

# Public Engagement Phase 1 Report

## City of Cranbrook Transit Future Service Plan

### 2025



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# 1. Introduction

The City of Cranbrook and BC Transit are developing the Cranbrook Transit Future Service Plan (TFSP). The TFSP builds from priorities identified in the 2018 Service Discussion Document, which was the last strategic plan for the Cranbrook Transit system. The purpose of the TFSP is to:

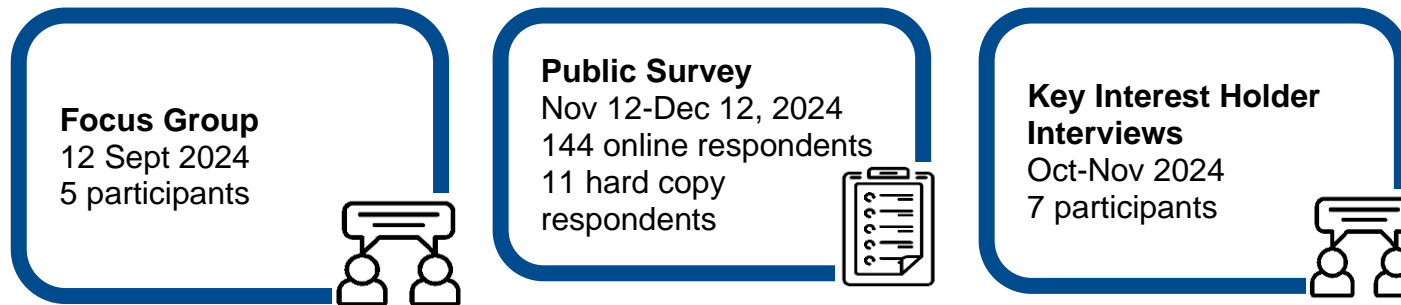
- Present a service scenario focused on implementing change over the next 1-5 years.
- Develop a cohesive regional transit plan to incorporate the Transit Vision and Goals for the City of Cranbrook.
- Identify improvement options to transit service to carry forward.
- Focus on changes to be made in the short to medium term, with additional priorities identified for the longer term.
- Ensure synergy and alignment with previous planning and transit studies completed including the 2013 Service Review and the 2018 Service Discussion Document.

# 2. Background

The development of the TFSP began in 2024. The first step included discussions between BC Transit (planning and government relations) and Cranbrook local government partners with regards to timelines and project expectations. Next, a review and analysis of the existing transit service was prepared, incorporating ridership statistics, existing service span, existing service frequency, as well as transit policies and goals in Cranbrook's guiding plans including the 2018 Cranbrook Transit Service Discussion Document, 2021 Community Climate Action Plan, 2024 Official Community Plan, and 2024 Active Transportation Plan. Using this information, in October and November 2024, BC Transit and the City collaborated on the first of two phases of engagement to assist in developing short, medium, and longer-term service options for the area. The engagement process consisted of a public survey (paper and online copies available), a focus group with key interest holders, and interviews with key interest holders. The remainder of this document presents the results of this engagement process and the next steps in the process.

# 3. Engagement Methods

In September through December of 2024, a public survey, focus groups, and key interest holder interviews provided Cranbrook residents, employees, and students an opportunity to provide information on desired transit services, priorities, and travel behavior in Cranbrook. In total, 167 people participated in the engagement process. This information is further summarized on the following page. A media awareness initiative was conducted to promote the public survey. Media included website customer alerts, flyers and 'rack cards' on buses and around the City, Facebook posts, Instagram posts, X (formerly known as Twitter) posts, and six newspaper advertisements. The survey is included in **Appendix A Public Survey**.



## 4. Key Takeaways – Key Interest Holder Interviews

The following key takeaways were gathered from interviews with key interest holders:

**Total participants:** Seven

1. **Most common transit demographic:** Students of all ages and levels of education, especially international students, transiting between residence and grocery store and mall. A less common transit user group are working individuals.
2. **Working well:** Frequency, coverage, and ridership during peak commuting times of day.
3. **Access to neighbouring communities:** There is strong demand to broaden access to/from the following communities, especially as cost-of-living pushes people to live further from regional centres like Cranbrook:
  - Canadian Rockies International Airport
  - Creston
  - ʔaḡam
  - Kimberley
  - Other bordering communities
4. **Main barriers to transit:**
  - Ease of personal vehicle use: People value their time and want service *now*, not in 15 minutes; over-abundance of roads and parking
  - Cultural barriers; choosing transit requires a mindset shift
  - Lack of transit education or awareness

- At the funding level, the feasibility of expanding service to regional areas presents challenges: ‘Who pays for what and how do we figure it out?’

5. **When asked about an ‘On-Request’-style of service, participants answered as follows:**

- On-Request would be fine for the community
- There needs to be a clear expectation set that the bus will not come instantly; booking lead times and wait time expectations defined upfront in the Riders Guide and online
- Maintain the ability for people to book their ride by phone
- On-Request great for low demand areas
- Demand to trial On-Request to St Eugene Casino or the Cranbrook airport

## 5. Key Takeaways – Focus Group

The following key takeaways were gathered from the focus group (see **Appendix B Focus Group Notes** for full notes):

**Total participants:** Five

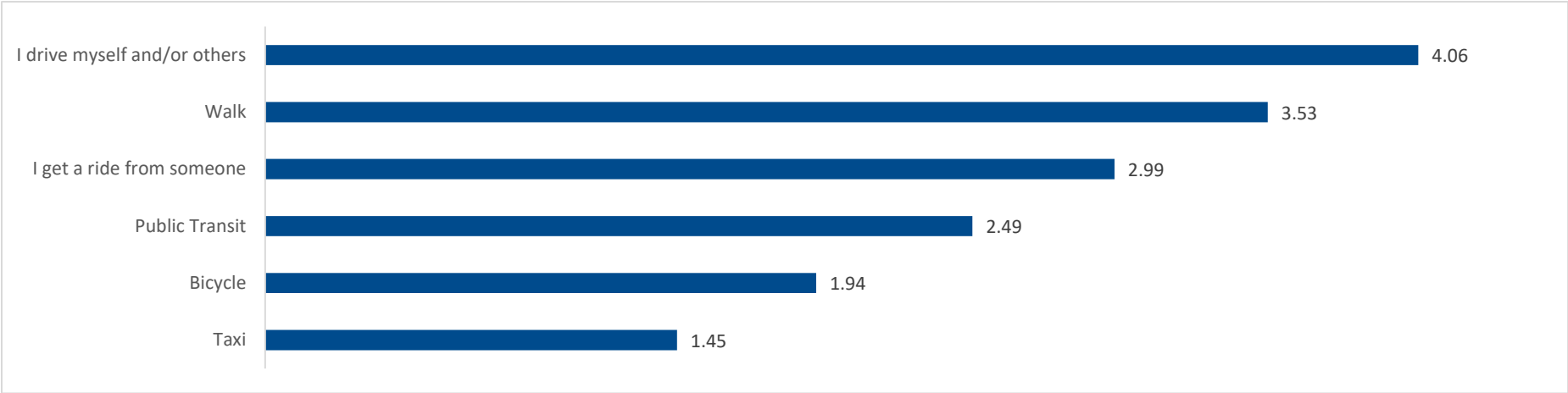
1. **Service Hours and Accessibility:** Transit schedules do not align with work shifts or seniors’ travel times. Expanding morning and evening service is desired.
2. **Infrastructure Improvements:** More bus shelters and amenities are needed.
3. **When asked about an ‘On-Request’-style of service, participants answered as follows:** This would increase flexibility and accessibility but requires education and support, especially for seniors.
4. **Regional Connectivity:** There is demand for transit extending regionally, with specific emphasis on services to the ʔaąam reserve and airport.

## 6. Findings – Public Survey

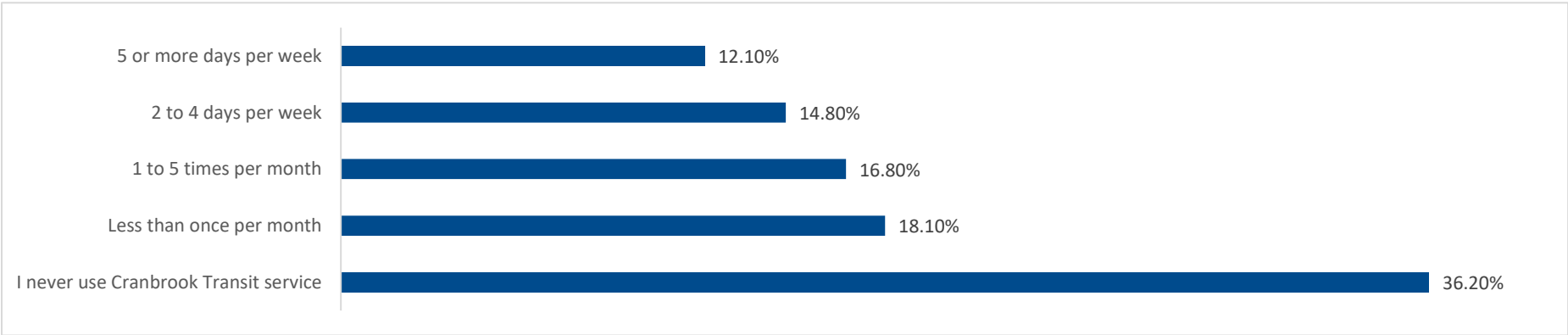
This section contains a summary of what we heard from 155 public survey responses. **Appendix C Public Survey Response Report** contains the full survey responses report.

## 6.1 Demographics, Travel Behaviour, and Service Satisfaction

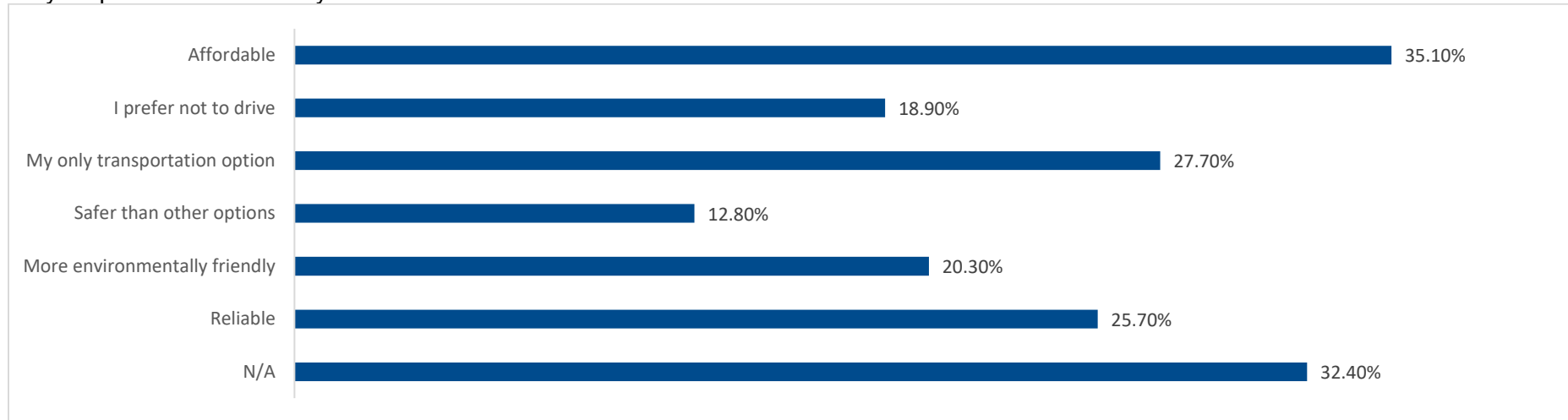
How respondents/their family members typically travel around Cranbrook, on average, ranked from least (1) to most (6):



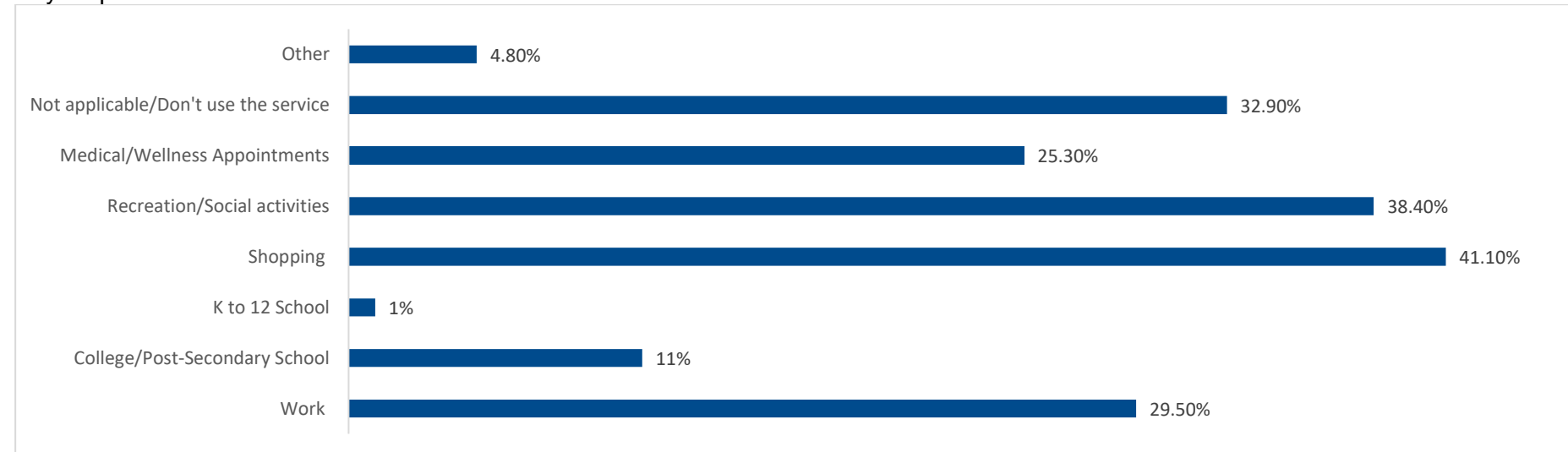
How often respondents/their family members use Cranbrook Transit service:

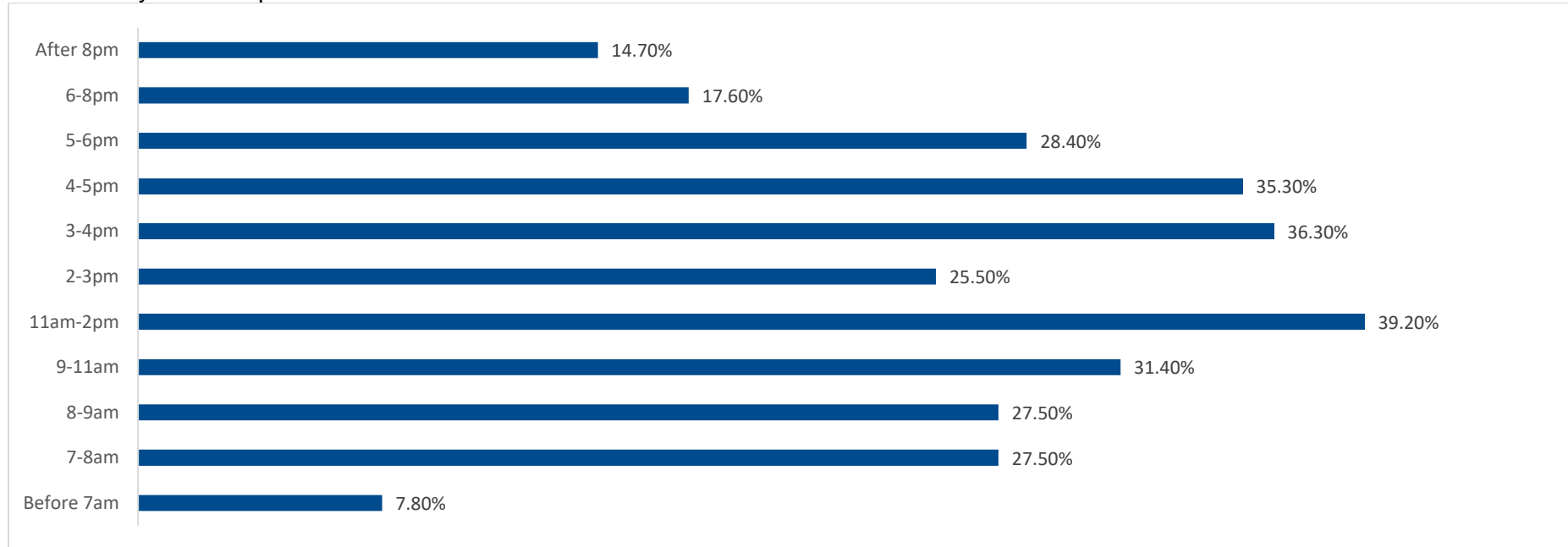
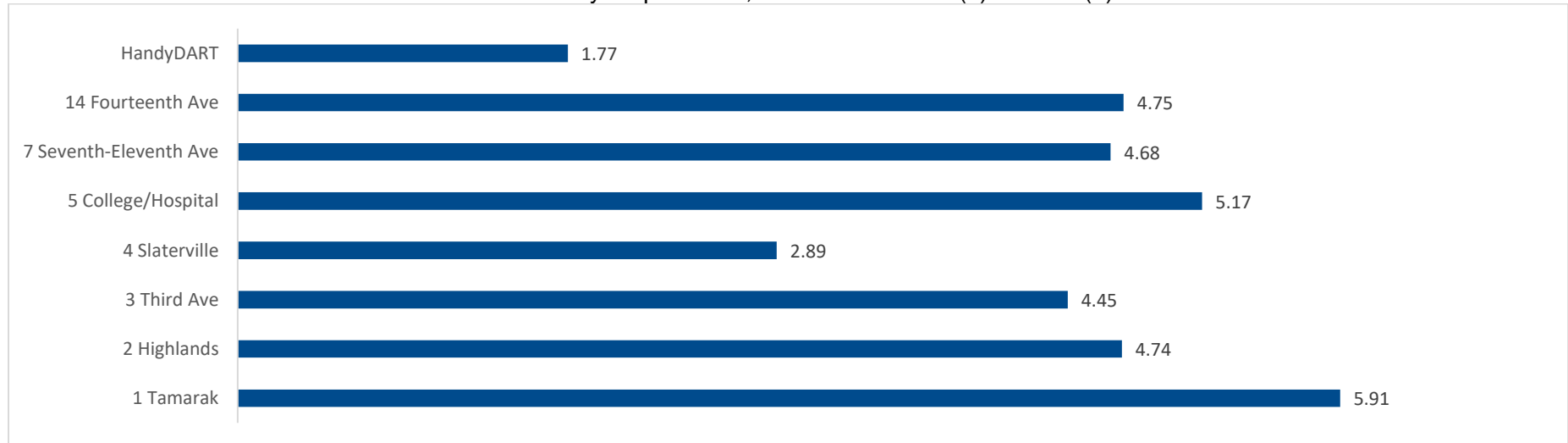


### Why respondents/their family members use Cranbrook Transit:

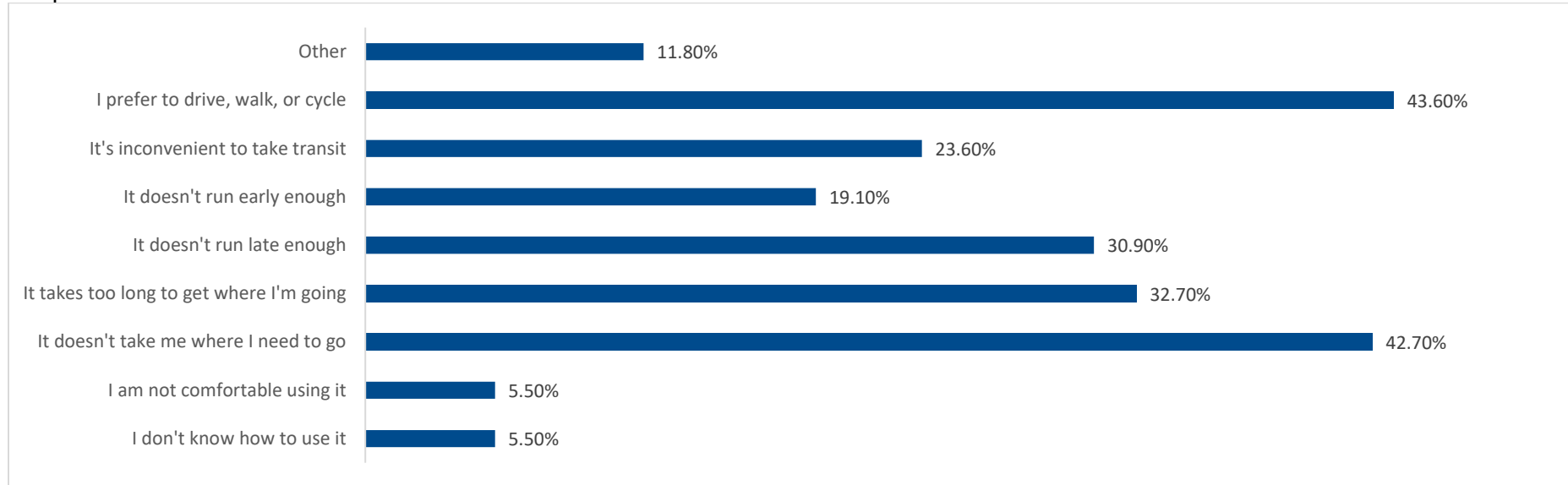
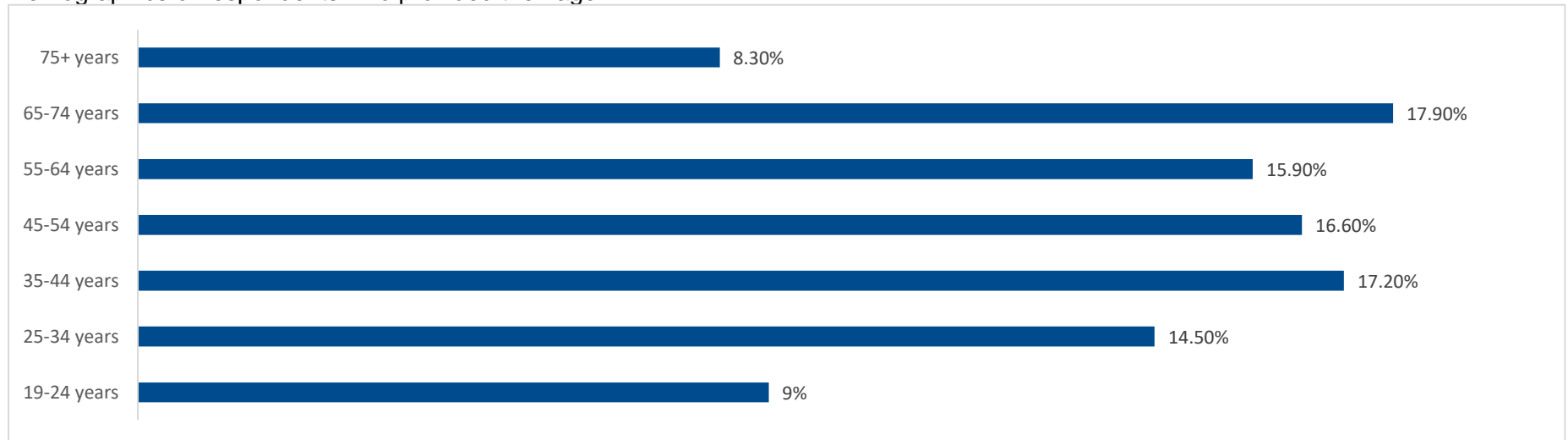


