



COLUMBIA VALLEY TRANSIT

Review & Needs Assessment Study

December 2019

Prepared by:

Define
Coaching & Consulting

Supporting you to define what you want in your life and your business and to develop strategies to get there.

for the Columbia Valley Chamber of
Commerce

Contents

Acknowledgements2

Introduction2

Executive Summary3

Study Methodology4

Timeline.....4

Current State5

Fares8

Survey Results9

Individuals Results - 250.....9

Organization Responses – 6031

Observations, Actions & Options45

1. Communication Plan/Strategies.....45

2. Alternative Route/schedule Options.....46

3. Recommended Actions47

Appendix A48

Rural Dividend Agreement and Application48

Appendix B61

Steering Committee Terms of Reference.....61

Appendix C64

Steering Committee Members Organizations (*invited*).....64

Appendix D.....65

Current Transit Schedule.....65

Acknowledgements

This project has been made possible by the Columbia Valley Chamber of Commerce with funding support from the BC Rural Dividend Program. Many thanks to the steering committee ([Appendix C](#)), representatives from 60 organizations and over 250 individual survey respondents.

Introduction

On July 30, 2018 the Columbia Valley Chamber of Commerce (CVCC) applied to the Province of British Columbia's Rural Dividend Fund Program for \$10,000 to conduct a review and needs assessment study of the transportation services available both privately and publicly in the Columbia Valley. On February 25, 2019 the CVCC receive confirmation from the Ministry of Forests, Lands, Natural Resource Operations & Rural Development that their application for funding was approved.

The application to the Rural Dividend Program ([Appendix A](#)) stated that the limitations of the existing BC Transit services impedes the ability of residents to access affordable housing options, education, shopping and employment. Further, several employers provide shuttle service to address some of the needs of their own workforce. The purpose of this study is to determine the costs and independent transportation options that currently exist in order to develop a comprehensive strategy for an economical transportation system that supports all residents in the Columbia Valley who would prefer to use or need to use public transportation.

This study is primarily focused on the service within the Columbia Valley. The service is open to anyone and provides scheduled transportation for residents who may not otherwise be able to travel to access social, education, employment, other business, professional and government services.

Executive Summary

The survey data confirms that the current transit system does not offer a schedule ([Appendix D](#)) that meets the needs of the community. Primary issues include: schedule days, times of day and routes.

Collectively the business community is spending approximately 131% of what the RDEK, Interior Health and BC Transit is spending on transportation for their employees and customers.

The current BCTransit operating agreement expires March 31, 2021. The current agreement was extended 1 year to allow for BCTransit to complete an assessment and review of the service. Therefore, the steering committee recommends that this report be provided to the RDEK and BCTransit to inform their decisions moving forward in 2021.

Further key findings and observations are as follows:

1. Improve communication of the existing schedule
 - a. Surveys suggested that members of the public are not aware of the schedule, stops, price and the option for On Request service in the northern part of the Columbia Valley.
2. Draft and cost a schedule that includes, weekends and evenings.
 - a. Cost out the proposed schedule.
3. Work with the business community to develop a “sponsorship” package for the business community.

Options for consideration:

1. Rideshare as a solution. Support people to get their class 4 license and insurance. *This would require willingness by Uber/Lyft platforms to invest in rural BC.*
2. Form a Task Force of stakeholder to explore and develop a business plan for a collaboratively funded transportation service.
3. Based upon the private funding currently being expended and the community interest in improved transit services it is the ultimate findings of this report that there is an opportunity to create a comprehensive transportation service to the Columbia Valley residents and visitors. The opportunity is to collaborate across stakeholder groups to develop a transit system that would address, aging in place, access to employment, access to affordable housing, community engagement and climate adaptation for less than what is collectively being spent by government and business.

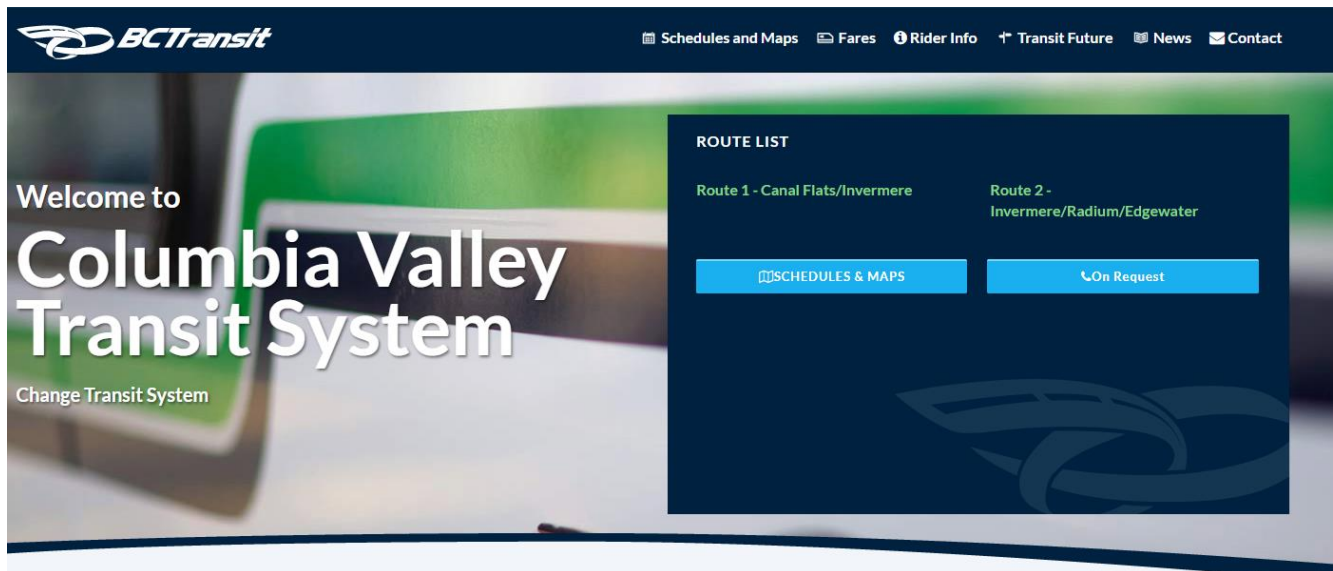
A Public Private Partnership is key to developing a transportation service that meets the needs of the entire community and therefore should be fully explored.

Study Methodology

Timeline

March 2019	CVCC signed an agreement with Susan Clovehok of Define Coaching & Consulting to facilitate the study.
May 2019	Steering Committee Terms of Reference was drafted (Appendix B)
June 2019	Steering Committee Members (Appendix C) were invited in to participate in the 1 st of 3 meetings per the Terms of Reference. Committee members provided feedback and advise on survey questions, process and timeline.
July – September 2019	Surveys published online using the CVCC Constant Contact platform
October 2019	Consultant documented current state and reviewed survey responses to create draft report in preparation for Steering Committee feedback and draft recommendations.
November 2019	Steering Committee Meeting held to review survey findings, identify missing information and draft recommendations
November 2019	Start sharing communications about the current transit services.
December 2019	Final Document Provided to CVCC
February 2020	Dissemination of information to steering committee, Chamber members, BC Transit, Ministry of Transportation, RDEK, MLA, MP, Press release from Chamber with link to report online
March 2020	Present the report findings at the CVCC AGM

Current State



BCTransit currently provides the Columbia Valley with 5 day a week service (Monday to Friday). Funding is provided by BCTransit and the Regional District of East Kootenay (RDEK). The service is operated by Olympus Stage Lines, based in Golden, British Columbia in addition to the Columbia Valley Service, Olympus Stage Lines also operates the Health Connections Service between Golden and Cranbrook on Mondays and Fridays.

The total combined 2019/20 cost of these transportation services is \$424,368 and is broken down as follows:

Columbia Valley Public Transit Service Budget	Funder	Contribution
	BCTransit	168,374.00
	RDEK	123,645.00
Health Connections (Cranbrook – Golden)	Interior Health	119,340.00
	Ridership Revenue	13,009.00
Total Operating Cost		\$424,368.00
<i>(including Local Government share of lease fees)</i>		

The surveys and business interviews revealed that approximately, \$557,000 is being spent annually by the business community to move employees and customers. Note: \$100,000 of this amount is from Mountain/Valley DMO arrangement for shuttle service between Panorama Mountain Resort and the District of Invermere which includes \$35,000 of Resort Municipality Initiative (Provincial) funding.

The Columbia Valley has two transit routes:

- Route 1 – Canal Flats/Invermere; and
- Route 2 – Invermere/Radium/Edgewater.

There are specific bus stops along each route; however, in the rural areas where there are no designated bus stops, the bus can be flagged down anywhere along the route where it's safe for the bus to pull over.

1 South Connector

Timing Point Locations

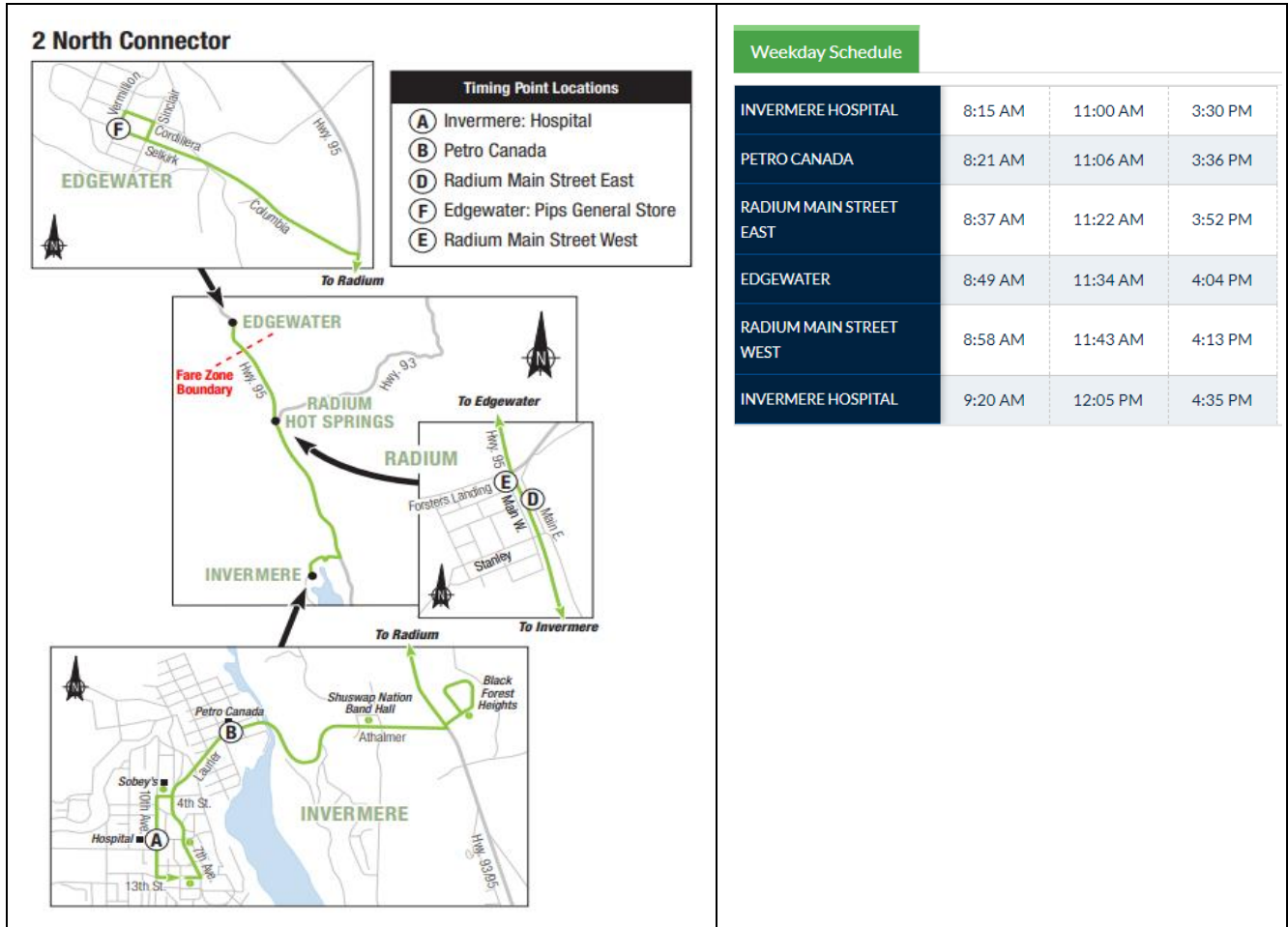
- Ⓐ Invermere: Hospital
- Ⓒ Invermere Chamber of Commerce
- Ⓔ Hwy. 95 and Bench
- Ⓕ Hwy. 95 and Wills
- Ⓖ Fairmont Lodge
- Ⓗ Hwy. 95 and Fairmont Creek
- Ⓙ Canal Flats: Community Hall

Weekday Schedule

CANAL FLATS	7:15 AM	1:15 PM
HWY 95 & FAIRMONT CREEK ROAD	7:34 AM	1:34 PM
FAIRMONT LODGE	7:39 AM	1:39 PM
HWY 95 & WILLS ROAD	7:43 AM	1:43 PM
HWY 95 & BENCH ROAD	8:00 AM	2:00 PM
INVERMERE CHAMBER OF COMMERCE	8:05 AM	2:05 PM
INVERMERE HOSPITAL	8:15 AM	2:15 PM

Weekday Schedule

INVERMERE HOSPITAL	12:05 PM	4:35 PM
INVERMERE CHAMBER OF COMMERCE	12:20 PM	4:50 PM
HWY 95 & BENCH ROAD	12:25 PM	4:55 PM
HWY 95 & WILLS ROAD	12:42 PM	5:12 PM
FAIRMONT LODGE	12:46 PM	5:16 PM
HWY 95 & FAIRMONT CREEK ROAD	12:51 PM	5:21 PM
CANAL FLATS	1:10 PM	5:40 PM



In addition to the two scheduled routes BC Transit offer **On-Request**. On-Request offers pick-up and drop-off service as an extension of a fixed-route and is available in Invermere and Radium. All customers are eligible to use this service. Priority is given to the first to call and people with mobility challenges. Users are required to call one business day ahead to book. Bookings received less than 25 hours ahead will be subject to availability. Examples of locations: a house, childcare centre, or employment site.

Detailed route information is available on BC Transit’s website at www.bctransit.com, including the Columbia Valley Transit Rider’s Guide, which has all the information you need to know about the transit system.

Fares

Fares are \$2 or \$2.50 depending on where you're going, and children four and under ride for free.

Scheduled Routes

TYPE	LOCAL ZONE	REGIONAL	NOTES
ADULT			
SINGLE FARE	\$2.00	\$2.50	Drivers do not carry change
10 TICKETS	\$15.00	\$18.00	
MONTHLY PASS	\$42.00		
CHILD (4 AND UNDER)			
Children under Four ride free with an adult.			

On Request

TYPE	FARE	NOTES
CASH FARE	\$2.00	Drivers do not carry change
10 TICKETS	\$15.00	
MONTHLY PASS	\$42.00	Available from the bus operator

Health Connections

ROUTE	FARE
GOLDEN / CRANBROOK	\$2.50

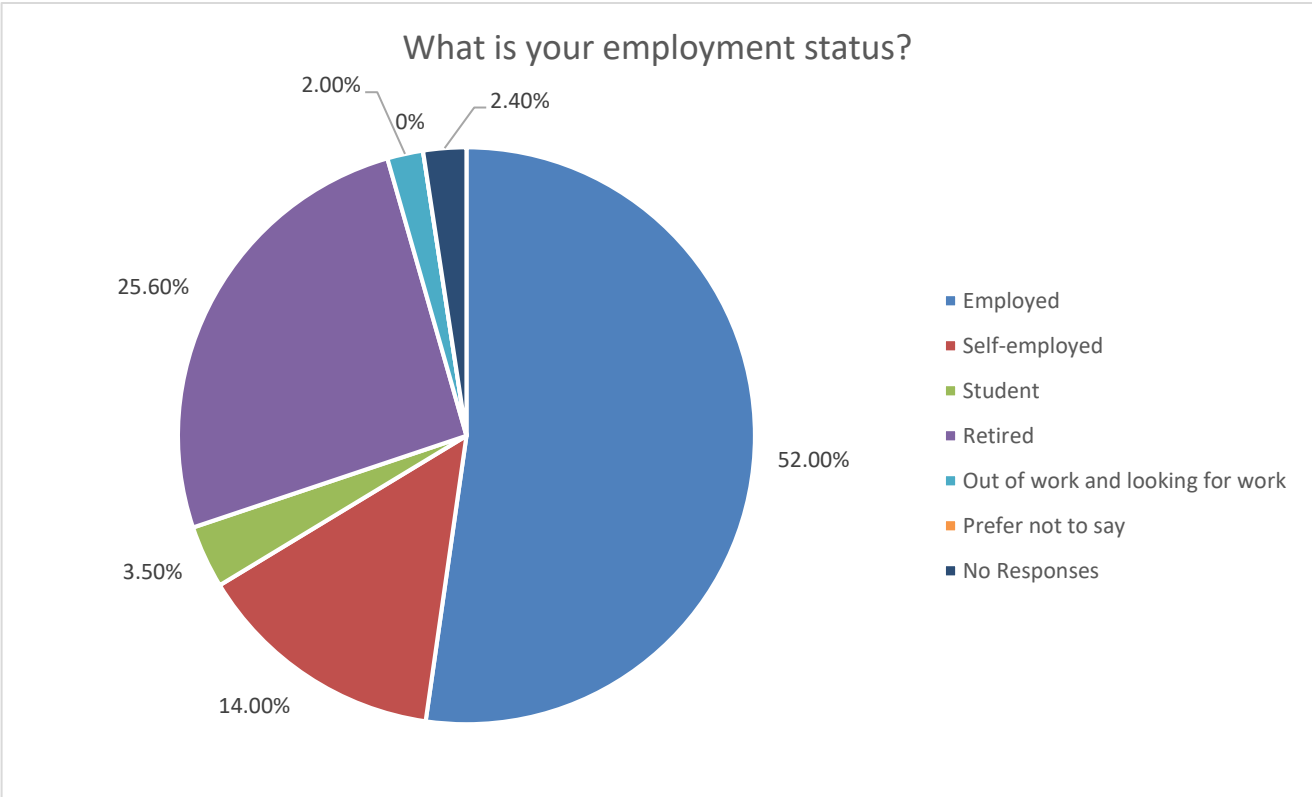
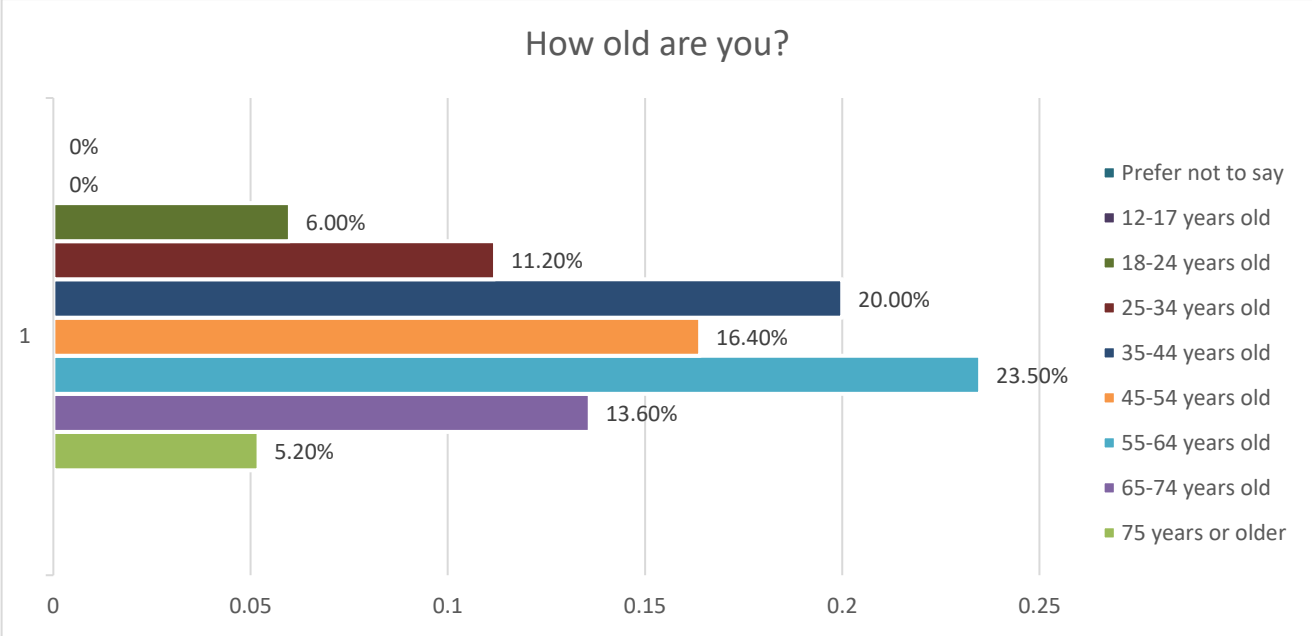
Service is not provided on the following days:

