

# Kootenay Service Review Process

Fall 2008



Surveys – internet, telephone, onboard, neighbourhood, college.

Spring 2009



Data collection – Canada Census 2006 (demographics and commuter patterns), passenger counts, and system facts.

Summer 2009



Meetings – regional district staff, local representatives, and system operators.

Fall 2009



**Nine Open Houses**

Winter 2009/10



Develop service improvement options.

Spring 2010



Completed Regional Service Plan.

Future

Implementation of recommended service improvements.