### Why respondents use Cranbrook Transit:



**Times of day when respondents most use transit:****Cranbrook Transit route or service used most often by respondents, ranked from least (1) to most (6):**



**Respondents who do not use Cranbrook Transit do not because:****Demographics of respondents who provided their age:**

### Cross-comparing Age and Transit Use:

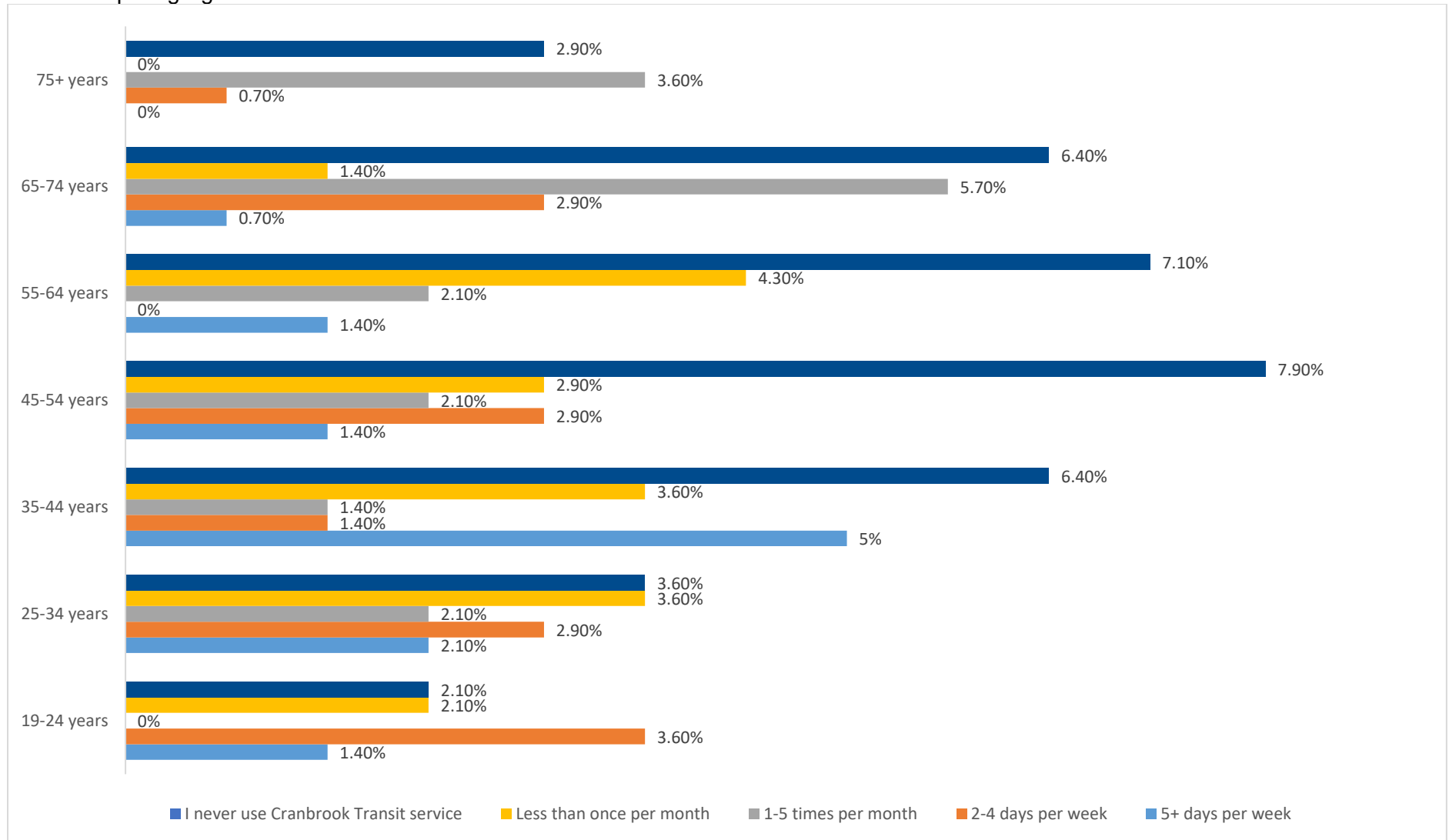


Figure 1. Amount of Cranbrook Transit use varies most evenly among respondents 19 to 34 years. There is more discrepancy in amount of transit use among respondents 45 to 74 years, with the most common amount of use being 'never'. The age bracket that takes transit most often at five or more days per week is 35-44 years. However, it is also noted that even more people in the 23-44 year bracket indicated that they never use transit.

Most Cranbrook residents who take Cranbrook Transit five or more days per week live in zones 2-A and 3-A. Most residents who take Cranbrook Transit two to four days per week reside in zone 2-A and 3-A. Most residents who take Cranbrook Transit one to five days per month reside in zones 1-A and 4-A. Most residents who only take Cranbrook Transit occasionally, at less than once per month, reside in zones 1-A, 1-B, 4-A, and 5-A. Those who never take Cranbrook Transit reside in zones 4-A and 5-A.

10.5% of respondents indicated that they live outside of Cranbrook's waste collection zones, while 7.5% indicated that they live in another community including Kimberley (5 respondents), elsewhere in the RDEK (1 respondent), Moyie (1 respondent), Wildstone (1 respondent), and Jaffray (1 respondent).

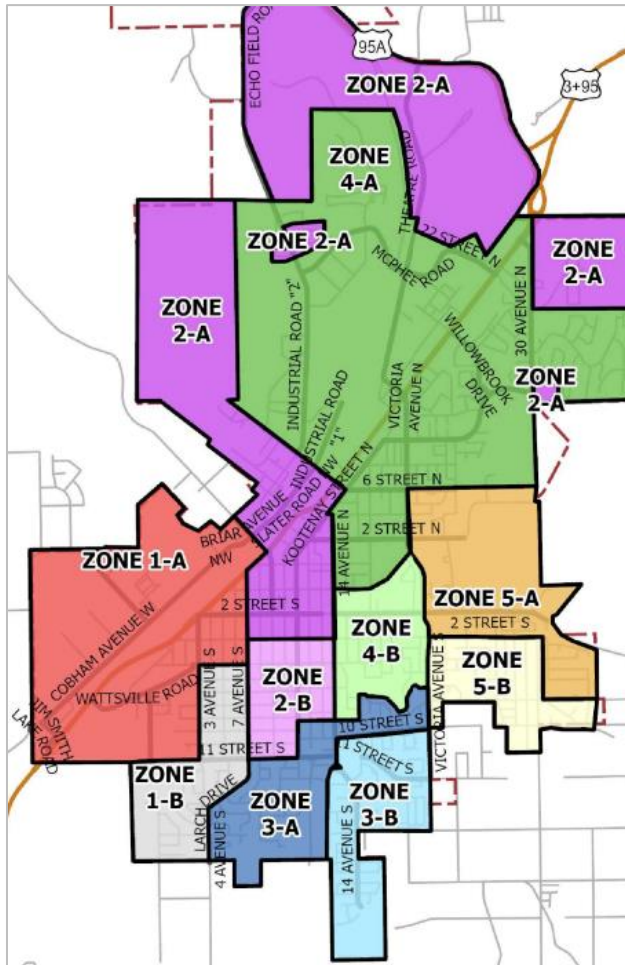


Figure 2. Recycling zones

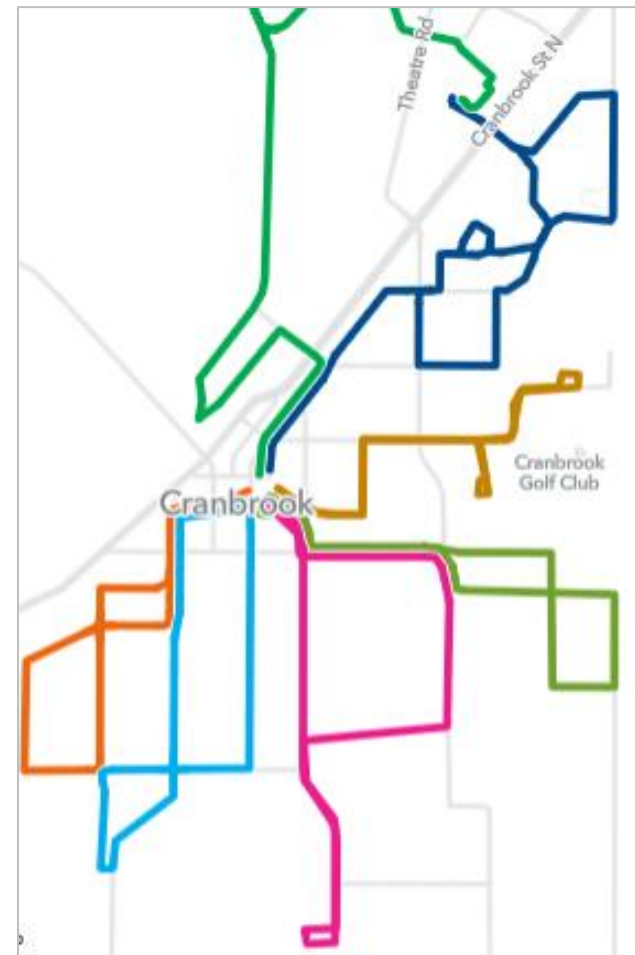


Figure 3. Current Cranbrook Transit routes.

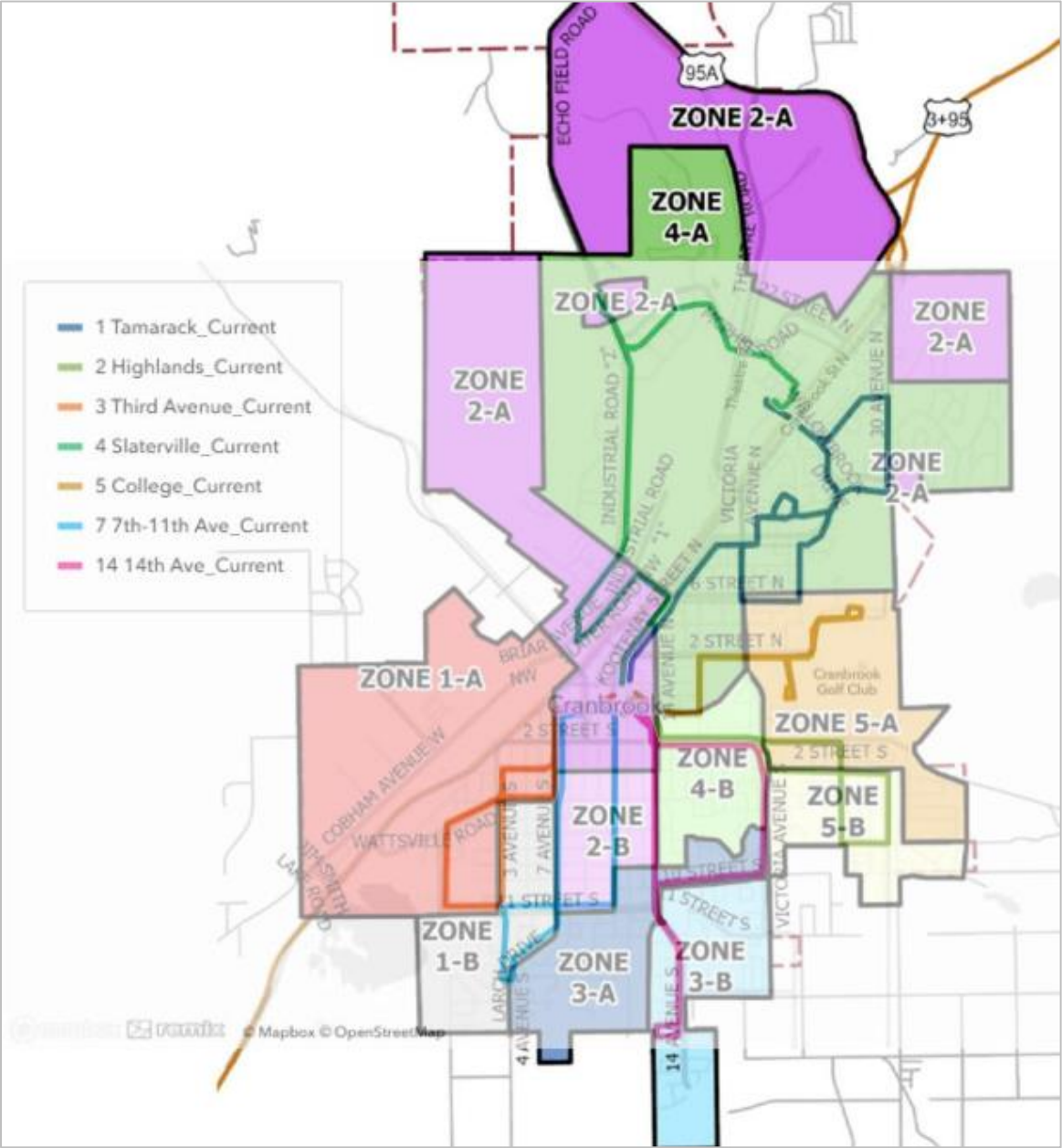


Figure 4. Recycling zones overlaid with existing transit routes.

## 6.2 Finding Efficiencies

The City and BC Transit want to improve the service by aligning with the City and public's goals and vision, while staying within the City's budget. Understanding that the City has a limited amount of funds to spend on transit and other services in Cranbrook, respondents were asked whether they think it makes most sense to reduce, maintain, or grow Cranbrook's transit service to ensure the healthiest use of the City's funds, ranking from most =1 to least = 3 in importance. As per the following table displaying the average rank between the three options, most respondents believe the City and BC Transit should prioritize, from most to least: Grow service levels; maintain service levels; reduce service levels.

Options	Average Rank
Optimize and grow service levels	1.69
Optimize with the same service levels	1.72
Optimize and reduce service levels	2.44

The City, along with several survey respondents, raised concern that there are empty buses or very few people using transit during 'off peak' times of day. To encourage people to use transit more often, respondents believed the below could be implemented, from most to least popular responses.

Options	Percent of Respondents Indicated
Better connections to Kimberley	38.5%
Connections to other regional destinations	37.8%
More frequent service on certain routes	35.8%
Service later in the evening on weekdays	35.1%
More comfortable bus stops (e.g. With benches, shelters, lighting, garbage bins)	30.4%
Service that would take me more directly or quickly to where I'm going	29.7%
Service to new areas or destinations	29.1%
Service later in the evening on weekends	27.0%
Service earlier in the morning on weekdays	17.6%
Service earlier in the morning on weekends	13.5%
The option to book a trip when I need it (e.g. On-Request transit service)	13.5%
More information about transit and how to use it	11.5%
A bus stop closer to my home or destination	10.1%
Other	8.1%
Not applicable / I still wouldn't use transit	6.8%

\*Respondents could choose up to 5 options.

7.5% of respondents indicated “Other”, with the following comments:

- *Contract it out and do it as an Uber car service. Don't need empty buses driving around.*
- *Airport*
- *Have special buses available for big events. Concerts. Etc... That would be cheap and run shuttle service to places like tamarack mall and the college where there is lots of parking. Same with spirit of Rockies. Late buses so people can get one home after imbibing. Airport service?*
- *Smaller busses. When I see a bus driving by, it usually has zero to maybe one or two people on it. It's a great big huge bus that uses a lot of gas. Use a smaller bus.*
- *A regular bus to the airport and Kimberley would be ideal.*
- *Smaller size buses that will accommodate the actual number of passengers using the service.*
- *I only use transit, regardless of changes.*
- *Limit parking downtown.*
- *Safer driving of the bus drivers.*

Respondents who indicated “More frequent service on certain routes” further expressed the following:

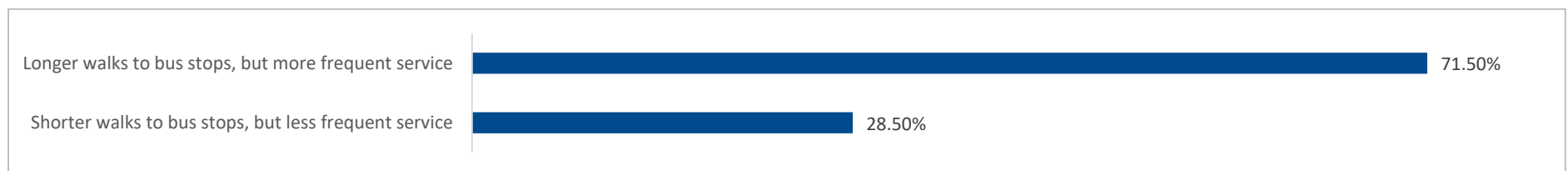
- Route 1 Tamarack (**16 respondents**)
- Route 3 Third Avenue (**12 respondents**)
- Route 7 7<sup>th</sup>-11<sup>th</sup> Avenues (**11 respondents**)
- Route 5 College/Hospital (**10 respondents**)
- Route 14 14<sup>th</sup> Avenue (**9 respondents**)
- Route 2 Highlands (**7 respondents**)
- Route 4 Slaterville (**7 respondents**)
- Three respondents indicated they wanted more frequent service to Kimberley. Existing service between Kimberley and Cranbrook is part of the Kimberley Transit System.

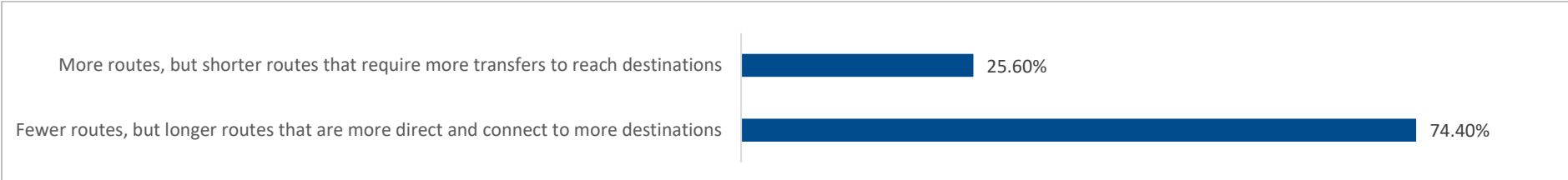
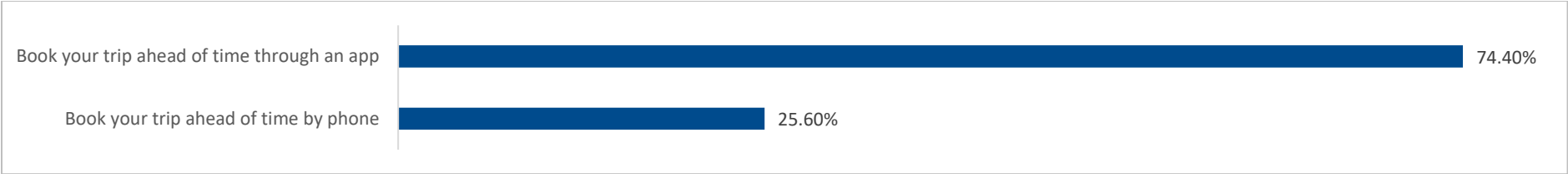
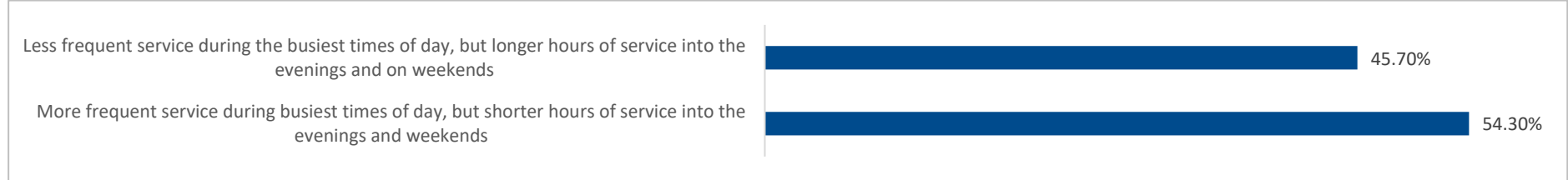
Respondents who indicated “Service to new areas or destinations” or “A bus stop closer to my home or destination” further expressed routing/bus stops needed to/at the following areas:

- Airport (12 respondents)
- Kimberley (4 respondents)
- 7<sup>th</sup> Ave (4 respondents)
- Shadow Mountain (4 respondents)
- Industrial ‘roads’ area (3 respondents)
- Jim Smith Lake (3 respondents)
- Walmart Superstore area (3 respondents)
- King St (3 respondents)
- Creston (3 respondents)

- Invermere (2 respondents)
- Fernie (2 respondents)
- Baker Street (the 'main street' downtown) (2 respondents)
- Idlewild Lake (2 respondents)
- Park Royal (2 respondents)
- Elizabeth Lake (1 respondent)
- South Star Recreation (1 respondent)
- Kootenay Orchards area (1 respondents)
- Castlegar (1 respondent)
- Gold Creek Area (1 respondent)
- More service along Victoria Ave (1 respondent)
- Further west and east of the city (1 respondent)
- Moyie (1 respondent)
- Jaffray (1 respondent)
- Silver Spring (1 respondent)
- Standard Hill (1 respondent)
- Mission Hills Golf Course (1 respondent)
- Kal Tire Area (Theatre Rd at Ridgeview Rd) (1 respondent)
- Wycliff (1 respondent)

## 6.2 Transit Model 'Trade-Off's'







## 6.4 Public Survey Key Takeaways

**Demographics and transit use patterns:** When asked to rank from most (1) to least (6) most likely way to get around Cranbrook, respondents ranked from most to least: I drive myself and/or others (1.94), Walk (2.47), I get a ride from someone (3.01), Public Transit (3.51), Bicycle (4.06), and taxi (4.55). Most respondents said they never use Cranbrook Transit (36%), while only 12% (the lowest percentile) said they use Cranbrook Transit very frequently at five or more days per week. Of those who use Cranbrook Transit, most said they use it for shopping (41%), followed by recreation/social activities (38%), and work (30%).

