during inclement weather events.

**Storage and Maintenance**

The introduction of larger 60-foot buses would necessitate some adjustments to Roam's storage and maintenance practices. While lifting equipment capable of servicing articulated buses is readily available and commonly used in the industry, maintenance of the articulated joint ("hinge") would require specialized tooling and additional mechanic training. These requirements represent manageable operational adjustments should the Commission choose to pursue this vehicle type.



*Rear wheel drive and mid bus drive available for winter conditions.*

**BUSINESS PLAN/ BUDGET IMPLICATIONS**

Vehicle pricing varies significantly depending on the chosen powertrain/drivetrain and other specifications, which may influence the final purchase cost for either vehicle type. The cost of a 60-foot articulated bus is approximately \$1.8M compared with roughly \$850,000 for a standard 40-foot transit bus.

At this time, there are no plans to procure articulated buses. Should the Commission wish to further explore this option, a more comprehensive service and fleet study would be conducted prior to any purchase recommendation.

**BRAND IMPACT:**

Continuous service improvement remains a key priority within Roam Transit's Strategic Plan. The selection and modernization of fleet vehicles play a critical role in enhancing the overall customer experience and service reliability. By carefully evaluating and adopting vehicle types that best meet passenger needs and operating conditions, Roam can continue to strengthen service quality and further reinforce the Roam Transit brand.

## Report to the Bow Valley Regional Transit Services Commission

### Report 2025-11.01 Articulated Bus Update

November 20, 2025

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#### **RISKS**

No risks are identified at this time.

This is a report for information only, with no impact to budget or service delivery.

#### **ATTACHMENTS**

Links below to YouTube videos showing the articulated bus navigating some tight Roam routing.

Please note that this is the first time ever for this Calgary Transit operator attempting these turns in the 60' articulated bus. With additional training these turns would be seamless.

- Video of making the turn from Spray Avenue onto the Bow River Bridge northbound.
  - [https://youtu.be/8tBm7\\_Sf-K0](https://youtu.be/8tBm7_Sf-K0)
- Video of making the turn from the Upper Hot Pools to the Gondola parking lot entrance.
  - <https://youtu.be/yQB31gUQWLc>