

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

**111 Hawk Avenue and MS Teams**

**AGENDA**

**December 10, 2025      2:00-4:00pm**

1. Call to Order
2. Approval of the Agenda
3. Minutes
  - Approval of the November 24<sup>th</sup>, 2025 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
  - a) CEO Report (For Information)
  - b) Bring Forward List of Pending Items (For Information)
  - c) Transit Service Monthly Statistics (For Information)
5. New Business
  - a) Demonstration of Roam's key ITS (Intelligent Transit Systems) functionality (For Information Only)
  - b) Holiday social and simulator time (seasonal snacks provided)
6. Next Regular Meeting – Wednesday January 14<sup>th</sup>, 2026 2- 4pm  
  
To be held at: 111 Hawk Avenue, Banff and Microsoft Teams
7. Adjournment

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

**111 Hawk Avenue and MS Teams**

**MINUTES**

**November 24, 2025**

**2:00-4:00pm**

**BOARD MEMBERS PRESENT**

Dave Schebek, ID9 (Chair)  
Tanya Foubert, Town of Canmore  
Don Beaulieu, ID9  
Barb Pelham, Town of Banff (Vice Chair)  
Brian Standish, Town of Banff  
Sean Krausert, Town of Canmore (Virtual)

**BOARD MEMBERS ABSENT**

**BVRTSC ADMINISTRATION PRESENT**

Martin Bean, CEO  
Mel Booth, Director of Finance and Administration  
Steve Nelson, Director of Service Delivery  
Fiona Gagnon, Manager Communications & Customer Experience  
Michelle Horbay, Manager of Human Resources  
Marek Cerny, Data Analyst/Transit Planner

**ADMINISTRATION PRESENT**

Dustin Schinbein, Town of Canmore (Virtual)  
Patti Youngberg, Parks Canada  
Adrian Field, Town of Banff (Virtual)  
Kimberly Fisher, Parks Canada

**ADMINISTRATION ABSENT**

**PUBLIC PRESENT**

Greg Coglan, CBC Banff and Canmore (Virtual)

**1. Call to Order**

Dave Schebeck calls meeting to order at 2:01PM

**2. Approval of the Agenda**

**BVRTSC25-68** Dave Schebeck moves to accept the Agenda as presented.

**CARRIED UNANIMOUSLY**

**3. Appointment of Chair and Vice Chair of the BVRTSC for 2025/26 (Request for Decision)**

Dave Schebek turns meeting over to CEO, Martin Bean. Martin Bean calls 3 times for nominations for BVRTSC for Commission Chair 2025-2026

- Barb Pelham nominates Dave Schebek – no further nominations were received
- Dave Schebek is acclaimed and accepts Chair position

Martin Bean turns meeting over to Chair Dave Schebek. Dave Schebek calls 3 times for nomination for BVRTSC Commission Vice Chair for 2025-2026

- Brian Standish nominates Barb Pelham – no further nominations were received
- Barb Pelham is acclaimed and accepts Vice Chair position

**4. Minutes**

Approval of the October 15<sup>th</sup>, 2025 Regular Meeting Minutes (attached)

**BVRTSC25-69** Dave Schebek moves to approve the October 15<sup>th</sup>, 2025 Regular Meeting Minutes as presented

**CARRIED UNANIMOUSLY**

Approval of the October 15<sup>th</sup>, 2025 Annual Organizational Meeting Minutes (attached)

**BVRTSC25-70** Dave Schebek moves to accept the October 15<sup>th</sup>, 2025 Annual Organizational Meeting Minutes as presented.

**CARRIED UNANIMOUSLY**

**5. Old Business (including Standing Items)**

*Ask from Dave Schebek to change wording from “Old Business” to “Past Business.”*

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

Brian Standish requests clarity on the statistics package as to whether all stats presented are required or if package could be simplified. Administration commits to reviewing statistics package with any interested Commission members.

**6. New Business**

a) Presentation of Q3 Results (For Information Only)

b) Presentation of Customer Service Survey results (Fiona Gagnon) (For Information Only)

Ask to share presentation with all Commission members.

Ask from Parks Canada if winter service survey will be considered?

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**

**BVRTSC25-71** Dave Schebek moves to adjourn the meeting at 3:19PM

**CARRIED UNANIMOUSLY**

CEO and Admin Report



December 2025

## Financial:

- In early 2026, Avail Partners will be completing a full analysis of the BVRTSC's Bylaws and providing a report with suggested recommendations for any revisions. As a part of this review, the financial arrangements within the Commission bylaws and with partners will be reviewed to determine if the current agreements are still the most effective based on Commission growth. The initial meetings with the consultant has occurred and all documents for review have been shared. In mid-January, interviews with Commission members and external partners will be occurring.

## Human Resources:

- Human Resources is currently hiring for the 2026 Season. Below is the list of job opportunities we have posted:

Currently there are 4 **external** positions posted:

- Human Resources Generalist
- Washy Bay Specialist 1 (PT)
- Office Administrator
- Fleet and Facilities Technician

Currently there are 2 **internal** positions posted:

- Driver Trainers (2 Positions)
- Transit Technologist Specialist (PT)

- Administration is also currently updating the Roam Transit Employee Handbook, to ensure it is ready and updated for the new hiring season.

## Transit and Operational Updates:

- **Canmore Detour**

We would also like to recognize the Roam Operations team for their quick and effective response to a sudden major road closure in Canmore on December 3rd. To maintain service to the Stewart Creek area, the team rapidly redesigned the affected route into two legs and deployed an additional bus via the highway. Several drivers were contacted on short notice to cover the additional shifts required, and their willingness to step in ensured that riders experienced minimal disruption. This response demonstrated strong collaboration, adaptability, and commitment.

- Interior ski racks are currently being installed on five buses within our fleet—two MCI coaches and three Nova buses. These upgrades will support winter ridership travelling

between Canmore, Banff, and Lake Louise, improving convenience for customers carrying ski equipment and helping streamline boarding during peak travel periods.

### **Optibus Functionality:**

The operations team is currently at the testing stage of the Optibus automated driver shift bidding software. Working with Optibus support and design staff we will be internally testing a Roam bid process using the Fall 2025 schedules and the Optibus software. This will give a practical understanding of how to use the platform and whether we can successfully apply it as our new Roam shift bidding process. The software is a relatively new feature of Optibus, and they have been keen to work with us as a potential new user and make it a success. This change would be a big one that would elevate us to a much more scalable and automated process that could keep pace with any future transit growth.