Respondents who use Cranbrook Transit most commonly do so from 11am-2pm (39%), 3-4pm (36%), and 4-5pm (35%). This differs from Automatic People Counter data for 2024, which suggests that the most popular times of day on average for weekdays is during the 7am hour (6 average boardings) and 3pm hour (6.5 average boardings). On Saturdays and Sundays, ridership is more evenly distributed, with the most popular times of day being noon until 3pm and at 5pm (around 3 average boardings).

The most common route among respondents who said they take Cranbrook Transit is route 1 Tamarack, followed by route 5 College/Hospital. Respondents rated all other routes as roughly equivalent to each other, except for route 4 Slaterville which is the least popular fixed (conventional) route. HandyDART is even lesser used than route 4 Slaterville. This differs from what Automatic People Counter data suggests for conventional routes which is that weekdays in 2024 route 1 Tamarack had the most boardings per hour on average (23), followed by route 7 7<sup>th</sup>-11<sup>th</sup> Avenue (21), route 3 Third Avenue (20), route 14 14<sup>th</sup> Avenue (18), route 5 College/Hospital (15), route 2 Highlands (14), and finally route 4 Slaterville (5). On weekends, route 1 Tamarack also has most boardings per hour on average (20), followed by routes 3 Third Avenue, 7 7<sup>th</sup>-11<sup>th</sup> Avenue, and 14 14<sup>th</sup> Avenue (all with 10 average boardings), and 2 Highlands and 5 College (both with 8 average boardings). Note that route 4 Slaterville does not operate on weekends.

The top three greatest barriers to using Cranbrook Transit was the preference to drive, walk, or cycle (44%), Cranbrook Transit not going where there demand (43%), and Cranbrook Transit taking too long. Cranbrook residents who take Cranbrook Transit five or more days per week mostly are in the 35-44 age category and live in Recycling Collection Zones 3-A and 2-A (see map pp. 10-11).

**Finding efficiencies:** When asked how they would rank, from most to least important, whether it makes sense to reduce, maintain, or grow Cranbrook transit service to ensure the healthiest use of the City's funds, respondents indicated that service growth is most important and service reduction as least important. To encourage more ridership during 'off-peak' times of day, respondents were most in favour of improving connections to Kimberley (39%), followed by connecting to other regional destinations (38%), increasing service frequency on certain routes (36%), and providing service later in the evening on weekdays (35%).

Most respondents who indicated demand for increased service frequency on certain routes specified greater frequency on route 1 Tamarack (16 respondents) and route 3 Third Avenue (12 respondents). Fewest respondents indicated demand for increased service frequency on route 4 Slaterville (seven respondents). Respondents who indicated demand for service to new areas or destinations specified that these destinations should be Kimberley, ʔaʔam, Shadow Mountain, Industrial 'roads' area, Jim Smith Lake, Walmart, King St, Creston and, most popularly, the Airport.

**Transit Model ‘Trade-Off’s’:** Respondents indicated their preference for longer walks to bus stops but more frequent service especially during peak times. They would prefer more frequent service even if it means shorter hours of service into the evenings and weekends. Respondents prefer fewer routes, but longer routes that connect to more destinations. They are more interested in regional destinations like Kimberley, ʔaḡam, and the Airport, rather than local destinations. Respondents prefer scheduled, fixed routes that do not require booking in advance, though in the case of ‘On-Request’ style service, respondents would prefer to book trips through an app rather than by phone.

## 7. Other Notes

Regarding service to the Airport, one respondent indicated that people seek drop off/pick up to the airport, but a lack of affordable/convenient taxi services leaves people feeling stranded. They can see this incentivizing people to leave their personal vehicles at home to avoid airport parking fees (~\$10/day, \$70/month). This service could potentially be a “book in advance” option only, to avoid 0 passenger trips.

When asked if there is anything else you would like to tell us about transit in Cranbrook, the most common responses were regarding:

- Demand for fewer transfers at the downtown exchange, by replacing existing routes with fewer routes that go to more destinations. Specifically, rerouting trips to better connect to the rest of the city from the College would be appreciated.
- Smaller buses would be more efficient.
- Demand for service earlier in the morning and later in the evenings on weekdays and weekends. One respondent suggested an ‘On-Request’ style service for evenings/nights.
- Bus stop maintenance during snowfall months is crucial, as is ensuring proper amenities like benches, waste receptacles, and shelters at key bus stops.

## 8. Summary: Engagement Activity Findings

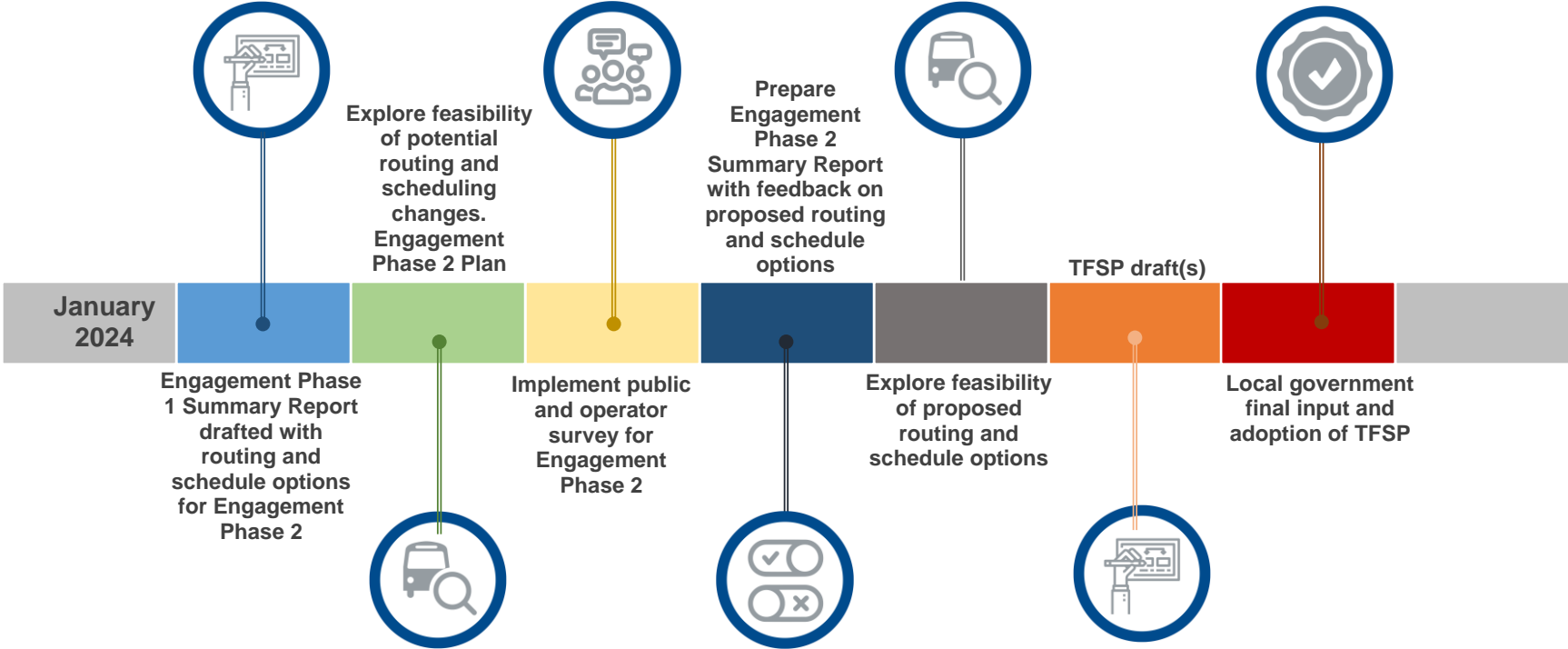
Throughout the engagement events, the following key themes were identified:

- Most people who use Cranbrook Transit do so for shopping, recreation/social activities, and work.
- Route usage:
  - Most commonly-used conventional route is route 1 Tamarack, followed by route 5 College/Hospital.
  - Other fixed/conventional routes are roughly equivalent to each other, except for route 4 Slaterville which is the least-used conventional route.
  - HandyDART service is the least-used service provided by Cranbrook Transit.
- People who do not use Cranbrook Transit do not do so mostly because it does not go where they need to go, and because it takes too long get from A to B.
- Service growth is more important to people than maintaining service, and especially more important than reducing service.

- To encourage more ridership during 'off-peak' times of day, people are most in favour of improving connections to regional destinations and providing service later in evenings on weekdays.
- While demand for increased frequency was identified, namely on routes 1 Tamarack and 3 Third Ave, it people believe overall service frequency is sufficient.
- Within the City limits, there is recognition that service coverage is adequate.
- People would prefer longer walks to bus stops but more frequent service, especially during peak times.
- People would prefer more frequent service even if it means shorter hours of service into the evenings and on weekends.
- People prefer fewer routes, but longer routes that connect to more destinations.
- People are most interested in expanding service to the Airport, Kimberley, ʔaąam, Shadow Mountain, Jim Smith Lake, Walmart, King St, and Creston.
- People are more interested in expanding service to regional destinations like Kimberley, ʔaąam, and the Airport, rather than to local destinations.
- People prefer scheduled, fixed routes that do not require booking in advance
- In the case of 'On-Request' style service, people would prefer to book trips through an app rather than by phone.

## 9. Next Steps

The engagement process for the Cranbrook Transit Future Service Plan (TFSP) has been a collaborative process between the City of Cranbrook and BC Transit. The data from Engagement Phase 1 has been analyzed, and the next step is to use this to inform Engagement Phase 2. The results of both phases of engagement will assist in drafting the service change priorities to continue to support transit ridership in the area. The focus will be on service change options for the short to medium term, with additional priorities identified for the longer term. These service change options will help to form the final TFSP document.



## Appendix A Public Survey

## Help Shape the future of transit in Cranbrook!

BC Transit, in partnership with the City of Cranbrook, are undertaking a strategic plan for the future of the Cranbrook Transit system. The City is looking at ways to improve the transit system. The first objective for the short-term is to optimize our transit services and identify improvements or trade-offs that could be made within the existing budget. The plan will also consider opportunities to invest in improvements over the longer-term.

Cranbrook Transit provides service to major destinations and residential areas in Cranbrook. Decisions on fares, routes and service levels are made by Cranbrook City Council based on information and planning provided by BC Transit. Buses are operated by NextGen Transit. The service is funded through a legislated cost-sharing formula between the municipality and the province.

The existing Cranbrook Transit schedule can be found on any Cranbrook Transit bus, or at <https://www.bctransit.com/cranbrook/schedules-and-maps/riders-guide/>

This survey will be available from November 12th until December 12th. Please drop off the completed survey at City Hall (40 10th Ave), Western Financial Place 'pool desk' (1777 2 St N), or Public Library (1212 2nd Street North).

Please note that this survey is for fixed routes only, whereby the handyDART service is not part of the study.

This survey should take approximately 10 minutes or more, depending how much detail you wish to provide. Thank you very much in advance for your time.

**1. By checking the box below**, you acknowledge that you are voluntarily participating in this survey, and may withdraw at any time before submitting the survey. The personal information provided by you is collected under Section 26(c) of the *Freedom of Information and Protection of Privacy Act* and will be used for the Cranbrook Transit Future Service Plan survey.

To protect your privacy and the privacy of others, please do not include any information that could identify you or another person. Any personal information that is inadvertently included in the open-text responses will be deleted once the results of the survey are compiled.

If you have any questions about the collection, use, or disclosure of this information, please contact BC Transit's Privacy Office by telephone at 1-250-385-2551; via email to [Privacy@BCTransit.com](mailto:Privacy@BCTransit.com); or by regular mail to 520 Gorge Road East, Victoria, BC V8W 2P3.

☐ Please check this box if you agree with the above statement.

**2. How do you and/or your family members typically travel around Cranbrook?**

*(Please rank, with 1 being most important and 6 being least important. Leave blank any modes of travel that you and/or your family members do not use)*

- ☐ Walk
- ☐ Bicycle
- ☐ Public Transit
- ☐ I get a ride from someone
- ☐ I drive myself and/or others
- ☐ Taxi

**3. How often do you and/or your family members use Cranbrook Transit service?**

*(Choose any one option)*

- ☐ 5 or more days per week
- ☐ 2 to 4 days per week
- ☐ 1 to 5 times per month
- ☐ less than once per month
- ☐ I never use Cranbrook Transit service
- ☐ Other (please specify) \_\_\_\_\_



Please return this survey by December 12, 2024 to City Hall (40 10th Ave), Western Financial Place 'pool desk' (1777 2 St N), or Public Library (1212 2nd St N).

#### 4. Why do you and/or your family members use transit in Cranbrook?

(Check all that apply)

- ☐ It's affordable
- ☐ It's reliable
- ☐ It's more environmentally friendly
- ☐ It's safer than other options
- ☐ It's my only transportation option
- ☐ I prefer not to drive
- ☐ Not applicable/Don't use the service
- ☐ Other (please specify) \_\_\_\_\_

#### 5. For what types of trips do you use Cranbrook Transit?

(Check all that apply)

- ☐ Work
- ☐ College or Post-Secondary School
- ☐ K to 12 School
- ☐ Shopping
- ☐ Recreation/Social activities
- ☐ Medical/Wellness appointments
- ☐ Other (please specify)
- ☐ Not applicable/Don't use the service

#### 6. What times of day do you most use transit?

(Check up to 4)

- ☐ Before 7am
- ☐ 7am – 8am
- ☐ 8am – 9am
- ☐ 9am – 11am
- ☐ 11am – 2pm
- ☐ 2pm – 3pm
- ☐ 3pm – 4pm
- ☐ 4pm – 5pm
- ☐ 5pm – 6pm
- ☐ 6pm – 8pm
- ☐ After 8pm

#### 7. Which Cranbrook Transit route or service do you use most often?

(Please rank, with 1 being most used and 8 being least used. Leave blank any routes or services that you do not use.)

- ☐ 1 - Tamarack
- ☐ 2 - Highlands
- ☐ 3 - Third Avenue
- ☐ 4 - Slaterville
- ☐ 5 - College/Hospital
- ☐ 7 - 7th-11th Avenue
- ☐ 14 - 14th Avenue
- ☐ HandyDART

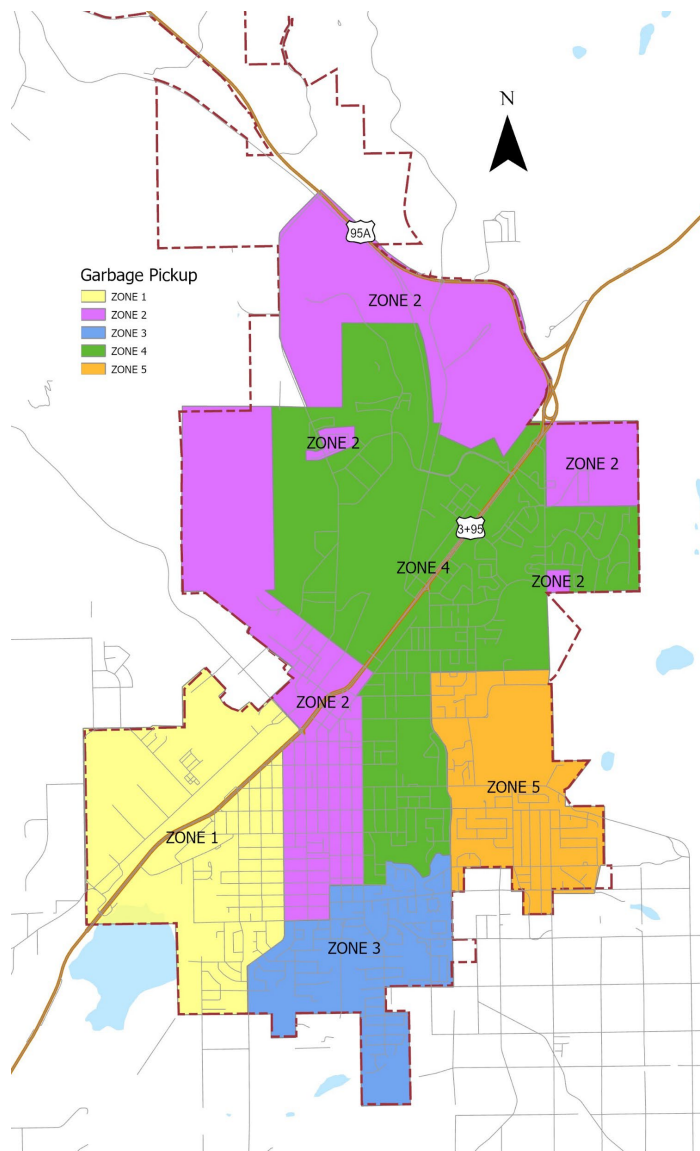
#### 8. If you do not use transit, why not?

(Check all that apply)

- ☐ I don't know how to use the transit system
- ☐ I am not comfortable using the transit system
- ☐ It doesn't take me where I need to go
- ☐ It takes too long to get where I am going
- ☐ The transit system is not running late enough
- ☐ The transit system is not running early enough
- ☐ It is inconvenient to take transit
- ☐ I prefer to drive, walk, or cycle
- ☐ Other (please specify) \_\_\_\_\_

9. Please provide us with your approximate home location by sharing your Recycling Collection zone based on the map below.

2024 Garbage Collection Calendar						
JANUARY						
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10
FEBRUARY						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	1	2
3	4	5	6	7	8	9
MARCH						
Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
APRIL						
Su	Mo	Tu	We	Th	Fr	Sa
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11
MAY						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8
JUNE						
Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	1	2	3	4	5	6
JULY						
Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10
AUGUST						
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7
SEPTEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	1	2	3	4	5
6	7	8	9	10	11	12
OCTOBER						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9
NOVEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7
DECEMBER						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11



(Choose any one option)

- |                              |                              |                              |
|------------------------------|------------------------------|------------------------------|
| <input type="checkbox"/> 1-A | <input type="checkbox"/> 2-B | <input type="checkbox"/> 4-A |
| <input type="checkbox"/> 1-B | <input type="checkbox"/> 3-A | <input type="checkbox"/> 4-B |
| <input type="checkbox"/> 2-A | <input type="checkbox"/> 3-B | <input type="checkbox"/> 5-A |

- ☐ 5-B
- ☐ I live outside Cranbrook's waste collection zone
- ☐ I live in another community (please specify) \_\_\_\_\_



**10. The City and BC Transit want to improve the service by aligning with the City and public's goals and vision, while staying within the City's budget. Understanding that the City has a limited amount of funds to spend on transit and other services in Cranbrook, do you think it makes most sense to reduce, maintain, or grow Cranbrook's transit service to ensure the healthiest use of the City's funds?**  
(Please rank, with 1 being most important and 3 being least important.)

- ☐ Optimize and reduce service levels
- ☐ Optimize with the same service levels
- ☐ Optimize and grow service levels

**11. What changes could be made to Cranbrook's Transit services to encourage you to use them more often?**  
(Choose up to 5)

- ☐ More frequent service on certain routes
- ☐ Service to new areas or destinations
- ☐ A bus stop closer to my home or destination
- ☐ Service that would take me more directly or quickly to where I'm going
- ☐ The option to book a trip when I need it (e.g. on-request transit service)
- ☐ More information about transit and how to use it
- ☐ Better connections to Kimberley
- ☐ Connections to other regional destinations
- ☐ Service earlier in the morning on **weekdays**
- ☐ Service later in the evening on **weekdays**
- ☐ Service earlier in the morning on **weekends**
- ☐ Service later in the evening on **weekends**
- ☐ More comfortable bus stops (e.g. with benches, shelters, lighting, garbage bins)
- ☐ Other (please specify) \_\_\_\_\_
- ☐ Not applicable / I still wouldn't use transit

**11.a) If you chose the first, second, or third option in the previous question #11, please tell us which routes, new areas or destinations, or potential bus stop locations you are referring to.**

(Short answer response)

This section looks at ways to restructure Cranbrook's Transit system to best align service with user needs. There are some examples of transit planning trade-offs below, which can inform potential changes.

**12. Please tell us which of the following you would prefer?**

- ☐ Shorter walks to bus stops, but less frequent service.
- ☐ Longer walks to bus stops, but more frequent service.

**13. Please tell us which of the following you would prefer?**

- ☐ More frequent service during the busiest times of day, but shorter hours of service into the evenings and on weekends.
- ☐ Less frequent service during the busiest times of day, but longer hours of service into the evenings and on weekends.

**14. Please tell us which of the following you would prefer?**

- ☐ Scheduled, fixed routes that do not require booking in advance.
- ☐ Book your trip ahead of time and have more flexible routing.

**15. Please tell us which of the following you would prefer?**

- ☐ Book your trip ahead of time by phone.
- ☐ Book your trip ahead of time through an app.

**16. Please tell us which of the following you would prefer?**

- ☐ Fewer routes, but longer routes that are more direct and connect to more destinations.
- ☐ More routes, but shorter routes that require more transfers to reach destinations.

**17. Please tell us which of the following you would prefer?**

- ☐ Transit service to local destinations.
- ☐ Transit service connecting to regional destinations like Kimberley, 7aq'am, and the Airport.

**18. Is there anything else you would like to tell us about transit in Cranbrook, or anything that could be improved about the transit service?**

*(Short answer response)*

## Demographic Questions

### 19. Do you work or go to school?

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Not employed
- ☐ Retired
- ☐ Student full-time
- ☐ Student part-time
- ☐ Prefer not to answer
- ☐ Other (please specify) \_\_\_\_\_

### 20. Please select your age range.

- ☐ 12 years old or under
- ☐ 13-17 years old
- ☐ 18-24 years old
- ☐ 25-34 years old
- ☐ 35-44 years old
- ☐ 45-54 years old
- ☐ 55-64 years old
- ☐ 65-74 years old
- ☐ 75 years old or more
- ☐ Prefer not to answer

### 21. How do you identify?

- ☐ Woman
- ☐ Man
- ☐ Non-binary (including polygender, genderqueer, agender, bigender, and others)
- ☐ Two-spirited
- ☐ Other cultural genders
- ☐ Prefer not to answer
- ☐ Not listed here (please specify) \_\_\_\_\_

### 22. Do you identify as an Indigenous Person, that is, a person who identifies with Aboriginal, First Nations (Status/Non-Status), Metis, or Inuk (Inuit) cultural and/or ancestral background?

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

### 23. Do you identify as a person with a disability?

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ Prefer not to answer

Note: Examples of disabilities include, but are not limited to: Mental health disability: Psychiatric disorders such as major depressive disorder, anxiety disorder, schizophrenia, bipolar disorder, post-traumatic stress disorder, substance addiction. Physical disability: Paraplegia, multiple sclerosis, cancer, epilepsy, diabetes. Sensory disability: hearing loss, vision loss. Neurodevelopmental Autism Spectrum Disorder, ADHD, Intellectual disability. Learning disorder: dyslexia.