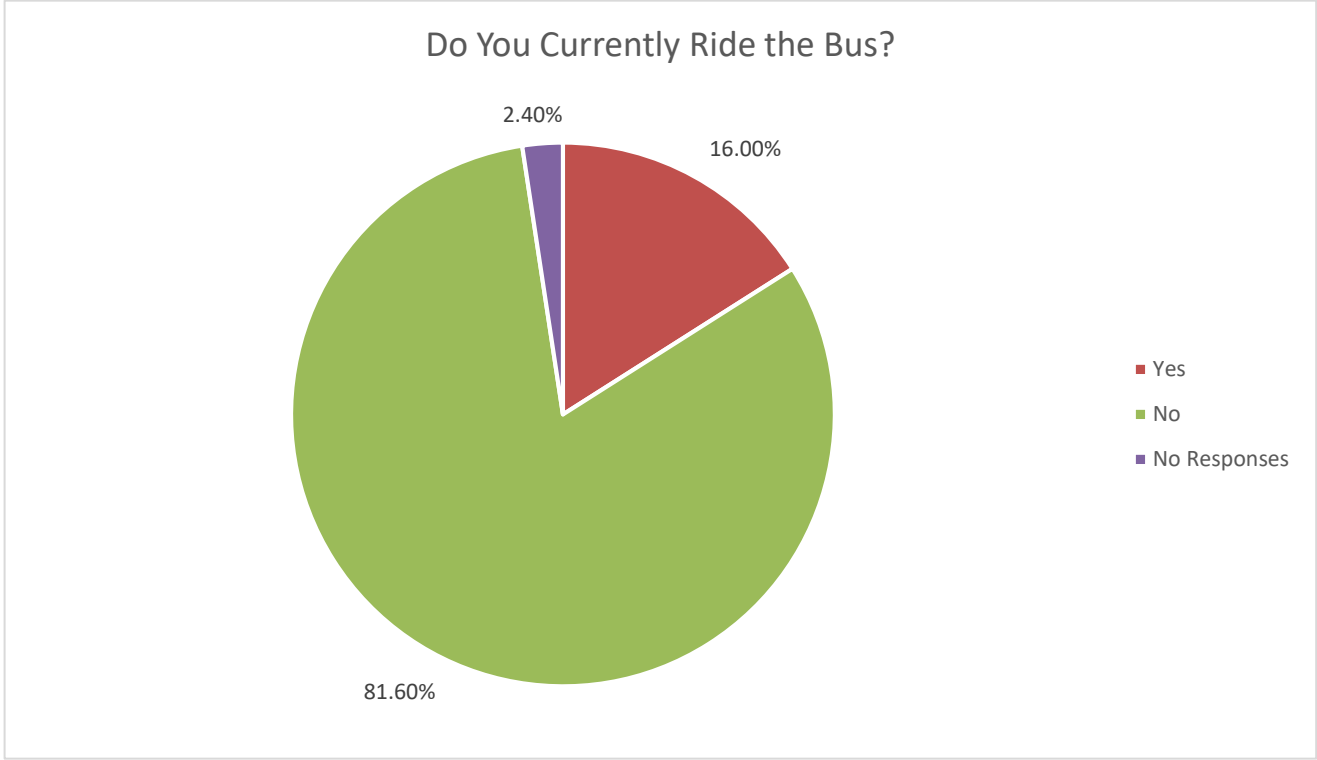
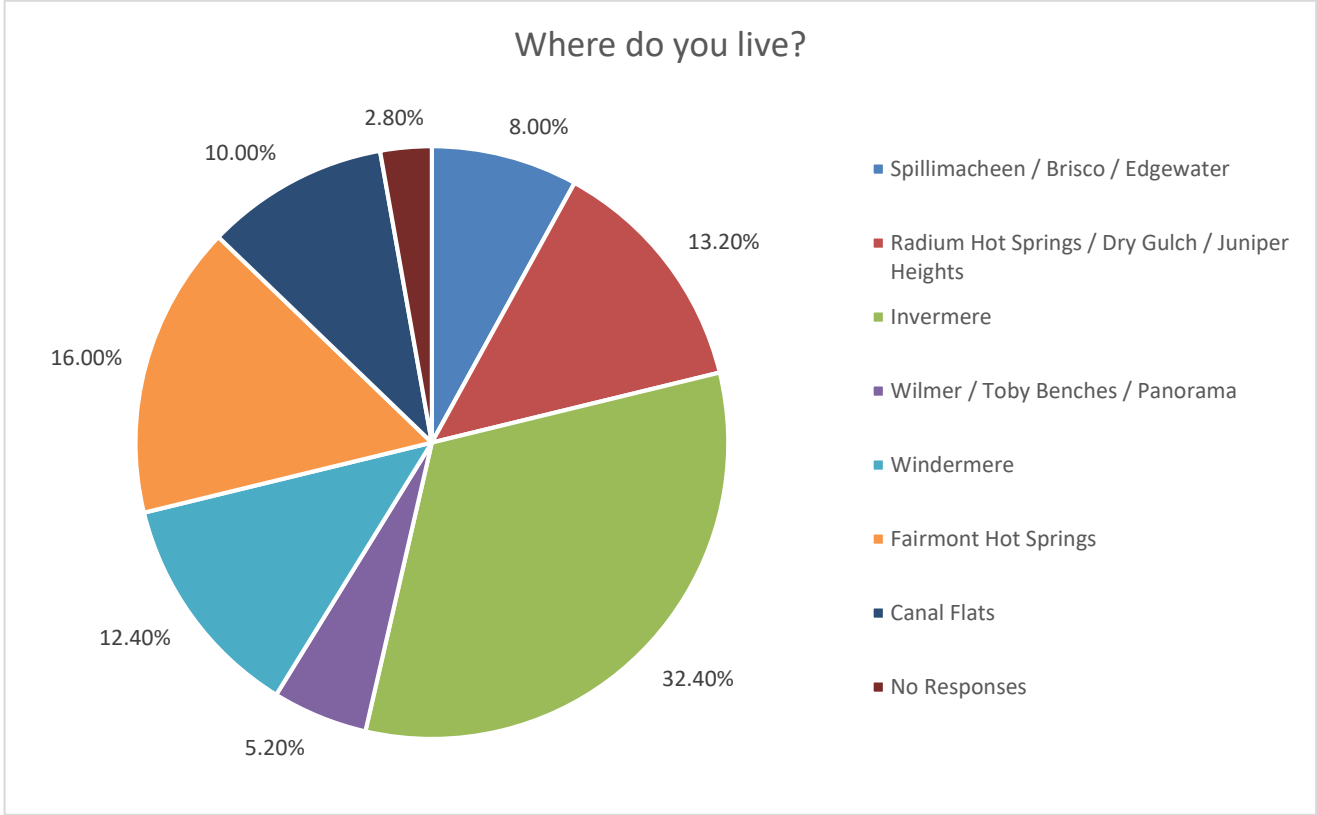
Family Day	Canada Day	Christmas Day
Good Friday	BC Day Labour Day	Boxing Day
Easter Monday	Thanksgiving Day	New Years Day
Victoria Day	Remembrance Day	

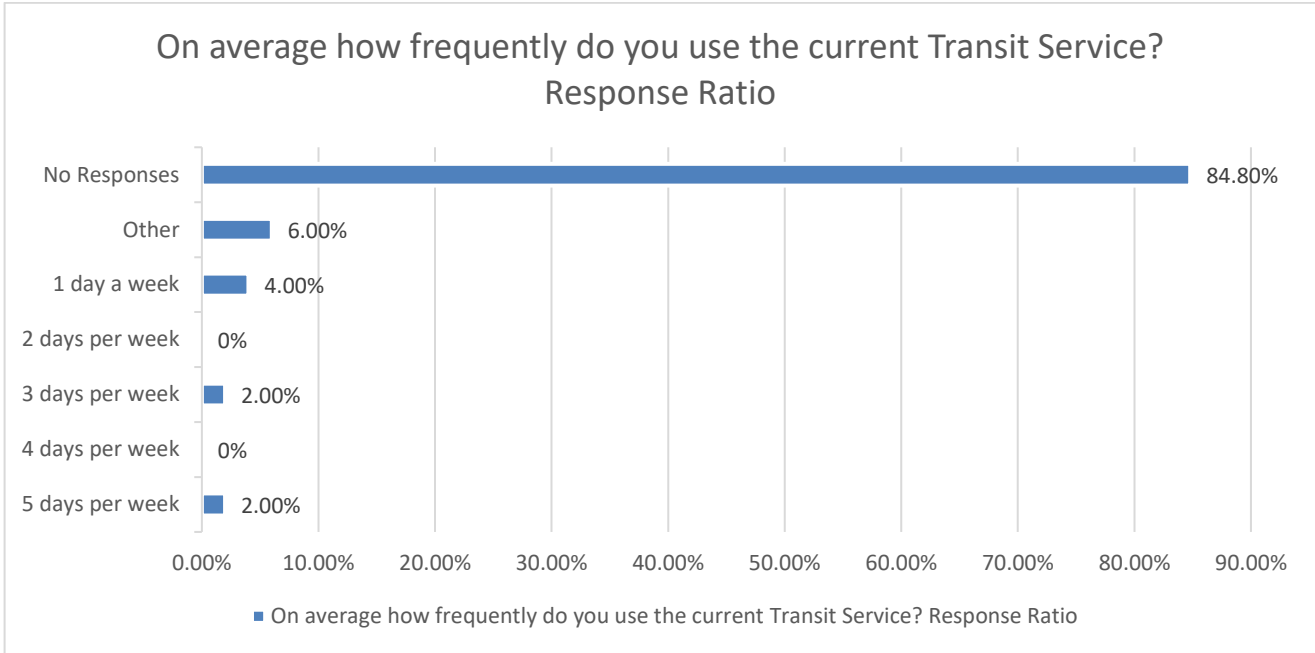
The Health Connections Transit Service which connects Columbia Valley residents with non-emergency medical appointments in Cranbrook on Mondays and Fridays. Although medical appointments are given priority, everyone is eligible to use this service if space is available. The Health Connections route is run in partnership with the Kootenay East Regional Hospital District, RDEK and BC Transit. Trips must be booked 24 hours in advance.

Survey Results

Individuals Results - 250

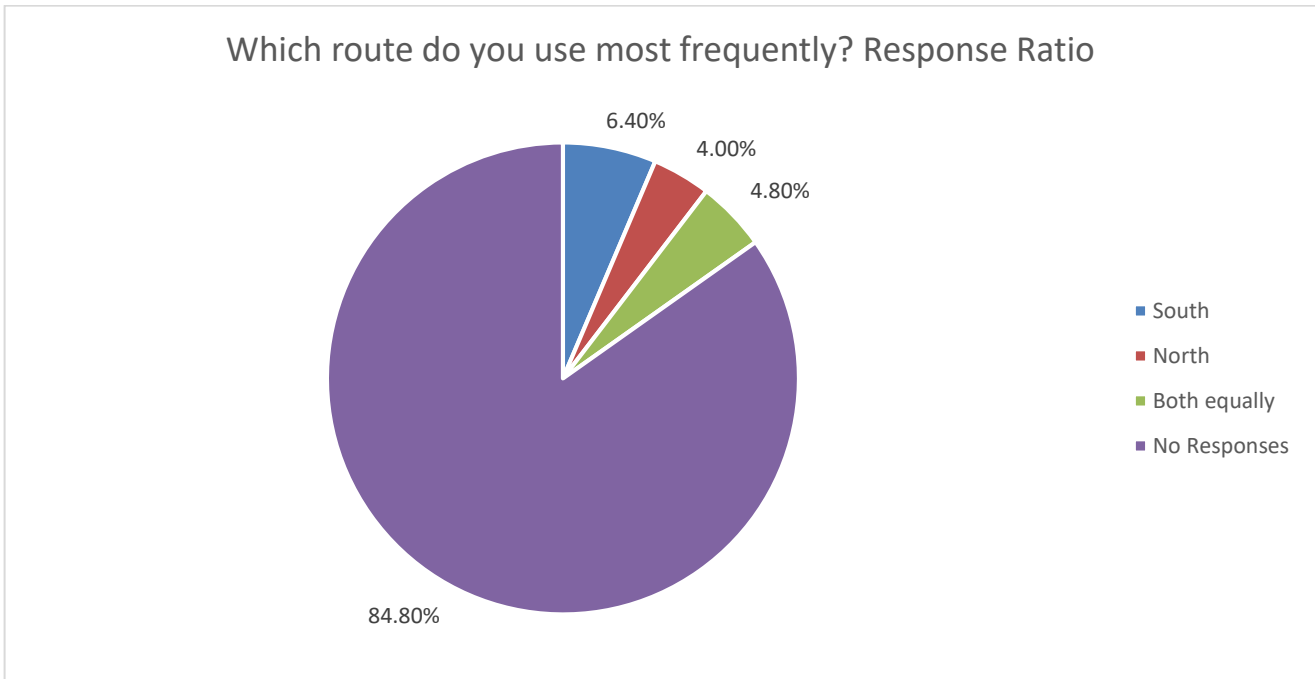
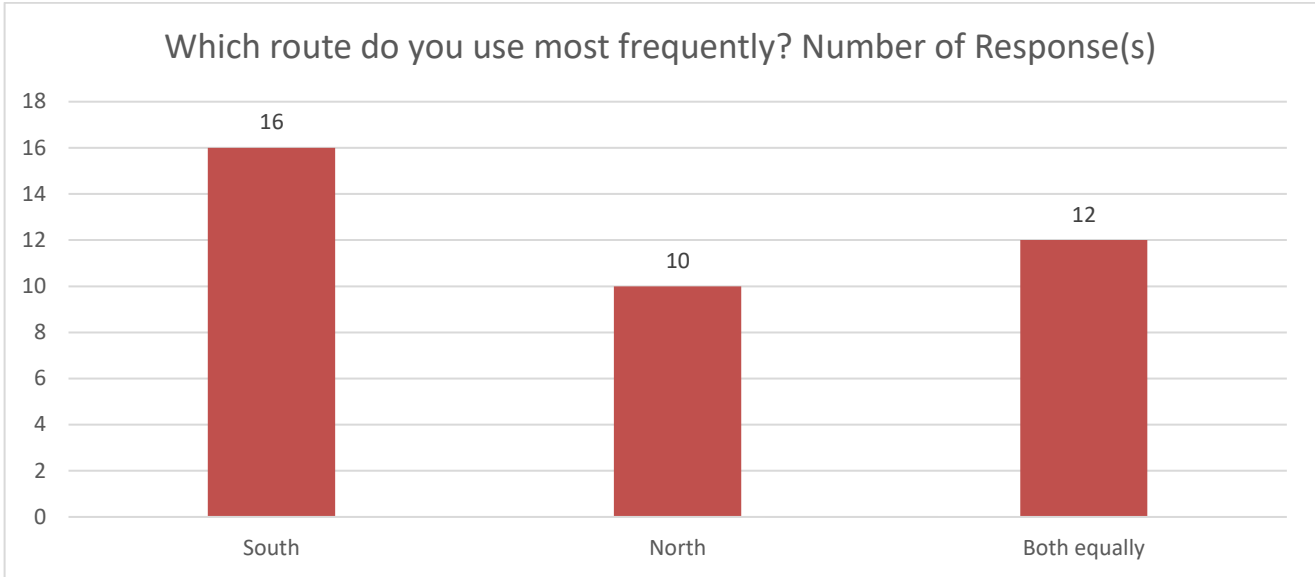


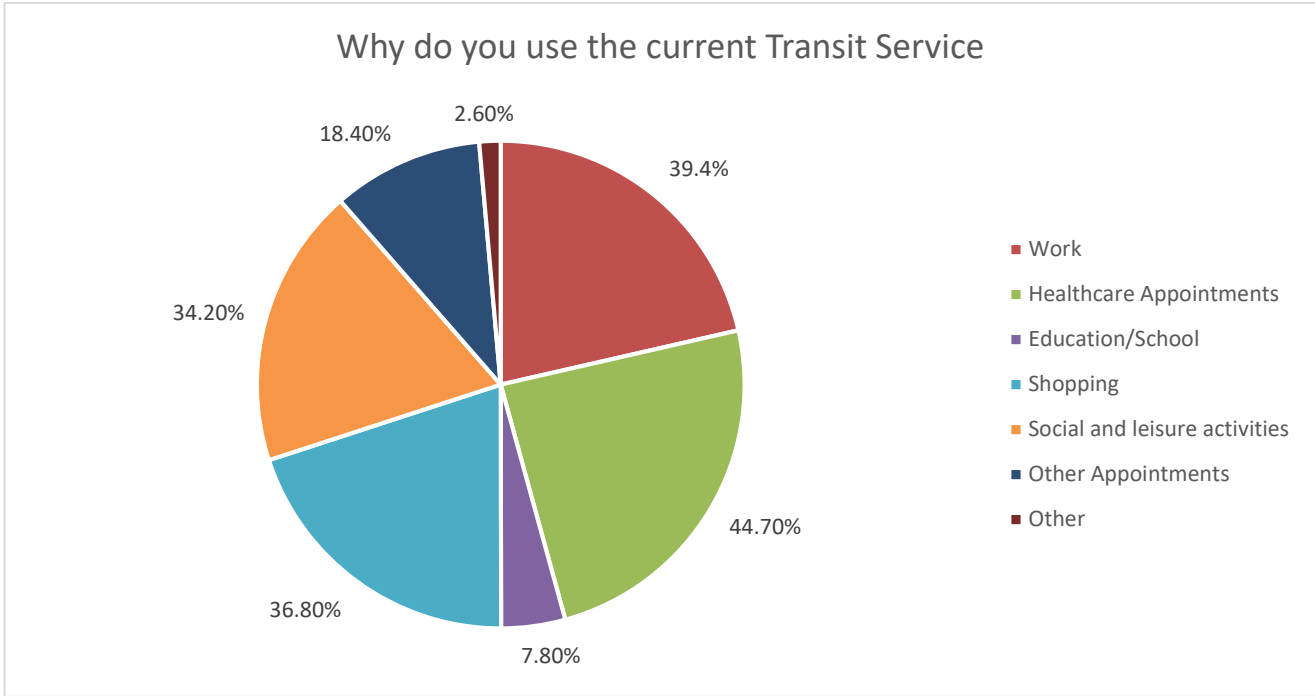




Comments

- medical appointments
- When schedule works, for after school activities
- Evening and weekend work often so I usually have to drive or catch rides
- medical appointment to Cranbrook
- Occasionally as needed
- 5 times a year
- One a month
- For medical appointments
- A couple of times a month
- medical bus
- Few times a month
- One a month in fall and winter
- Depending on Medical appointment dates
- Once in awhile for medical use
- once in a while for a trip to Cranbrook





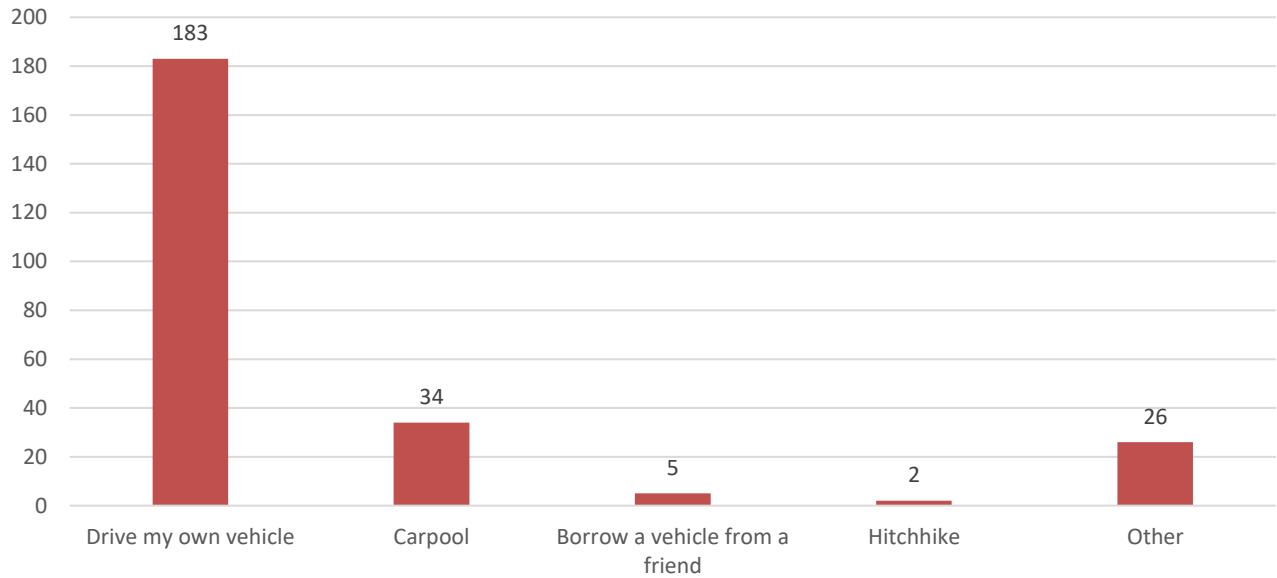
PLEASE TELL US WHY YOU DON'T RIDE THE CURRENT TRANSIT SERVICE

As no one answered this question is it recommended that the CVCC conduct a simple poll

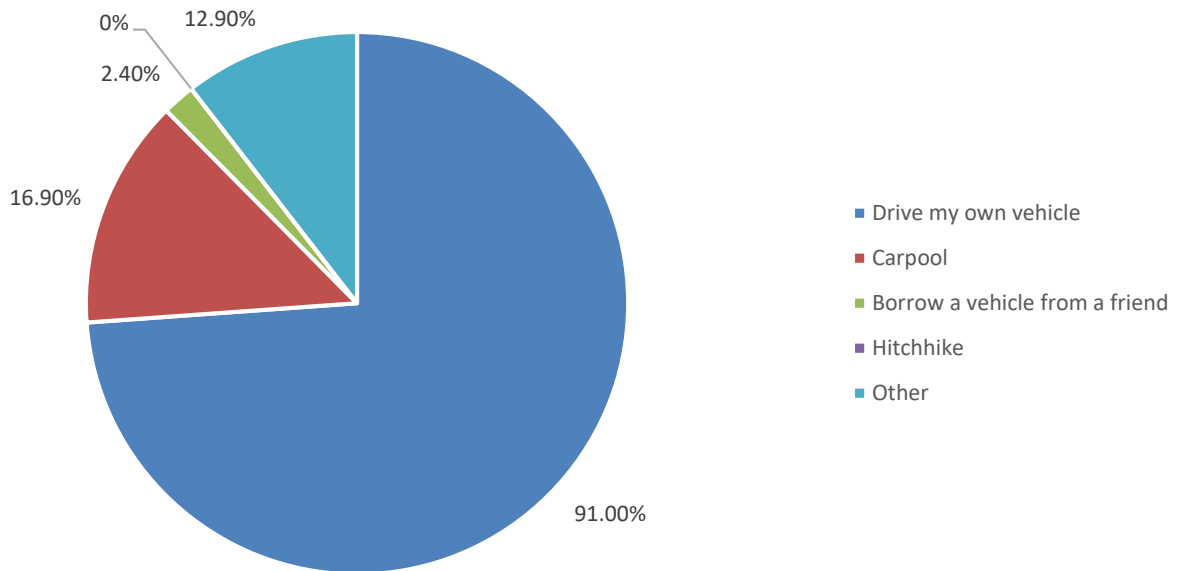
ACTIONS

- **CVCC to make survey question**
- **Share on Facebook. Pioneer, RHSCC, committee members to share**
- **Send by email to all that responded to individual survey**

Since you don't use the current Transit Service tell us how you get around the Columbia Valley.