- **Operations Staffing:**

The dispatch team is fully staffed, and Japleen Singh, the recent addition to the team, is progressing well in his knowledge and experience. His ability to soon work independently when required is the next step and the team will then be set in this important component of our operations.

- **Charger Installation:**

The installation of the new charger has been completed, with commissioning being planned for mid-December, after which it will be ready for operational use. This charger is located within the 111 Hawk Building and have 4 charging dispensers, two inside the building and two outside under the canopy.

### **Transit Maintenance Update:**

- Over the past six months, **Maintenance and the Town of Banff Garage** have consistently ensured that the required number of buses were available to support the significant increase in visitor demand across Banff, Canmore, and Lake Louise. This reliability has been instrumental in maintaining service continuity and meeting seasonal capacity needs.
- **Bus 1027** successfully completed its wrap repair in Calgary. **Buses 1023 and 1017** are scheduled for their wrap repairs on **December 9** in Banff, ensuring fleet presentation standards are upheld.
- **Bus 1005** is scheduled to be sent to Prevost in Calgary in December for a **transmission replacement**, which will address a key mechanical issue and support long-term fleet reliability.

## General/Health and Safety

### General:

- FlixBus recently began providing service to the Kananaskis region. This is the latest expansion in their network that will complement their service provided for residents and visitors to the Bow Valley area. With this new addition, riders can now connect from Edmonton, Red Deer, Calgary, Medicine Hat, Lethbridge and Saskatoon to Kananaskis, Canmore, Banff and Lake Louise. FlixBus currently operates 4 trips per day from Calgary to Canmore/Banff and 2 trips per day to Lake Louise (Village and Lakeshore).

<https://www.flixbus.com/flixbus-launches-direct-service-from-calgary-to-kananaskis>

### Safety:

- The team will be having a **quarterly safety meeting** this month where we will be discussing the challenges that winter driving is bringing us and identifying areas where we can support drivers more effectively.
- Administration is in the final stages of completing **Roam's Emergency Response Plan**, working closely with an external agency to review and finalize it. In addition to the ERP, we are developing a **Crisis Communication Plan** to support staff in communicating with other agencies and the public during an emergency.
- Following the recent refresher training and feedback from drivers, administration is working with both the **Town of Canmore and the Town of Banff** to improve our infrastructure—adding lighting and other amenities where needed to enhance safety for both drivers and passengers.

### Training:

- **Refresher training** went well for senior Roam team members, and ongoing training is occurring with newer staff on winter driving techniques and general skills such as safe lane positioning, proper braking on ice, defensive driving strategies, radio communication, and passenger management.
- We are working on the **2026 training schedule**, which includes incorporating new training for our trainers—for example, **Intercultural Competency Training**—and planning to host **CUTA training for the Transit Ambassador Program**.
- Roam recently had a Field Supervisor complete the **Smith System training course**, a defensive driving program that teaches drivers to reduce collisions by improving awareness, space management, and hazard recognition, and will be sharing this knowledge with trainers and

new trainees. This is the standard that Roam has been training to for the last 6 years and there are now two qualified Smith System trainers on staff.

- Two Roam trainers are currently upgrading their licenses to become **Alberta Transportation–certified trainers**, strengthening our internal training capacity. Having those certified trainers will enable more efficient and timely training of Class 5 (car driving license) drivers and help them upgrade to a Class 2Q (bus driving license with air brakes).
- Additionally, the team is hiring **two new trainers** to replace trainers that resigned, one due to relocation and one returning to driver-only duties. The internal application is currently open, and the interviews will be happening the week of December 15<sup>th</sup>.

## Marketing & Customer Experience

- **Canmore Rotary Sponsorship**

Roam was proud to once again sponsor the Rotary Festival of Trees, partnering with Pro Image. We also decorated one of the trees for the event. The team did a fantastic job—our tree looks amazing! This annual participation continues to showcase Roam’s strong connection to the community.



○ **3 Million Riders in 2025!!**

As of December 2<sup>nd</sup>, Roam has welcomed 2.876 million rides throughout its Bow Valley network. Our competition for 3 million riders in 2025 is well underway, and we are excitedly anticipating the milestone! Plans are already in motion for the “Celebration Bus,” giving each community a chance to join in the festivities. More details will be shared as the Roam rider numbers get closer to reaching the 3 million mark.

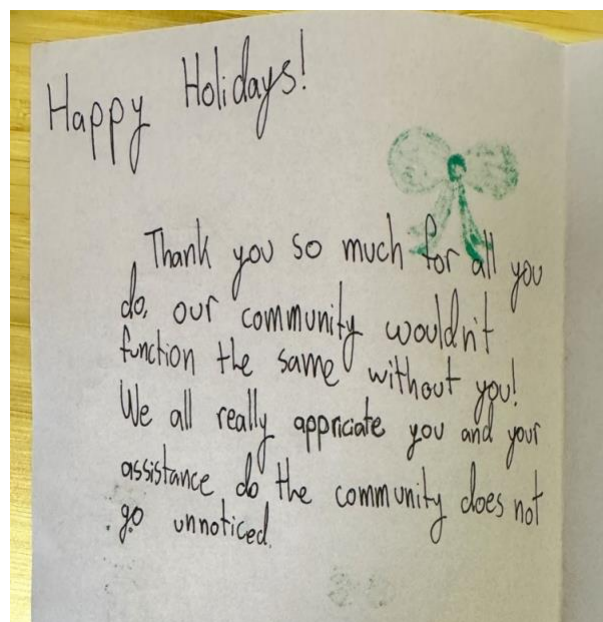
○ **CCHS Students Showed Appreciation for Canmore Roam Drivers**