### 24. In addition to or other than your gender identity and/or identity as an Indigenous Person and/or identity as a person with a disability, do you identify as belonging to additional equity-seeking groups?

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Prefer not to answer

Note: Equity-seeking groups are communities that face significant collective challenges in participating in society. This marginalization could be created by attitudinal, history, social, and environmental barriers based on age, ethnicity, disability, economic status, gender, nationality, race, sexual orientation, transgender status, etc.

### 25. If yes, please check all that apply.

- ☐ I am a person of colour or racialized person
- ☐ I am a deaf person, person with disabilities, and/or person living with mental illness
- ☐ My gender identity or gender expression differs from my sex assigned at birth
- ☐ I identify as a member of the LGBTQ2S+ community

### 26. Please provide your email or phone number to be entered into a draw for a chance to win one of three transit passes for the year.

\_\_\_\_\_

# Appendix B Focus Group Notes

## Key Themes:

1. **Service Hours and Accessibility:** Transit schedules don't align with work shifts or senior travel times. Expanding morning and evening service is desired.
2. **Safety and Security:** Rider safety concerns, particularly regarding interactions with the unhoused community and insufficient security on transit.
3. **Infrastructure Improvements:** More bus shelters and amenities are needed.
4. **On-Request Service:** Would increase flexibility and accessibility but requires education and support, especially for seniors.
5. **Regional Connectivity:** There's demand for transit extending regionally, with specific emphasis on services to the aq'am reserve and airport.

## Meeting Notes:

1. What are some of the key transportation and transit needs of your organization? Why do people want to or not want to take transit in your organization?
  - People don't take transit to work because the start and finish times don't align with their shifts.
    - Transit starts too late and ends too early, both on weekdays and weekends.
  - For seniors, getting to the doctors, hospitals, appointments, social activities, and running errands is important. HandyDART is helpful, but the need to book far in advance and meet certain requirements makes it challenging.
  - Seniors tend to travel mid-day.
  - Kootenay Street Village provides a shuttle service for residents, but transit is useful for trips outside the shuttle's fixed schedule. However, some people are uncomfortable with the distance to transit stops and do not qualify for HandyDART, which causes accessibility concerns.
2. Based on what you know of the Cranbrook Transit system, what could be done to improve transit ridership?
  - Improved evening and morning service on both weekdays and weekends.
  - There is positive feedback regarding the current frequency of service.
  - Concerns were raised about safety, particularly due to interactions with the unhoused community, and the lack of support from operators when issues arise.
  - Cranbrook's transit system provides good coverage for major areas of the city.
  - Transfers at the Downtown exchange are effective and convenient.
  - There is a desire for more bus shelters and better amenities.
3. We are looking at optimizing the Cranbrook Transit system, before making new investments. What are your thoughts on this? Do you see any area where transit service could be decreased or increased?
  - Extend the span of service in the mornings and evenings.
  - The system has good coverage, covering most of the town.

- It would be helpful to analyze data to optimize routes, as this would show areas with higher and lower ridership.
  - Routes near schools are more heavily used.
  - Conducting a technical analysis of the routes and the transit system is important, but community input should also be considered.
  - Routes serving the college should be reviewed.
4. On-Request Service: If this on-request transit service was available in some areas of Cranbrook or at certain times of day when transit is less busy, do you think this would benefit the people who your organization works with?
- On-request service would likely be popular, as transit does not always fit people's schedules, and it would be more accessible than fixed route conventional transit for seniors and people with mobility challenges.
  - Could help bridge the gap for those who find fixed routes not very accessible, but who also don't qualify for handyDART.
  - This service would likely increase ridership, especially among seniors.
  - It would complement the current system and improve accessibility.
- a. How comfortable would they be in booking a ride either by phone or with a smartphone app?
- Seniors would not feel comfortable using an app and would prefer booking by phone.
  - Many seniors have no experience with technology and are unsure how to use a smart-phone or phone applications.
  - The aq'am community might be more comfortable with a smartphone app, but for Elders and those without smartphones it may cause complications.
5. Is there anything else we should know?
- Education will be crucial when introducing on-request service. A model should be developed to demonstrate how to use the service and book rides.
    - It would also help to provide examples of how the service could be used in day-to-day scenarios.
  - There is a significant barrier to transit use due to concerns about safety at bus stops and on buses, especially in certain areas of Cranbrook.
    - Bus shelters are good for protection from the weather but could also cause concerns around safety for transit users.
  - Increased security, such as transit police, could be beneficial.
  - Some participants suggested allowing passengers to request getting off the bus mid-route if it's closer to their homes for safety reasons.
  - Safety concerns are a major factor deterring people from using transit.
  - There is no transit service beyond Walmart, including to the Mission Road Junction, in the direction of the aq'am reserve land, which forces many people, including various age groups, to walk into town by foot.

- There is no transit service to the aq'am reserve land, raising safety and accessibility concerns for people in the community. Transit to the aq'am reserve is highly desirable to support community members who do not have a vehicle or cannot drive.
- A crime prevention action plan could help improve the safety of the transit system and reduce stress for riders.
- There is demand for transit from the aq'am reserve land to Cranbrook, especially for seniors who want to access the casino.
- Better regional connections are needed between Cranbrook and surrounding areas, including Creston and Fernie.
- There is also a desire for improved connections to the airport from Cranbrook.

## **Appendix C Public Survey Response Report**



# Cranbrook Transit Future Service Plan Public Survey

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## **SURVEY RESPONSE REPORT**

11 February 2021 - 06 February 2025

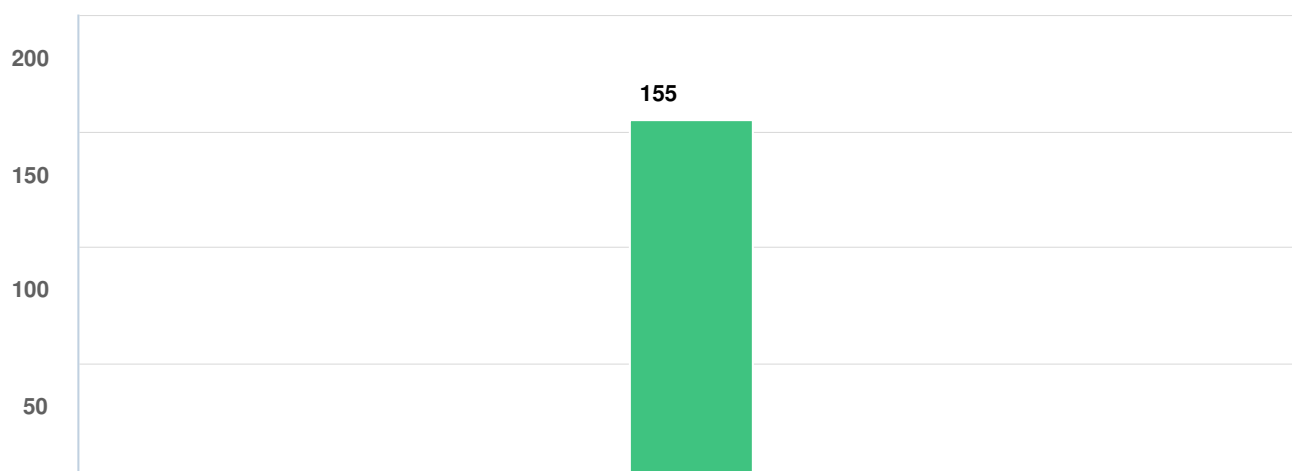
### **PROJECT NAME:**

Cranbrook Transit Future Service Plan



# SURVEY QUESTIONS

**Q1** By checking the box below, you acknowledge that you are voluntarily participating in this survey, and may withdraw at any t...



**Question options**

- ☒ Please check this box if you agree with the above statement.

*Mandatory Question (155 response(s))*

*Question type: Checkbox Question*

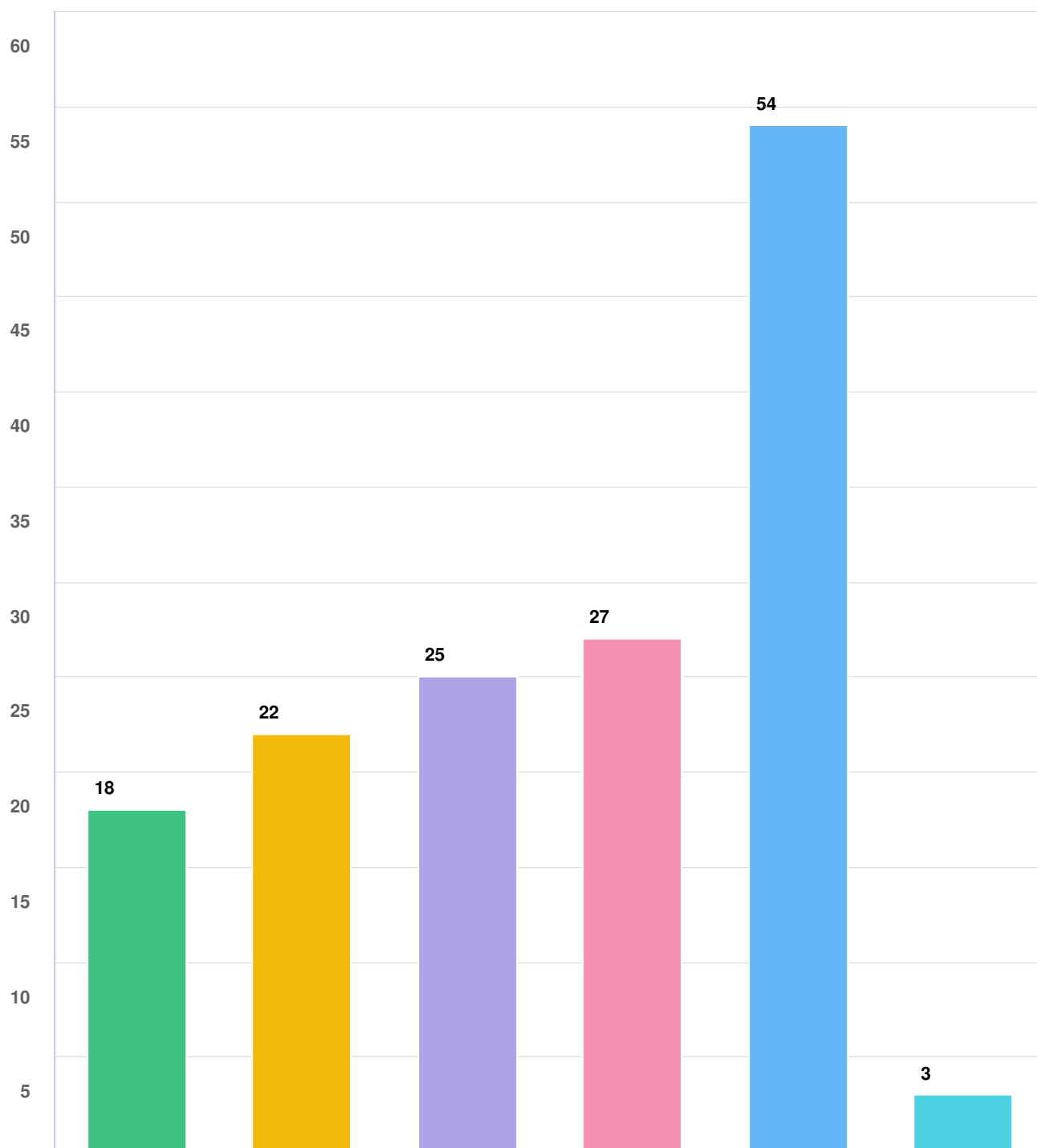
**Q2** How do you and/or your family members typically travel around Cranbrook? (Rank in order of most = 1 to least = 6)

OPTIONS	AVG. RANK
I drive myself and/or others	1.94
Walk	2.47
I get a ride from someone	3.01
Public Transit	3.51
Bicycle	4.06
Taxi	4.55

*Optional question (149 response(s), 6 skipped)*

*Question type: Ranking Question*

### Q3 How often do you and/or your family members use Cranbrook Transit service?



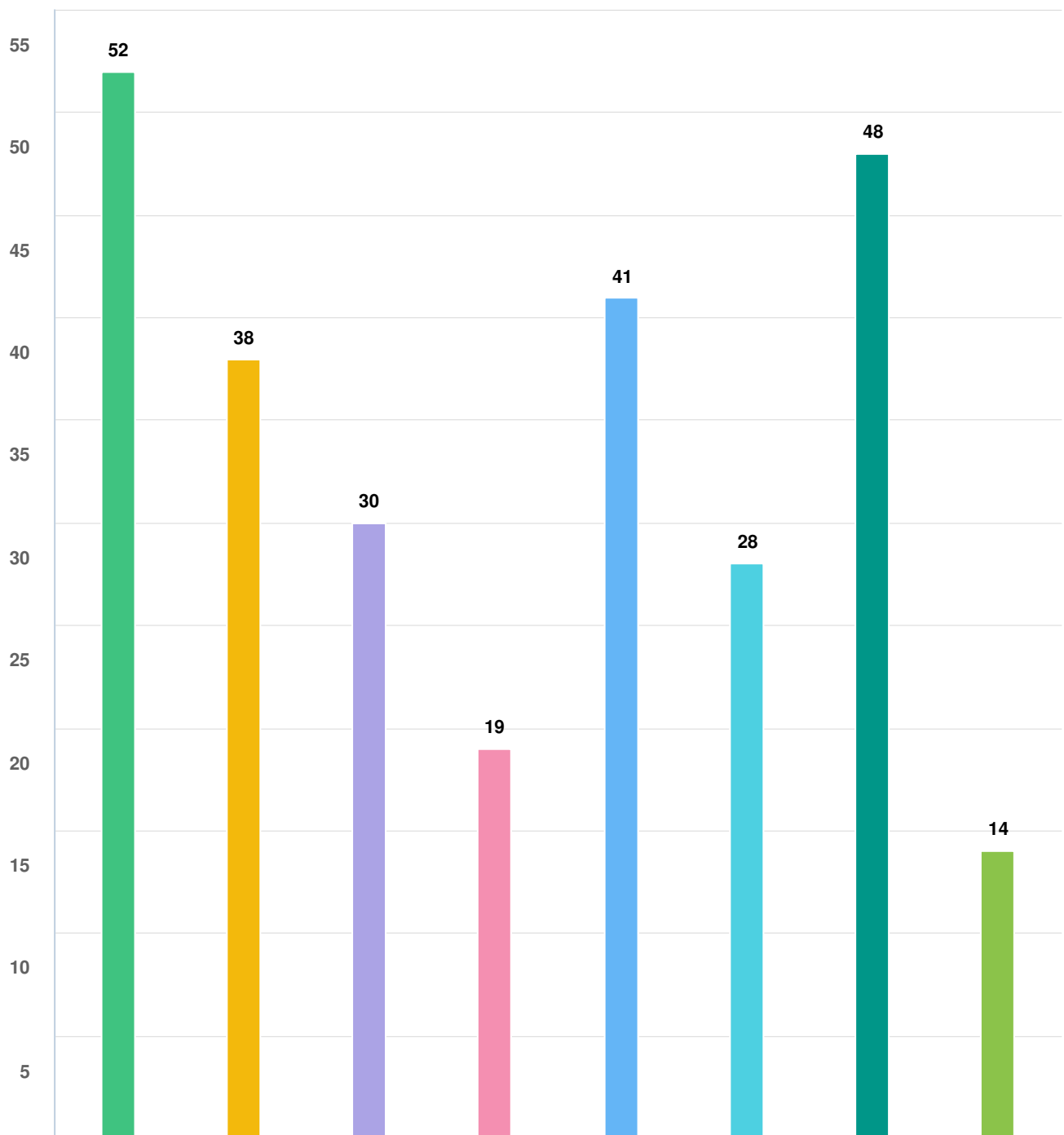
#### Question options

- 5 or more days per week
- 2 to 4 days per week
- 1 to 5 times per month
- Less than once per month
- I never use Cranbrook Transit service
- Other (please specify)

Optional question (149 response(s), 6 skipped)

Question type: Checkbox Question

**Q4 Why do you and/or your family members use transit in Cranbrook? (Check all that apply)**

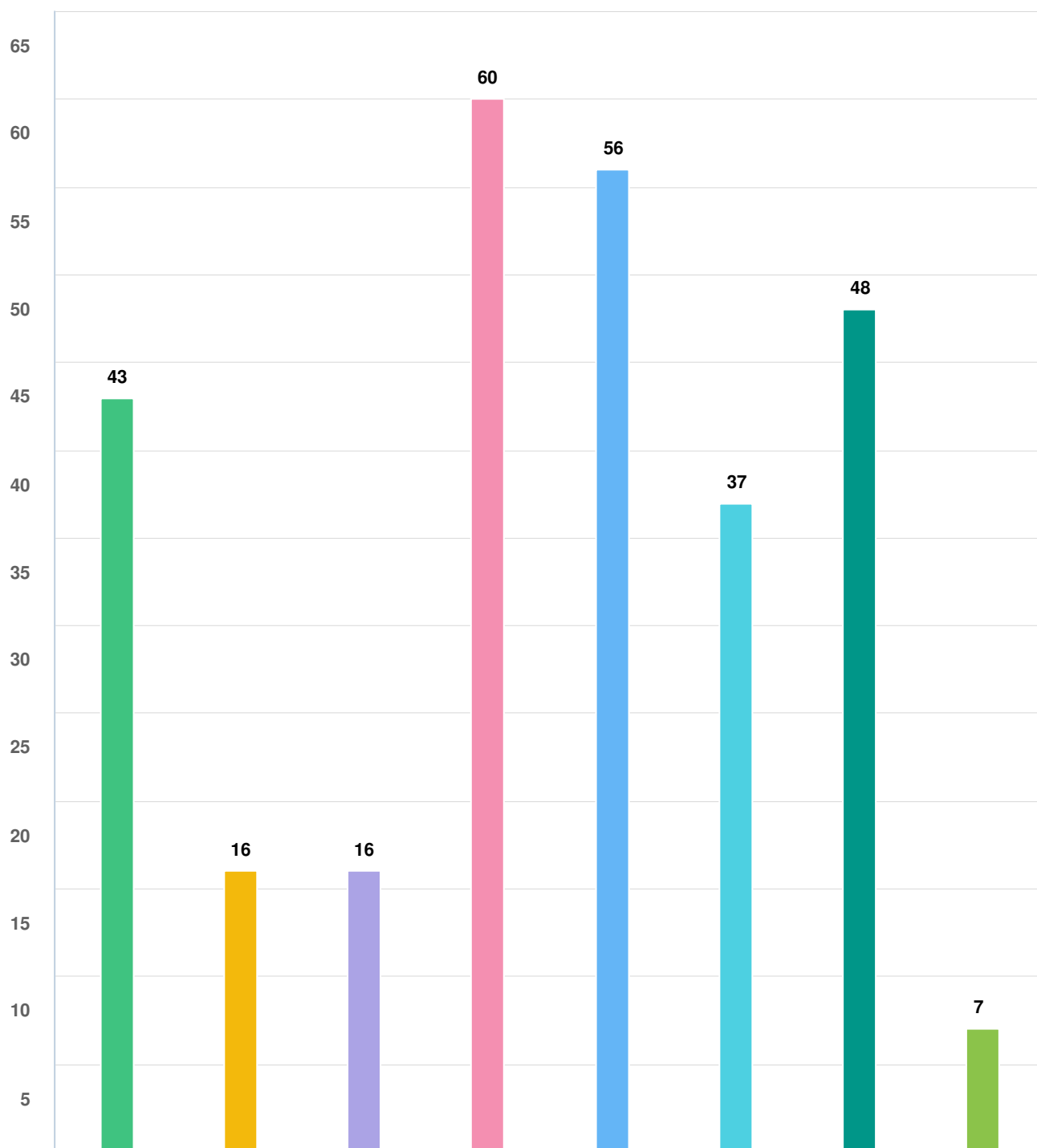


**Question options**

- It's affordable
 ● It's reliable
 ● It's more environmentally friendly
 ● It's safer than other options
- It's my only transportation option
 ● I prefer not to drive
 ● Not applicable/Don't use the service
- Other (please specify)

Optional question (148 response(s), 7 skipped)  
Question type: Checkbox Question

**Q5 For what types of trips do you use Cranbrook Transit? (Check all that apply)**

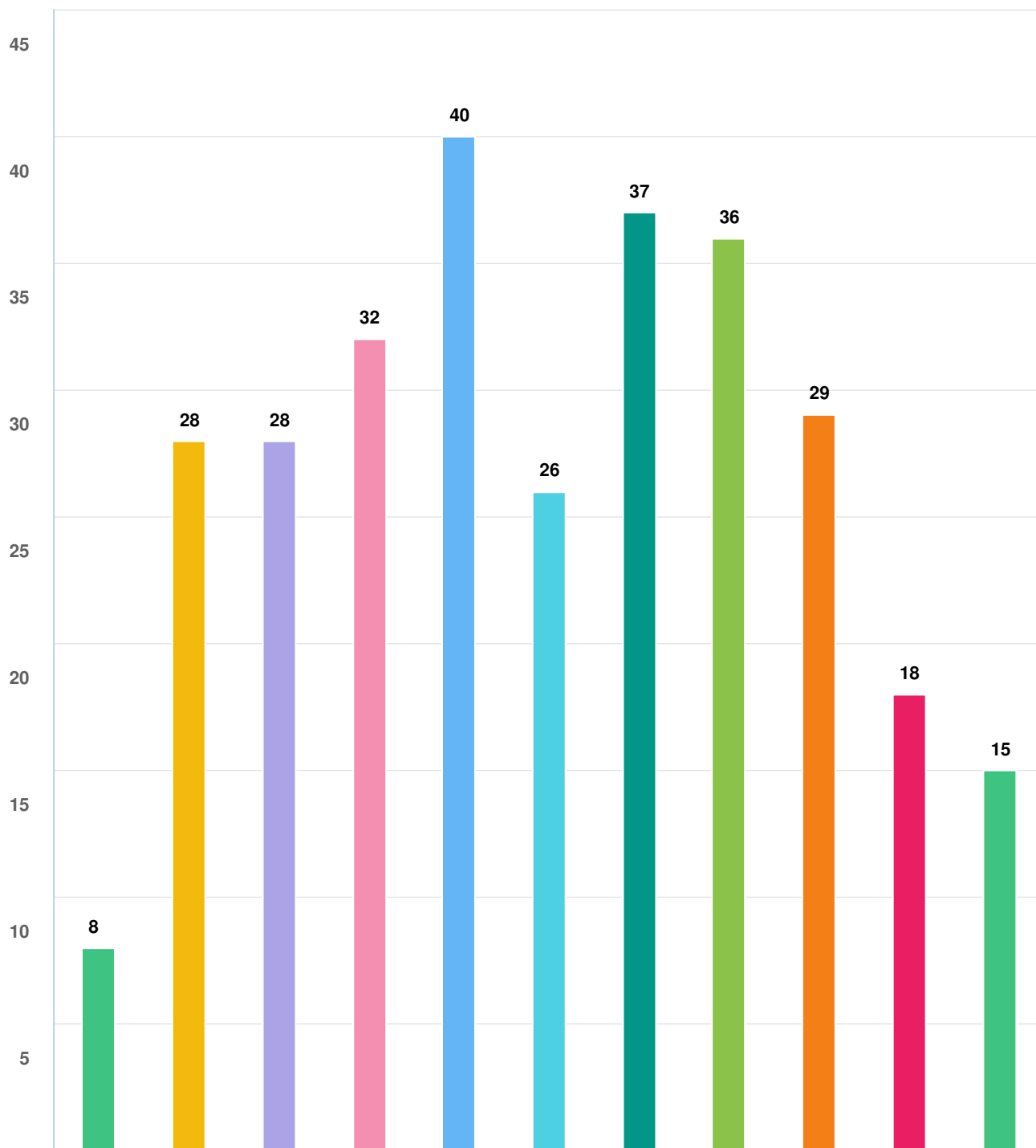


**Question options**

- Work
College or Post-Secondary School
K to 12 School
Shopping
Recreation/Social activities
Medical/Wellness appointments
Not applicable/Don't use the service
Other (please specify)