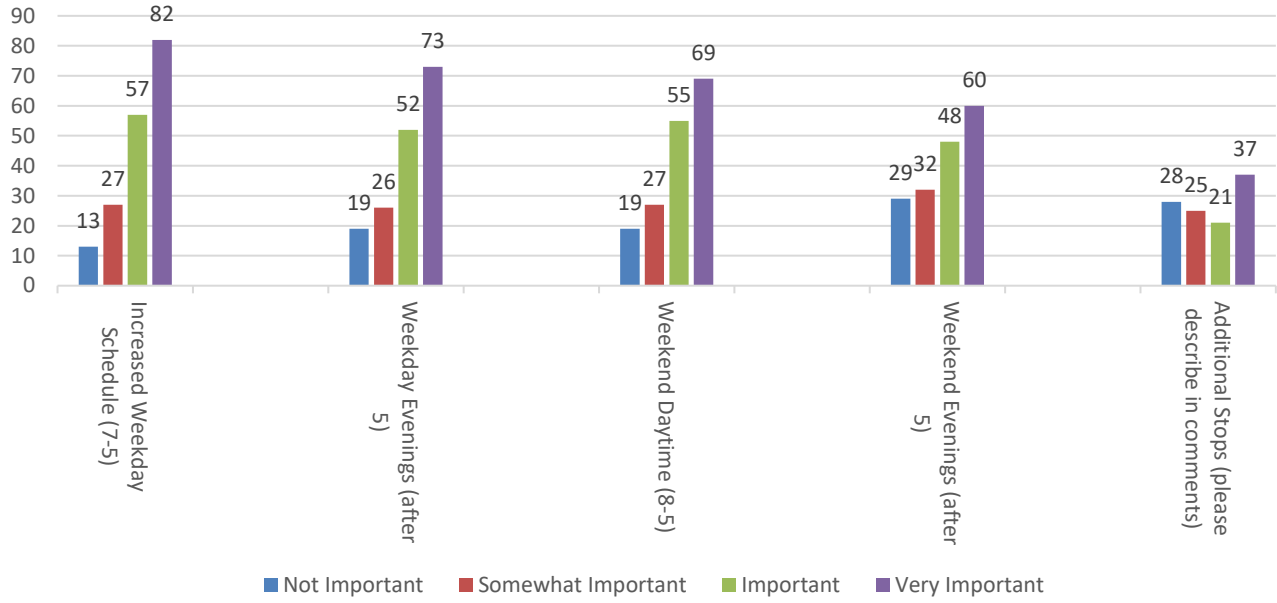
Since you don't use the current Transit Service tell us how you get around the Columbia Valley. please check all that apply.



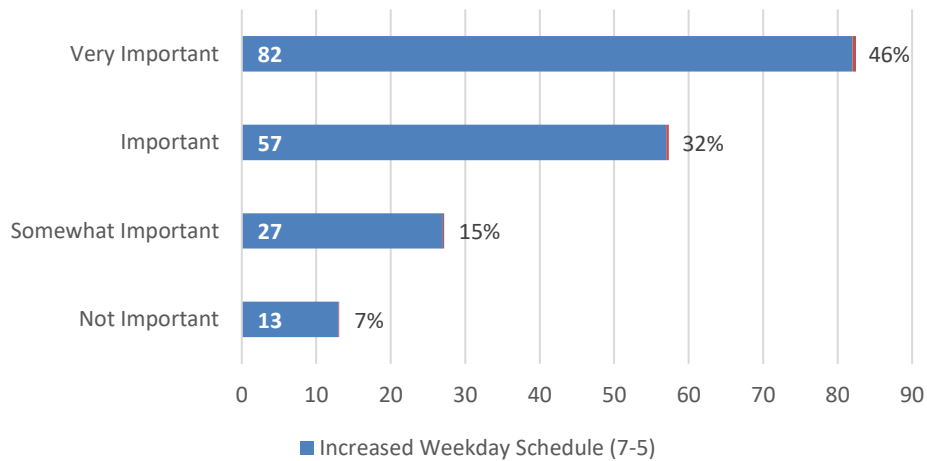
Comments:

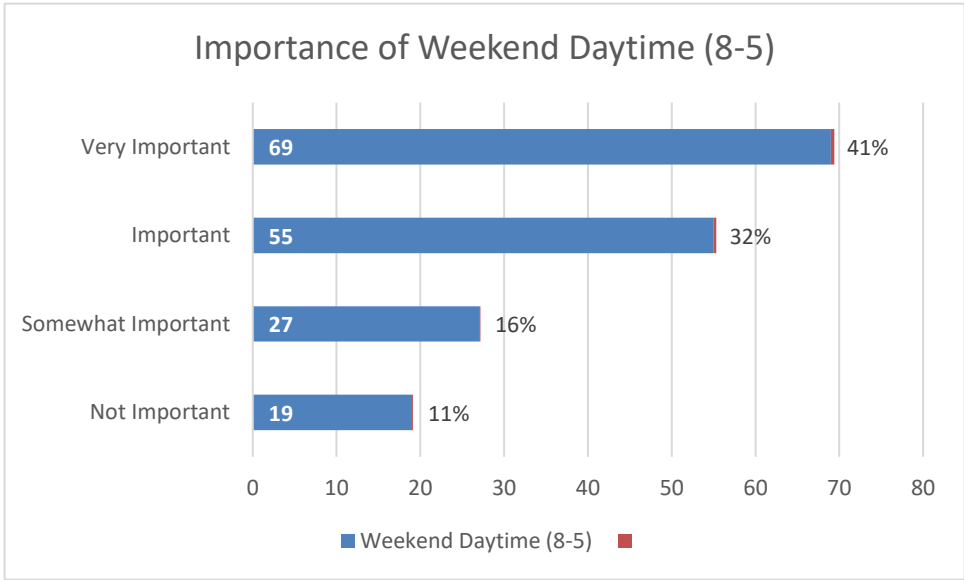
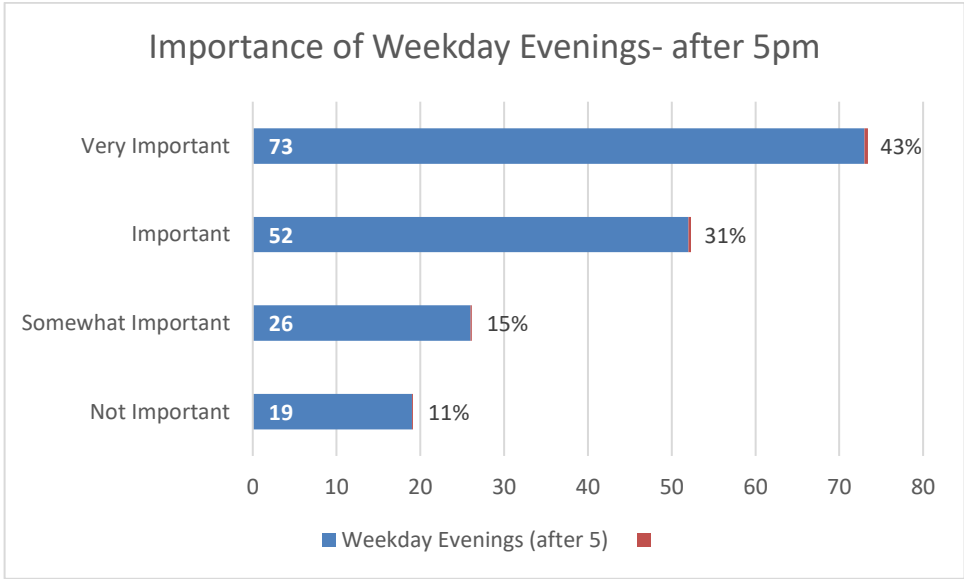
- walk or bike
- walk, ride bike
- Stay in another town 3 days ahead of a appointment so I can be sure to have a ri
- Bike
- walk / bike
- We need a bus so I can get around being disable for life so I can't walk that go
- Walk and bike
- Get my husband to drive me and pick me up.
- depend on others
- bike
- bike
- Panorama winter shuttle
- walk
- Walk
- bike
- Own vehicle
- Bike
- ebike
- Bike
- Walk
- Ride bike
- Bike / Walk
- own vehicle
- medical bus to cranbrook which doesn't go to Golden for ultrasound appt
- bike or walk
- bike

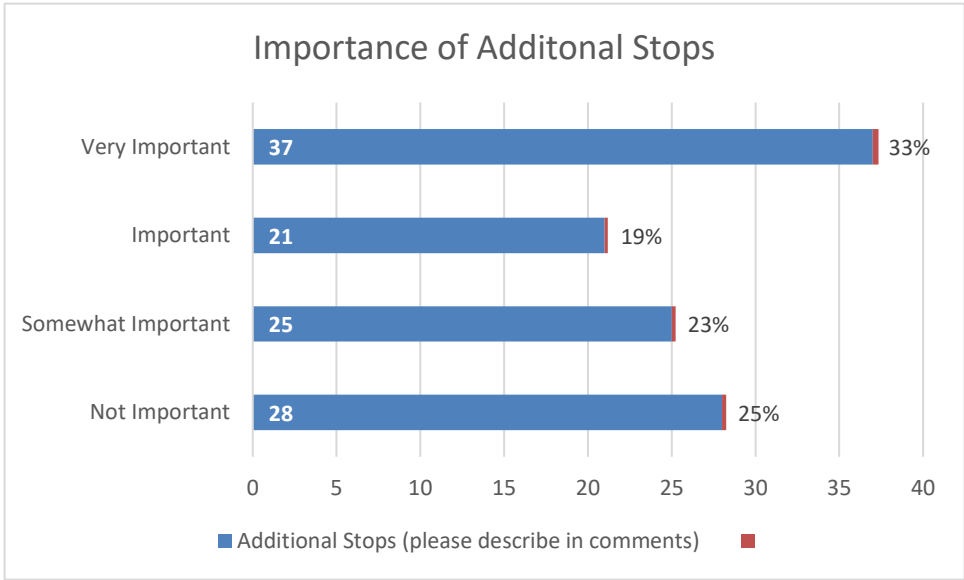
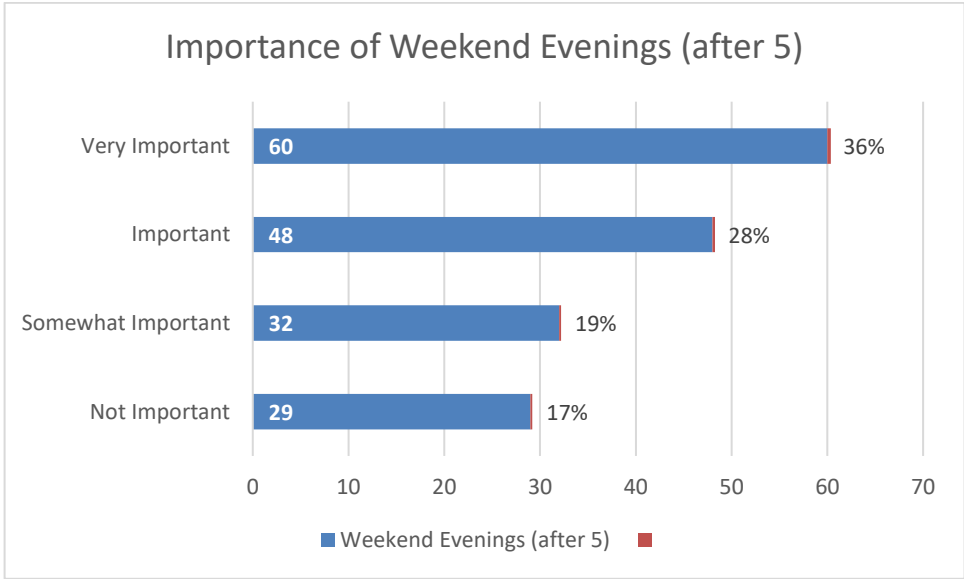
If enhancements were made to the current Transit System please tell us how important the following improvements would be to you.



Importance of Increase Weekday Schedule 7 - 5







Comments:

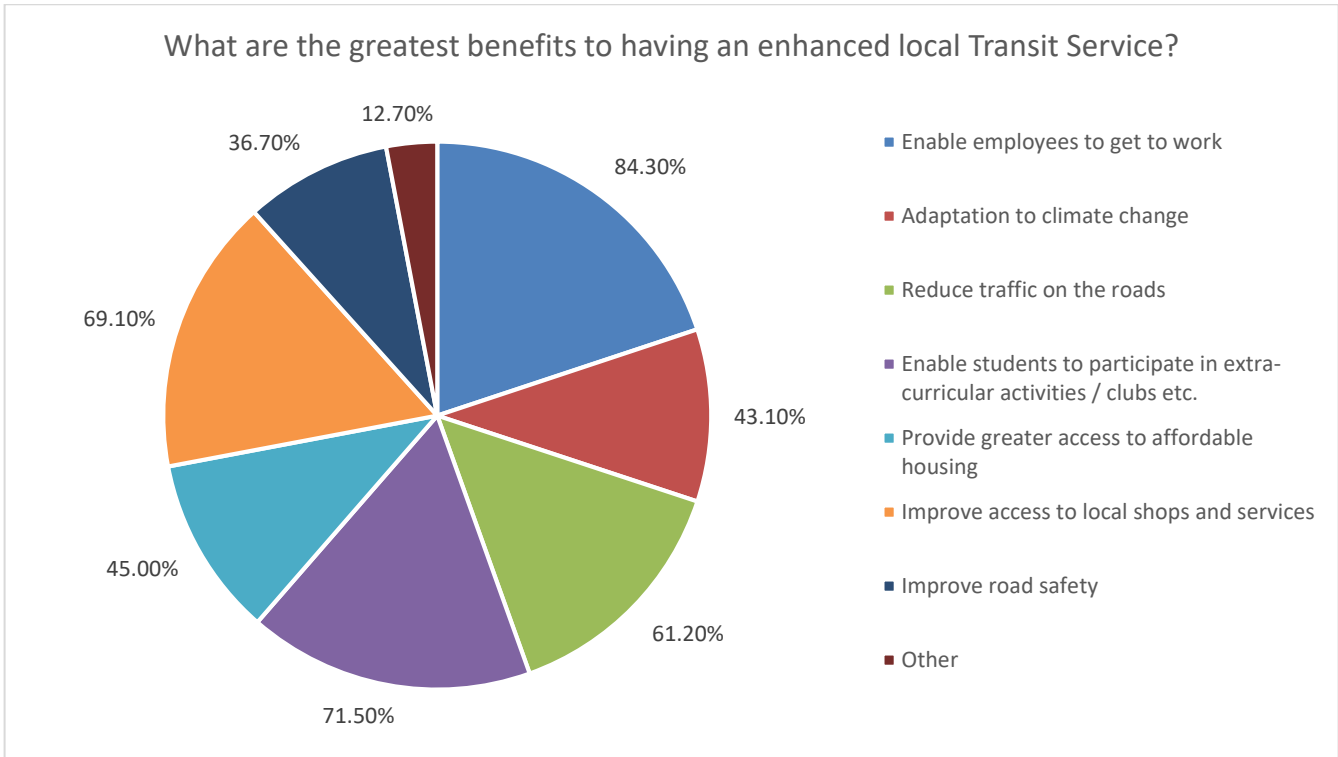
- I have some senior friends that do not drive and had to move to radium because there were no available long term rentals in Invermere, they had always walked everywhere. I believe it is isolating for them and because they have to commit to spending the whole day in town if take a bus in....it becomes too long of a day for them. I think it is important to them to participate in the social aspects and even just for groceries and basic needs that might not be available or at good prices at ho
- I have used the bus system earlier this year and had problems with finding where it stopped and fitting my schedule for work.
- Don't know where the bus stopped the first time so found where it did stop and rode it to learn. Being able to find a bus stop sign is better then having to flag down the bus.

-
- It is virtually impossible to find the stops on the website. Where there are bus stop signs, very hard to find. They blend with the landscape. The schedule is hard to decipher
 - My need is to get to Calgary to the airport without leaving my vehicle in a Calgary parking lot for 8 weeks.
 - Stop up at high school / college
 - Since there is no late bus for high school like when I was a child I find it hard for many parents who have children in dtss
 - There are alot of people who haven't the ability to drive who either work and have to plead for rides on fb when transit isn't an option. It would be great for teens and their ability to find work and to participate in sports etc. For seniors it is good for flexibility in appts, or visiting friends etc. It is all around a great idea.
 - Stops in Althamere (No Frills area) and bottom of the hill (Huckleberry's)
 - There needs to be more busses in a day. Having a appointment in cranbrook at 10 am and having to wait till late afternoon to get home is a huge inconvenience with 2 special needs children. Maybe 3 busses in each direction. Or better yet follow west Kootenay plan. There shuttle busses are amazing
 - Stop at College of the Rockies
 - I think it is very important to give the public the full costs of this transit program with the current usage. I see the buses often empty -while it seems like a good idea the cost effectiveness is a major decision to the tax payers. Having a survey to ask what you want without any cost is a free gift at tax payer expense and makes the survey biased. The people who want more will be the main ones to fill this out. It appears you are doing this to add more without the public getting all the facts
 - I would take the bus if available on a steady pace.
 - Westside Road south of Invermere
 - unsure...do not know the current stops.
 - more stops up near no frills and area
 - I live about 10km south of Fairmont Hot Springs and have concerns as to how I would travel if unable to drive. I would need transportation to and from Invermere and Fairmont and probably Cranbrook on occasion.
 - Stop at DTSS (high school). Daily trips to Cranbrook and 2X week to calgary
 - Stops close to shopping
 - This would be important for my family members.
 - From Invermere new Dairy Queen (dance studio) to Fairmont would be very beneficial to me.
 - Closer to home, especially in the evening.
 - the time do not work for me I when I go to Invermere I have to wight up to 3 hr to go back to Windermere
 - Columere

-
- I would like to get to Cranbrook and Golden. Movies, hospital visits, skiing at other valley resorts would be great with someone else driving.
 - Any increases will add to the waste that already exists with subsidized empty busses running around.
 - Medical clinics, grocery stores, hospital,
 - The resort areas have no public transportation.
 - Pub trans by nature has limits in comparison to having a vehicle My weekend & even act's are very conscouss choices when it usually means a cab in one direction or planning well in advance to attend with a friend. Weekdays I find that when ypu plan ahead it is easy to accomplish what I need an afternoon in Fairmont, errands in Invermere or a trip to Radium to pick up mail. When I hear people moaning about timing I know it is a relate to asking for what they need & planning
 - Radium hot springs pools for us swimmers and youth or 830 in the morning back to fairmont canal flats to connect with again the pools at fairmont or the recreation Centre in windermere
 - To cranbrook and Calgary. Medical.
 - I have mobility issues and canâ€™t bike or walk to the stops. If the bus came out to the end of Fort Point, many of us would use it to get to physio, the senior center and the library. I think there should be a stop in Wilmer, too.
 - Columere Park
 - Baltac Road
 - a stop on south side of Windermere (indian beach area)would be helpful to me,
 - I drive but I have 4 children that have activities and jobs that they need transportation to. We live in brisco and currently have nothing.
 - Spillimacheen
 - More stops would allow people to get to the bus on time after work or activities. Some of the locations are too far from places of work or activities, for people to make the stops on time after work/activities, or to get to work/activities on time.
 - Important that the stops help 1) people get to and from work 2) kids can get to and from after school activities 3) Stops at some of the recreation facilities
 - Travelling between Invermere in the morning to Fairmont Hot Springs Resort and back is not currently feasible
 - In Red Deer, AB they used a Dial-A-Bus model for after hours when the demand wasn't high. This was a great addition to the community because it meant transportation was available and affordable. Being in Fairmont is difficult to access transportation. We need access to transit desperately.
 - Not a fair question as I don't plan to use the service. It is about the cost of increaed service will be on the tax payer.
 - would like to visit the other communities but don't have enough info re price and times of pick up and drop off

-
- Later shuttles for late night shifts
 - A stop near the radium golf course/binnie road would service myself as well as all of the staff who work where I do as there is staff accommodation there. It would also allow my son to get to and from radium where his school friends live, when we are busy working.
 - Brisco, BC
 - More stops at local areas including the golf courses, not just the resort and off the highway
 - Additional stop at HWY93/Columbia Ridge Road would open the access to CWT to large community at Columbia Lake. Windermere - Cranbrook daily bus would allow for work/shopping commute.
 - High school
 - We need to see a bus run again between the valley and Calgary at least once a week
 - Would take the bus from the fairmont lodge up to the ski hill if it was available
 - More stops mean more opportunities for people to get on and off.
 - Windermere
 - Some residents have mobility issues and may not be able to walk the distance to the closest stop. It might be possible if the resident could call and have at home pickup seeing how Windermere is not a large community and would only add seconds to the timeline.
 - There is NO bus to Wilmer, no bus for kids/adults to get to town for ski bus etc there is No school bus for after school activities as is in all other communities
 - Not sure of the current stops but I think it would always be useful for those with limited mobility.
 - Radium hot springs pool in summer for kids and seniors, stops by no frills and castle rock some can take their bikes to legacy trail, and college of the rockies
 - Wilmer.
 - The bus roars past Edgewater in the morning, getting to the Chamber of Commerce at 8:05 having traveled 80 miles from Golden!
It will not stop for college students or workers who walk up to the highway at 7:35 am I asked why the bus would not make this essential stop that would make Edgewater a potential residence for both Tourism employees and College students.
The answer was that Union Regulations would not allow that long a working day.
Then I asked why they did not start at Edgewater
 - Medical office stops in Cranbrook
 - Always exceptions to the rule. Leaving females, seniors, children at a location where they then walk the highway or walk in the dark during winter...let's get them to a safer location en route & within safe access to their shelter/building etc.
 - I have cerebral Palsy and I use an electric wheelchair part time to get around outside . In the winter, it is hard for me to get around independently, as well as going place out of town. With transit, I would be able to go anywhere I need to, regarding the type of weather outside or the distance of my destination.