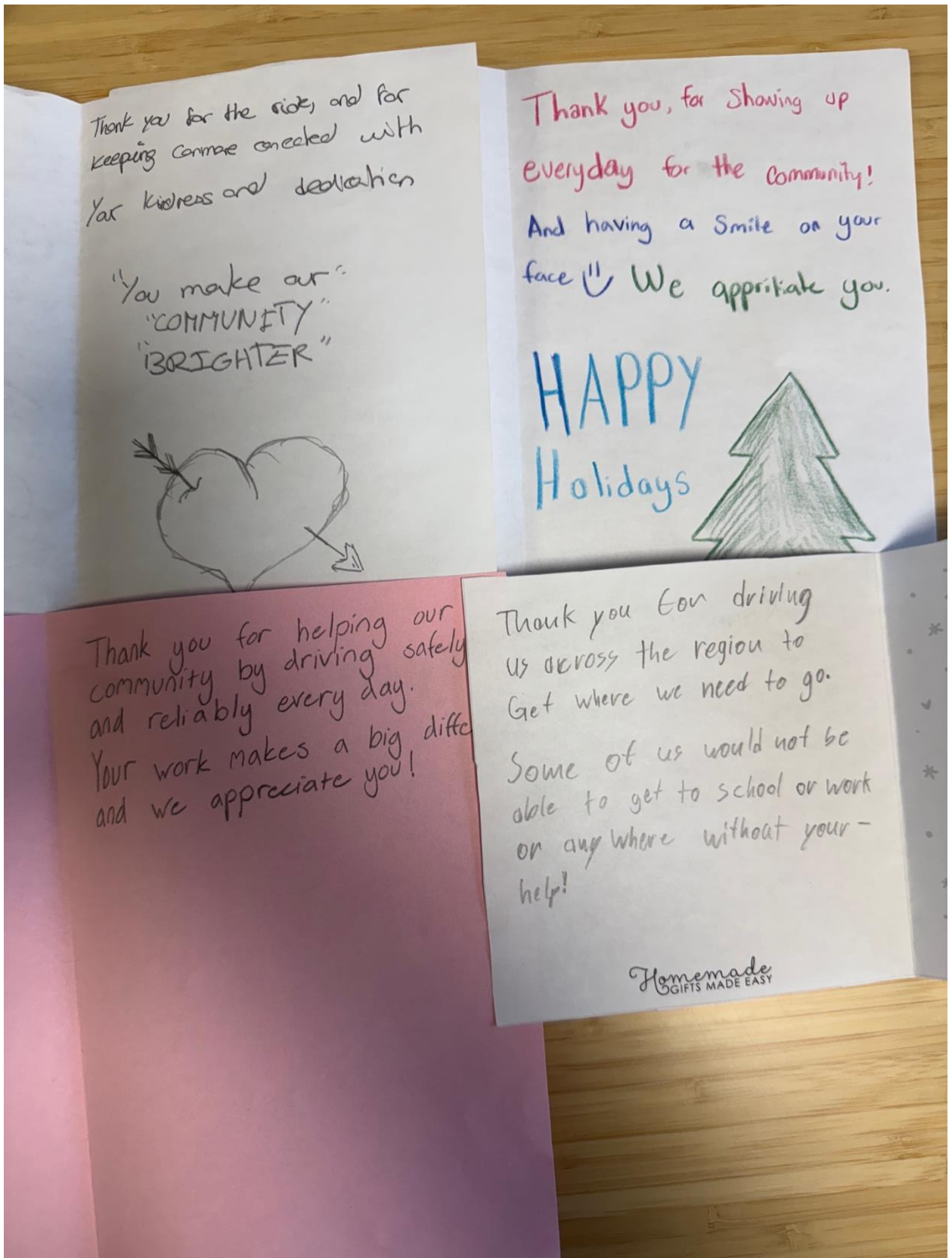
A class at CCHS reached out with the following letter to thank Roam Transit for our service to the community.

“Hello ROAM!

*My name is ..... and I'm a student at CCHS! For the month of November, each class is finding a way to give thanks to an important organization in our community and my class has selected ROAM transit! We were hoping to make some baskets for your drivers and other staff with some baked goods and other gifts and we were wondering if that would be something you would be interested in receiving. We want to put items you would appreciate in the baskets so we want your input on what ROAM staff need or want over long shifts. Along that idea, how many drivers and other staff work at ROAM transit? We also noticed that you decorated your buses for Halloween and we want to contribute to some winter decorations. What are some decorations that can be put up in your buses? Hopefully we can work something out because as a student, and a regular on the bus, I feel like giving thanks and recognition are long overdue for ROAM transit.”*

They created gift baskets with baked goods and thoughtful items for our Canmore drivers and also helped with winter bus decorations. This generous gesture from students, many of whom are regular riders, highlighted the strong community support and appreciation for our team.







**BRING FORWARD LIST**

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

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
<p><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.</p> <p style="text-align: center;"><b>CARRIED UNANIMOUSLY</b></p>	March 12, 2025	Dec 31, 2025  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.
<p><b>BVRTSC24-75</b> Dave Schebek moves to direct Commission members to perform a Board Self-Assessment in 2025 led by Elevated HR.</p> <p><b>BVRTSC25-23</b> Sean Krausert moves to amend item BVRTSC24-75 (Board Self-Assessment) to adjust completion date to Q4 2026</p> <p style="text-align: center;"><b>CARRIED UNANIMOUSLY</b></p>	Nov 13, 2024	Q4 2026	Board and Elevated HR	Moved in July meeting to be completed by Q4 2026  Will arrange meeting with Elevated HR to begin this process in Q2 2026
<p><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.</p> <p><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.</p> <p style="text-align: center;"><b>CARRIED UNANIMOUSLY</b></p>	Nov 13, 2024	Q2, 2026	Board, Administration and Outside Consultant	Moved in July 2025 meeting to be completed by Q2 2026.  Initial discussions have begun to have this review completed by Avail LLP