Optional question (146 response(s), 9 skipped)  
Question type: Checkbox Question

**Q6 What times of day do you most use transit? (Check up to 4)**



**Question options**

- Before 7am
 ● 7am – 8am
 ● 8am – 9am
 ● 9am – 11am
 ● 11am – 2pm
 ● 2pm- 3pm
 ● 3pm – 4pm
- 4pm – 5pm
 ● 5pm – 6pm
 ● 6pm-8pm
 ● After 8pm

Optional question (102 response(s), 53 skipped)

Question type: Checkbox Question

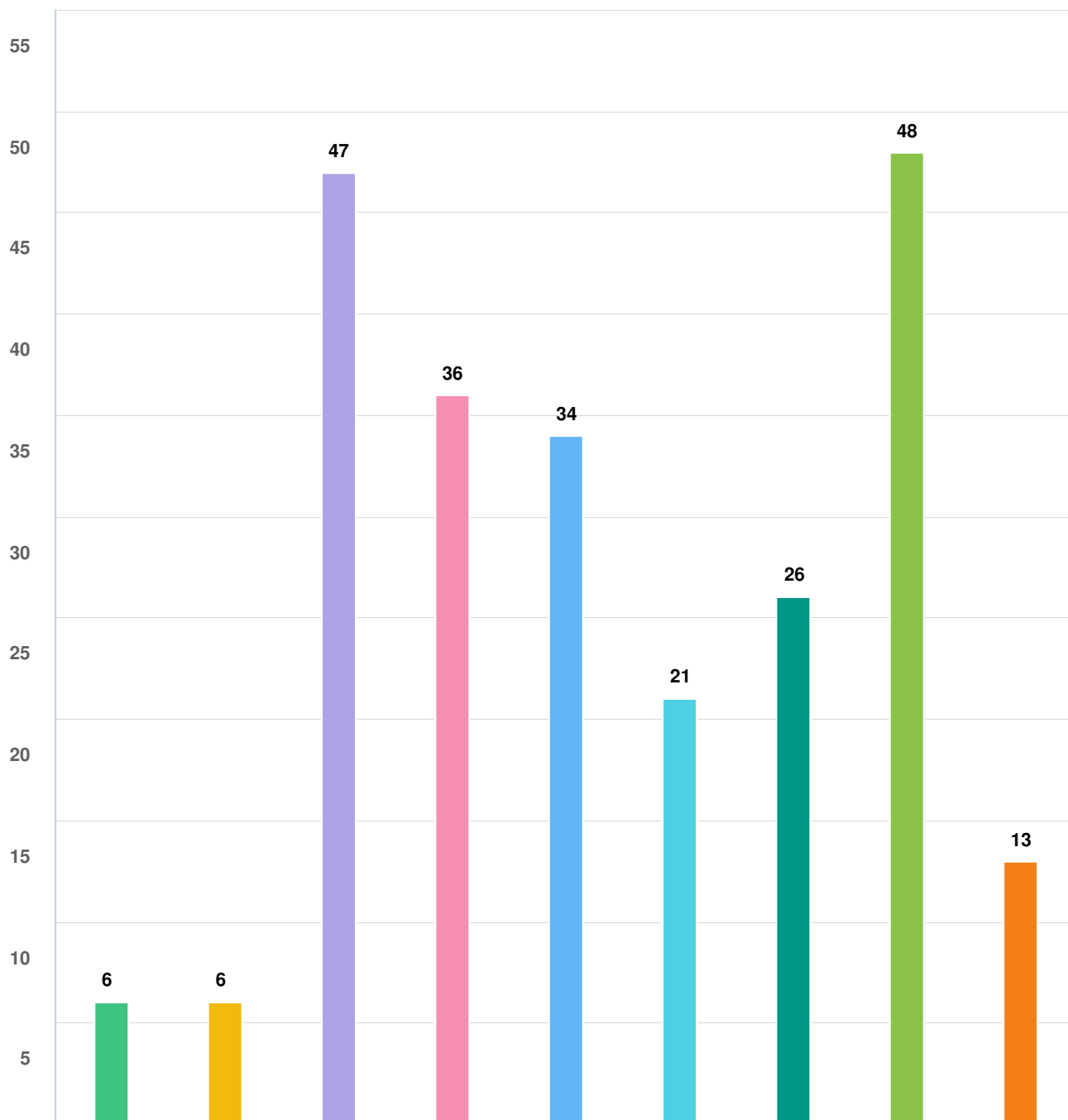
**Q7** Which Cranbrook Transit route or service do you use most often? (Please rank, with 1 being most used and 8 being least used. Leave blank any routes or services that you do not use.)

OPTIONS	AVG. RANK
1 - Tamarack	2.09
5 - College/Hospital	2.83
14 – 14th Avenue	3.25
2 - Highlands	3.26
7 - 7th-11th Avenue	3.32
3 - Third Avenue	3.55
4 - Slaterville	5.11
HandyDART	6.23

*Optional question (95 response(s), 60 skipped)*  
*Question type: Ranking Question*



**Q8** If you do not use transit, why not? (Check all that apply)



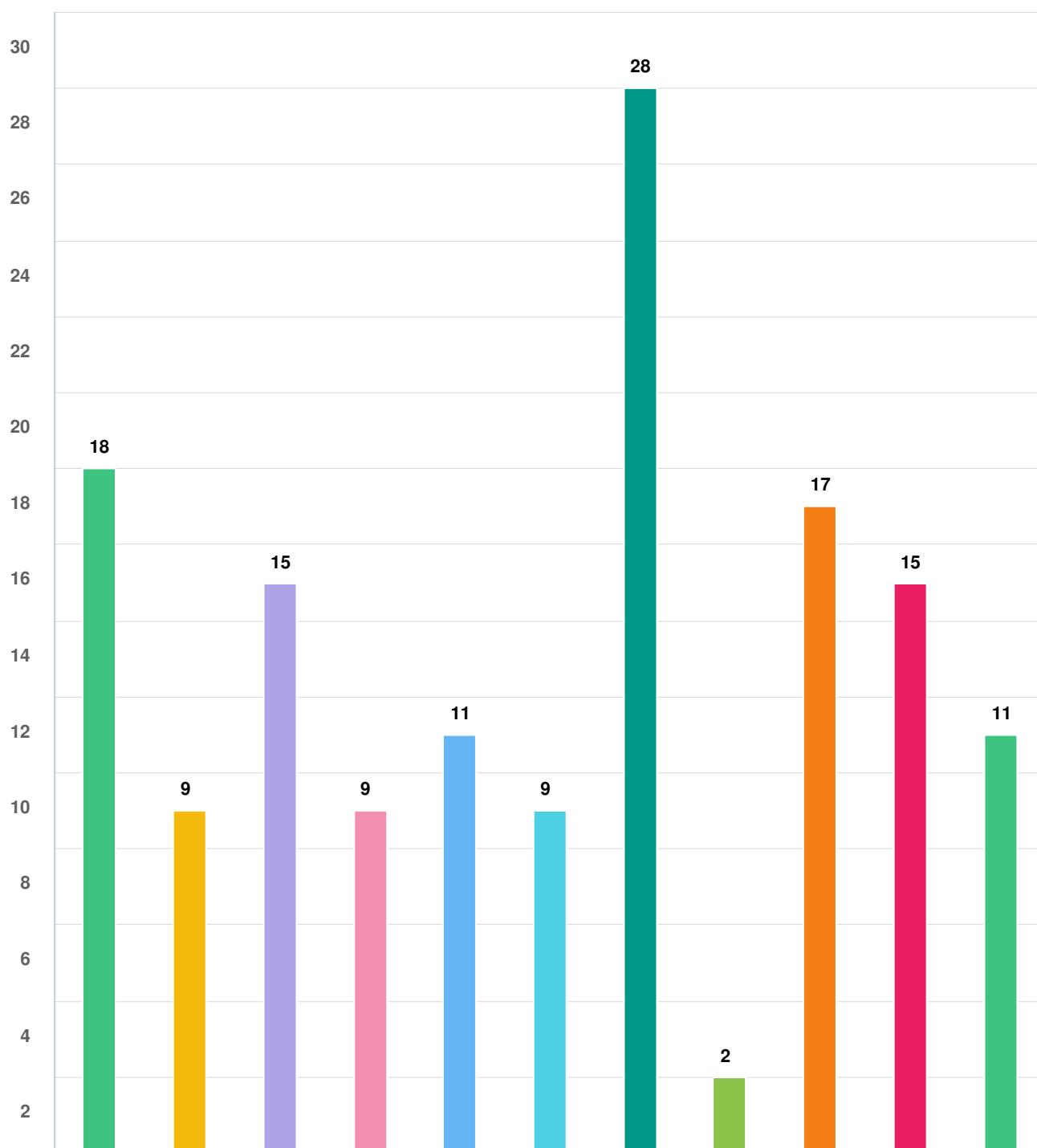
**Question options**

- I don't know how to use the transit system    ● I am not comfortable using the transit system
- It doesn't take me where I need to go    ● It takes too long to get where I am going
- The transit system is not running late enough    ● The transit system is not running early enough
- It is inconvenient to take transit    ● I prefer to drive, walk, or cycle    ● Other (please specify)

Optional question (110 response(s), 45 skipped)

Question type: Checkbox Question

**Q9** Please provide us with your approximate home location by sharing your Recycling Collection Zone



**Question options**

- ☐ 1-A  
 ☐ 1-B  
 ☐ 2-A  
 ☐ 2-B  
 ☐ 3-A  
 ☐ 3-B  
 ☐ 4-A  
 ☐ 4-B  
 ☐ 5-A  
 ☐ I live outside Cranbrook's waste collection zone  
 ☐ I live in another community (please specify):

Optional question (144 response(s), 11 skipped)

Question type: Checkbox Question

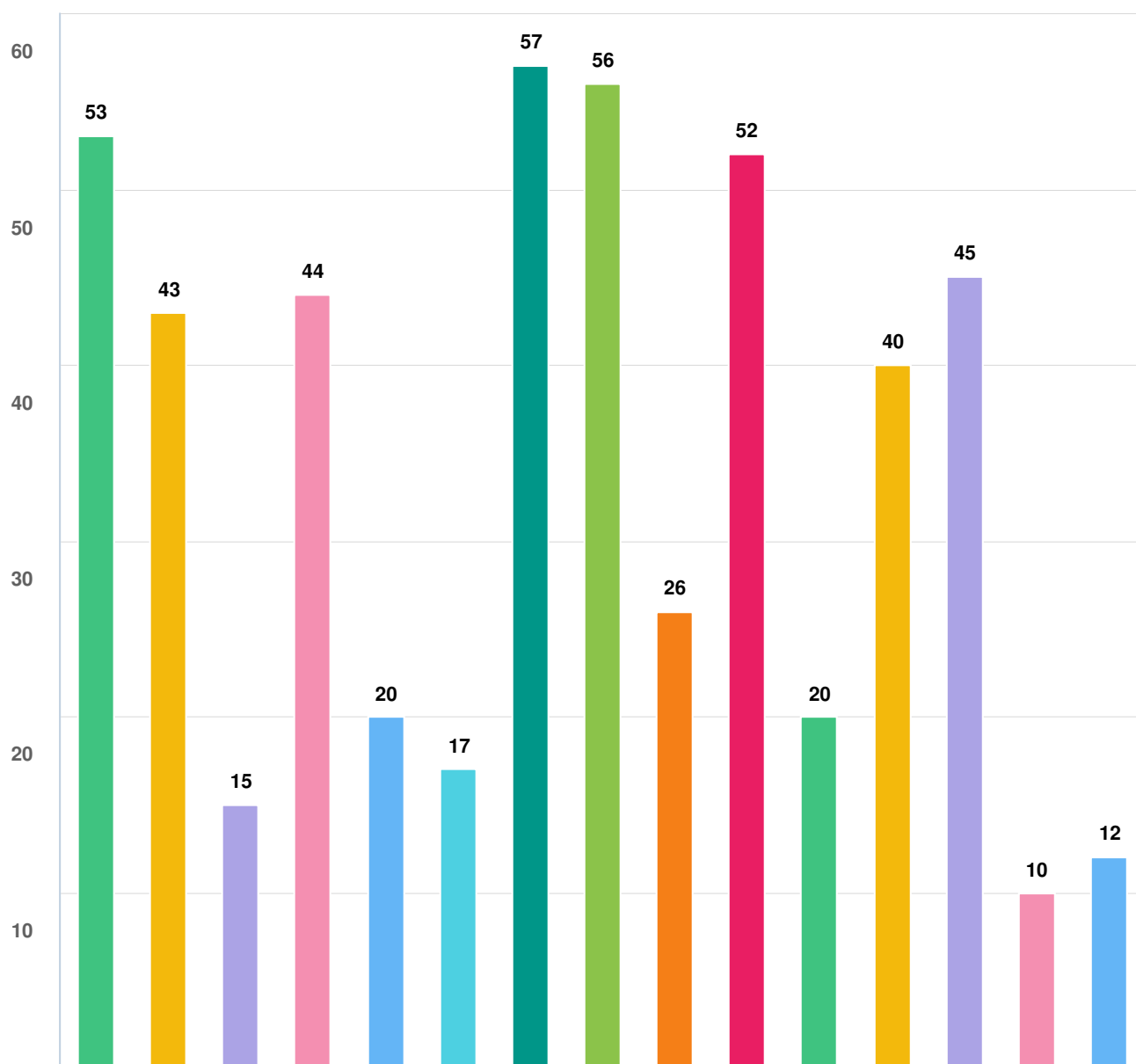
**Q10** | The City and BC Transit want to improve the service by aligning with the City and public's goals and vision, while staying within the City's budget. Understanding that the City has a limited amount of funds to spend on transit and other services in...

OPTIONS	AVG. RANK
Optimize and grow service levels	1.68
Optimize with the same service levels	1.73
Optimize and reduce service levels	2.44

*Optional question (145 response(s), 10 skipped)*

*Question type: Ranking Question*

**Q11 | What changes could be made to Cranbrook's Transit services to encourage you to use them more often? (Choose up to 5)**



**Question options**

- More frequent service on certain routes      ● Service to new areas or destinations
- A bus stop closer to my home or destination      ● Service that would take me more directly or quickly to where I'm going
- The option to book a trip when I need it (ex. on-request transit service)      ● More information about transit and how to use it
- Better connections to Kimberley      ● Connections to other regional destinations
- Service earlier in the morning on weekdays      ● Service later in the evening on weekdays
- Service earlier in the morning on weekends      ● Service later in the evening on weekends
- More comfortable bus stops (eg. With benches, shelters, lighting, garbage bins)      ● Not applicable/I still wouldn't use transit
- Other (please specify)

Optional question (148 response(s), 7 skipped)

Question type: Checkbox Question

**Q12 | If you chose the first option in Question #11, please tell us which routes you are referring to (Short answer response)**

Anonymous 11/12/2024 10:27 AM	1,3,7
Anonymous 11/12/2024 10:32 AM	Kimberley commuter
Anonymous 11/12/2024 11:59 AM	Highlands, Tamarack
Anonymous 11/12/2024 12:14 PM	1, 5, 7
Anonymous 11/12/2024 01:58 PM	More Direct routes to Walmart Superstore area it's a hassle to get transfers especially when the are major employers to so many in town
Anonymous 11/12/2024 02:07 PM	2 and 14
Anonymous 11/12/2024 03:25 PM	#1
Anonymous 11/12/2024 06:51 PM	3rd and 7th
Anonymous 11/12/2024 08:49 PM	The mall, Walmart and up 7th.
Anonymous 11/12/2024 11:52 PM	Route #14 and #7. Connecting routes get my kid to school way too late, and we rely on these two during the winter.
Anonymous 11/13/2024 09:23 AM	All of them
Anonymous 11/13/2024 01:04 PM	3 and 2

Anonymous 11/13/2024 01:18 PM	Route 4
Anonymous 11/14/2024 05:56 AM	Tamarack mall and Walmart area
Anonymous 11/16/2024 10:27 AM	Kootenay Orchards area
Anonymous 11/17/2024 11:20 AM	Kimberley and college
Anonymous 11/17/2024 09:59 PM	1
Anonymous 11/21/2024 06:05 PM	All routes
Anonymous 11/22/2024 07:17 AM	All routes - infrequent service means none are really useful right now
Anonymous 11/22/2024 08:00 AM	5 - College
Anonymous 11/22/2024 04:22 PM	Tamarack
Anonymous 11/24/2024 04:05 PM	#7
Anonymous 11/27/2024 10:47 PM	Route 3 - Third Avenue
Anonymous 11/28/2024 08:03 AM	I would like route 4 to get to King St at least and be more frequent and got towards the college and be more frequent.
Anonymous 11/28/2024 11:27 AM	Route 5
Anonymous 11/28/2024 12:31 PM	3

Anonymous 11/28/2024 01:40 PM	#1 Tamarack - modified for cross connections instead of out and back routes.
Anonymous 12/02/2024 11:16 AM	14
Anonymous 12/10/2024 08:32 AM	Route #4
Anonymous 12/10/2024 09:27 AM	3
Anonymous 12/10/2024 03:27 PM	Zone 1a, 3rd Ave bus and hospital
Anonymous 12/10/2024 06:28 PM	Public transit is a staple for the clients I serve. They primarily complain about the hours of operation and they lack of stops in surrounding communities. My senior clients are always saying they miss the grey hound as they no longer travel out of cranbrook
Anonymous 12/10/2024 08:21 PM	Routes between Kimberley and Cranbrook
Anonymous 12/11/2024 07:48 AM	1
Anonymous 12/11/2024 12:25 PM	All except route 1 and 5
Anonymous 12/12/2024 09:21 AM	college/school/tamarack/downtown
Anonymous 12/12/2024 11:32 AM	Bus #14 & 7
Anonymous 12/12/2024 04:34 PM	Tamarack
Anonymous 1/14/2025 04:39 PM	-Route 14. -I would take the route 14 at 7:33am downtown and would stay on the bus as it took me directly to the Tamarack Mall. -Upon

returning home sometimes the Tamarack would become #14.

Anonymous

1/15/2025 05:31 PM

3rd Ave every half hour

Kayla.e18

2/02/2025 09:08 PM

Slaterville #4 would be great to have after school and having the route closer to the new development up by Steepleview Dr. There are new modular houses up there that are getting limited bus to. It also does not run on the weekends. I also wonder if it would make more sense to have the smaller commuter buses on that route instead of the large buses. I know for my high school students they would appreciate having a bus that went after school around 3:30pm from the bus loop.

**Optional question** (41 response(s), 114 skipped)

**Question type:** Essay Question

**Q13** | If you chose the second option in question #11, please tell us which new areas or destinations you are referring to (Short answer response)

Anonymous

11/12/2024 10:32 AM

Kimberley to aqam

Anonymous

11/12/2024 02:21 PM

An airport route feels essential in our area. Many people seeking drop off/pick up to the airport, but due to lack of affordable/convenient taxi services leaves people feeling stranded. I can see this incentivizing people to leave their personal vehicles at home to avoid airport parking fees (~\$10/day, \$70/month). I can see this incentivizing people to leave their personal vehicles at home to avoid airport parking fees. This service could potentially be a "book in advance" option only, to avoid 0 passenger trips.

Anonymous

11/12/2024 03:25 PM

Airport, Kimberley, Idlewild, lake

Anonymous

11/12/2024 11:52 PM

Creston, and more frequent buses to Kimberley.

Anonymous

11/13/2024 05:34 AM

An industrial park route to take people to the food bank, gym and other businesses would be useful



Anonymous 11/13/2024 09:23 AM	Airport
Anonymous 11/13/2024 09:43 AM	airport, and running down the strip linking all the major businesses.
Anonymous 11/14/2024 09:58 AM	further west and east of the city
Anonymous 11/14/2024 07:05 PM	Early morning and early evening to Moyie and back for people who work in Cranbrook
Anonymous 11/14/2024 07:20 PM	Jaffray. Service the south country please
Anonymous 11/15/2024 06:43 AM	Shadow mountain /Parnaby Road
Anonymous 11/15/2024 06:39 PM	Airport and return
Anonymous 11/15/2024 06:42 PM	Bus route to invermere/ fernie/ Kimberly, Creston
Anonymous 11/16/2024 10:27 AM	Gold Creek Area (trailer park area)
Anonymous 11/20/2024 11:40 AM	Canadian Rockies International Airport (YXC)
Anonymous 11/21/2024 07:50 AM	The airport
Anonymous 11/21/2024 09:15 PM	Kimberley and other communities, including the airport
Anonymous 11/22/2024 08:00 AM	It would be very useful to have a bus that runs along the Strip, so that non-drivers like me would have an easier way to get to businesses on the Strip. Also, a bus that ran along much of Victoria - make it easier to get to the Green Home.

Anonymous

11/26/2024 08:54 AM

Bus stop on bottom of hill for Shadow Mountain Golf Course and residence.

Anonymous

11/26/2024 12:59 PM

Aqam Reserve and also the St. Eugene Mission Resort

Anonymous

11/27/2024 09:11 PM

Idlewild, Elizabeth lake, Jim smith, industrial area.