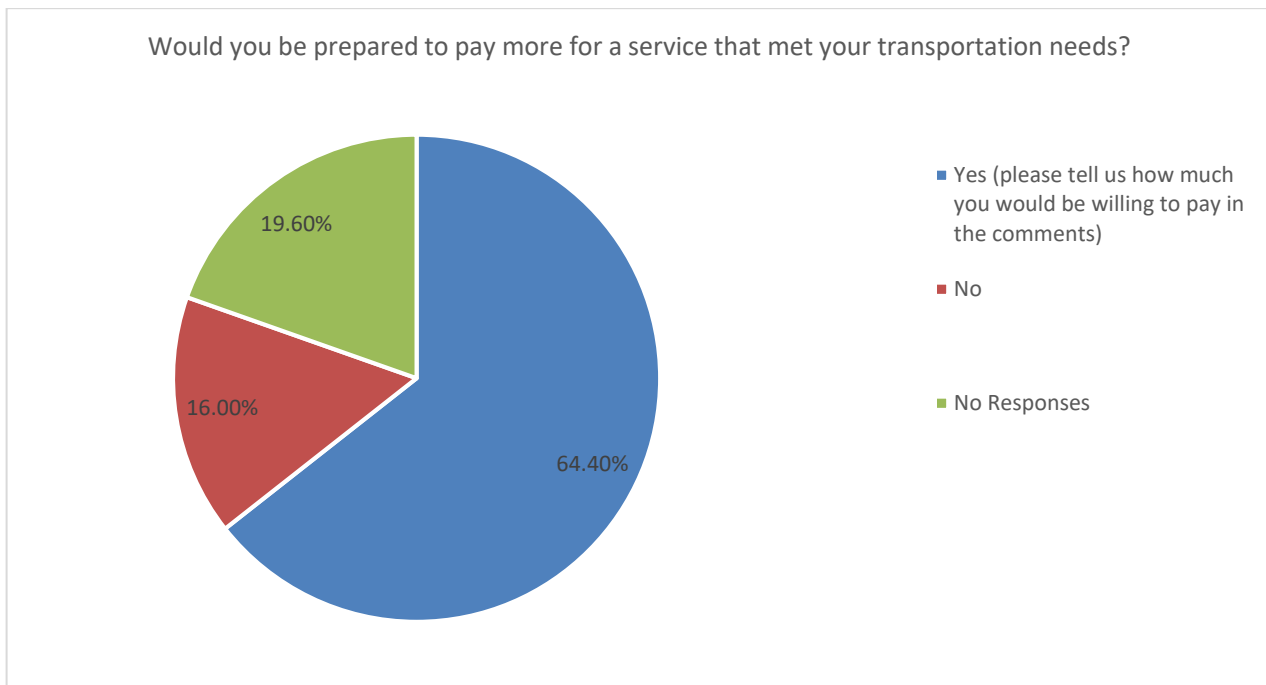
- Juniper Hts
- move the bus through residential areas more
- I feel the extending hours would help bus patrons get around our valley.
- Stores, buisness around town in the winter



Comments:

- Seniors to access more vibrant centres if they cannot find or afford to live cen
- access to recreational events, facilities and beaches
- safer during winter. more time for reading, etc
- Tourists would come much more if they was actually able to commute without renta
- None if it is not cost effective-give us the information
- And less emitions
- access healthcare in town from outlying communities
- provide transportation outside of the central areas ie south of Fairmont
- Teens can access services /classes
- Improvements better to all Areas more business, shopping for the older folks,da
- provide adults to get to clubs, etc and prevent impaired driving
- Almost no benefit.
- Sense of community among riders

- Provides an affordable transportation option
- Help seniors get about.
- socialization
- Medical appointments
- All of the above
- guest transportation who don't want to use their own vehicle or caravan
- All of the above
- Take the airbag pressure down from 125 psi to 90!
- More days available to make medical appointments
- access to events, festivals, markets, music, craft fairs, medical/health !!
- doctor app
- options for people with diverseabilities
- provide accessible transit for people with diverseabilities



Comments: (note: comments that we just a number have been removed to facilitate the ease of reading). The average suggested fare is \$4.17.

- \$1 for distances under 10 km
- \$2 for distances up to 20 km
- \$3 for distances of more than 30km
- \$2.00 would be an easy and relatively inexpensive way to travel to and from within the valley...and knowing that there would be a pick-up at the time you want is certainly valuable.

-
- \$2.50 in town stop to stop
\$3.00-\$4.00 if travelling from neighboring towns Eg. Radium to Invermere
 - \$3 - \$5, depending on distance.
 - \$3.00 seems reasonable
 - \$3-4/ ride. It would be equal to my driving a car
 - \$5 one way would be ok, but for those that use it to commute, some kind of package deal like the cities have would be good
 - \$5 or depending on travel
 - \$5 or more depending on the destination
 - \$5-\$10 for trip between Columbia Lake and Invermere,\$5 from Invermere to Radium
 - \$5.00 seems like a reasonable minimal charge depending upon the distance - the greater the distance, the greater the fee.
 - 5.00 or more
 - At least double
 - But depends how much more too
 - But it would depend on how much more for what service? Currently as it is, the \$2.50 is perfect. I don't know if I would utilize the bus as much if the cost increased.
 - create a formula to incorporate gas prices, insurance etc. From there a fee could be set.
 - depending on where you would be going. Farther distance is more then just going around town
 - Depends on distance. Between \$5 and \$50 within the Valley is reasonable to me.
 - For the distance this is fair and a higher price would be too much particularly based on Invermeres low wages
 - I am on a fixed income I couldn't afford to pay more.
 - I could manage another 50 cents
 - I don't mind paying more for a good device max \$3:50-\$4:00
 - I don't ride transit, but I know it benefits many people who do not have reliable transportation. I think they would be willing to pay a bit more for increased service.
 - I have Interior Health handy bus service within the current scheduled runs due to physical restrictions.
 - I think up to \$4 is reasonable to ask
 - I think up to 5 is reasonable
 - I will let bc transit determine the rate
 - I would be willing to pay \$5-10
 - I would pay \$10 to get to Golden or Cranny. \$4-5 for Canal Flats, \$3 for Radium or Fairmont.
 - I would pay however much they asked, even if that meant buying a yearly or monthly bus pass!

-
- I would pay more and that would depend on how far I need to go.
 - I would pay up to \$5
 - I wouldn't pay more than \$5/trip. However a flat monthly rate for those utilizing it more frequently may encourage more people to utilize the transportation.
 - I'd be willing to pay up to \$60/month for increased service.
 - if more stop and time was better up to \$4.50
 - If schedule worked on weekends I would be willing to pay \$50 for a monthly pass for my kids.
 - If the bus/van were stationed locally, less fuel would be needed to come from Golden (where the buses now reside).
 - in banff and other small towns employers would partner up with transit and govt based on occupancy of the business would help pay as a way to offer staff, guests of hotels, resorts and hostels, air b&b, and other a better way of getting around.
 - In the UK all seniors travel on all public transit for free
 - It costs \$15 to drive to Invy and back w my truck for two. A rate of \$3.50 would be equitable but my carless roommate says leave it at \$2.50! There would be a major savings basing the busses in Edgewater regardless of who owns the fleet. (I had and still have a large building in on Industrial zoned property that would work)
 - It would depend on the distance of travel. Up to \$10 for a return journey to Cranbrook (from Invermere) would be acceptable.
 - Keep the money for the monthly pass low, so that people who have to take the bus for work or to bring their kids to school can still use it but increase the single tour up to \$3 - \$3.50
 - Kick up to \$5.00 round trip Fairmont to Invermere. I would use transit more if schedule gave more flexibility
 - limited to less than \$5 to allow lower income families travel. May also have a range of pricing for student/senior/child fares.
 - Living in a small town with a physical diverse ability can be challenging, especially in the winter time. Having transit available would allow me to go to work, and run errands downtown independently in my wheelchair, which would mean a lot to me./
 - max \$3-4, more for service to Cranbrook or Golden
 - maybe 3.00 but try to keep it low so esp. younger people will used it and ADVERTISE!!!
 - No b/c I don't use the service. You should be asking how much the average property is currently paying to fund the service. Are we getting value for money. Do the tax payers feel they are getting value for service.
 - Not sure
 - On,y a modest increase, please.
 - Possibly use the set standard for recalculating the fees when prices go up. ie gas insurance maintenance etc.
 - Really need transportation on weekends and holiday 7 days a week

- Roundtrip \$5 even - One way \$3 - Hop on Hop off Fare for two stops and return \$8 (could translate to one direct to town with 2 stops on return)
- That depends on the real cost.
- Three dollars for starters
- To cover costs, it would need to be \$100.00 per ride
- Under \$10. Fee might vary depending on distance travelled
- up to \$3 each way. anymore than that & I might as well drive myself. right now at \$5 round trip the cost to me is about the same. I don't use the bus as it's times rarely work for me.
- Up to \$4.00 per direction if going from radium to invermere, and up to \$3.00 per direction if going from our home to radium.
- Up to \$5 round trip
- Up to 3.50 if the service was adequate
- We have all chosen to live in a rural environment where distance between things is vast. Bus passes would definitely be the way to go and consideration of distance should be factored in. (Canada Line as an example - further you go the more you pay during busy times)
- What is the break down of user cost per trip? Including driver salaries/bus costs and repair/support staff/computer/office work? How much is being spent on this survey? It is all money out of our pockets.
- whatever it takes
- Willing to pay \$4 if decent evening schedule or increase in service daytime as well
- Willing to pay more per single use BUT would expect there to be a monthly pass that would be cheaper, similar to other jurisdictions
- Would depend on distance of travel
- Yes but not alot more. We have to remember that these people utilizing this service may be unable to pay a whole lot more.
- Yes pay more if a one time user but also have monthly passes for frequent use.

Is there anything else that you would like our project team to know about Transit in the Columbia Valley?

- The leaving town before 5 is a hassle because most people finish at five not 4:00
- More public transport to Cranbrook and Calgary
- We need another Calgary connector. Unfortunately, we don't have many riders for that to be incredibly viable
- I work till 6:15 and have no co-workers on my shift so catching the bus is not an option right now. It forces me to take my car when I found that taking the bus was more enjoyable. The schedule doesn't give a good indication as to where the bus stops so had to ride it once to know where I could catch it. No Frills has no stop but can flag down.

-
- Make the Chamber the bus loop for N.& S traffic and another vehicle does the DOI, Atlelmere etc. This would allow better and more comprehensive coverage of Radium, the east side, Windermere etc
 - Having more time options will enable it to have better use.
 - We need regular transportation between the CV and Calgary. This would enable tourism as well.
 - It's really poor north of Invermere. Get to Invermere late and leave early. It doesn't work for people needing transit for work or school.
 - I am a single mom of 3 who does not drive so having a better bus system is something I would absolutely love to have. I always have to cancel very important appointments because I can never get to them and I can't afford to move out of canal flats so I feel very very stuck!
 - It's a great service for those that work in this valley. If we could extend towards Cranbrook I myself could possibly use as well.
 - Why should it be more? It's a hour to cranbrook from Invermere not that needs to be center point but still.. Nelson bus runs for a longer distance than yours would. And they pay 2.50. Why would it cost more here to the same thing. With a greater population. Sure build it users would come
 - I think it is important for people to access appointments and all services in community
 - Complete detailed cost effectiveness breakdown since it was started. Published for all to see. Exactly where the money is coming from. Not giving any cost to this survey makes it invalid!!!! A government funded program that asks what do you want with no cost shows government ineffective and should be voted out.
 - More access means more connection to wide variety of places people. Its comforting to know theres a bus that is running. The Columbia Valley is a perfect place for connecting the community's with reliable steady transit.
 - IHA should purchase their own mode of transportation. Private health facilities have their own van/bus (CLBC Mt Nelson Place and GLM Columbia Garden Village). IHA should do the same to support their clients and patients. I have used the medical bus and found it useful. Our young family member has used the medical bus for weekend travel.
 - More public education would be helpful, especially concerning the benefits of using public transit. Also posting routes and stops for those who haven't used system.
 - I think that given there are so many retirees in this valley a transit system that would provide elderly people with the ability to get to their medical and other appointments, get groceries, shop and visit friends is vital for when they are unable to drive their own vehicles.
 - It would be great to have a simple transit link to Cranbrook for shopping / medical appointments / social outings.
 - Weekend and after school schedule is important for teens to engage in their community and attend employment, dance classes, swimming etc. without compromising a parents work schedule in order to drive to places for their teen.
 - It's important for those people who don't, or are unable, to run a car

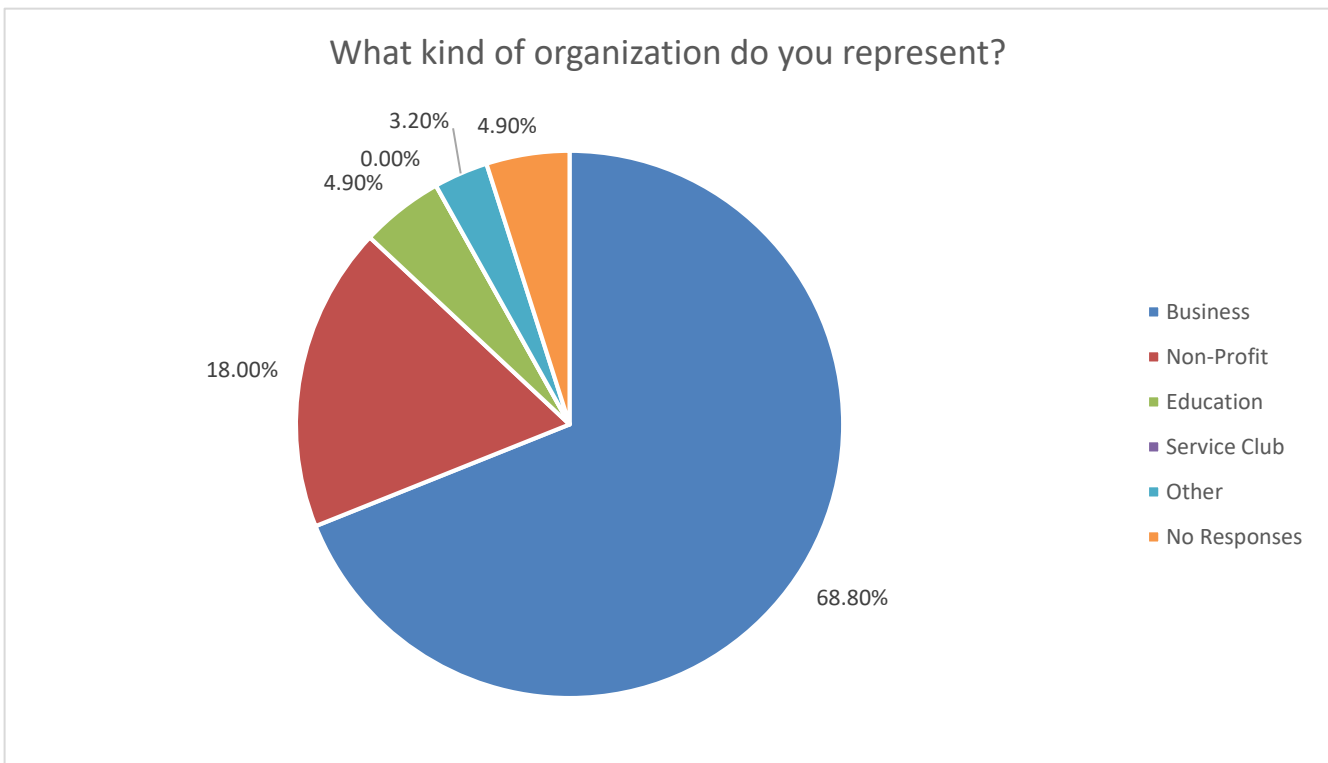
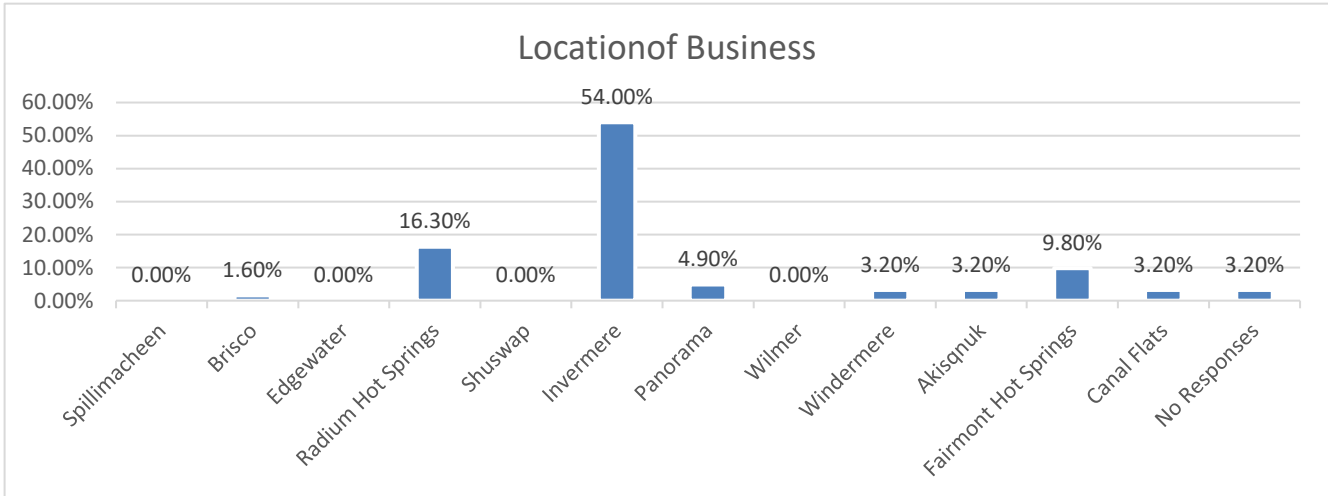
-
- Increasing the transit would greatly improve the community in all aspects. It would allow students to have jobs that live in rural areas who don't have transportation to and from, it would allow others to be able to look for work throughout the community as well. It would provide more opportunities for all people of the valley
 - There are a lot of disabled people that can not get around
 - Put some bus stop
 - Just not often enough
 - It would be nice to have a few more stops in Fairmont
 - Roads are too dangerous especially in the evenings. Party goes!
 - There simply is not enough, cabs are unreasonably expensive, the bus does not run frequently enough or late enough for some people
 - We need to advertise this new, improved transit. A full on marketing campaign to convince people why giving up their car is a benefit. Visibility - signs everywhere, promotion events, etc. I'm convinced the Calgary shuttle was unsuccessful because nobody knew about it or knew about how reasonable the price was, or were convinced about the benefits!
 - I really wish you would examine the Monday and Friday service between Golden and Cranbrook. It's a real shame that a suitcase is not allowed on that bus. This eliminates any possibility of public transport to connect to the airport! Nor overnight Hospital stays. Charge us twice as much for the suitcase as for the seat if that's what it takes!
 - Virtually useless.
 - No matter how great you make it some folks ... who would probably not use it no matter what will complain about it. Service up to the high school and Radium pools would enhance use.. when I was doing college programs that started at 9 am not a reality to be on time so I was lucky to car pool.
 - If there was a connection between canal flats and Kimberley you can be connected to the whole valley
 - It would be great if there was a service to the actual Radium Hot Springs Pools.
 - Not everyone carries cash these days, a card that can be swiped and topped up would help people.
 - Currently my mother can only take the bus from Invermere to Edgewater when she has appointments in Golden then I take her to Golden and drive her back to Columbia Gardens and back to Brisco where I live. There is just no bus that runs that allows for enough time to get to Golden and back plus go to appointments.
 - Even though I don't use the transit now I did for a long time living in Edgewater, I could get to work but couldn't get home, most people work until 5/6. I had to find alternative transportation and if you work weekends and a lot of people do it's even harder.
 - Transportation from Invermere or Fairmont to Cranbrook as well as to Calgary would be a wonderful addition. Particularly as those of us who have appointments in Cranbrook and Calgary.