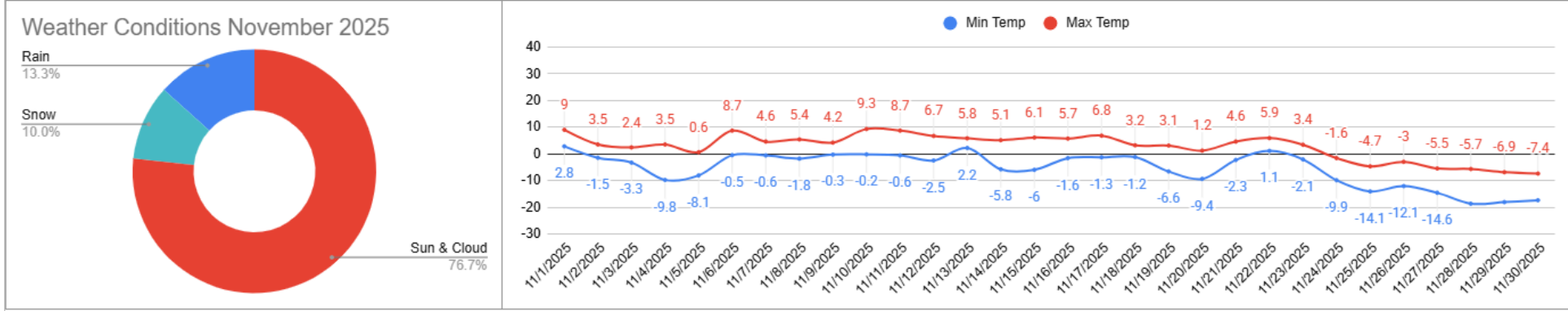
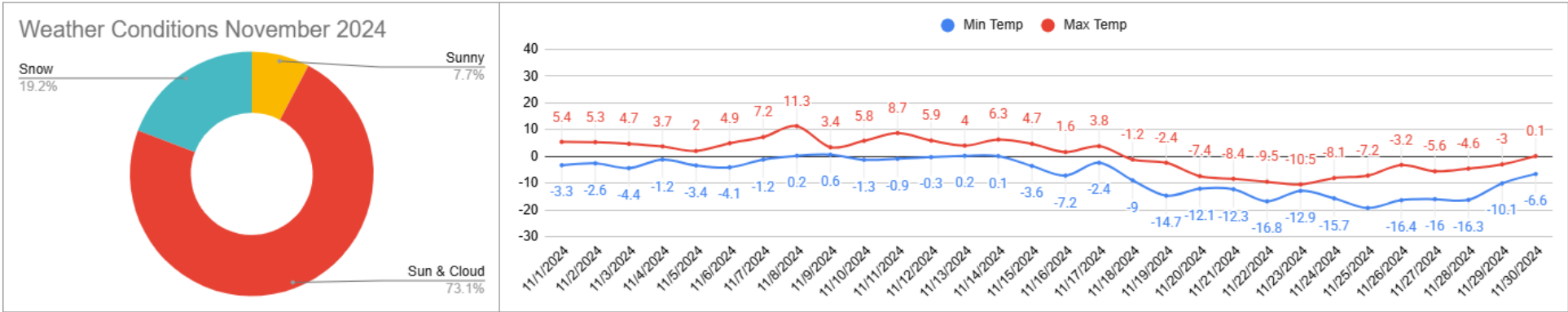
## Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
November 2025	Ridership	92,116	31,530	30,133	10,339
	Banff Residents	39,604	-	-	-
	Bikes	49	350	322	3
	Winter Sports	0	199	1,072	38
	Strollers	184	160	56	6
	Mobility Devices	3	10	0	0

Route	Monthly Ridership Change 2024 - 2025	Comment
Route 1	-2.24%	Change from November 2024 to November 2025
Route 2	3.91%	Change from November 2024 to November 2025
Route 3	12.97%	Change from November 2024 to November 2025
Route 4		Change from November 2024 to November 2025
Route 5	-10.51%	Change from November 2024 to November 2025
Route 6		Change from November 2024 to November 2025
Route 8X	2.48%	Change from November 2024 to November 2025
Route 9	26.99%	Change from November 2024 to November 2025
Route 12		Change from November 2024 to November 2025

<b>Banff Resident Pass Usage - YTD</b>	465,660
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12/5/2025

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	41,844	41,844	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	42,368	41,420	-2.24%	23.17%	36,146	43,420	48,789	48,789	50,696	3.91%	16.76%								66,897	77,048	91,157	91,157	92,116	1.05%	19.56%												
December	45,460	49,418	60,432	6,419	5,312	-17.25%		50,744	54,587	61,275	5,901	5,844	-0.97%									96,204	104,005	121,707	12,320	11,156	-9.45%													
YTD	550,493	813,710	854,946	800,933	967,713	20.82%	-	470,848	733,010	770,920	715,546	775,708	8.41%	-	24,802	28,273	22,132	22,132	28,086	26.90%	-	1,046,143	1,574,993	1,647,998	1,538,611	1,771,507	15.14%	-												

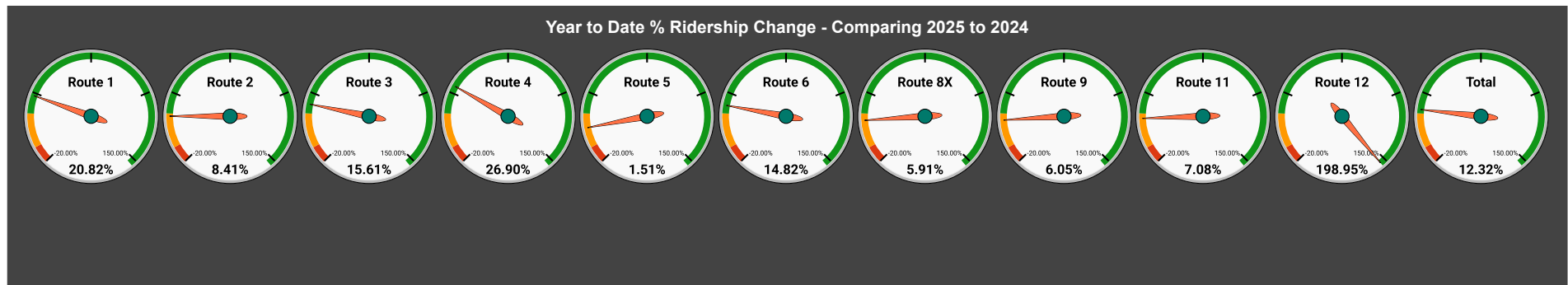
Route 3 (Canmore-Banff Regional)							Route 5 Canmore						Route 6 Minnewanka						Roam Total Ridership									
Month	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	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%	17.66%	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	32,265	15.65%	14.73%	16,802	26,233	30,044	30,044	29,480	-1.88%	12.38%	530	921			2,042			118,488	179,071	190,907	190,907	206,999	8.43%	15.60%
November	17,797	27,903	26,674	26,674	30,133	12.97%	7.99%	19,956	26,722	32,065	32,065	28,696	-10.51%	7.39%								110,983	142,511	160,626	160,626	164,932	2.68%	15.73%
December	19,213	31,157	31,841	3,553	4,238	19.28%		21,194	29,271	31,613	4,367	4,002	-8.36%									146,145	180,013	201,519	21,511	21,150	-1.68%	
YTD	193,986	329,489	343,901	315,613	364,871	15.61%	-	180,090	312,166	366,484	339,238	344,346	1.51%	-	66,034	92,335	75,917	75,917	87,170	14.82%	-	1,652,179	2,633,072	2,760,525	2,580,517	2,898,336	12.32%	-