Anonymous

11/28/2024 08:03 AM

I would like route 4 to get to King St at least and be more frequent and got towards the college and be more frequent.

Anonymous

11/30/2024 12:04 PM

A bus from downtown to and from the airport for all flights and to st Eugene's.

Anonymous

11/30/2024 12:13 PM

A bus for all flights to and from the airport. Taking a oneway \$50 taxi is bankruptcy.

Anonymous

11/30/2024 12:18 PM

airport, st eugenes, kimberley at night and weekends

Anonymous

12/06/2024 02:27 AM

Jim smith lake South star recreation

Anonymous

12/09/2024 09:22 AM

Outside area 1A.

Anonymous

12/10/2024 01:21 PM

Industrial 1 and 2 and kingstreet.

Anonymous

12/10/2024 01:59 PM

Jim Smith

Anonymous

12/10/2024 03:34 PM

Airport. We need transport to/from airport for both residents and visitors. Could also add something for Shadow Mountain area that is growing.

Anonymous

12/11/2024 12:25 PM

Bus that goes to castlegar

Anonymous

12/12/2024 09:21 AM

Wycliff/JimSmith/silver spring

Anonymous

12/12/2024 09:34 AM

Standard Hill and Mission Hills Golf course to Kal Tire

Anonymous

1/15/2025 05:28 PM

-Service to Cranbrook's Rockies International Airport. -More regular service to and from Fernie, Creston, and Invermere.

Kayla.e18

2/02/2025 09:08 PM

Answered in #12

**Optional question** (35 response(s), 120 skipped)

**Question type:** Essay Question

**Q14 | If you chose the third option in question #11, please tell us which potential bus stop locations you are referring to (Short answer response)**

Anonymous

11/12/2024 10:32 AM

a bus stop at aqam

Anonymous

11/12/2024 06:03 PM

Upper park royal

Anonymous

11/12/2024 06:43 PM

at least 3 stops can be used throughout the park royal area.

Anonymous

11/14/2024 07:20 PM

South Country service would be dope

Anonymous

11/15/2024 06:43 AM

Parnaby Road

Anonymous

11/16/2024 10:27 AM

Kootenay Orchards/ Gold Creek

Anonymous

11/20/2024 04:50 PM

Ones in Kimberley and ones near rec trails

Anonymous

Industrial Road

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11/21/2024 07:50 AM

Anonymous

11/26/2024 08:54 AM

There is a ton of traffic from Kimberley to Cranbrook. and visa vera.

Anonymous

11/27/2024 10:54 AM

as community expands with housing developments , it needs to consider accessible transit to all community members . Available to transport working people , low income and disabled to places in the city and between Kimberley and Cranbrook

Anonymous

11/28/2024 08:03 AM

More bus stop along King St

Anonymous

12/12/2024 09:21 AM

Bus stop's, located on top of a steep hill ie: Top of 19th Ave south and 10th street South

Kayla.e18

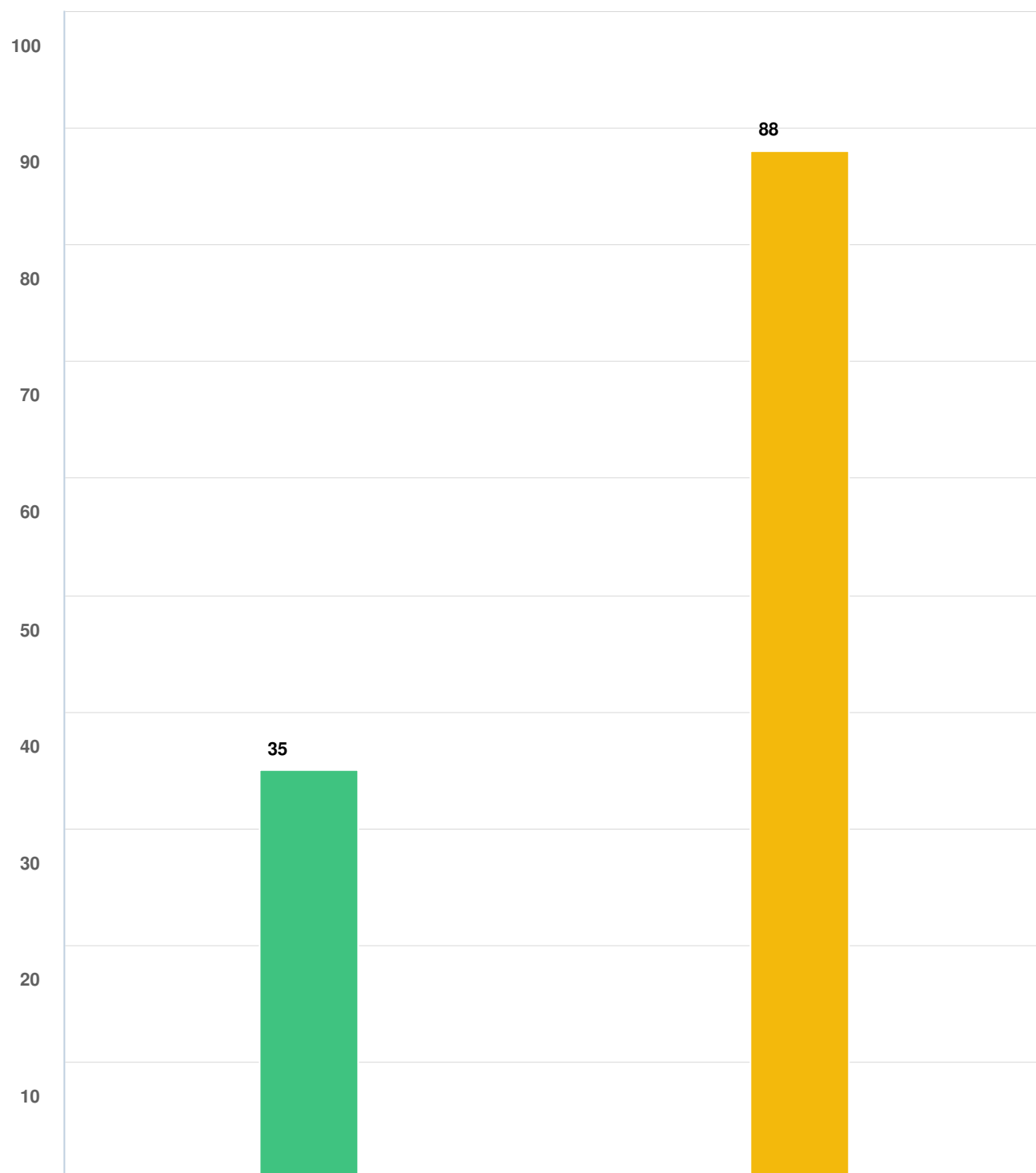
2/02/2025 09:08 PM

Answer in #12

**Optional question** (13 response(s), 142 skipped)

**Question type:** Essay Question

**Q15** Please tell us which of the following you would prefer?



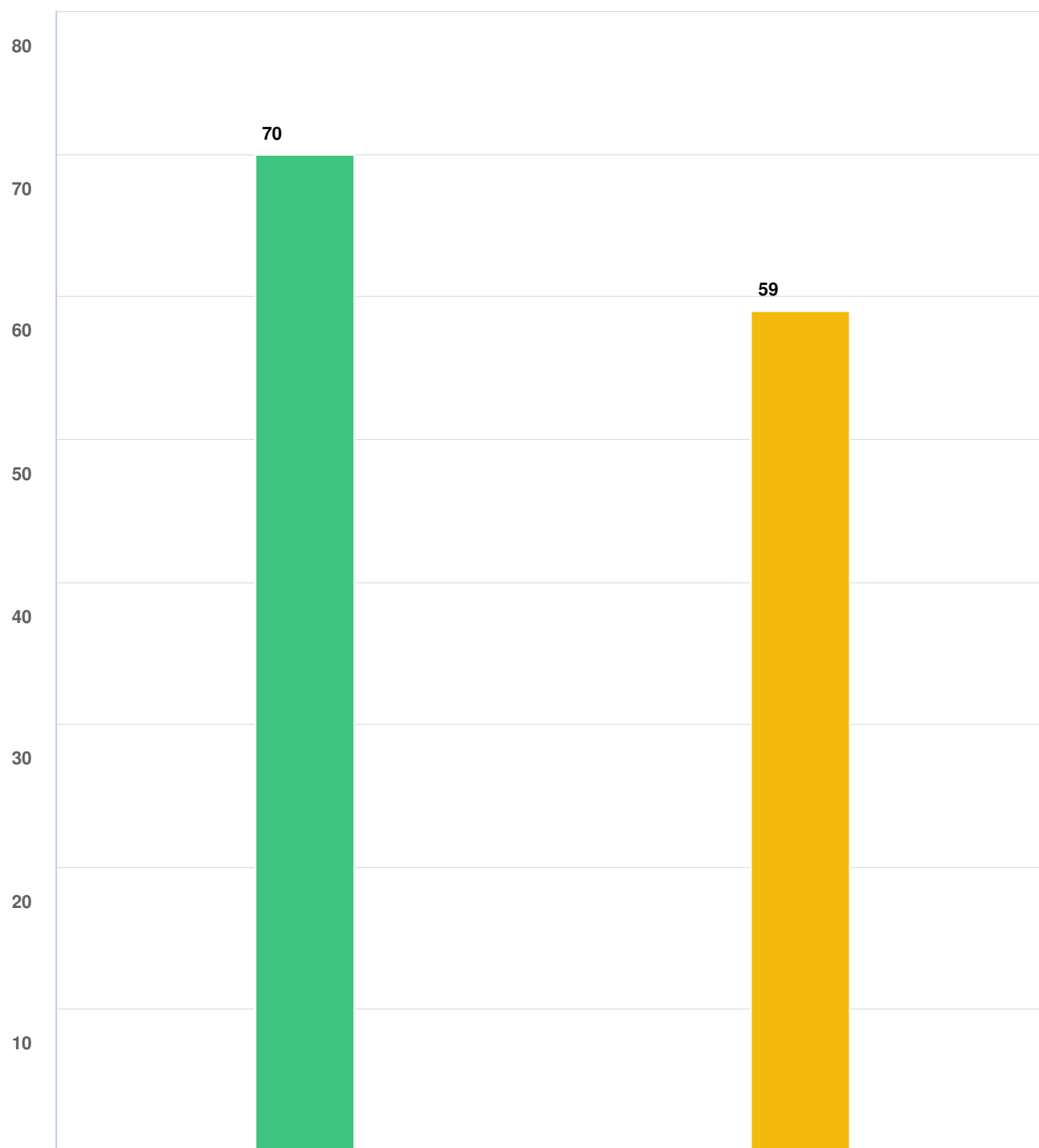
**Question options**

- ☒ Shorter walks to bus stops, but less frequent service. ☐ Longer walks to bus stops, but more frequent service.

*Optional question (123 response(s), 32 skipped)*

*Question type: Checkbox Question*

**Q16** Please tell us which of the following you would prefer?



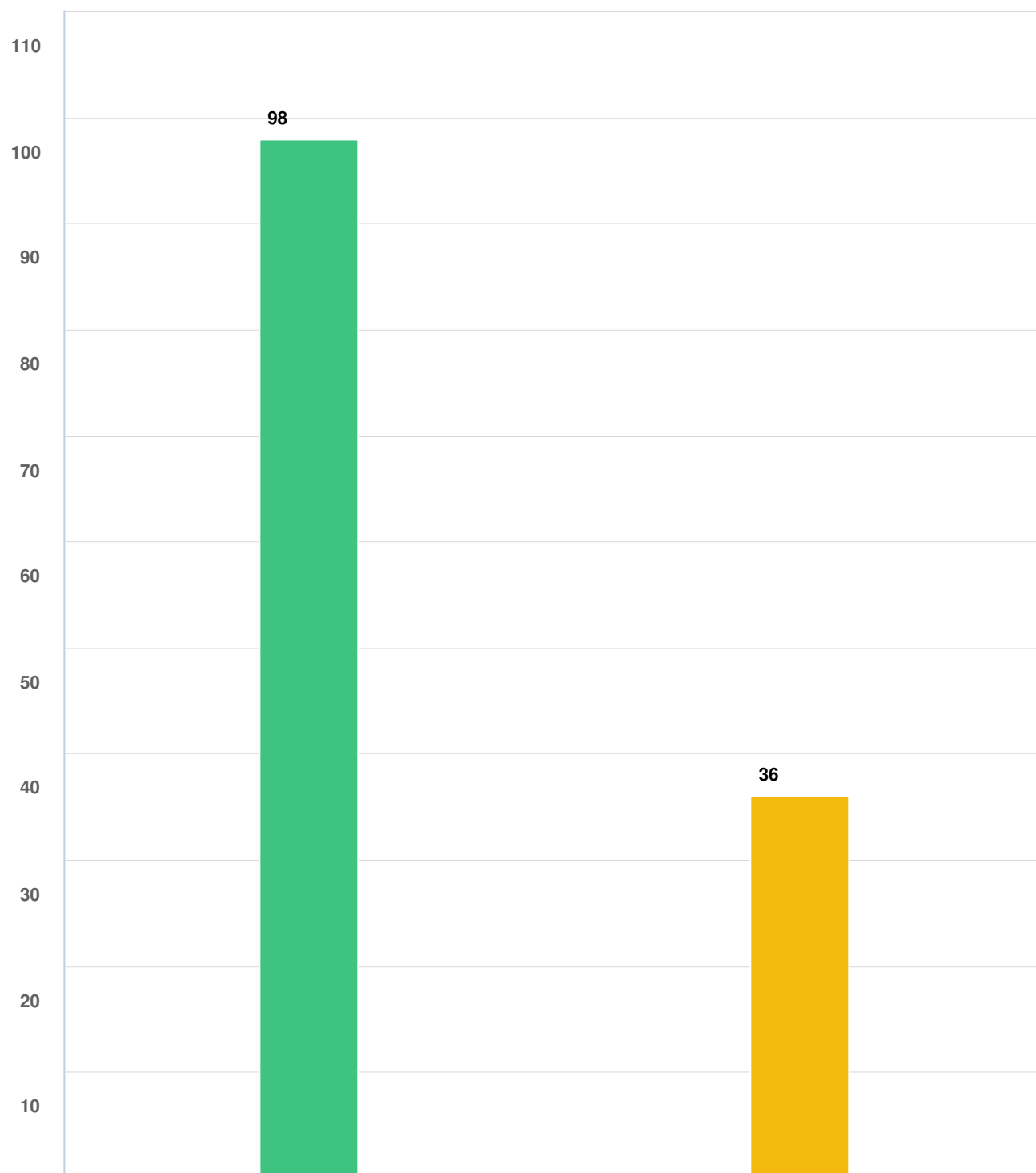
**Question options**

- ☒ More frequent service during the busiest times of day, but shorter hours of service into the evenings and on weekends.
- ☐ Less frequent service during the busiest times of day, but longer hours of service into the evenings and on weekends.

*Optional question (129 response(s), 26 skipped)*

*Question type: Checkbox Question*

**Q17** Please tell us which of the following you would prefer?



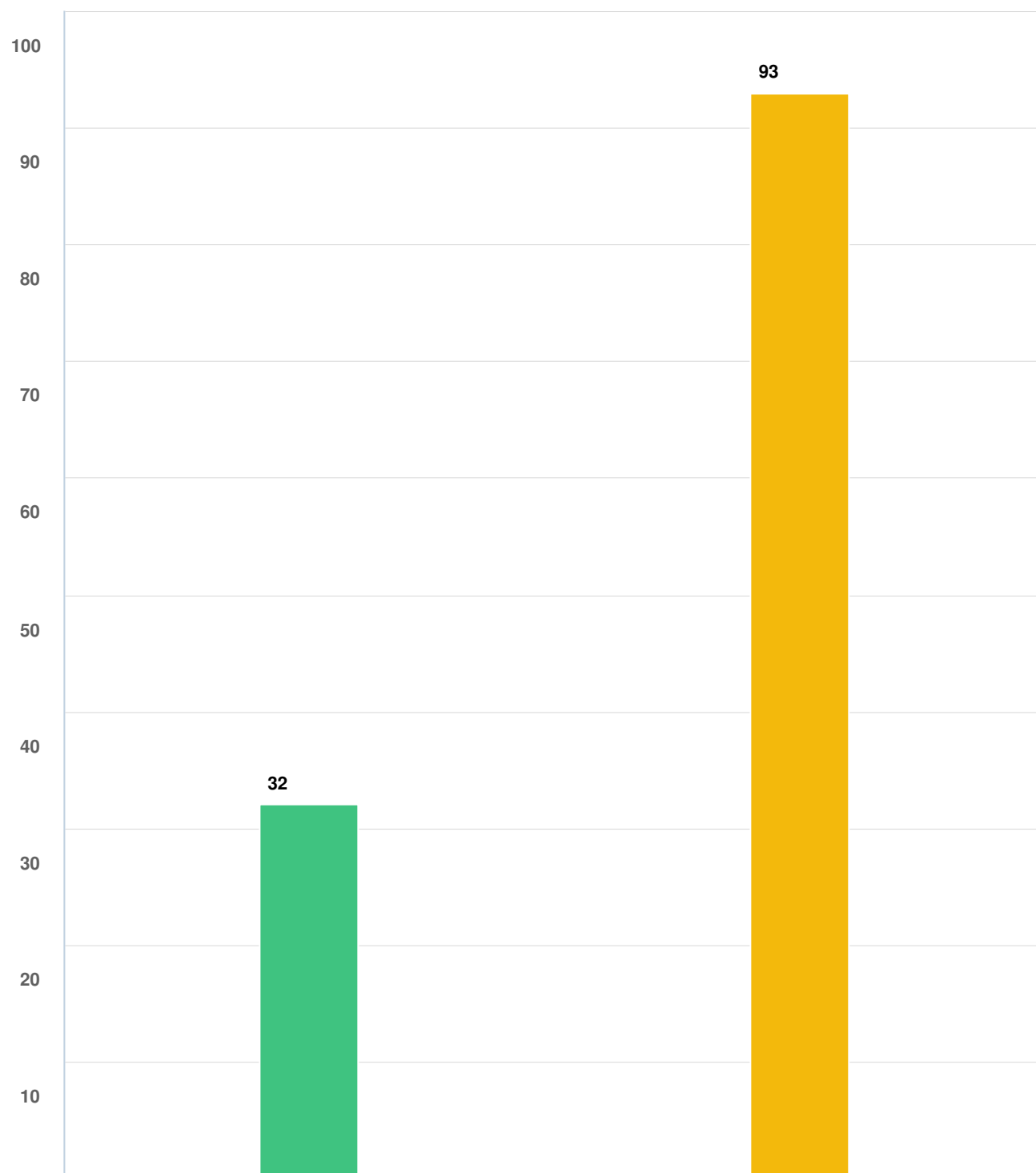
**Question options**

- ☒ Scheduled, fixed routes that do not require booking in advance. ☐ Book your trip ahead of time and have more flexible routing.

Optional question (134 response(s), 21 skipped)

Question type: Checkbox Question

**Q18** Please tell us which of the following you would prefer?



**Question options**

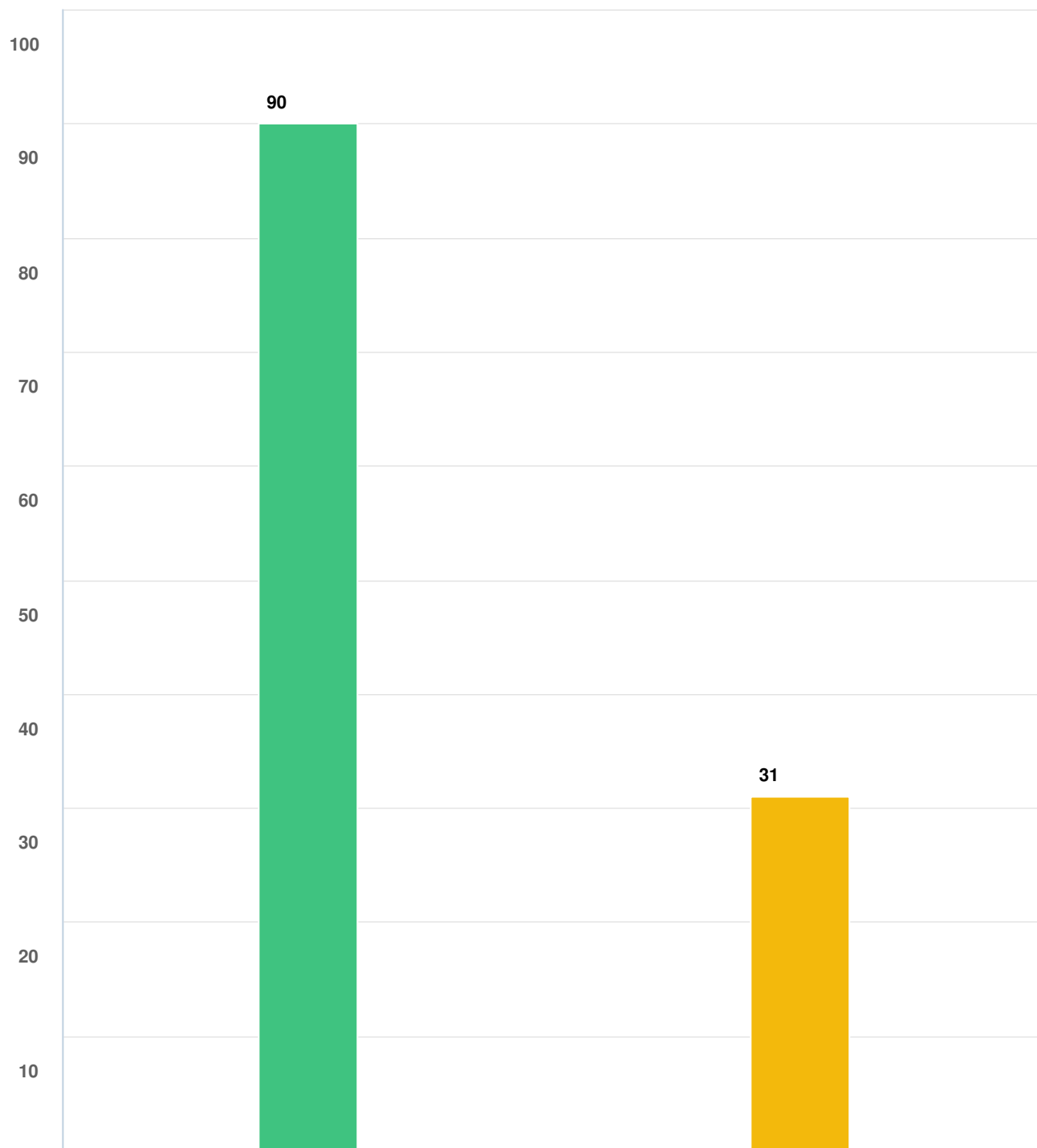
- ☒ Book your trip ahead of time by phone. ☒ Book your trip ahead of time through an app.