-
- It is very important to have transit in the Columbia.
 - Brisco needs something
 - Transit could enhance employment opportunities, assist citizens in maintaining health, assist learners in accessing programs and add to the economy .
 - I miss the bus "To Have A Nice Day".
 - Travel from Canal Flats and Radium to Invermere and Panorama for employees to accept positions is a key element.
 - It's a tricky one, but in the summer there is no regular shuttle to Panorama like there is in the winter. It makes it challenging for staff and locals who wish to send their children to Panorama's day camps that run in July and August.
 - We have to really understand who the clientele is that uses Transit. They and the business community should be able to tell you peak times as well as previous history of the present transit.
 - It makes such a difference to a valley. Look at the Bow Valley for comparison - not that long ago there was nothing in place between Calgary and Lake Louise and what they been able to achieve incl with grants from the government is great. thank you for spearheading this
 - Thank you. It's a service that is needed in our rural communities. I am sure it would benefit students who don't live in Invermere by allowing them to participate in after school sports/events, if they were able to catch a transit bus home.
 - This is tough survey b/c we are not given the amount of money we are currently be charged for this service, so it is hard to say whether it is good value for the level of service. How would/could ride sharing impact the transit service is another unknown.
 - Where do you get a copy of the present schedule?
 - For seniors, trips to Cranbrook for doctors appointments, etc. are appreciated in the winter months if you can ride the transit from our area to the Cranbrook area. This is very helpful. Increase in fares would be far less than the price of gas and the wear and tear of a person's own vehicle. This service continues to be an asset.
 - The brochure including the schedule is not clear and helpful enough. You can see the south and north connector to Invermere, Canal Flats and Edgewater, but not the times when the bus drives back from these destinations. If somebody wants to plan a trip they would like to know when they can catch a ride back before they even go.
 - a much needed service for applicable communities along Hwy 95 between Spillimacheen and Invermere
 - How essential and appreciated this service is in the valley.
 - better schedule as it is challenging to read and more people would probably use.
 - Try more regular & atleast 2 hourly services from 7 am to 6 pm.will deffinetly help more people to use public transport.

-
- I do not use public transit because I prefer to drive my own vehicle. But once my children are old enough to go to places like panomara on their own, public transit will become more valuable to me.
 - Provide enough options for mid to late night options. Many times we just won't go out to special events due to living in an out laying town.
 - Speaking on behalf of Seniors in Windermere - there are more and more of our elderly having their licenses taken away because of age ie: 90+ years old and knowing that they could travel to and from within the valley would take most of the sting from losing their license to drive because of age. Windermere has many Sr.who want to live in their homes
 - Just realize that you aren't going to make any money in the valley. You have to run it as a service, and know that it is a cost to run to have it. Otherwise if you are looking for profit, then there isn't enough ridership in the valley for this.
 - transit needs available for people that work after 5 and weekends needs to be more bus times I know people that don't drive and can't get to town or work easily
 - We have many issues that face our valley which are connected. Lack of affordable housing-lack of transportation-lack of living wage employment-lack of available full time employment-lack of people to fill employment, due to lack of affordable housing and so on. Something has to give in order to stop the circle of continually facing the same issues
 - A connection between canal flats and kimberley
 - The busses are clean, the drivers courteous. The stops are not sheltered however and it's a long walk from the Hospital if one is not well. Shopping at the least expensive store, No Frills is out of the question without juggling the schedule a bit. There may be a need for more bicycle racks if electric bikes come into popular use allows older citizens to live outside Invermere and still get to medical appointments. Allows smaller communities to encourage business to their location.
 - I won't be able to convince my senior husband to ride. We see young people with grocery bags at the bus stops. Good. But where is the confidence of others? There is a fear of getting stranded if you miss the last bus= a real threat. I need the ability to have a meal, hike, visit shops+ get back by 7-8pm more meaningful, esp. with appointments.
 - Is it going to be accessible (accommodate wheelchairs) will it act as a school bus at times?
 - It would be important to connect with another transit system to get us to Golden and Cranbrook for medical appointments.

Organization Responses – 60

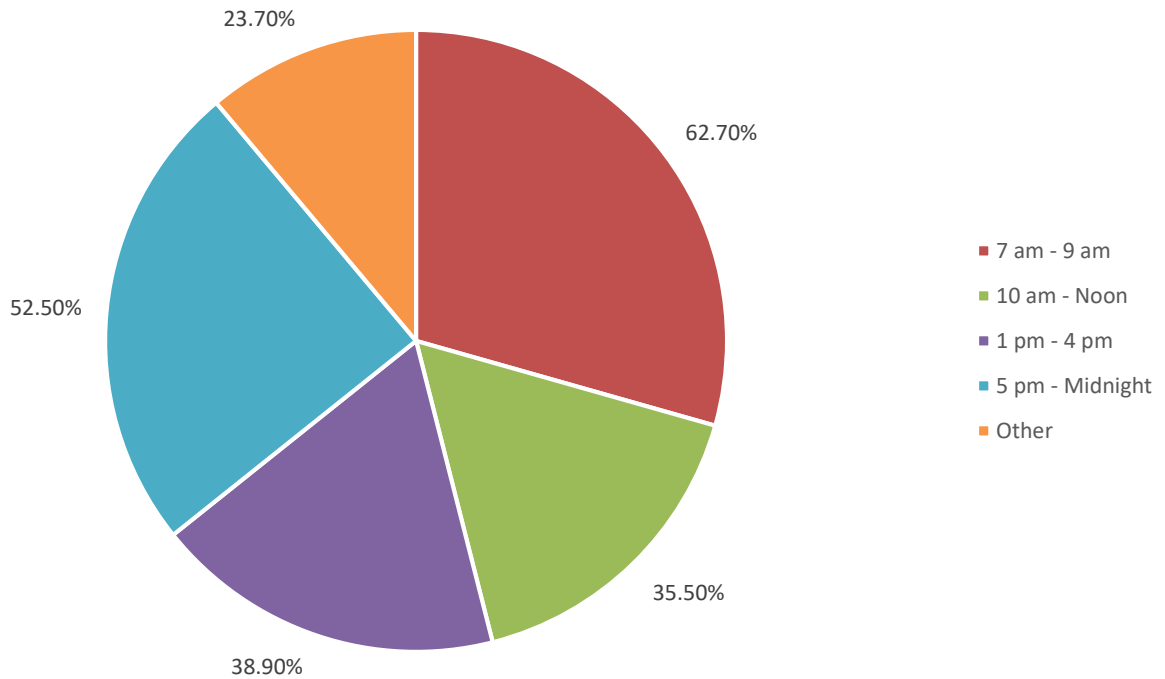
In total how many people does your organization represent (employees, members, students etc.) - **39.43% (3,738) of the population of the Columbia Valley represented.**



Comments:

- healthcare
- medical Clinic

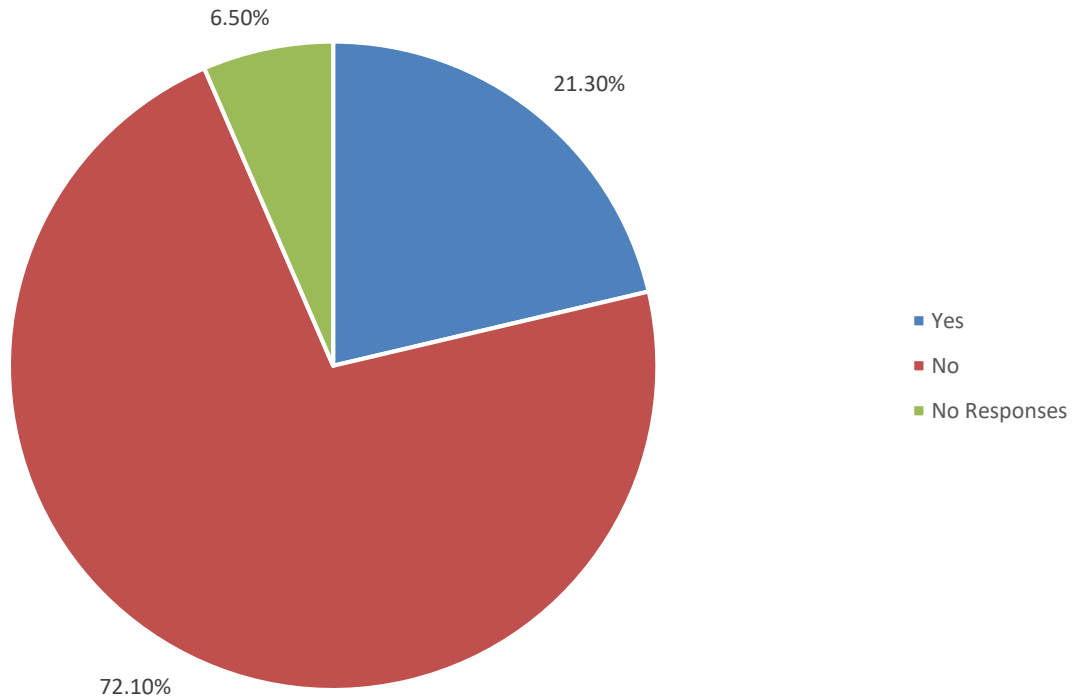
What times of day do employees/students need to arrive and/or depart your business?



Comments:

- Earlier than 7am
- varies
- we are looking of somehow use the bus as we did before for field trips.
- 4-6 pm
- Some divisions operate 24 hours a day
- 7:30a.m. - midnight
- 6am to 1am
- 10 am-4 pm
- Our team works 9-5
- N/A
- 9-5
- We operate from 7am to 11am
- 5am-7am
- 8 am - 8 pm

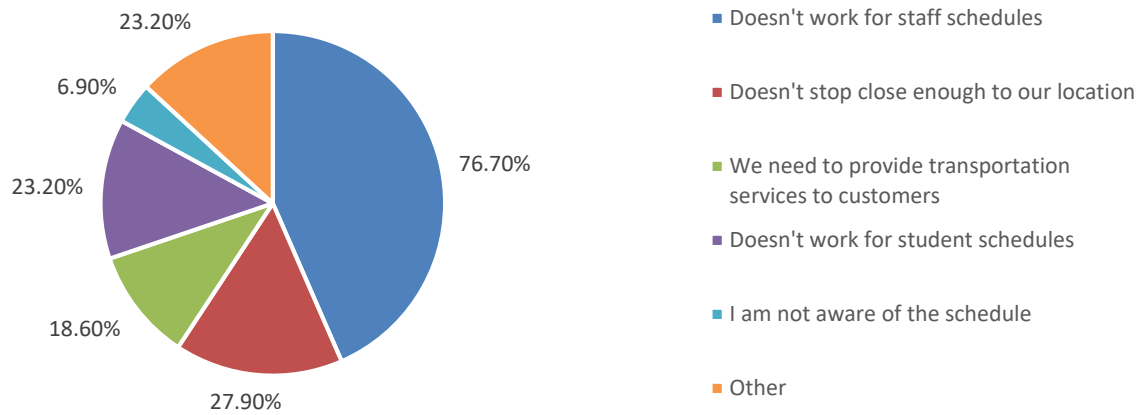
Does the current Transit Service meet the needs of your organization?



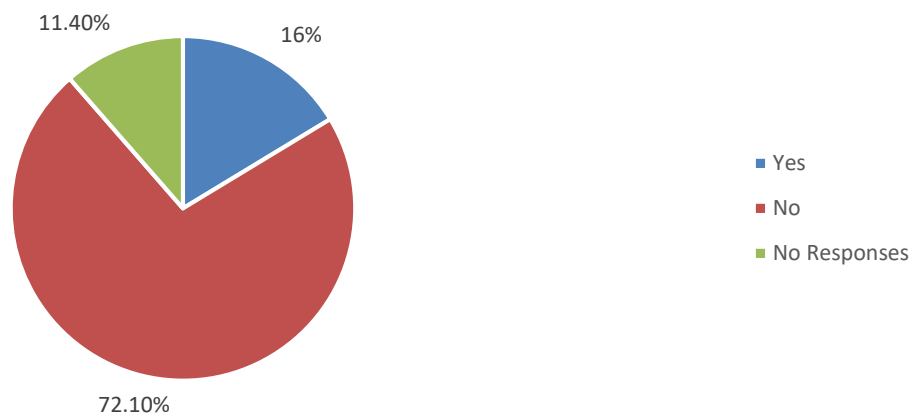
Comments:

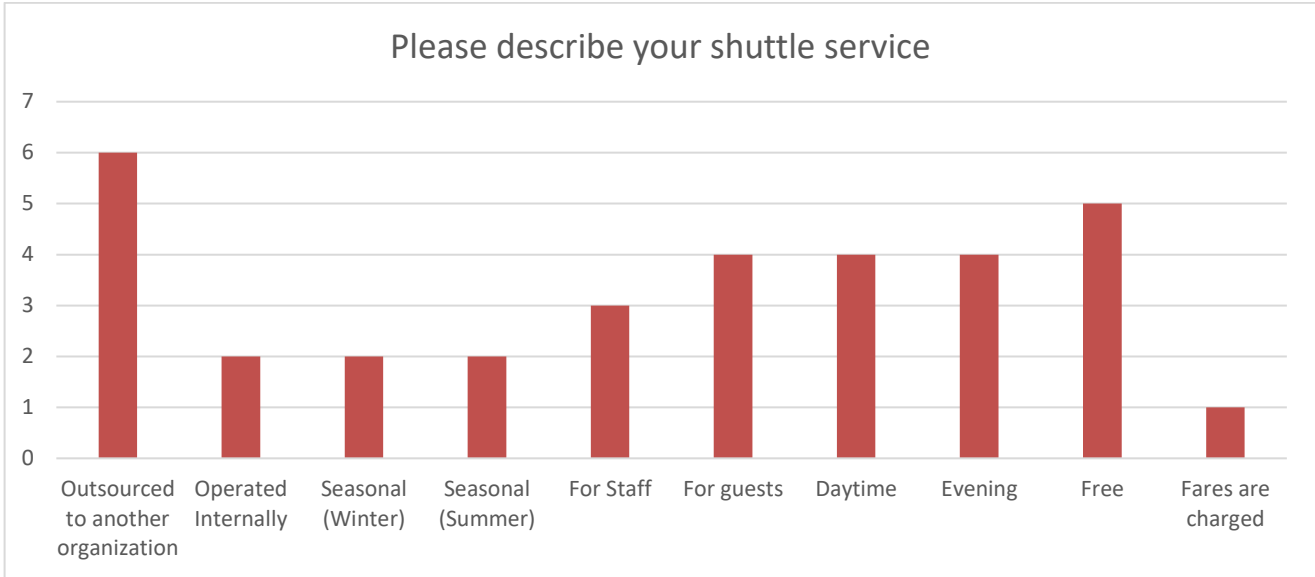
- Doesn't go to Panorama where I live
- Does not service the area.
- too late arriving in Invermere from North.
- schedule is inconvenient for anyone living north of Invermere
- We need something between 10 am and 3 pm on occasion
- # of opportunities
- Does not service the area
- the end of the day doesn't work.
- there are too few timing options for people in communities of CF or I. to FHS

Please tell us why the current Transit Service does not meet the needs of your organization.



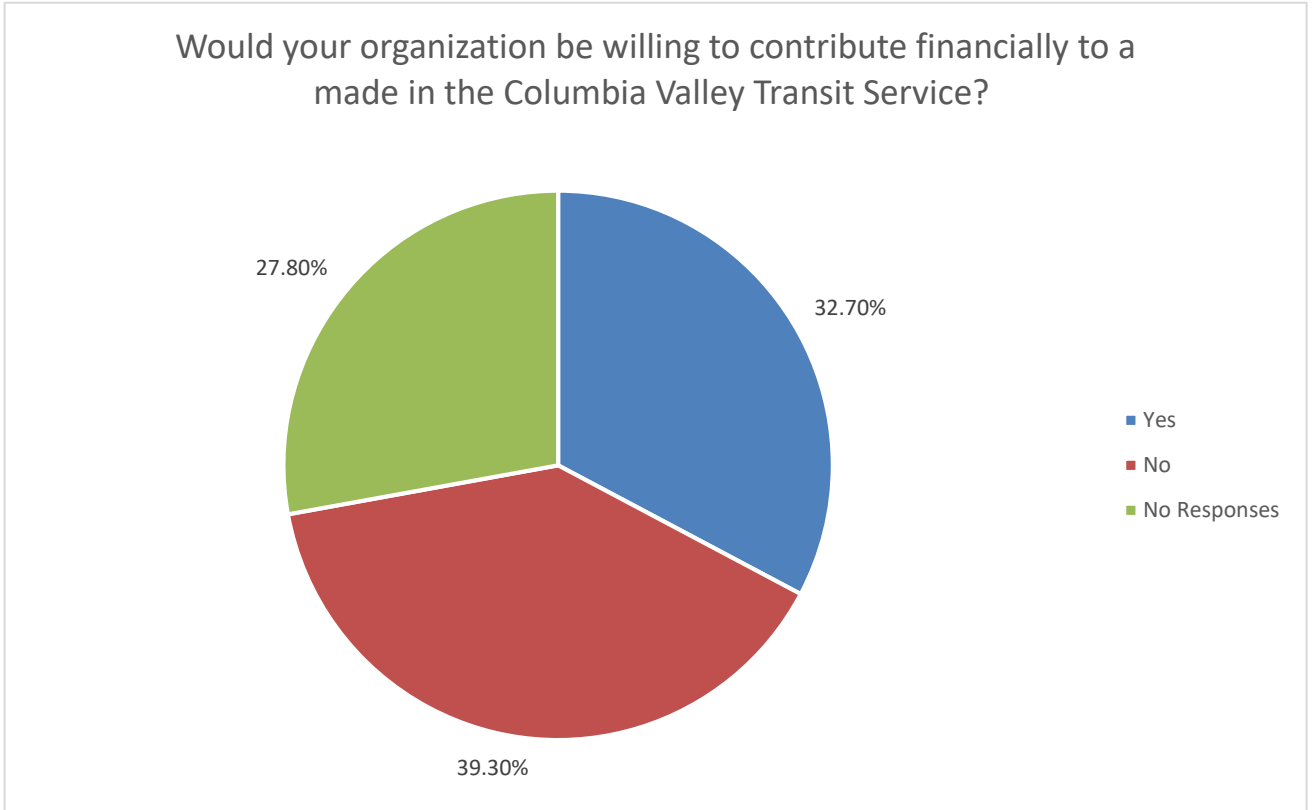
Does your organization provide a shuttle service or contract to another organization to provide shuttle service? Response Ratio





How much do you spend per Quarter

Jan - Mar	April - June	July - Sept	Oct - Dec
\$ 149,419.00	\$ 67,085.00	\$ 52,605.00	\$ 87,915.00
TOTAL annual spent by the Columbia Valley Business Community			\$357,024.00