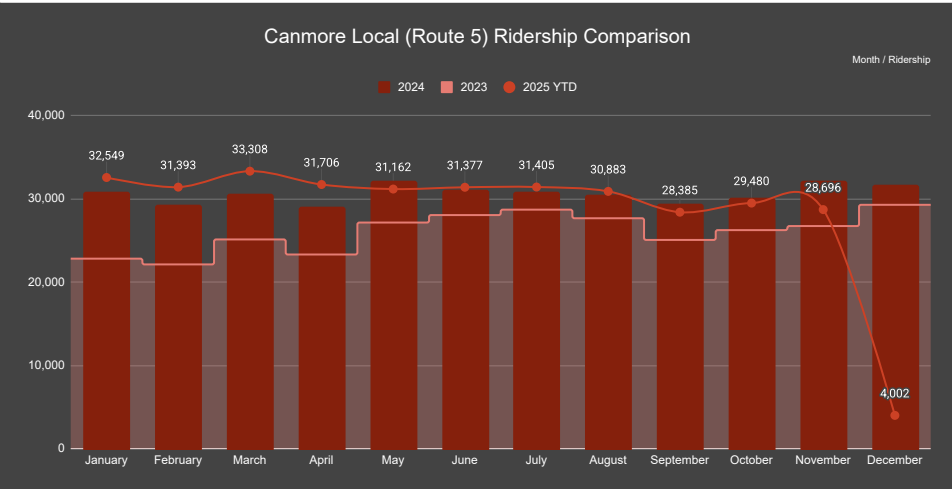
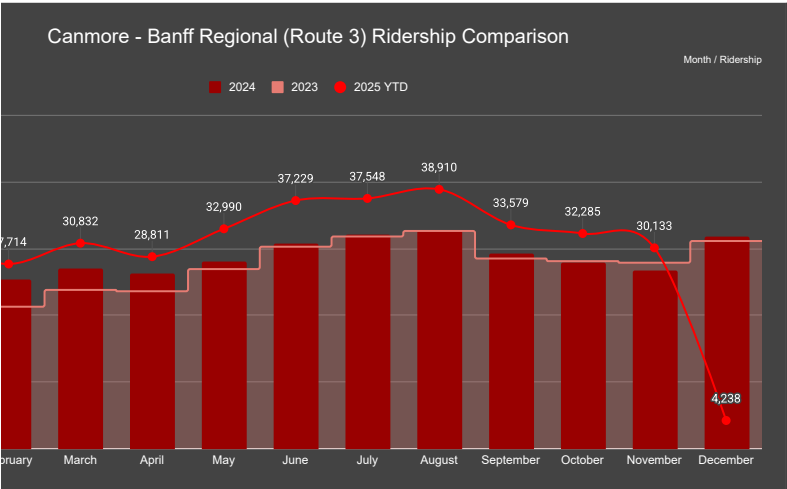
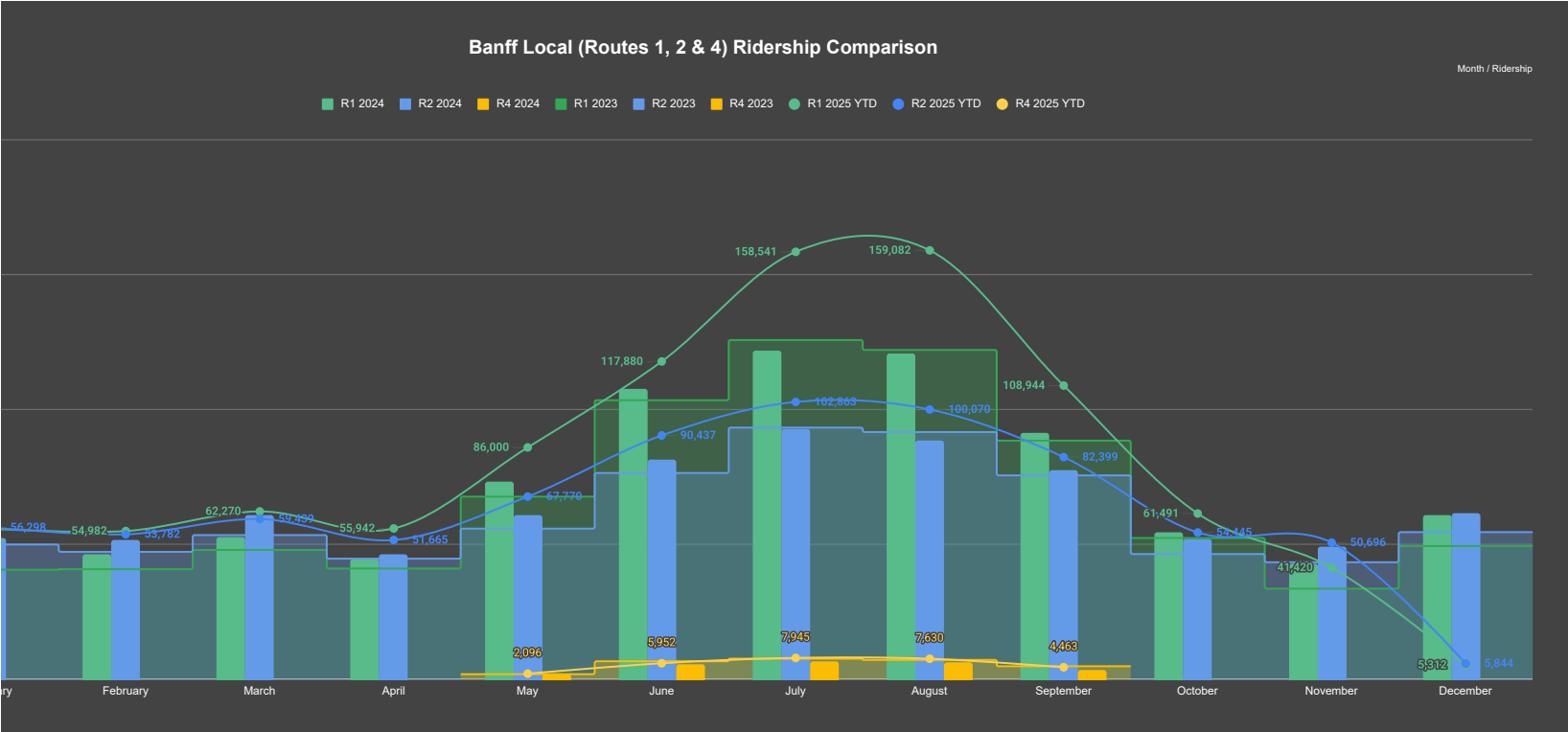
  