*Optional question (125 response(s), 30 skipped)*

*Question type: Checkbox Question*



**Q19** Please tell us which of the following you would prefer?



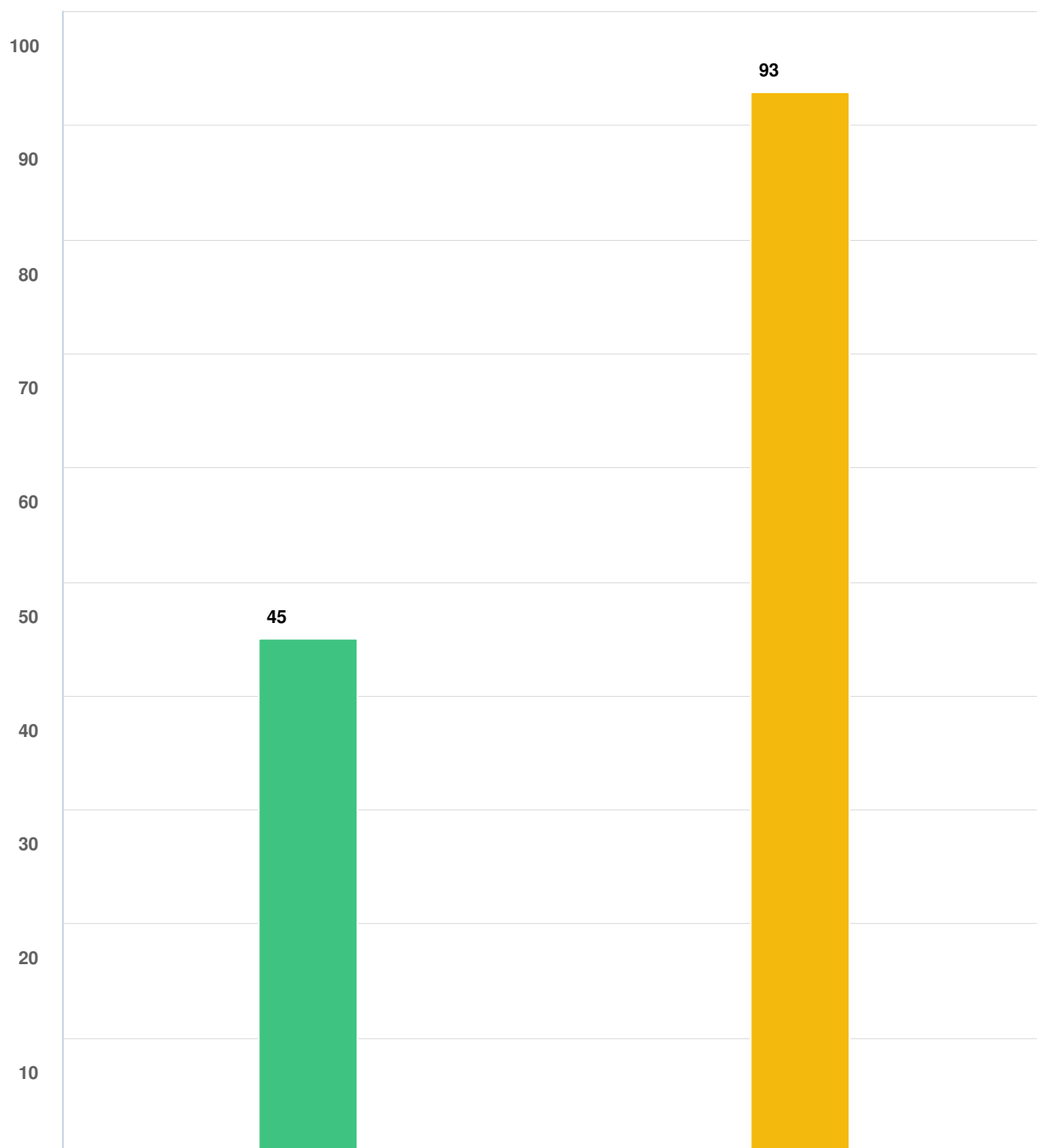
**Question options**

- Fewer routes, but longer routes that are more direct and connect to more destinations.
- More routes, but shorter routes that require more transfers to reach destinations.

*Optional question (121 response(s), 34 skipped)*

*Question type: Checkbox Question*

**Q20** Please tell us which of the following you would prefer?



**Question options**

- Transit service to local destinations.
- Transit service connecting to regional destinations like Kimberley, ʔaḡam, and the Airport.

Optional question (138 response(s), 17 skipped)

Question type: Checkbox Question

**Q21 | Is there anything else you would like to tell us about transit in Cranbrook, or anything that could be improved about the transit service?**

Anonymous

11/12/2024 10:27 AM

no

Anonymous

11/12/2024 11:59 AM

Buzz Seiji

Anonymous

11/12/2024 12:27 PM

Don't plan Cranbrook transit like a big city since there isn't enough density or ridership. The long intervals and windy routes make walking faster and/or more reliable almost all of the time. Consider doing fewer, better routes

Anonymous

11/12/2024 01:56 PM

Definitely bus shelters. Standing in the snow or rain is a main reason I don't want to use the transit.

Anonymous

11/12/2024 01:58 PM

We need a reliable bus service after 8pm so many people work down by Walmart and Superstore both businesses are open until 10 pm bit there is no safe affordable transportation for their staff to get home

Anonymous

11/12/2024 02:21 PM

Throughout middle school high school and my young adulthood, public transit has been invaluable to me. I am extremely grateful to have this service, and I hope to see it supported well into the future.

Anonymous

11/12/2024 03:25 PM

Transit to the airport would be amazing. And to the lake for families that don't drive. Earlier times on weekends for people that have to work earlier than 9:30.

Anonymous

11/12/2024 04:14 PM

Later service to enable more usage of downtown so people can enjoy themselves downtown without having to drive or service Bucks games.

Anonymous

11/12/2024 06:03 PM

You need a circle route or something. Having all buses go to one central location necessitating transfer makes for trips that are too long. I'd love to take transit but it takes me 45-60 min for a trip that I can walk in 20

Anonymous

it is ridiculous trying to get from my home to the college. it's about a

11/12/2024 06:43 PM

45 minute bus ride, not including the 5 minute walk up/down a steep hill, where it takes me maximum 20 minutes to walk. it's actually ridiculous and pretty unacceptable.

Anonymous

11/12/2024 08:17 PM

Why are near empty buses rushing around the city? The schedules are clearly out of whack with demand. Understanding that transit is a vital civic service, we need a far more efficient approach that doesn't run a deficit in the millions.

Anonymous

11/12/2024 08:49 PM

Transit needs to be reliable. Could we just get an app that shows the real time location of each bus?

Anonymous

11/12/2024 11:52 PM

Having earlier buses in the mornings during the week, and having more frequent buses after 4:30 on weekdays instead of waiting a full hour for the next one.

Anonymous

11/13/2024 05:34 AM

It's silly to have to go downtown to change buses to get to the hospital or the college from many residential areas. There should be an interchange somewhere.

Anonymous

11/13/2024 07:34 AM

I am answering mostly for our teenagers who use the bus to go to highschool. My teen used to use it to go to the mall as well when she was younger. Now that she is older transit it just for school.

Anonymous

11/13/2024 09:23 AM

Don't you dare think about cutting any service

Anonymous

11/13/2024 09:43 AM

Current service is a good base but just needs some tweaking.

Anonymous

11/13/2024 01:18 PM

I want to use the transit service in Cranbrook, but the schedule is very inconvenient for me

Anonymous

11/13/2024 06:54 PM

People have a lot of complaints about the Umo app

Anonymous

11/14/2024 05:56 AM

I use handidart for my uncle at the Green Home. He is limited in outings as there are no later evening times or weekend bookings. He is missing many family and social functions. I feel smaller buses would be more functional for regular

Anonymous

11/14/2024 07:20 PM

Better, bigger more efficient service that takes cranbrook into the 21st century, like Europe.

Anonymous

11/14/2024 10:38 PM

Improve website. (1)Most webpages on fares do NOT include the fares (e.g. Cash Fares webpage). At the very least, include a link to the fares table on these pages. (2 )More locations where to buy UMO card, e.g. Tamarack Mall.

Anonymous

11/15/2024 09:29 AM

I think the buses that have been used since the 90's are way to big for the amount of people they care to their destinations. A smaller bus may be all they need. I watch as the bus goes by here, with 2 , 3 tops maybe 5 people on board. It's it a waste

Anonymous

11/15/2024 12:41 PM

It would be great to see the buses with more ridership, unfortunately, they seem to be frequently empty.

Anonymous

11/15/2024 06:39 PM

I dread having to go to the airport and the departure times are just awful now. There are no taxis. Bus service Wi the airport and Kimberley would be wonderful.

Anonymous

11/15/2024 06:42 PM

Early morning's late evenings on weekdays and weekends. Not having all the transfers - just make the bus go to the mall/ then Walmart etc. not re route everyone at Safeway on a new bus... ahhh terrible and so long

Anonymous

11/16/2024 12:26 AM

The City has a cash crunch, like most municipalities, but also wants to green up. I wish transit could be free (like Oakville/others). Also love the idea of smaller, more nimble, summonable bus service, especially evenings/nights.

Anonymous

11/16/2024 10:27 AM

Possibly use smaller buses for economical reasons

Anonymous

11/17/2024 11:20 AM

Schedules listed on bus stops too would be nice for those who may not have a smartphone

Anonymous

11/18/2024 12:53 PM

I have had students from the College stay with me, and there challenges were how early the system shut down in the evenings.

This meant they could not get around without us driving them.  
Weekend coverage is poor

Anonymous

11/21/2024 07:50 AM

More information in Kimberley, options for commuters, options for airport

Anonymous

11/21/2024 06:05 PM

Earlier hrs and longer hr at night 5-10 or 6-11 Mondays to Sundays

Anonymous

11/21/2024 09:15 PM

It's important to have a bus connection with the airport.

Anonymous

11/22/2024 07:17 AM

Without more frequent service, driving will always be easier. Core routes should be fixed for scale efficiencies.

Anonymous

11/23/2024 05:15 PM

Promote bike transfers onto transit

Anonymous

11/25/2024 11:57 AM

Cost is too high to taxpayers for the small number of riders. Busses are almost always empty except for to and from school, so the school board should pay for bus service. Keep para transit only.

Anonymous

11/26/2024 08:48 AM

It sucks- never convenient, very few riders as times & routes are not good.

Anonymous

11/26/2024 08:54 AM

Again, why big buses? Do you not track the amount of people on a bus/route? I am sure our capacity would do just fine with small buses.

Anonymous

11/26/2024 07:46 PM

Need bus service to the rez would b awesome

Anonymous

11/27/2024 10:54 AM

this is a necessity for community members and my concern is the folks that need and use this service won't be able to complete this survey ..

Anonymous

11/27/2024 01:30 PM

We need the buses to run later on weekdays I get off of work at 6:15pm and I live on the other side of town. When it's dark and snowy it's unsafe to walk home. Taking a taxi is too unreliable and unaffordable

Anonymous

11/27/2024 02:58 PM

shutting down the busses will be the biggest MISTAKE that the city will ever make and only keeping the handy darts is not practical

Anonymous

11/27/2024 03:04 PM

There is insufficient levels of service to make taking transit convenient. If service levels are improved (routes, schedules, frequency), people would be more likely to see transit as a viable alternative to vehicle ownership.

Anonymous

11/28/2024 03:55 AM

LOnger hours in evening and weekends

Anonymous

11/28/2024 08:03 AM

As a social worker at the hospital, we need more and frequent services between different communities so our vulnerable population can access treatments and consultation. We covered people up to Golden, Fernie and Creston. Some people need to go to Trail.

Anonymous

11/28/2024 10:11 AM

Smaller size buses that will accomodate the actual number of passengers using the service.

Anonymous

11/28/2024 01:40 PM

This is a GREAT system! Especially for those of us with no vehicle. Improved intra-city regional connections augmenting the Health Connector system would really be useful in my opinion.

Anonymous

11/28/2024 02:21 PM

smaller busses; more on-request

Anonymous

11/30/2024 12:04 PM

There is little connection to kimberley after work when i would want to use the service. Also being able to take a bus to the airport instead of a 50\$ taxi one way would prevent me from not being able to afford groceries

Anonymous

11/30/2024 12:13 PM

having a dedicated bus that goes to and from the airport for all arrivals and depertatures would allow me to travel more and utilize the airport. Also late night and weekend buses to kimberley platzl would allow for greater communitywould allow

Anonymous

11/30/2024 12:18 PM

Very little options for travel outside of core cranbrook. there is no pulic transit out of cranbrook to major cities

Anonymous

11/30/2024 04:12 PM

is it at all possible to have smaller buses at lower costs? if so, would that enable more buses with expanded routes?

Anonymous

11/30/2024 05:56 PM

A lot of the buses have broken seats so it would be nice to have them fixed. Along with earlier in the day and later in the evening buses

Anonymous

12/02/2024 02:47 PM

Intercommunity transit with a hub with other options (i.e. E-scooters, bike and/or car share).

Anonymous

12/03/2024 02:47 PM

if anything more maintenance on interior of the buses. overhead panels are loose and rattle around which makes a lot of noise, the emergency exit windows sometimes seem loose and also make a lot of noise when the bus is in motion

Anonymous

12/06/2024 03:43 PM

just keep the service as it is

Anonymous

12/06/2024 03:56 PM

shutting down the busses will be the biggest MISTAKE that the city will ever make and only keeping the handy darts is not practical

wendy killoran

12/08/2024 05:01 PM

More frequent services to Tamarack Mall. More coverage during the day and after hours.

Anonymous

12/09/2024 09:22 AM

Makint it accessible to outside of city limit areas would be great

Anonymous

12/10/2024 06:00 AM

Smaller vehicles depending usage

Anonymous

12/10/2024 08:32 AM

Transit service along Industrial Road #2, is poor. Many of the Food Bank clients wish to use the bus to get to/from the food bank, but there is such a huge break between times that it is not a good solution

Anonymous

12/10/2024 01:21 PM

Nope. Just think we need it to be more accessible for folks.

Anonymous

We use the buses at lot for our summer program, Kids Club. This is



12/10/2024 01:59 PM

how we go on field trips 75% of the time during spring break and Summer. We rely on transit and appreciate the service.

Anonymous

12/10/2024 03:27 PM

Monthly and Annual passes would be amazing. I often don't have change for the bus. The option to buy online as they do with translink in Vancouver would be perfect

Anonymous

12/10/2024 03:34 PM

Use smaller buses. The buses are too big for the number of people using them.

Anonymous

12/10/2024 06:28 PM

Regular overnight of full day trips to surrounding areas similar to how the grey hound ran

Anonymous

12/11/2024 02:07 AM

I would like to be able to pay with cash or debit or a paper bus pass when I get on the bus. Can a person buy a bus pass from the driver. It seems much too technical presently for people who don't use technology very much.

Anonymous

12/11/2024 08:44 AM

BC

Anonymous

12/11/2024 05:07 PM

Start operating longer hours- kids adults work late shifts and on weekends.

Anonymous

12/12/2024 09:21 AM

Please increase covered Bus stops and benches to sit on.....standing for many can be very difficult for disabled/elderly/compromised individuals

Anonymous

12/12/2024 09:34 AM

Would appreciate transit to expand to the northern side of Cranbrook

Anonymous

12/12/2024 11:32 AM

The biggest problems i have encountered are: busses that don't show up and miserable drivers

Anonymous

1/14/2025 04:25 PM

-Need smaller buses as the buses are often empty.

Anonymous

1/14/2025 04:26 PM

-Buses need to watch the speed limits especially 2nd St S, 2nd St N, 12 Ave, and Kootenay St.

Anonymous

1/14/2025 04:39 PM

During weekdays have the buses run until 7:30pm. On weekends have the buses run until 6:00pm. No changes on Statutory Holidays.

Anonymous

1/14/2025 04:48 PM

I walk all over Cranbrook and see numerous buses (transit) driving around town with no passengers on board. With a population of 21,000 it appears that the few persons using transit is insufficient to sustain the service.

Anonymous

1/15/2025 05:24 PM

Having the bus stops shoveled for easier access to bus - so not having to climb over huge icy berms would be nice as well as salted/sanded.

Anonymous

1/15/2025 05:31 PM

More patience from drivers when dealing with technical problems

Kayla.e18

2/02/2025 09:08 PM

If any one has any questions regarding my suggestions for the #4 the slaterville bus please give me a call. I don't think it's being optimized at the moment.

anniek.wheeler

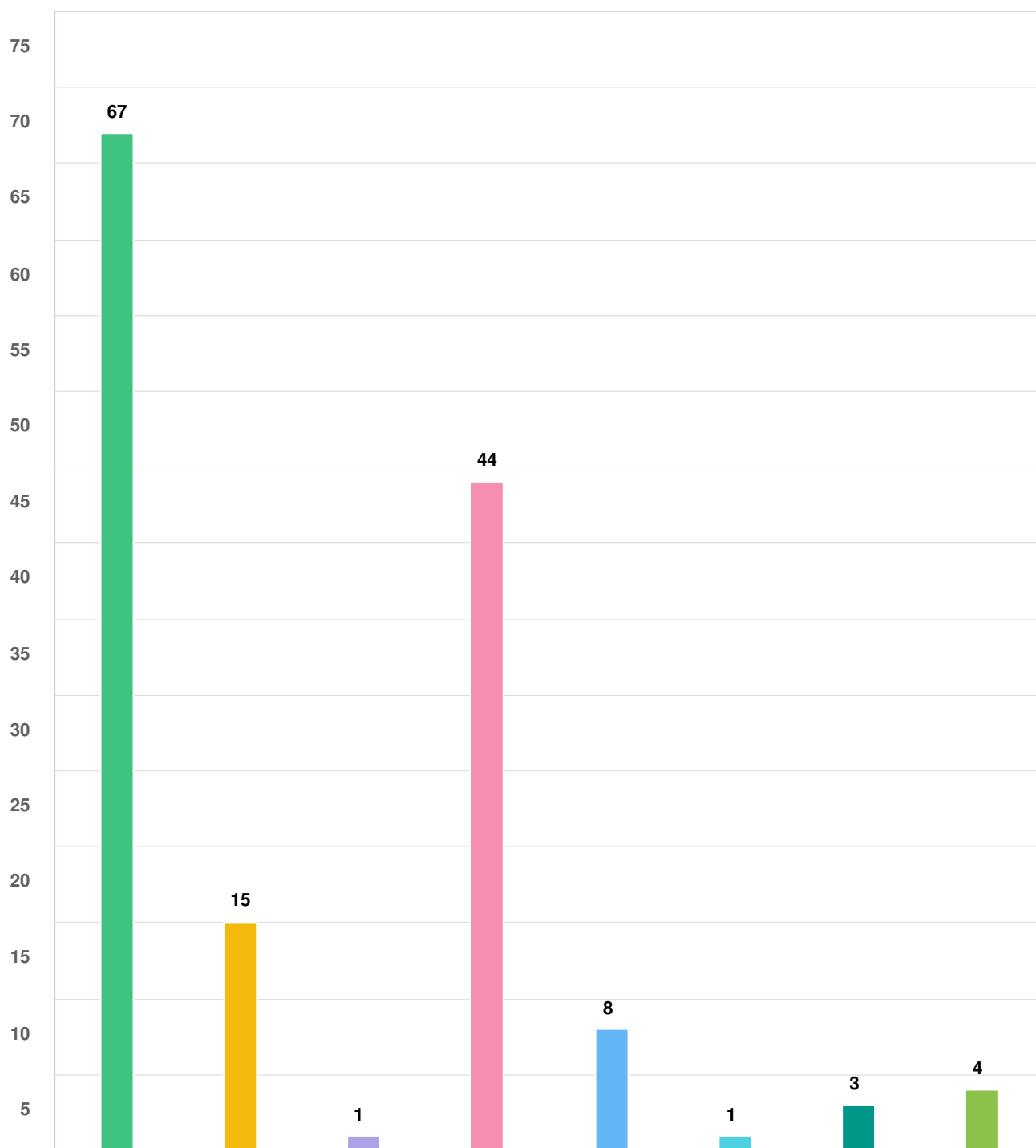
2/04/2025 09:32 PM

I really dislike the way you have phrased these questions! I do not think we should have to pick between two bad options. I would like to have good service and think it's really horrible for older people, poorer people, people who cannot drive!