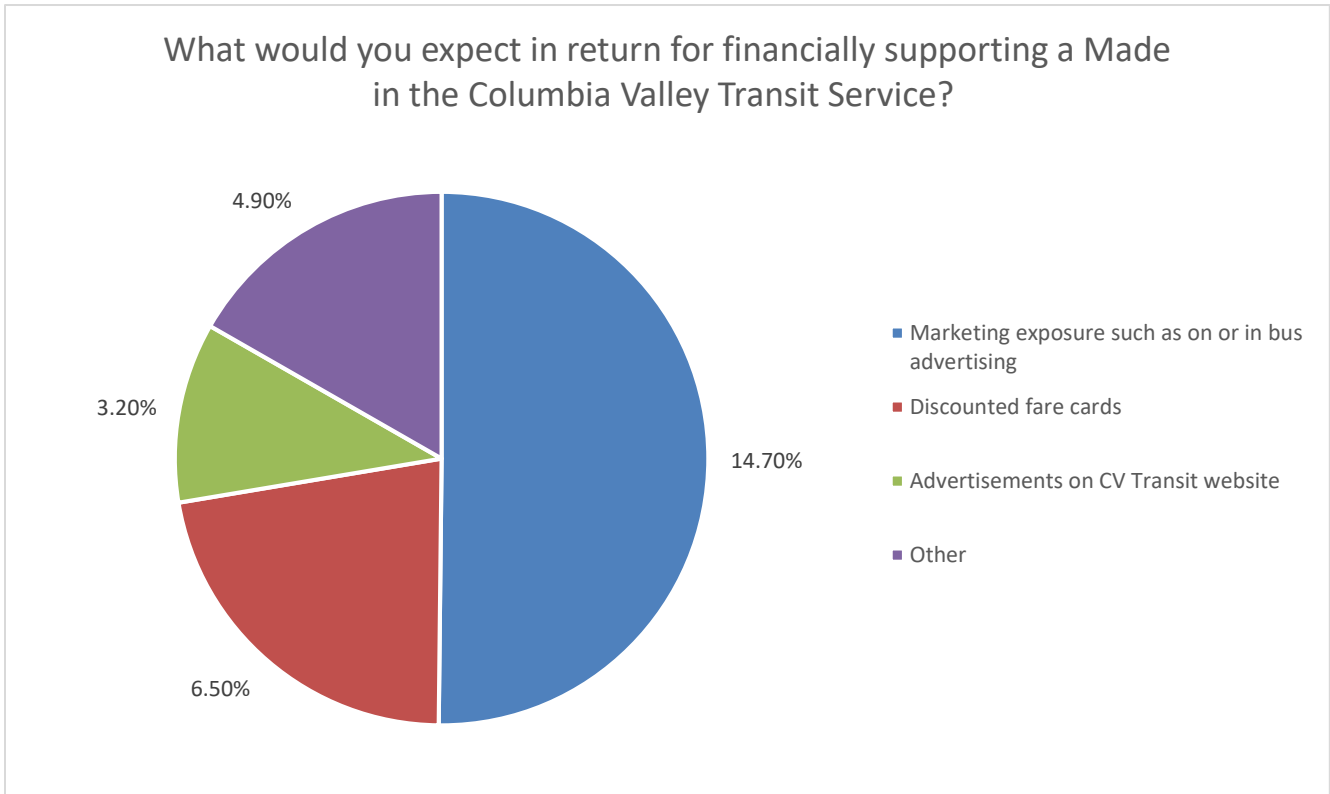
Comments:

- Need vehicle for business as constantly coming and going from business location to suppliers and clients at all times of the day. Public transport isn't realistic.
- Being a non-profit we don't have the financial resources to contribute however we may be able to source grants to support a service.
- We are non-profit and do not have enough in the budget to extend this service to our staff.
- It would depend on the schedule
- Our non-profit would contribute something towards a transit system that works for our staff and clients
- Not sure our policy supports at this time but would be worth the conversation. Certainly our students would pay a user fee.
- Our trips would be occasionally only for field trips. It would be a pick up and drop off maybe even just wait depends on where we are going.
- Possibly provided it addresses our needs for employees to get to and from work, and provided better access for guests to travel to nearby communities.
- Students may pay a user fee.
- On a per-trip basis
- I feel that it should be based on user fees
- Currently none of my employees do not need transit. This however has been a problem and will continue to be in the future if not addressed. Very few potential employees live in Radium.
- Students could pay user/rider fee
- unknown at this time
- I am not sure but I would be willing to ask the owner .
- We really only have 1 outside employee during the summer.
- Possibly, if there's a benefit to us, yes. If not, no.
- Transit it not really an issue for my employees in my company. And I am willing to travel to my clients, so they do not have to rely on the transit either
- we would contribute; we have in the past been the only contributor and had to stop service because of the financial burden on our sole organization. would love to have more than one business contributing to make a reality!
- We would be willing to buy ride tickets to help subsidize our staff travel.
- Not in a position to authorize that
- Columbia Valley Youth Network has many youth in the Columbia valley that find transportation to be a barrier to them. Having a bus schedule that could help them get home after school activities would make it possible for them to participate.
- entirely dependent on function

- If the service aligns with our business scheduling needs.
- This heavily depends on our ability to raise funds.
- Generally we do not have a problem attracting staff that walk or drive. Pete I would have to talk to the board about contributing financially. As you may know we are working hard to fund and build a larger VFC!!
- Rarely have employees other than my wife and I

CONSULTANT NOTES

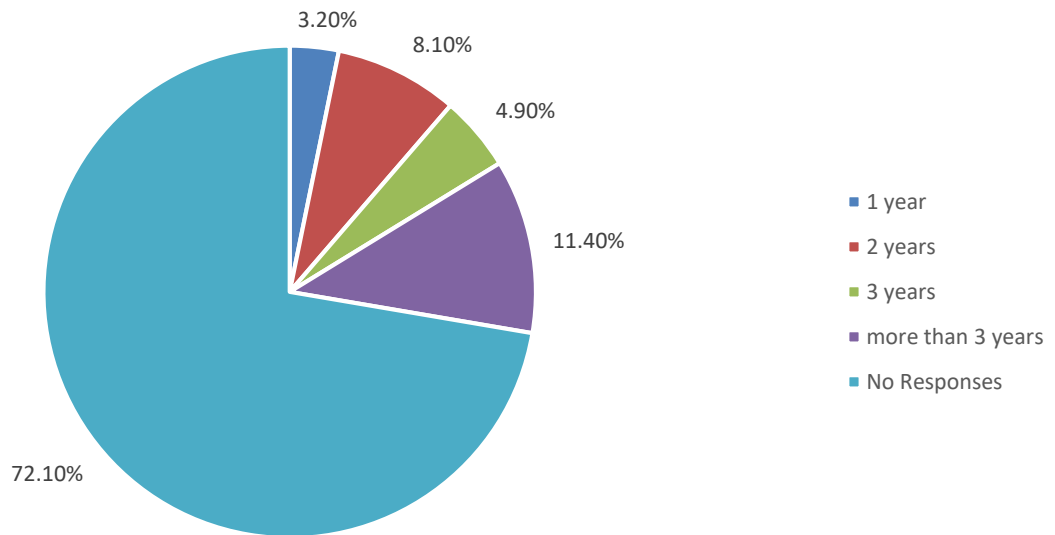
Of the businesses that provided an amount the total was approximately \$38,000 however most organizations were not comfortable providing an amount therefore the options would have to be costed out and then the businesses spoken to directly using a sales and marketing.



Comments:

- TBD
- 5
- It's a discussion to be made with higher mgmt.
- It would have to be our boards decision.
- dependent on stop and times of day
- \$10,000 - \$15,000
- Would need to talk to the ownership
- \$15,000+ if students pay M-F x 2 x 20 students
- unknown
- What is required by business annually ?
- \$1,000
- Depends on the benefit
- Depends on schedule.
- depends on the need/ask - ballpark?
- \$500
- 5000
- This would need to be discussed further.
- TBD
- depending on schedule then can determine usage
- We cannot indicate a number. I am thinking \$1000

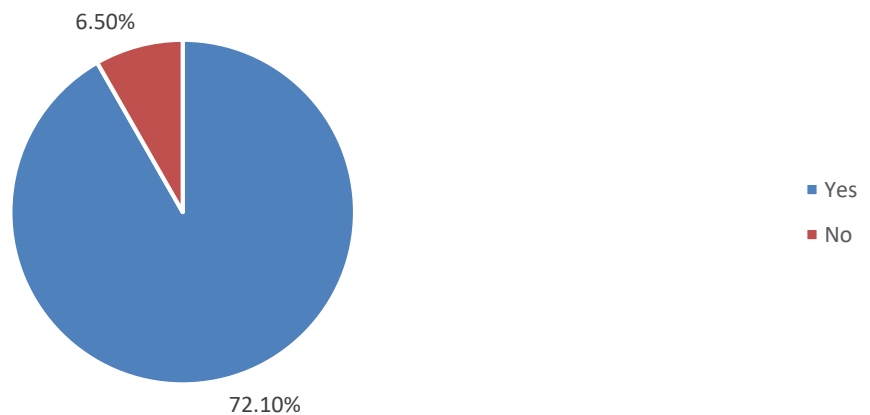
Recognizing that ridership takes time to build how long would you be willing to commit to this financial support?



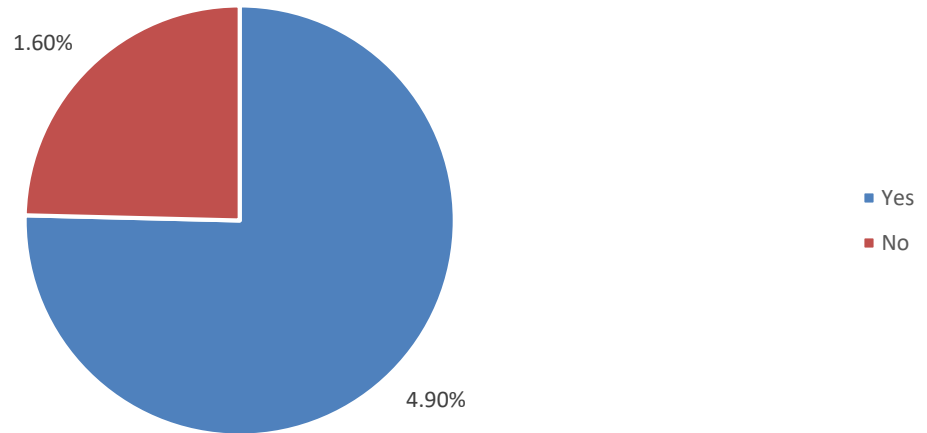
Comments:

- ensure that the stops and times meet the need of our clients.
- affordable transportation for teens
- some combination of the above

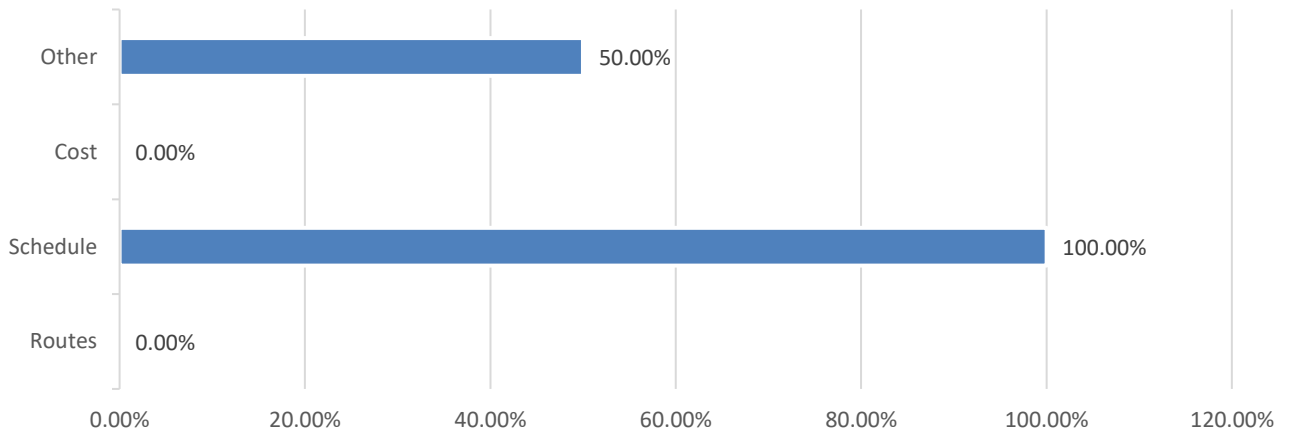
Do you believe that the lack of public transportation impacts the ability of organizations to attract and retain employees?



Does the current Transit Service provide the ability for customers/students to access your organization's events, business or services?

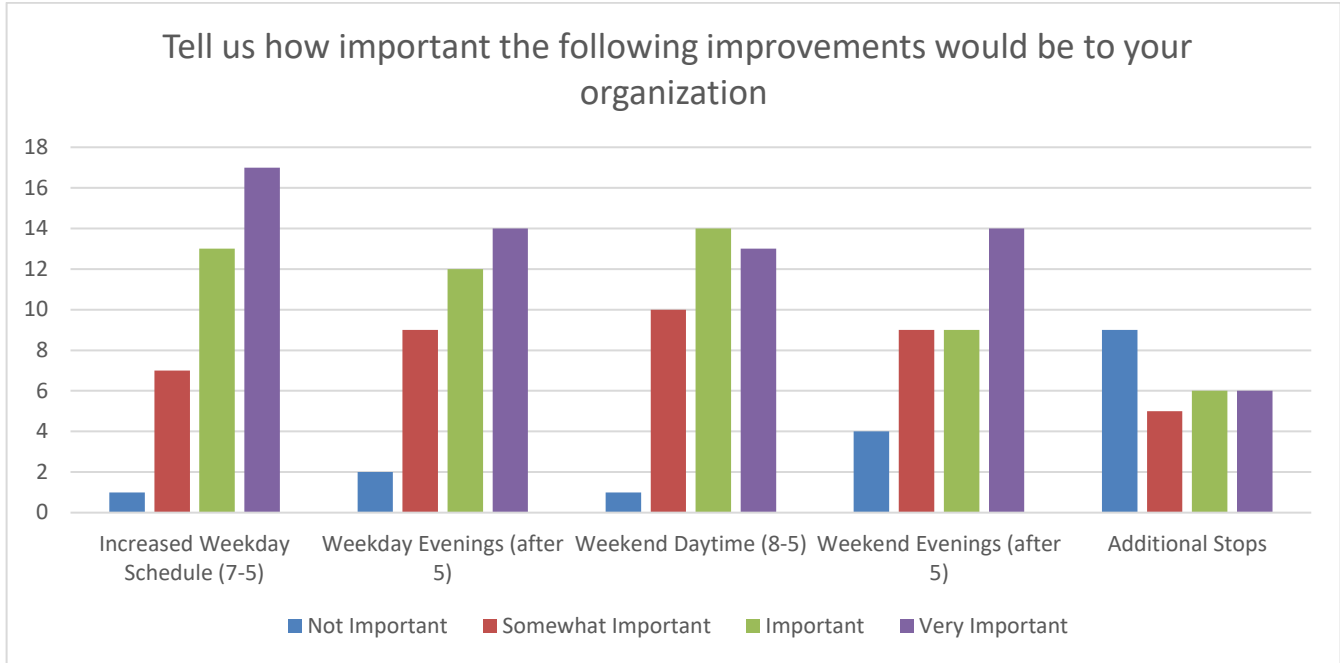


Please tell us why the Current Service does NOT provide the ability for customers to access your organization's events, business or services.



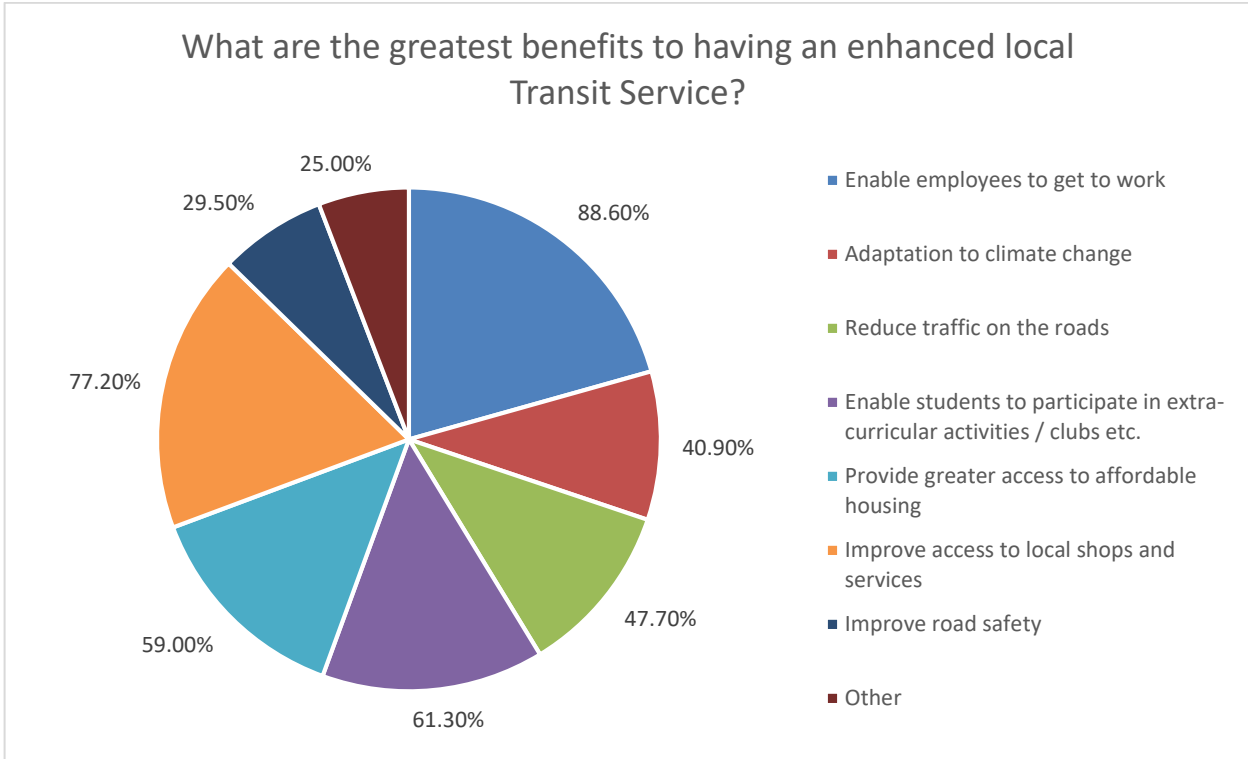
Comments:

- too much time between - if they come to see us briefly they then have to wait



Comments: (Additional Stops)

- Would have no impact on my organization as unrealistic to use public transit for my business
- The current service already stops at our location, however additional pickup spots would likely be helpful depending on where our staff are living at the time.
- the closest stop isn't too far away but being able to have a spot for a quick drop off would be nice for those who are seniors.
- Currently does not service our area
- College of the Rockies, Invermere Campus stop
- The importance for us would be the times between 10 A.M. and 3:00 p.m. For an hour or 2 maybe to use your service for a field trip. We would use it very seldom but to have it available some days would be much appreciated.
- Students cannot participate in school and community activities in Invermere in the late afternoon/evening if they live in outlying communities from Edgewater in the north to Fairmont in the south.
- Tourists would also use this service. Also there should be stops to the Radium Hot Springs Pools.
- At college or closer to it than Hospital stop that is currently the closest
- and WAY more exposure. It is not nearly as accessible for information and knowledge of availability. Regardless if it does serve a need, knowing when/how is not very well advertised.
- more times between Canal Flats, Invermere and Fairmont Hot Springs would make a huge difference to allow people to use the corridor more effectively - live where they can afford and still get to/from work
- Dtss high school



Comments:

- enable all of our clients to participate in evening and weekend offerings
- some tourists would also use this service if available
- greater access for lower income families

Is there anything else that you would like our project team to know about Transit in the Columbia Valley?

Responses

- I’ve lived here for 6 months and I’ve never even seen a public bus so I assumed there wasn’t any service. My perception is that the more serious concern is the lack of service to other towns and to Calgary. There are also a lack of taxi services. It strikes me that this area would be well served by the likes of Uber if it were legal.
- It makes it easier if there were more loops or buses in the system. currently our staff have to come in an hour early due to the bus service schedule and leave half hour before closing due to the limited times bus going to staff home towns.
- A transit system with longer weekday and weekend hours will help us to help more of our clients at times convenient to their work schedules.
- In previous years we were able to book the community bus for special events/ outings. We believe this service added a huge benefit for organizations and improved the wellbeing of our clients.

-
- Lack of reliable public transit greatly affects our ability to attract employees either full-time year round or seasonal.
 - We need regular transit to the Hot Springs Pools as well.
 - Transportation is vital to a community and workforce and currently employees can't work weekend when our village is the busiest. It is unfair for everyone involved not to have a shuttle or bus service available in a community.
 - Shuttle service for private groups and events.
 - I think that transit should be a "given" in a community- especially one as geographically expanded as ours. This needs to be a required, accessible, useful service for people, and the knowledge needs to be better out there. To and from work. Plus a two and from in the middle of the day to attend an appointment (like a 2-3 hour window) is minimum
 - Keep it local. Service and store busses here.
 - As we have seen this past summer, there has been an increase in tourism. Without more staff in this valley to keep up with demand, our lack of infrastructure will keep this valley from being able to provide the basic necessities of operating efficiently. Like doing business in the valley, the transit system may have a seasonal schedule.
 - Help with employee retention, enabling employees to get to and from services without needing a vehicle.

Additional Information

Transportation was identified in the 2018 Vital Signs Report as a priority area.

The Columbia Valley Community Foundation is in the process of completing a project called “On the Table” for the Columbia Valley.

It is recommended that the Foundation’s final On the Table report be considered when making decisions about next steps.