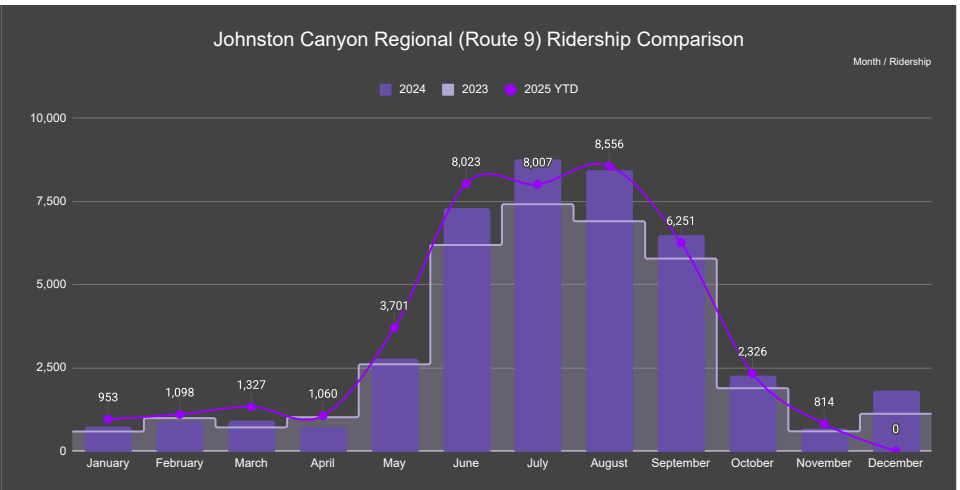
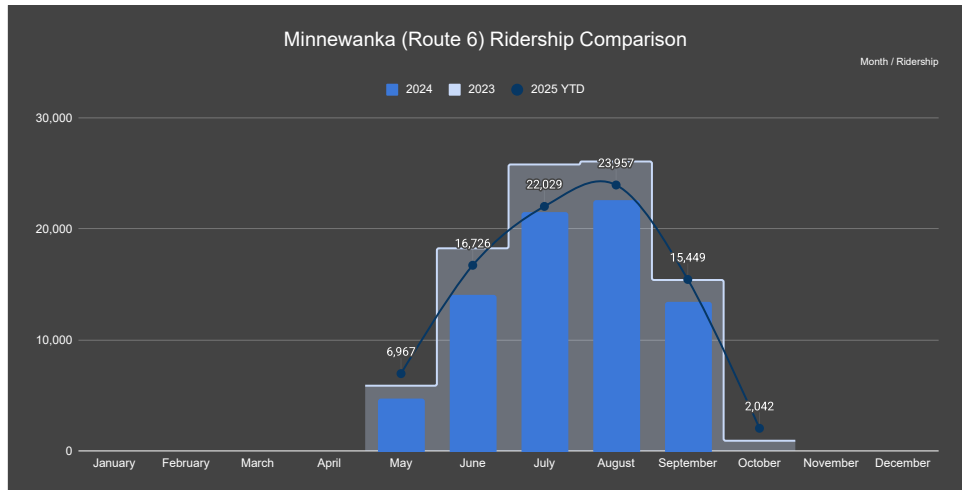
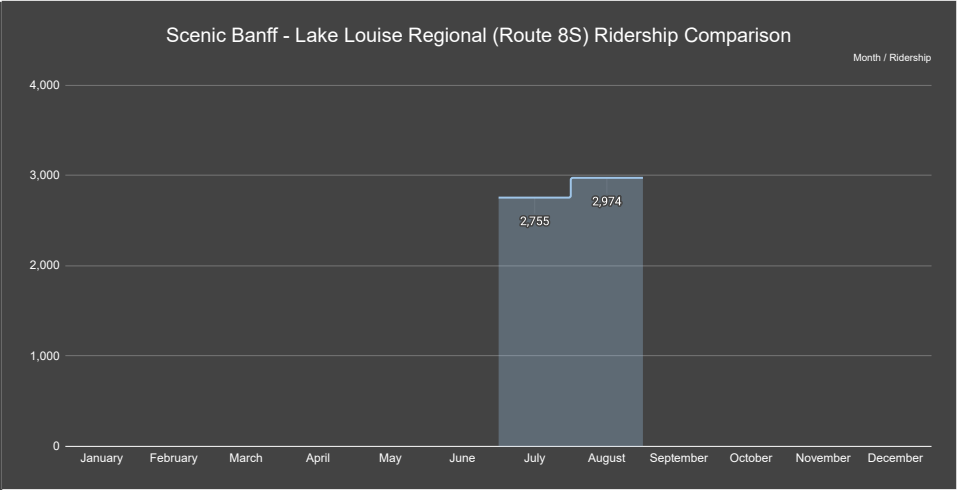
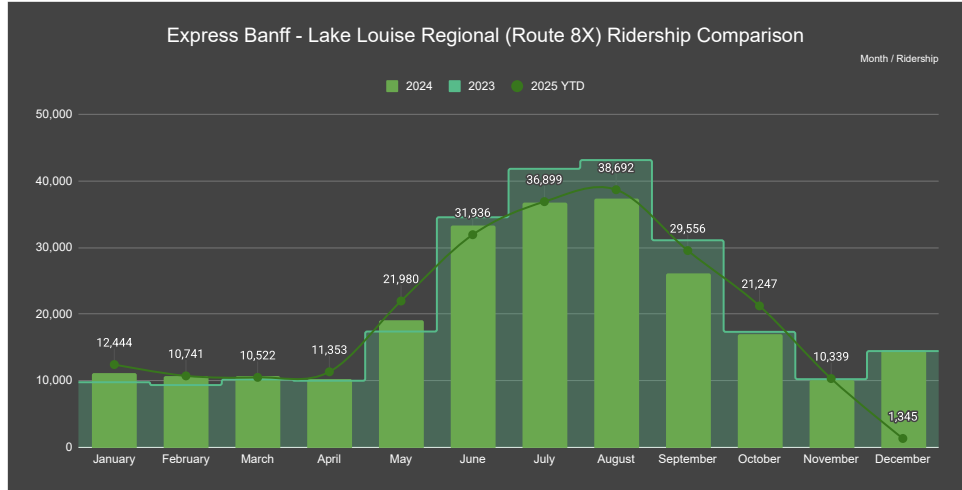
Route 8X (Express Lake Louise - Banff Regional)							Route 8S (Scenic Lake Louise - Banff Regional)						Route 9 (Johnston Canyon)						Route 10 (Moraine Lake)										
Month	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	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%									584	704	704	704	953	35.37%	63.18%							
February	4,039	9,363	10,714	10,714	10,714	0.25%	14.72%									986	862	862	862	1,098	27.38%	11.36%							
March	4,305	10,205	10,694	10,694	10,522	-1.61%	3.11%									707	893	893	893	1,327	48.60%	87.69%							
April	4,153	10,013	10,196	10,196	11,353	11.35%	13.38%									1,014	671	671	671	1,060	57.97%	4.54%							
May	8,422	17,400	19,167	19,167	21,980	14.68%	26.32%									1,183	2,602	2,738	2,738	3,701	35.17%	42.24%							
June	18,115	34,555	33,350	33,350	31,936	-4.24%	-7.58%									4,728	6,185	7,265	7,265	8,023	10.43%	29.72%							
July	28,200	41,826	36,750	36,750	36,899	0.41%	-11.78%	2,183	2,755						6,589	7,409	8,719	8,719	8,007	-8.17%	8.07%								
August	22,575	43,140	37,346	37,346	38,692	3.60%	-10.31%	1,640	2,974						5,360	6,897	8,413	8,413	8,556	1.70%	24.05%								
September	16,059	31,100	26,149	26,149	29,556	13.03%	-4.96%								2,908	5,776	6,468	6,468	6,251	-3.35%	8.22%	3,535	6,556	7,178	7,178	0	-100.00%	-100.00%	
October	8,061	17,351	16,962	16,962	21,247	25.26%	22.45%								897	1,884	2,243	2,243	2,326	3.70%	23.46%	3,393	4,827	6,751	6,751	0	-100.00%	-100.00%	
November	6,021	10,248	10,089	10,089	10,339	2.48%	0.89%								312	590	641	641	814	26.99%	37.97%								
December	9,248	14,463	14,565	1,176	1,345	14.37%									286	1,117	1,793	95	0	-100.00%									
YTD	132,912	249,452	237,209	223,820	237,054	5.91%	-	3,823	5,729	0	0	0	0.00%	-	22,263	35,751	41,410	39,712	42,116	6.05%	-	6,928	11,383	13,929	13,929	0	-100.00%	-	