**Optional question** (80 response(s), 75 skipped)

**Question type:** Single Line Question

## Q22 Do you work or go to school?



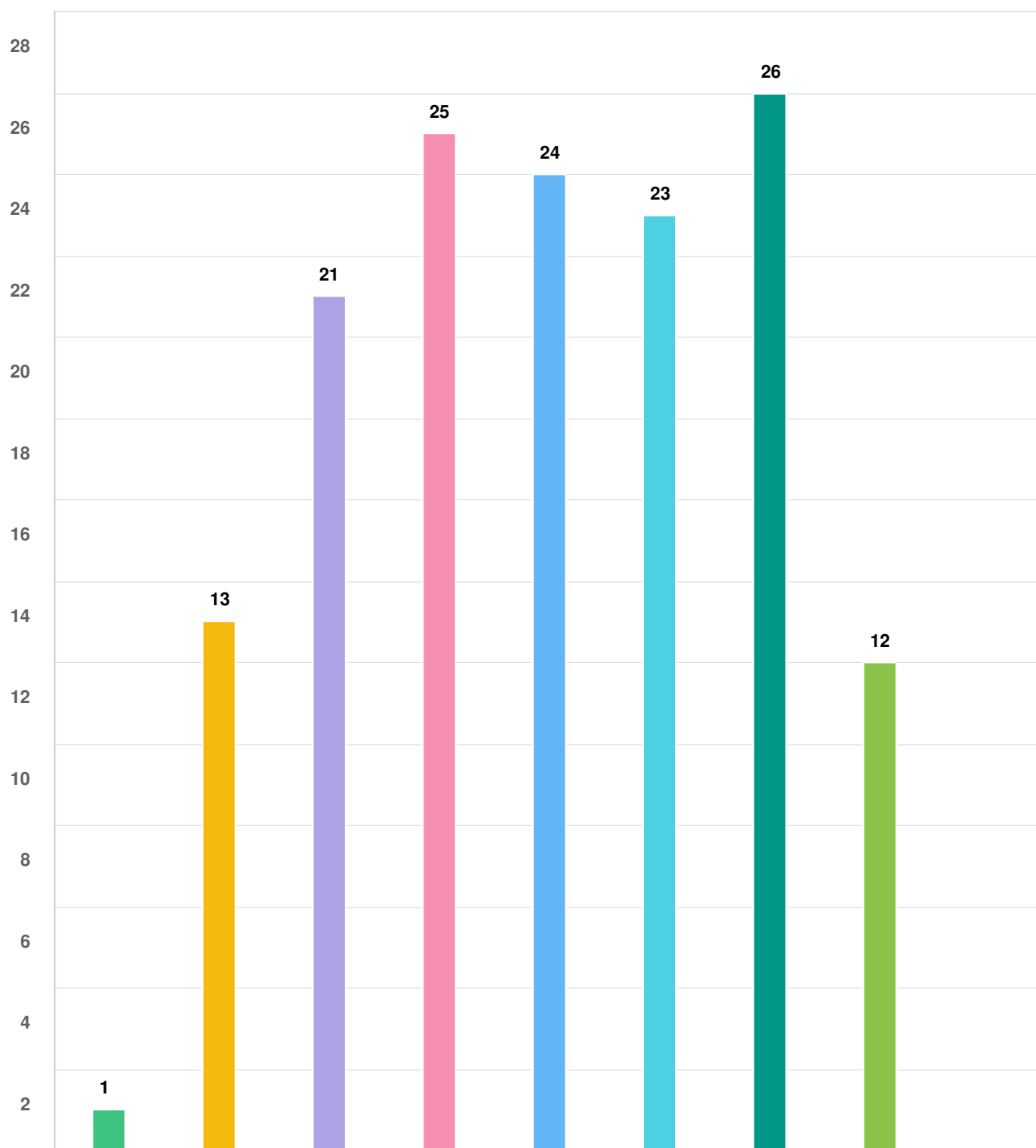
### Question options

- Employed full-time
 ● Employed part-time
 ● Not employed
 ● Retired
 ● Student full-time
- Student part-time
 ● Prefer not to answer
 ● Other (please specify)

Optional question (143 response(s), 12 skipped)

Question type: Checkbox Question

**Q23** Please select your age range

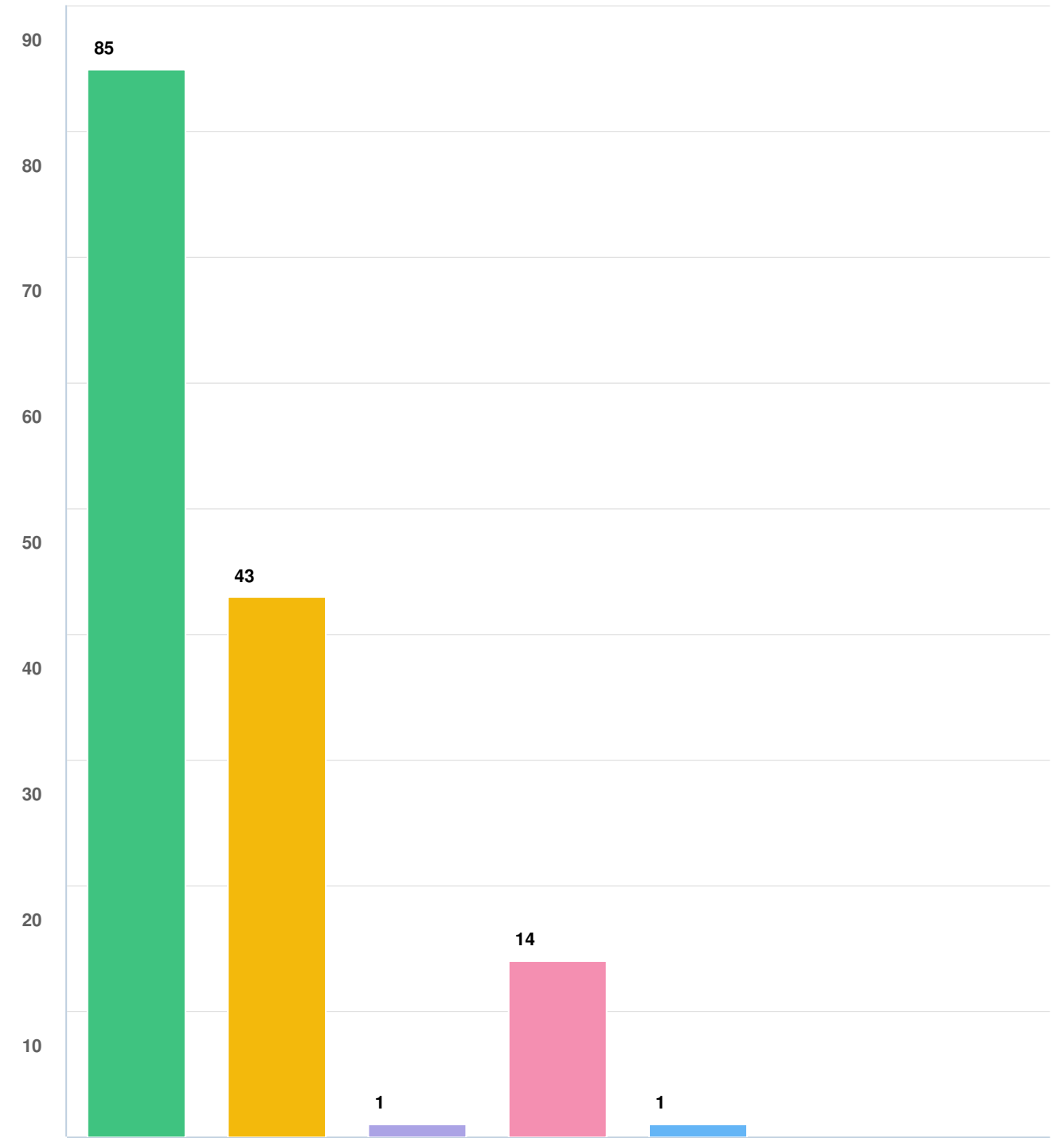


**Question options**

- 13-17 years old
 ● 19-24 years old
 ● 25-34 years old
 ● 35-44 years old
 ● 45-54 years old
- 55-64 years old
 ● 65-74 years old
 ● 75 years old or more
 ● Prefer not to answer

Optional question (145 response(s), 10 skipped)  
Question type: Checkbox Question

Q24 | How do you identify?

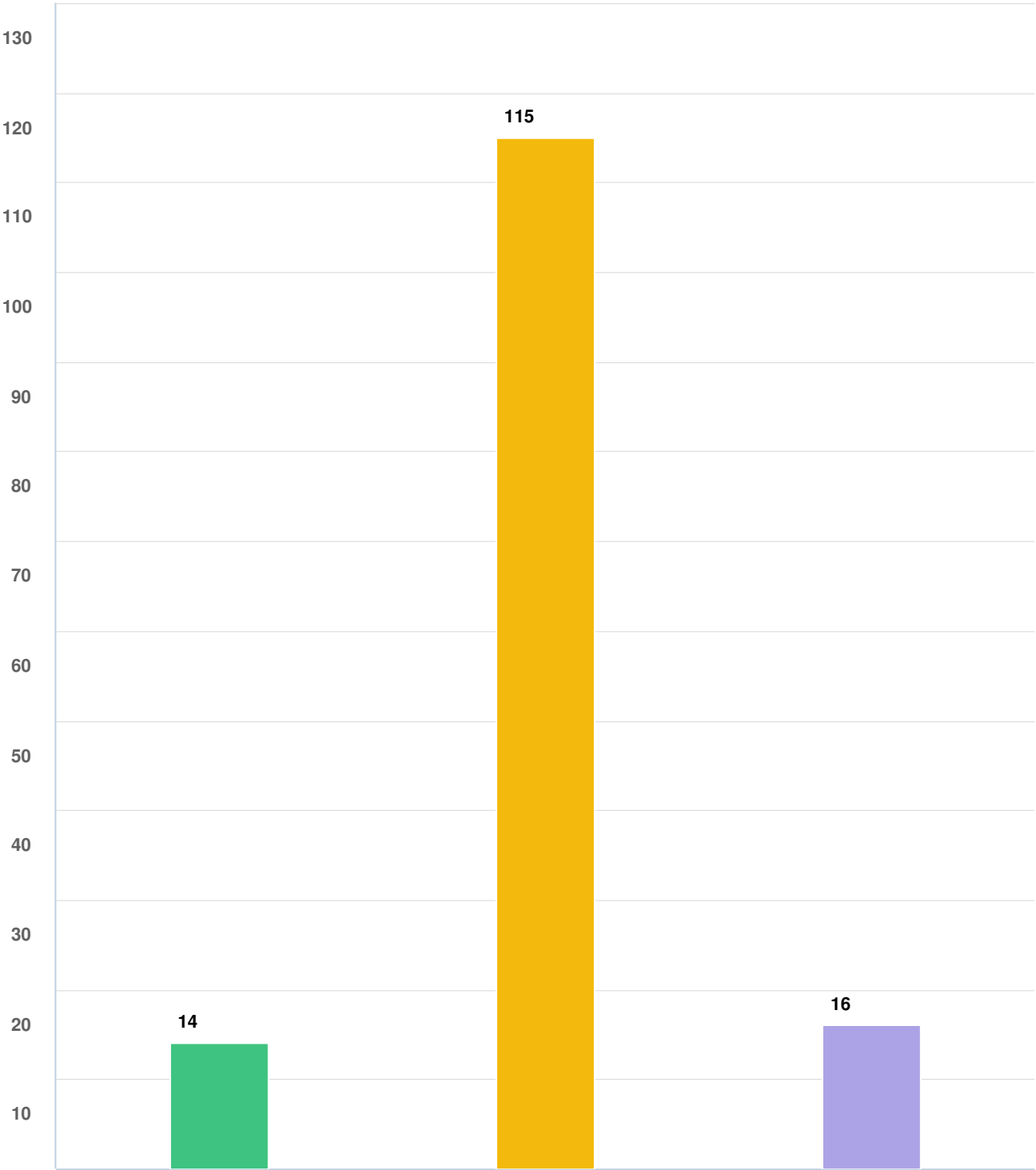


Question options

- Woman
- Man
- Non-binary (including polygender, genderqueer, agender, bigender, and others)
- Prefer not to answer
- Not listed here (please specify):
- Two-spirited
- Other cultural genders

Optional question (144 response(s), 11 skipped)  
Question type: Checkbox Question

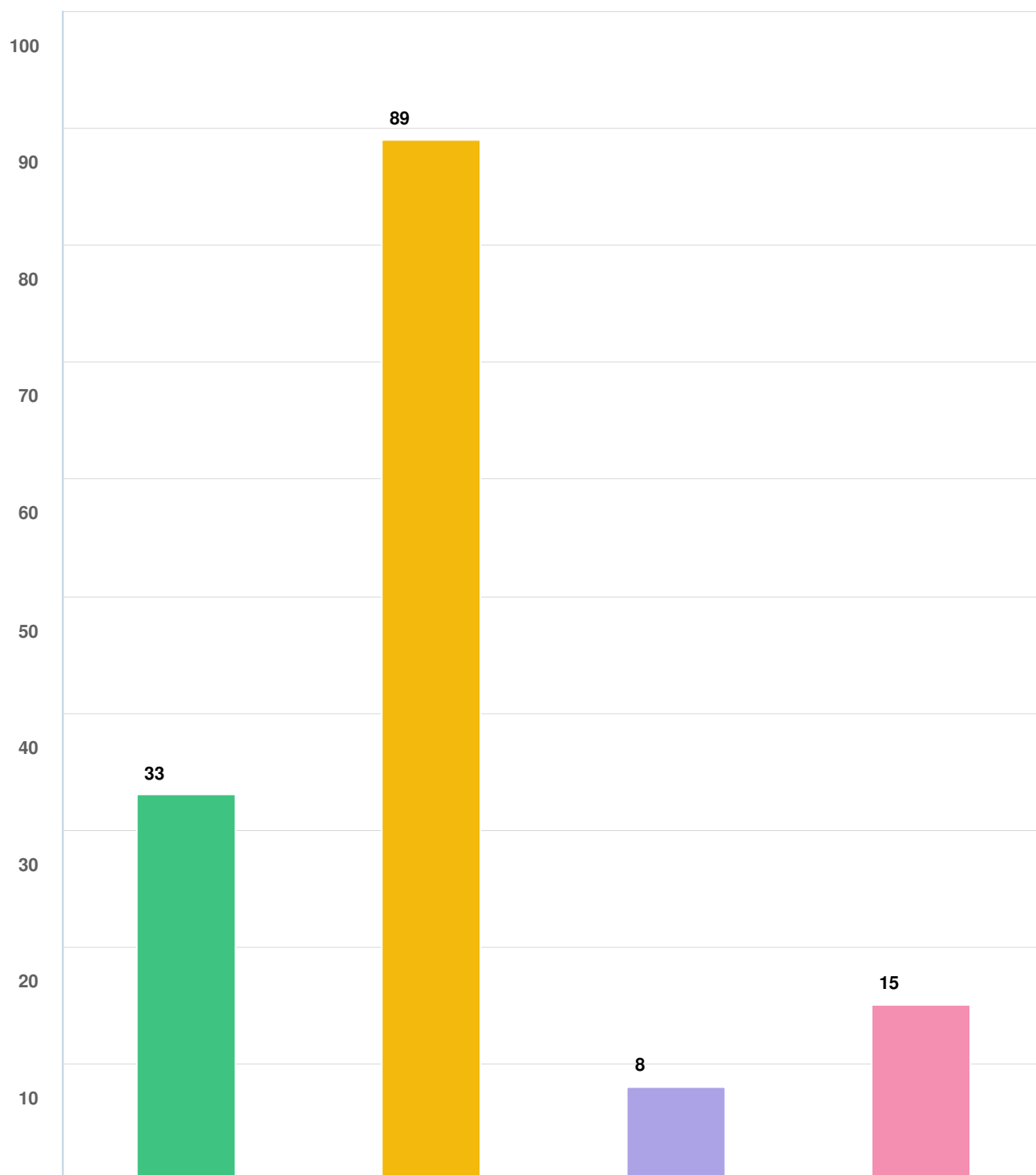
**Q25** Do you identify as an Indigenous Person, that is, a person who identifies with Aboriginal, First Nations (Status/Non-Status), Metis, or Inuk (Inuit) cultural and/or ancestral background?



**Question options**  
☒ Yes ☒ No ☒ Prefer not to answer

Optional question (145 response(s), 10 skipped)  
Question type: Checkbox Question

**Q26** Do you identify as a person with a disability?



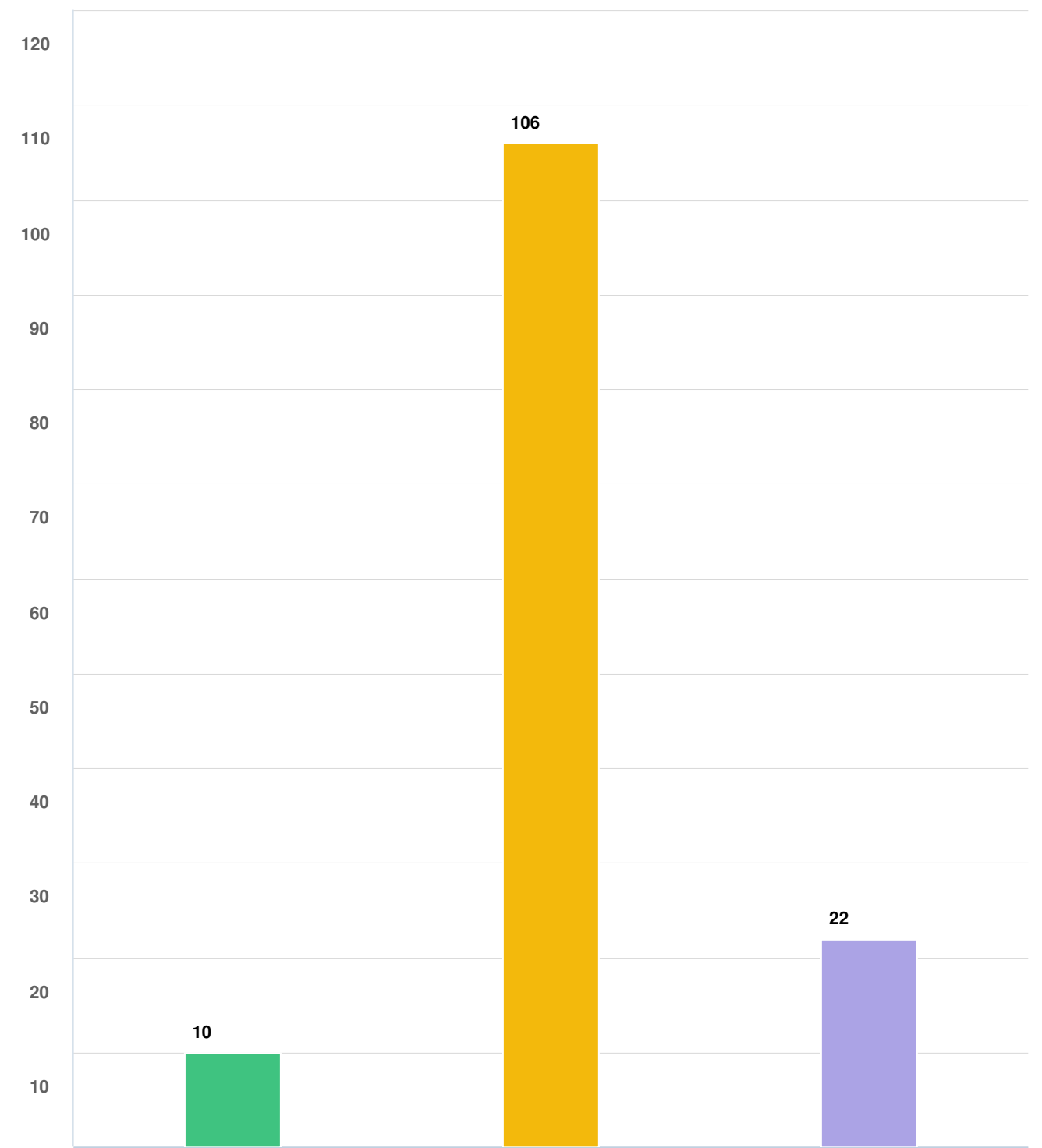
**Question options**

Yes No Unsure Prefer not to answer

Optional question (145 response(s), 10 skipped)

Question type: Checkbox Question

**Q27** In addition to or other than your gender identity and/or identity as an Indigenous Person and/or identity as a person with a disability, do you identify as belonging to additional equity-seeking groups? (Choose any one option)

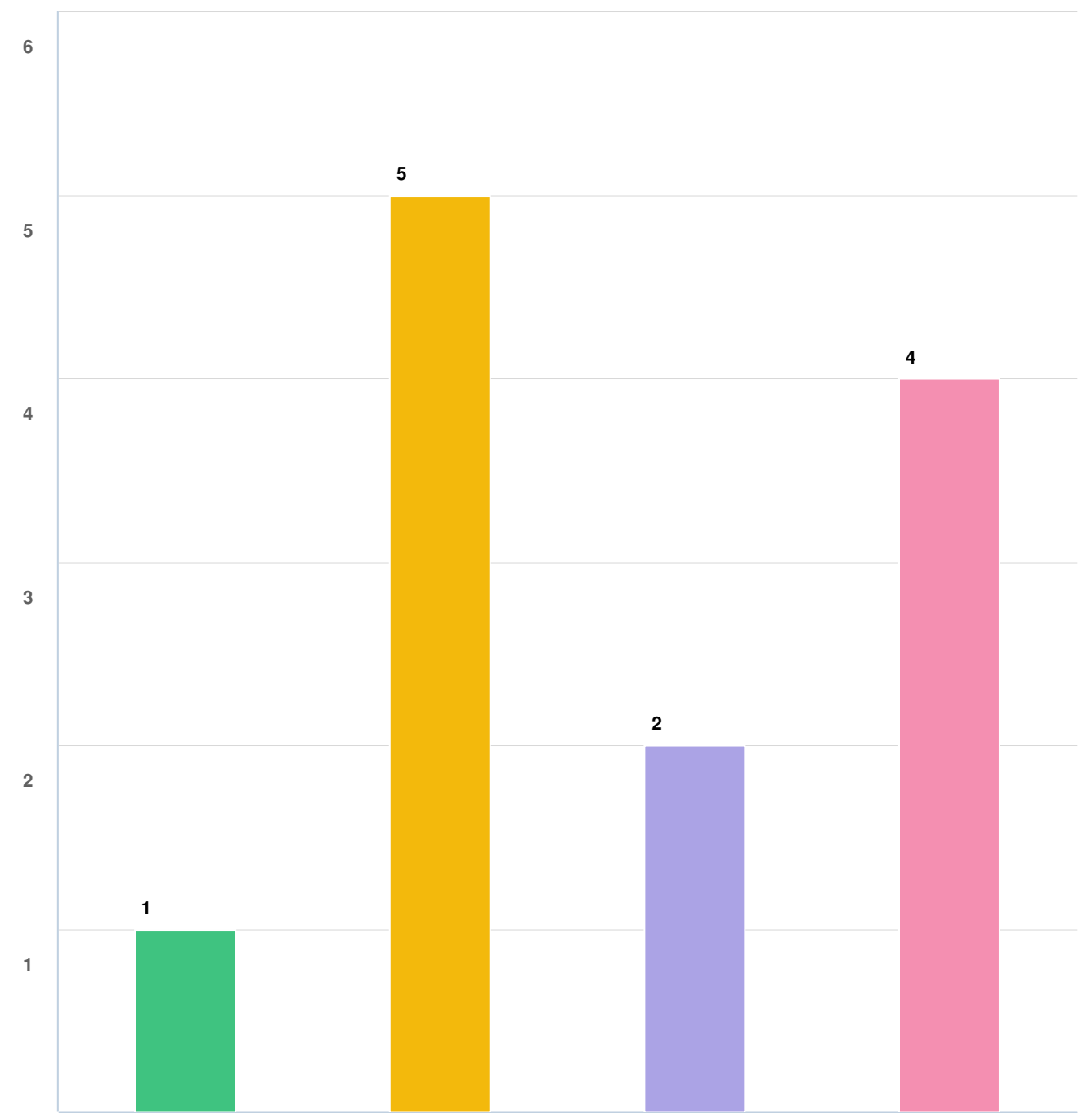


**Question options**  
☒ Yes    ☒ No    ☒ Prefer not to answer

Optional question (138 response(s), 17 skipped)  
Question type: Checkbox Question



Q28 If yes, please check all that apply



Question options

- I am a person of colour or racialized person
- I am a deaf person, person with disabilities, and/or person living with mental illness
- My gender identity or gender expression differs from my sex assigned at birth
- I identify as a member of the LGBTQ2S+ community

Optional question (9 response(s), 146 skipped)  
Question type: Checkbox Question