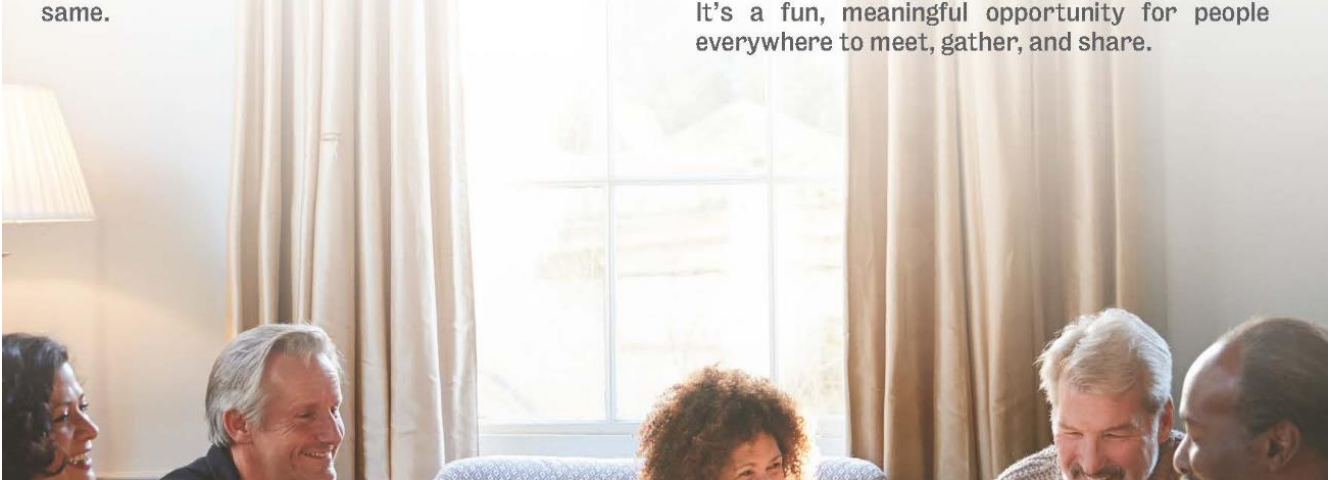
What’s On the Table?

Bring together your friends, colleagues or strangers over some good food and talk about what matters most to you. This is a BC wide event, where people have the opportunity to connect and chat about what is important to them. Whether it’s a meal, snack or coffee break, **On the Table** encourages individuals or organizations to take the time and connect with one-another face-to-face.

About On the Table

In 2017, Vancouver Foundation released research that revealed that people are feeling disconnected from community life. Solving social isolation is complicated, but connecting with people can be easy. In that light, the Vancouver Foundation is calling on everyone across BC to help create a sense of welcome and belonging in our communities. With **On the Table**, we’re stepping up to do our part. And we’ve created a platform for others to do the same.

It’s a simple idea, however deeply profound one. Each host will work with the program coordinator to create an event catered to their preferences. They can choose their own venue, serve their own food, and talk about the issues and ideas they find most interesting. The topics people discuss will be collected and shared – giving us an exciting snapshot of what’s on people’s minds throughout BC right now and in particular the Columbia Valley. It’s a fun, meaningful opportunity for people everywhere to meet, gather, and share.



Observations, Actions & Options

1. Communication Plan/Strategies

Based upon the survey responses it is clear that the public isn't fully aware of the current schedule, the On Request service or the fare purchase options.

A campaign to promote the existing service should be developed and executed as soon as possible.

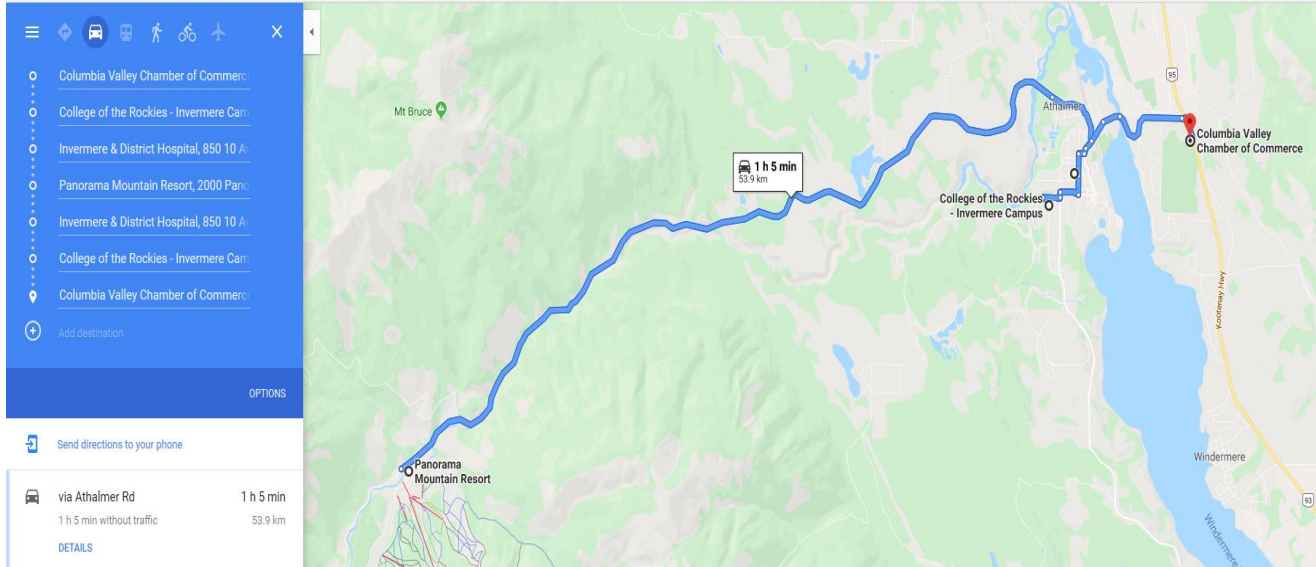
- Reactivate www.cvtransit.ca and update with information regarding Banff/Calgary connections, Health connections etc.
- Issue press release regarding report,
- share press release with community associations, seniors groups, youth centres, schools, Parent advisory committee etc.
- share via social media channels. Consider Tik Tok or
- Attend senior luncheons and meeting to speak about transit service that is currently available.
- Ask RDEK to communicate/promote current service.
- Columbia Valley Directors to ride the bus promotion event! "Love Transit" February 2020

2. Alternative Route/schedule Options

Option 1

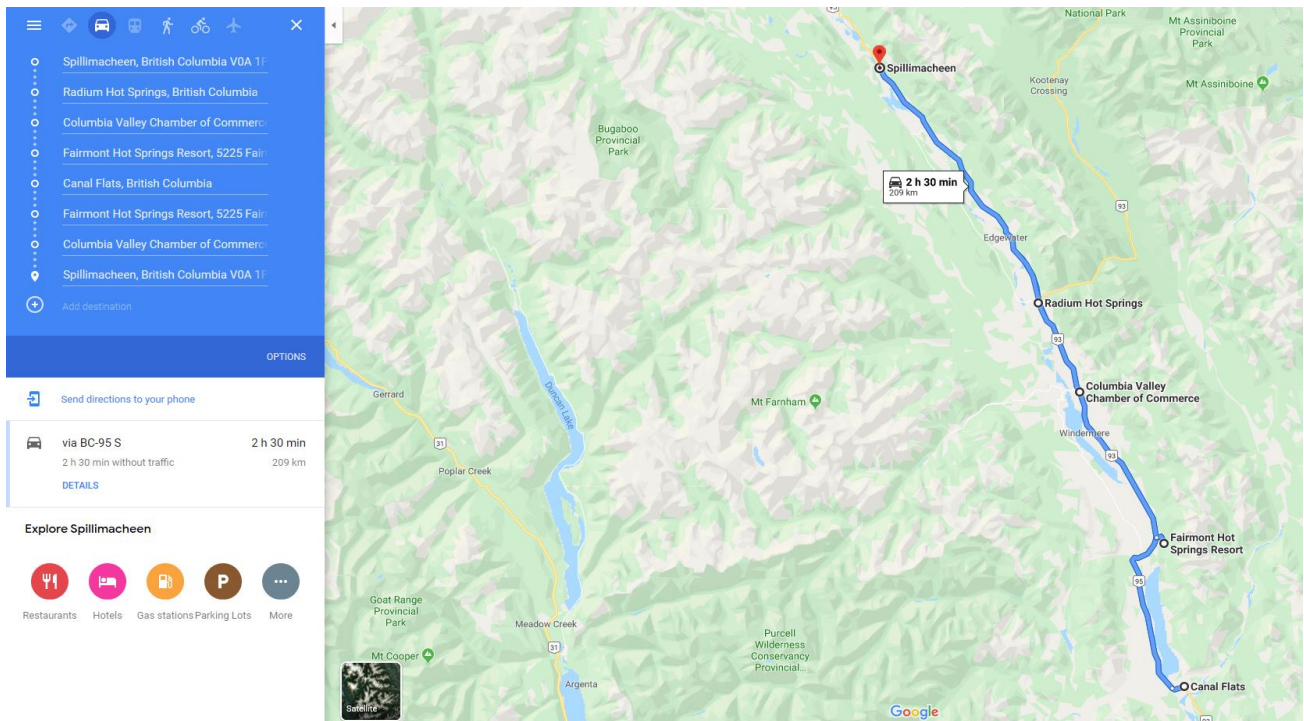
Route #1 Panorama - Hwy 93/95 Loop

The return trip for this route takes 1 hour and 5 minutes.



Route #2 Hwy 93/95 Corridor

The return trip for this route takes 2.5 hours.



Option 2

Route #1

- Spillamacheen to Columbia Valley Chamber of Commerce

Route #2

- Panorama Mountain Village to Columbia Valley Chamber of Commerce

Route #3

- Canal Flats to Columbia Valley Chamber of Commerce

Option 3

- Maintain existing routes and add times to existing routes

3. Recommended Actions

- To properly evaluate the 3 options a full schedule and costing of each option is required. Therefore the steering committee has recommended that a task force be created to cost the options before reaching out to the business community any further. The task force work should result in a business plan.
- As no one answered the question “Please tell us why you don’t ride the current transit service” is it recommended that the CVCC conduct a simple poll.
 - CVCC to make survey question
 - Share on Facebook. Pioneer, RHSCC, committee members to share
 - Send by email to all that responded to individual survey
- Once the options for routes and schedules have been developed a community sponsorship program should be developed in consultation with the business community. The Businesses surveyed generally support contributing financially to a Public Private Partnership agreement for public transportation in the Columbia Valley.

Appendix A

Rural Dividend Agreement and Application



Agreement #:2018070075

Susan Clovechok
President
Columbia Valley Chamber of Commerce
PO Box 1019
651 Hwy 93/95
Invermere, British Columbia V0A 1K0

Dear Susan Clovechok:

The BC Rural Dividend Program (the "Program") assists rural communities to reinvigorate and diversify their local economies. Grants are awarded to support projects that contribute to community economic development, economic diversification, and capacity building.

Thank you for your request for funding as outlined in your submission dated July 30, 2018 (application submission date) (the "Proposal"), incorporated into this grant agreement (the "Agreement") as Appendix A – Proposal.

The Ministry of Forests, Lands, Natural Resource Operations and Rural Development (the "Province", "we", "us", or "our" as applicable) is pleased to provide a grant in the amount of \$10,000 to Columbia Valley Chamber of Commerce (the "Recipient", "you", or "your" as applicable) to support the Community Transportation/Shuttle Service Review & Needs Assessment (the "Project") as outlined in the Proposal.

By accepting this grant, the Recipient agrees that any funds that have not been expended by the agreement end date, or which cannot be committed to the achievement of the Project as outlined in Appendix A - Proposal:

- (a) Must be returned by the Recipient to the Province; or
- (b) May be retained by the Recipient as supplemental funding upon written confirmation from the Province; or
- (c) May be deducted by the Province from any future funding requests submitted by the Recipient and approved by the Province.

This Agreement starts upon February 25, 2019 and ends November 5, 2020. The Recipient will advise the Province immediately of any substantial events that could impact the Project end date as identified in Appendix A - Proposal.

Further to this, the Province requires reporting on the status of achievements in relation to this funding, and financial information, with timing and content of reporting as agreed between the Province and the Recipient. The Recipient will submit a final project report in the report template provided by the Province upon project completion but prior to the agreement end date identified in this agreement letter and will include:

- (a) Confirmation that the Financial Contribution was spent according to the Project defined in Appendix A – Proposal; and
- (b) A description of project deliverables, successes, lessons learned, and outcomes achieved.

Additionally, The Province reserves the right to undertake site visits and/or conduct audits, as identified in Appendix B, Section 4 – Monitoring and Audit.

1

Furthermore, it is the Recipient's responsibility to ensure that Rural Dividend Funds are not used for ineligible costs. The budget included in Appendix A - Proposal is subject to, but not limited to, the examples of ineligible costs listed in this Agreement identified in Appendix B, Section 3 – Ineligible Costs.

To receive payment of the grant, please indicate your acceptance of the terms of this Agreement as outlined above and in the attached appendices by signing and returning a copy to the undersigned by March 11, 2019 to the Rural Dividend Program Office via email to: ruraldividend@gov.bc.ca.

We wish you success in achieving the objectives of this Agreement. Please contact the Program Office at 250-356-7950 if you have any questions or concerns.

Yours truly,



Sarah Fraser, Executive Director
on behalf of Chris Stagg, Assistant Deputy Minister
Ministry of Forests, Lands, Natural Resource Operations & Rural Development

February 25, 2019

Date

SIGNED on the ____ day of _____, 20__ by the Recipient (or, if not an individual, on its behalf by its authorized signatory or signatories):

Signature(s)

Print Name(s)

Print Title(s)

2018070075

APPENDIX A – PROPOSAL



Request for support

Reference #: 2018070075
Submitted: Jul 30, 2018
Status: Pending

Contact information

Organization	Columbia Valley Chamber of Commers	Primary contact	Susan Clovechok
		Title	Executive Director
Address	PO Box 1019 651 Hwy 93/95 Invermere, BC, CA V0A 1K0	Phone	250-342-2844 x6
		Mobile	250-270-9314
B/N	891070369rc0001	Email	susan@cvchamber.ca
		Signatory Authority	Susan Clovechok
		Title	Executive Director
		Phone	250-342-2844 x6
		Mobile	250-270-9314
		Email	susan@cvchamber.ca

Organizational profile

Type of organization	Not-for-profit Organization
Project partners associated	No
Destination trails project	No

Request details

Request type	Project Development (up to \$10,000)
Kind of support	Financial support
Total amount requested	C\$10,000
Total project budget	C\$12,000

Project details

Name of project	Community Transportation/Shuttle Service Review & Needs Assessment
Location impacted	Canada - Kootenay - East Kootenay - Columbia Valley (Canal Flats to Spillamacheen)
Focus of initiative	Community and economic development
Description	Currently the Columbia Valley has limited BC Transit service. The limitations of the existing BC Transit services impedes the ability of residents to access affordable housing options, education, shopping, and work. BC Transit is only available weekdays and doesn't provide adequate service for employees and college students who live north of Invermere (the main commercial centre for the Columbia Valley). A number of employers are providing shuttle service to address some of the needs of their own workforce which is an expensive, inadequate and patch work solution. The purpose of the study will be to determine the costs and independent transportation options that currently exist in order to

	develop a comprehensive strategy to develop an economical transportation system to support all the residents of the Columbia Valley who would prefer to use or need to use public transportation.
Beneficiaries	Canal Flats, RDEK Area F, Invermere, RDEK Area G, Radium Hot Springs - 9,656
<u>Outcomes & Indicators #1</u>	
Outcome	The outcome of this project will be a complete assessment of the variety of transportation and shuttle services that are provided by either private business or local government (BC Transit) and the costs currently incurred, the needs of the residents in the Columbia Valley and recommendations for a new collaborative, multi-partner and funded solution.
Indicators of success	We will have a local public transportation strategy and plan ready to execute potentially requiring little or no further provincial government funding beyond what is currently provided by BC Transit.
<u>Outcomes & Indicators #2</u>	
Outcome	Our final report may enable a solution that can be put in effect faster than BC Transit only solutions.
	Further BC Transit is currently developing a draft of a 10 year plan for RDEK and will be conducting public engagement in the spring of 2019. This study will capture indepth details to support the public engagement process and fact finding.
Indicators of success	Our study will provide local stakeholders and local government with a plan to move forward in a timely manner (2019/2020) with a transit solution that meets the needs of local residents and visitors to the Columbia Valley.
	In addition, our study could be incorporated into the 10 year BC Transit plan and potentially support for a unique collaborative solution engaging industry and government.
Program addresses objectives	When we understand the needs and know what is currently being spent by private industry we will be able to develop an innovative collaborative "made in the Columbia Valley" transportation system that will enable community resiliency. Columbia Valley residents including seniors and youth who do not drive will be able to go shopping, go to school, go to medical appointments and get to work in a safe, affordable and environmentally responsible way. The study will inform how we can develop a transportation system that will service not only the Columbia Valley but also connect to other communities in the RDEK and beyond.
Potential indirect employment created	It is clear that we need and expanded transportation system and the study will provide the information about what a new system would look like and how it can be funded. We expect that a new system would enable either an existing transportation business to grow or a new one to emerge. Thereby jobs will be created and the business will increase the need for ancilliary services (fuels, vehicle service, bookeeping, etc.).
Current community development plan	Yes - Page 10 of the 2017/19 Strategic Plan identifies Regional Transportation / Transit System as an Opportunity. Page 62 the CVEDO's update report references the COTR Shared Shuttle Service which he also references in his letter of support.
Existing community support	We have received 9 letters of support for this study. Local government, local businesses and the Community Economic Development Office all recognize the need for sustainable and effective community transportation even prior to the cancellation of Greyhound services this project was identified as a need in our communities.
Contribution from other	C\$0

In-kind contribution from others	C\$2,000
Other organizations providing fund	No
Project start date	Nov 05, 2018
Project end date	May 31, 2019
Project duration	6
Project ready to commence	Yes
Key milestones	Select Steering Committee - 20 days Develop Survey & Develop Data Collection Plan with Steering Committee - 45 days Launch Surveys and commence interviews - Collect data - 90 days Analyze data & Prepare Draft Report (Draft) - 20 days Present Draft Report to Steering Committee - 1 day Complete & Publish Final Report - 15 days
Destination trails permits/jurisdiction	n/a
Resolution	I move that the Columbia Valley Chamber of Commerce authorize the submission of an application to the BC Rural Dividend Program for the Columbia Valley Transportation Study and that the Board support this project through its duration.
Resolution moved by	Mark Digney
Resolution seconded by	Nicole Morgan
Resolution date	Jun 26, 2018

Instructions

1. Please fill in all fields marked with a red asterisk (*).
2. Use the "Tab" key to move from field to field in order, or the mouse to select any available (white-filled) field.
3. To paste copied information into a cell, you must double-click in the cell before pasting.
Note: do NOT use "Cut" (or Control-X) to remove information from a cell as this may make the application form unreadable.
 Use the Delete key to remove information; use "Copy" (or Control-C) to copy information for pasting in another location.
Note: Mac users - do NOT use Numbers as the form will not function properly.
4. Some boxes have drop-down lists where you can select a value; for these boxes, click on the arrow that appears when your cursor is in the box, and select from the list.
5. Please attach completed Project Budget to your Application submission through the Rural Dividend website.

Please attach completed Project Budget to your Application submission through the Rural Dividend website.

1. Project Information

Applicant Name (maximum 250 characters)
Columbia Valley Chamber of Commerce e.g. Timberlake Chamber of Commerce

Project Name (maximum 250 characters)
Columbia Valley Transit Study e.g. Timberlake Farmers' Market Study

Funding Stream (select from drop-down list):
Project Development Using the Program Guide definitions, select a funding stream from the list

Is this a Destination Trail Project? Yes

2. Project Costs

Provide a detailed breakdown of costs related to project implementation. Totals will be auto-calculated and used in later calculations.

Category	Description of Cost (REQUIRED) (maximum 250 characters)	Costs	Funding
Salary and Wages Provide the following information in the description of cost: • job title • wage rate • number of hours or months of employment • if position is existing or is for a new hire	Administrative Planning Committee selection process, advertising, book meeting space, administer survey tools etc. <small>Responsible Director @ \$65,000 (gross) (salary included) Maximum 20 hours to administer this project</small>	\$ 1,500	In-Kind
		\$ -	
		\$ -	
	Sub-total	\$ 1,500	
Consulting and Professional Fees Provide the following information in the description of cost: • description of the service • name of the consultant / professional providing the service (if known) • length of the contract (may be an estimate)	<small>0 contract contract (NFP) will be prepared upon completion or running / prepare work by existing committee; describe stakeholder activities, feedback and action plan/develop plan report to meet report to meet meeting prep work with some time (contract/consultant fee) describe a fully funded month activities</small>	\$ 7,300	Rural Dividend
		\$ 1,000	Rural Dividend
	Sub-total	\$ 8,300	
Travel and Meetings <small>Meals and project travel related expenses must be based on government per diem rates.</small> Provide the following information in the description of cost: • type of travel (air, car, etc.) • destination • number of nights • number of people	Travel expenses to meet with stakeholders (car)	\$ 500	Rural Dividend
	Sub-total	\$ 500	
Training Provide the following information in the description of cost: • name/type of course/training • duration of the course/training • number of participants cost is based on • description of related expenses that may be included (ex. room rental, materials & supplies, registration fees)			
	Sub-total	\$ -	
Marketing and Promotion Provide the following information in the description of cost: • type of marketing and/or promotion	meeting space	\$ 500	In-Kind
	advertising - local newspaper, radio & social media	\$ 500	Rural Dividend
	paper surveys	\$ 200	Rural Dividend
	refreshments for meetings	\$ 500	Rural Dividend
	Sub-total	\$ 1,700	

Sub-total Funding (Sections 3B & 3C)	\$ 2,000
Total Project Funding	\$ 12,000

4. Summary of Project Costs and Project Funding		
Project Costs	Amount \$	% of Total Cost
Salary and Wages	\$ 1,500	12.5%
Consulting and Professional Fees	\$ 8,200	69.2%
Travel and Meetings	\$ 500	4.2%
Training	\$ -	0.0%
Marketing and Promotion	\$ 1,700	14.2%
Equipment, Capital, and Supplies	\$ -	0.0%
Infrastructure	\$ -	0.0%
Other Costs	\$ -	0.0%
	\$ 12,000	100.0%
Project Funding	Amount \$	% of Total Cost
Rural Dividend Funding	\$ 10,000	83.3%
Applicant Contribution	\$ 1,200	10.0%
Additional In-Kind Contribution	\$ 800	6.7%
Other Government Funding	\$ -	0.0%
Other Funding	\$ -	0.0%
	\$ 12,000	100.0%

Please attach completed Project Budget to your Application submission through the Rural Dividend website.