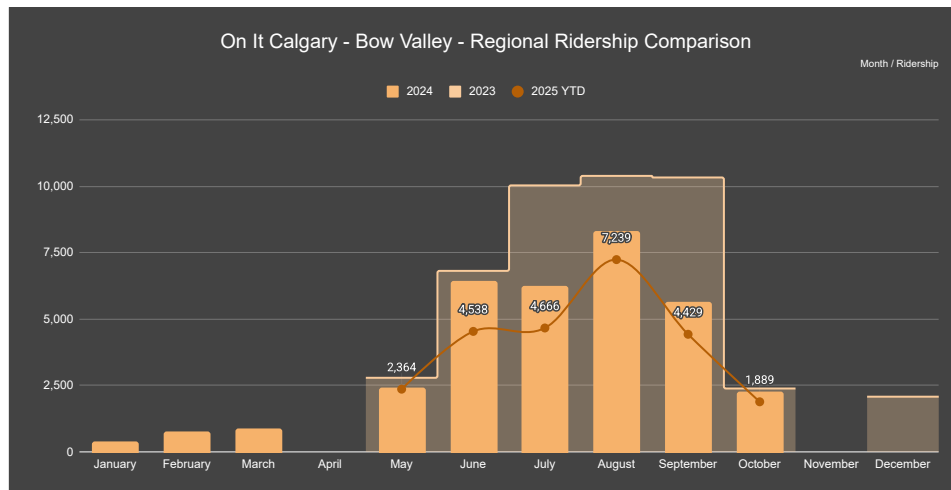
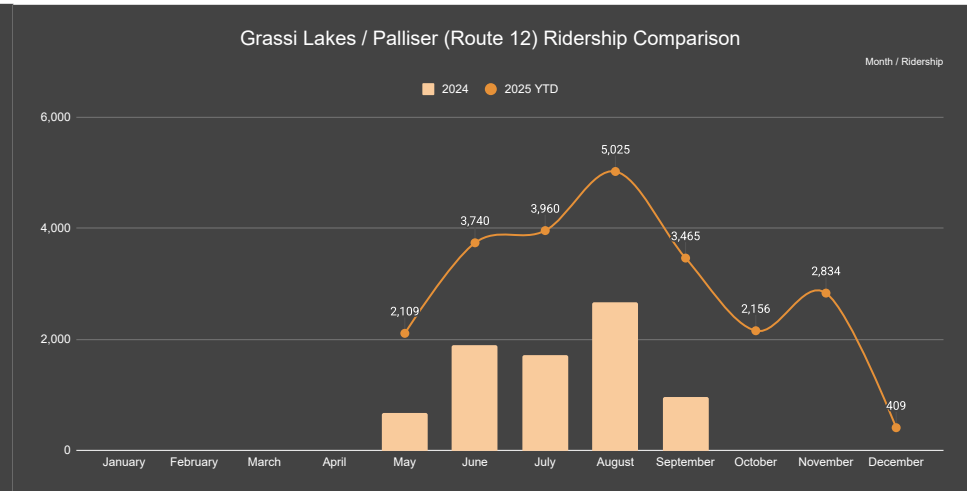
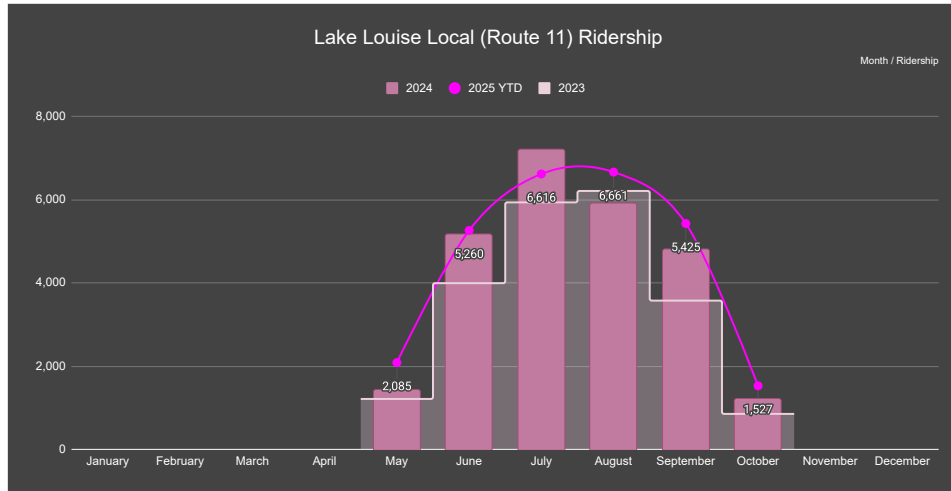
Month	On-It (Calgary Regional) - Banff							On-It (Calgary Regional) - Lake Louise							On-It (Calgary Regional) - Moraine Lake							
	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% Change -23	2022	2023	2024	2024 YTD	2025 YTD	% Change -24	% 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%									
July	7,654	10,031	6,231	6,231	4,666	-25.12%	-53.48%			1,113	0	0	0.00%									
August	6,531	10,389	8,278	8,278	7,239	-12.55%	-30.32%			1,290	0	0	0.00%									
September	5,019	10,329	5,627	5,627	4,429	-21.29%	-57.12%			199	0	0	0.00%			1,174	0	0	0.00%			
October		2,389	2,224	2,224	1,889	-15.06%	-20.93%									617	0	0	0.00%			
November																						
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%	-	