APPENDIX B – PROJECT DETAILS

1. DELIVERABLES

Project Component	Deliverables
Steering Committee	* A steering committee is selected to coordinate and lead the Columbia Valley Transportation study.
Survey and Data Collection	* Surveys and interviews are conducted with residents, businesses, and local stakeholders to assess current transportation options and needs in the community.
Columbia Valley Transportation Study	* Completion of a local transportation study for the Columbia Valley. * Completed study will provide recommendations for collaborative, multi-partner transportation solutions for the Columbia Valley.

2. PROJECT COSTS & PROJECT FUNDING

For Project costs and project funding, refer to the budget in Appendix A – Proposal. Rural Dividend Funds can be used towards eligible project costs incurred upon submission of application to the Program during the intake. All costs incurred prior to submission of application are ineligible for Rural Dividend funding.

Examples of ineligible costs are listed in this Appendix B, Section 3 Ineligible Costs. It is the Recipient's responsibility to ensure that Rural Dividend Funds are not used for ineligible costs.

3. INELIGIBLE COSTS

The Recipient is responsible for any charges stated in the budget referenced in Appendix A – Proposal that are ineligible including, but not limited to, the examples of ineligible costs listed below.

For inquiries or additional information pertaining to ineligible costs, refer to the Program Guide, available on the website at www.gov.bc.ca/ruraldividend or contact the Program Office.

EXAMPLES OF INELIGIBLE COSTS (including but not limited to the below):

Project Implementation:
General organizational support costs.

Any costs associated with administering the project, such as preparing progress reports.
Costs being claimed under any other programs.
Costs incurred outside the time periods for the project as outlined in application.
Costs incurred before the application was submitted.
Project contingency costs.

Infrastructure:

Infrastructure related costs that exceed 25% of the total project cost.¹
Infrastructure that is not tied to a broader project and outcome.
Traditional municipal infrastructure (water/sewer/road/sidewalk) projects.

Project Management:

Permits and approvals.
Legal costs.
Project-related professional fees payable to the Recipient.

Wages:

Ongoing costs for existing staff salaries and benefits.

Capital:

Capital purchases over 25% of total project costs.²
Capital purchases that are not essential to the implementation of the project.
Land acquisition.

Marketing/Travel:

International travel³
Directly lobbying of any level of government.
Expenses related to attending conferences and trade shows.
Coordinating/hosting conferences/events.
Remuneration and travel of elected officials

Other:

Academic research that does not deliver concrete actions or tangible benefits.
GST and PST.
Financing costs and interest charges.
Alcohol

4. MONITORING AND AUDIT

The Province reserves the right to, for monitoring and audit purposes, at all reasonable times, on reasonable notice, enter any premises used by the Recipient to deliver the Services or request and keep any documents or records pertaining to the Services, in order for the Province to inspect, audit, examine, review and copy, whether complete or

¹ Infrastructure cost limits of 25% are not applicable to Destination Trail projects.

² Capital purchase cost limits of 25% are not applicable to Destination Trail projects.

³ International travel may be approved by the Province subject to a review of the costs by the Province. A review of costs associated with international travel must be requested by the Recipient.

2018070075

not, that are produced, received or otherwise acquired by the Recipient as a result of this Agreement.

It is the responsibility of the Recipient to ensure cooperation from all partners and third party contributors, in a timely manner, during a review or audit of the Services.

2018070075

APPENDIX C – MARKETING, PUBLICITY AND COMMUNICATIONS

1. Media events and promotional materials regarding the Project shall not occur without the prior knowledge and agreement of the Province. The Recipient will provide at least 15 working days' notice to the Province's Rural Dividend contact of media events. Media events include, but are not limited to, news conferences, public announcements, official events or ceremonies, news releases, or release of documents.
2. Notice of a media event shall be provided by the Recipient to the Province's Rural Dividend contact. Current contact is:
Ruraldividend@gov.bc.ca

Notification of a new contact may be provided from time to time.

3. Any media event shall take place at a mutually agreed date and location. The Recipient will acknowledge the Financial Contribution made by the Province on any signage, posters, exhibits, pamphlets, brochures, advertising, websites, forms, or other publications produced by the Recipient and related to the Project, in terms satisfactory to the Province.
4. The Recipient will use the Province's logo in acknowledging the financial contribution of the Province. Any and all use by the Recipient of the Provincial logo and statement will be in the form provided by the Province, and will comply with the graphic standards and any conditions communicated, by the Province to the Recipient from time to time. The Province's logo and graphic standards document is incorporated by reference into this Agreement.

The statement to accompany acknowledgement is as follows: "We gratefully acknowledge the financial support of the Province of British Columbia"

Appendix B

Steering Committee Terms of Reference

Background

Currently the Columbia Valley has limited BC Transit service. The limitations of the existing BC Transit services impede the ability of residents to access affordable housing options, education, shopping and employment. BC Transit is only available weekdays and doesn't provide adequate service for employees, seniors, and students who live north of Invermere, the main commercial centre for the Columbia Valley.

A number of employers are providing shuttle service to address some of the needs of their own workforce which is an expensive, inadequate and patch work solution. The purpose of the study will be to determine the costs and independent transportation options that currently exist in order to develop a comprehensive strategy for an economical transportation system that supports all residents in the Columbia Valley who would prefer to use or need to use public transportation.

Role of the CV Transit Review & Needs Assessment Steering Committee

The role of the **CV Transit Review & Needs Assessment** Steering Committee is as follows:

- Ensures project is aligned with Rural Dividend Funding Agreement.
- Ensures project makes good use of resources and data collected.
- Assist with creation of interview/survey questions.
- Provide advice and guidance on final recommendations.
- Use influence and authority to assist the project in achieving its outcomes.
- Review and approve final project report.

Responsibilities of the Steering Committee Chair

The Steering Committee Chair is the Project Sponsor Andrea Tubbs, President, Columbia Valley Chamber of Commerce. Should the Project Sponsor be unable to attend a meeting, Pete Bourke, Executive Director, Columbia Valley Chamber of Commerce will serve as Committee Chair.

The responsibilities of the Steering Committee Chair are as follows:

- Sets the agenda for each meeting.
- Ensures that agendas and supporting materials are delivered to members in advance of meetings.
- Makes the purpose of each meeting clear to members and explains the agenda at the beginning of each meeting.
- Clarifies and summarizes what is happening throughout each meeting.

-
- Keeps the meeting moving by putting time limits on each agenda items and keeping all meetings to two hours or less.
 - Encourages broad participation from members in discussion by calling on different people.
 - Ends each meeting with a summary of decisions and assignments.
 - Follows up with consistently absent members to determine if they wish to discontinue membership.
 - Finds replacements for members who discontinue participation.

Responsibilities of Steering Committee Members

Individual Steering Committee members have the following responsibilities:

- Understand the goals, objectives, and desired outcomes of the project.
- Understand and represent the interests of project stakeholders.
- Take a genuine interest in the project’s outcomes and overall success.
- Act on opportunities to communicate positively about the project.
- Actively participate in meetings through attendance, discussion, and review of minutes, papers and other Steering Committee documents.
- Support open discussion and debate, and encourage fellow Steering Committee members to voice their insights.

General

Membership

The table below lists the membership of the Steering Committee.

See Appendix C for list of organizations

Quorum and Decision-making

Quorum

A minimum number of 5 Steering Committee members are required for decision-making purposes.

The decision making process:

- **Majority:** a course of action requires support from more than 50% members who attend the meeting if there is quorum.

Frequency of Meetings

It is anticipated that the steering committee will be required to meet 3 times over a 6 month period. The first meeting will be to review the terms of reference and draft of survey and interview questions. _____ **at 5:00 pm – 7:00 pm (CVCC Boardroom)**. The second meeting will be to review the draft report and discussion recommendations. Date & time TBD. The third meeting

will be to review final report and approve for presentation to CVCC board of directors. Date & time TBD.

Agenda, Minutes, and Decision Papers

A package will be sent to members three to five business days in advance of a Steering Committee meeting. This package will include the following:

- Agenda for upcoming meeting.
- Minutes of previous meeting.
- A progress report for the project.
- Decision papers.
- Any other documents/information to be considered at the meeting.

Proxies

Members of the Steering Committee **cannot** send proxies to meetings.

Appendix C

Steering Committee Members Organizations (*invited*)

1. Family Dynamix (Pat Cope)
2. CV Community Economic Development Office (Ryan)
3. True Key Resorts
4. Kicking Horse Coffee
5. Eagle Ranch
6. Radium Golf
7. Panorama
8. Copper Point Resort
9. Fairmont Hot Springs Resort
10. FBA
11. Seniors (Gerri Anne Donahue)
12. Area G
13. Area F
14. Canal Flats
15. District of Invermere
16. Village of Radium
17. College of the Rockies
18. School District 6

Appendix D

Current Transit Schedule

<https://www.bctransit.com/documents/1507213421562>

Columbia Valley Transit

RIDER'S GUIDE

Effective March 31, 2014



Regional District of East Kootenay | 

Welcome Aboard

There are three kinds of transit service: scheduled, on-request within the local service area, and Health Connections service.

Fare Zones

The Columbia Valley Transit System has a two-zone fare structure: one for local and one for regional.

Fares for Health Connections are separate.

About Your Transit System

Funding for Columbia Valley Transit is cost shared between the Regional District of East Kootenay and BC Transit. Health Connections service is administered by the Kootenay East Regional Hospital District and BC Transit and funded by Interior Health.

Decisions on fares, routes and service levels are made by the Regional District of East Kootenay and Kootenay East Regional Hospital District based on information and planning provided by BC Transit.

Columbia Valley Transit is operated by Olympus Stage Lines Ltd.

On-Request Service

On-request service is available between Radium and Invermere, Monday to Friday between 9:20-11:00 am and 2:15-3:30 pm. Passengers must phone 24 hours in advance to book a seat.

Booking a Trip: Phone 1-877-343-2461 and leave a message with your name and phone number for a return phone call. When booking with the scheduler, give trip start and destination location, time of travel, and similar return trip details. Let the office know if you need to cancel a trip so someone else can be accommodated.

Rider's Info

www.bctransit.com

Visit **Rider's Info** and learn more about:

- Transit travel tips
- Safety guidelines
- How-to-ride videos



Health Connections

Service to Cranbrook

Health Connections is a transit service providing communities with transportation options to access non-emergency medical appointments. Although medical appointments have priority, everyone is eligible to use this service if space is available. Service is available to any community along the route to Cranbrook. If you have mobility difficulties, special door-to-door service is available.

You must phone ahead to arrange your trip. Transit staff will let you know the location and time of pick up. Phone 1-877-343-2461.

When scheduling medical appointments, let them know you will be using Health Connections.

For detailed information on service, pick up a Health Connections flyer onboard, at a health facility or visit www.bctransit.com.

Transit Pass Tax Credit

The Government of Canada offers a non-refundable tax credit if you use a monthly pass or U-PASS. Save your pass and receipt as proof of purchase. For more information visit www.cra.gc.ca

Government of BC Bus Pass Program

The BC Bus Pass Program is offered by the Ministry of Social Development and Social Innovation. The annual bus pass is valid for the eligible rider on any fixed-route transit service. The pass is non-transferable.

For information on criteria for eligibility, visit www.buspass.gov.bc.ca or call 1-866-866-0800.

IF IT'S GREEN...  JUST GO!

BC Transit helps link everyone in our community to jobs, education, health centres and recreation.



 www.bctransit.com

Contact Columbia Valley Transit

Customer Information and Lost and Found

1-877-343-2461 or
P.O. Box 1019, Golden, BC V0A 1H0

Office hours: 8:00 a.m. to 8:00 p.m., Monday to Friday.

Lost & Found If you find something on the bus, give it to the transit operator. Articles are kept for up to 90 days. If you phone us and we have the article, we will hold it for seven days. All unclaimed articles go to charitable organizations.

If you have suggestions to improve your transit system, contact the Community Services Manager
Regional District of East Kootenay
19 – 24 Ave. South, Cranbrook, BC V1C 3H8
Phone 250-489-2791 or 1-888-478-7335.

Bike Racks

Buses are equipped with racks that can carry up to two bikes at a time. Bike racks are designed to assist longer commutes. Bike racks on a Community Bus can only be used during daylight hours as bikes block the headlights. How-to-use instructions are posted on the bike rack or can be found on the website, www.bctransit.com, under programs and services. Phone 1-877-343-2461 for a demonstration.

Bus Stops in Rural Areas

In rural areas along Highway 93/95 where there are no designated bus stops, the bus can be flagged down along the route.

When you want to catch the bus, find a safe location along the route and wave the bus down. A safe location is one where visibility is good and where the bus can easily pull off the road, such as a driveway or postal box area.

Make sure you are visible, especially when it is dark. Carry a flashlight or stand in a well-lit area.

To get off the bus, let the driver know ahead of time where you want to get off, and they will find a safe place to pull over as close to your requested stop as possible.

Fares all fares subject to change

Cash	Local Zone*	Regional Zone**
Adult/Student/Senior	\$ 2.00	\$ 2.50
Child, 4 or under	free	free

Please have exact cash fare ready as the driver does not carry change.

Tickets (10)

Adult/Student/Senior	15.00	18.00
----------------------	-------	-------

Monthly Pass

Adult/Student/Senior	42.00
----------------------	-------

Fare Zones

*Local Zone: Radium, Invermere, Windermere, Fairmont

**Regional Zone: Edgewater, Canal Flats

Ticket Outlets

- Canal Flats: Village Office
- Edgewater: Pips Country Store
- Invermere: Regional District of East Kootenay*
AG Valley Foods
Invermere City Hall
- Radium: Visitor Centre

*On request, the Regional District of East Kootenay will mail sheets of tickets.

Weekends and Holidays

No bus service on Saturday, Sunday or the following holidays:

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Subject to change. Check online at www.bctransit.com for special event service.

Transit Info 1-877-343-2461

www.bctransit.com

This guide is printed on environmentally responsible paper.

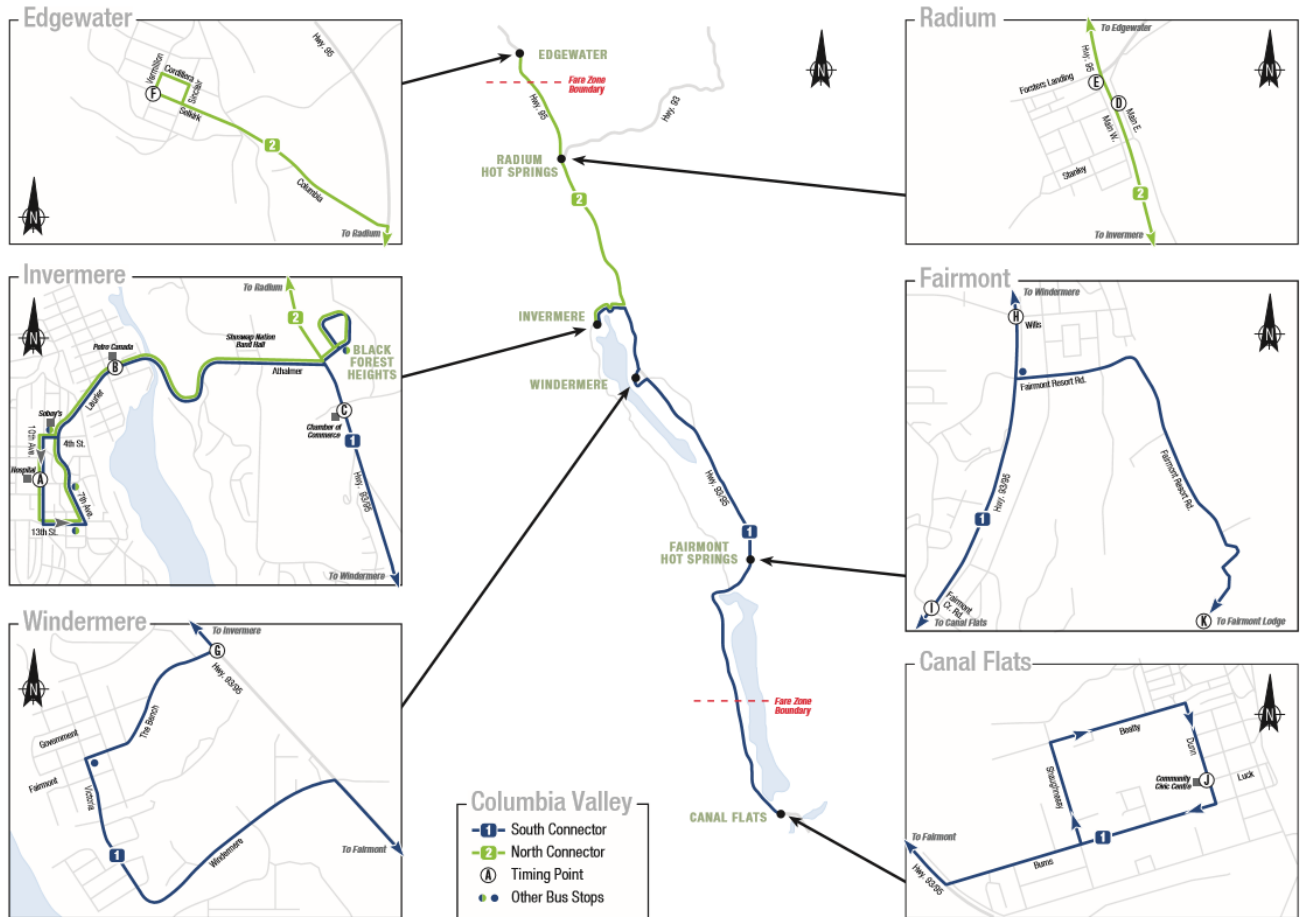
4017 – 1K

1 South Connector						To Invermere
Monday to Friday						
J	I	K	H	G	C	A
Lv. Canal Flats	Hwy 95 and Fairmont Creek Road	Fairmont Lodge	Hwy 95 East and Wills Road	Hwy 95 and Bench Road	Invermere Chamber of Commerce	Lv. Invermere Hospital
7:15	7:34	7:39	7:43	8:00	8:05	8:15
1:15	1:34	1:39	1:43	2:00	2:05	2:15

1 South Connector						To Canal Flats
Monday to Friday						
A	C	G	H	K	I	J
Lv. Invermere Hospital	Invermere Chamber of Commerce	Hwy 95 East and Bench Road	Hwy 95 East and Wills Road	Fairmont Lodge	Hwy 95 and Fairmont Creek Road	Lv. Canal Flats
12:05	12:20	12:25	12:42	12:46	12:51	1:10
4:35	4:50	4:55	5:12	5:16	5:21	5:40

2 North Connector						To Edgewater
Monday to Friday						
A	B	D	F	E	A	
Lv. Invermere Hospital	Petro Canada	Radium Main Street East	Edgewater	Radium Main Street West	Lv. Invermere Hospital	
8:15	8:21	8:37	8:49	8:58	9:20	
11:00	11:06	11:22	11:34	11:43	12:05	
3:30	3:36	3:52	4:04	4:13	4:35	





Bus Seating Priority

Public transit serves everyone on a first-come first-served basis.

Columbia Valley Transit extends a special thank you to our customers who give up their seats for people with disabilities or mobility challenges and for seniors.

Be Safe and Be Seen

Sometimes it is difficult for transit drivers to see you at bus stops, especially along unlit roads. Wear light coloured clothing, wear a reflective strip, use a flashlight or use the light from your mobile phone to signal the driver that you are at the stop.

The Bus is a Safe Place

Transit drivers can contact local police, ambulance and other emergency services. Transit drivers are also trained to assist a child or adult in need. Tell the driver if you are concerned about your safety.

BC Transit's safety and security practices uphold the *British Columbia Transit Act* and the *B.C. Motor Vehicle Act*.

Request-a-Stop

Customers who feel that their personal safety is at risk can ask their driver to stop between regular bus stops. Ask your transit driver at least one bus stop ahead of where you wish to get off. You will be let off at a safe location closest to your request. Please contact your local transit office for details and any time restrictions.

Parcels

For safety reasons, please place and hold your luggage, bags, sports equipment and other belongings on your lap or on the floor where they will not obstruct the aisle or other customers. Hold your hockey sticks, snow boards, skis and poles (tips down) in front of you.

Do not bring combustible materials, such as wet-cell batteries, propane tanks or gasoline containers on the bus.

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 1-877-343-2461

www.bctransit.com