Month	Route 5C (Cougar Creek)							Route 5T (Three Sisters)							Route 12 (Grassi Lakes/Palliser)								
	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	20,611	18,300	-11.21%	11.12%			11,318	11,454	11,454	10,396	-9.24%	11.12%					2,834			
December		18,122	20,228	2,849	2,773	-2.67%				11,149	11,385	1,518	1,229	-19.04%						409			
YTD	0	79,479	219,740	202,361	209,958	3.75%	-	0	56,525	146,744	136,877	134,387	-1.82%	-	0	0	7,927	7,927	23,698	198.95%	-		







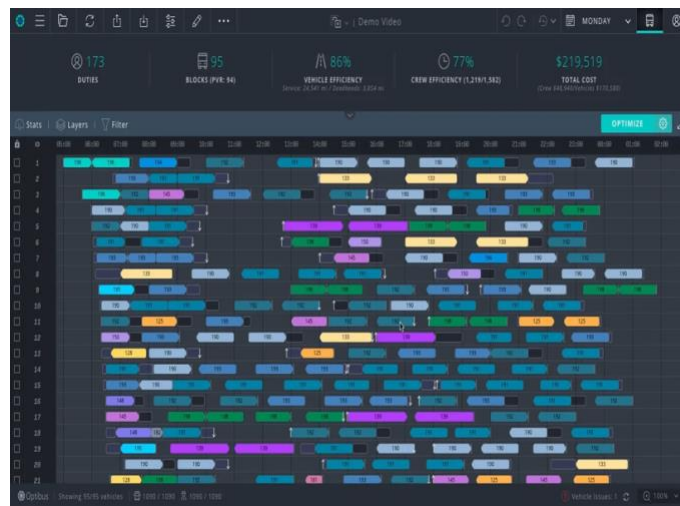


# Bow Valley *R*egional Transit Services Commission



## NEW BUSINESS

# Bow Valley Regional Transit Services Commission



Roam Transit Technology

# Report to the Bow Valley Regional Transit Services Commission

## Report 2025-12.01 Roam Technology Review

December 5, 2025

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### **SUMMARY/ ISSUE**

Roam Transit has embraced technology from the start – Banff local service launched in 2008 with smart fareboxes and real time bus arrival signage. Over the years technology has allowed Roam to provide the highest level of service thanks in part to advancements in transit specific technology and the Commission’s encouragement and support of administration to move technology improvements forward.

The intent of this report is for information to briefly discuss our most popular and important pieces of technology within Roam. To help shed light on the ‘what’ and ‘how’ we’re providing the highest level of service possible to over 3M riders in 2025!

We’ll be focusing this discussion on ‘behind the scenes’ technology that helps support the operations team, Roam drivers, route planning and on-board camera systems with the intent to provide the Commission with an understanding of the various technologies deployed here at Roam.

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

The recently updated and approved 2025-2028 Roam Strategic Plan identifies “Modernized fleet, infrastructure and enabling technology.” as one of it’s top 3 strategic priorities.

*“We are committed to increasing the energy efficiency of our fleet and facilities and implementing new technology to optimize our network and operational performance.”*

Administration Recommendation: That the Commission accept this report for information.
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### **INVESTIGATION**

Area of discussion/interest that will be covered in the presentation include a general overview of the following areas and systems:

- Ridership – Smart Fareboxes and APC (Automatic Passenger Counting)
- Safety – Onboard camera systems
- Service Delivery – How routes and scheduled are created/updated and combined with driver needs and driver management.
- Schedule Adherence and Trip Planning – Automatic Vehicle Location and public facing service apps

# Report to the Bow Valley Regional Transit Services Commission

Report 2025-12.01 Roam Technology Review

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## **IMPLICATIONS:**

No impact – for information only.

## **BUSINESS PLAN/ BUDGET IMPLICATIONS**

No impact – for information only.

## **BRAND IMPACT:**

No impact – for information only.

## **RISKS**

No risks are identified.

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

## **ATTACHMENTS**

None