

# Public Engagement Report

## City of Merritt Transit Future Service Plan

March 2024



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# 1. Introduction

The City of Merritt and BC Transit are developing the Merritt Transit Future Service Plan (TFSP). The TFSP builds from priorities identified in the 2016 Service Review, which was the last strategic plan for the Merritt 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 Merritt.
- 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 2016 service review and consideration of the 2022 City of Merritt Official Community Plan.

# 2. Background

The development of the TFSP began in 2023. The first step included discussions between BC Transit (planning and government relations) and Merritt local government partners regarding 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 Merritt's guiding plans including the 2022 Official Community Plan, 2021 Active Transportation Plan, and the 2016 Merritt Transit Service Review. Using this information, in October and November 2023, BC Transit and the City collaborated on an engagement process to assist in developing short, medium, and longer-term service options for the area. The engagement process included discussions with key stakeholders and an online survey. The remainder of this document presents the results of this engagement process and the next steps in the process.





### 3. Engagement Methods

In October and November of 2023, operator engagement, a public survey, and 'pop-up' kiosk-style booths provided Merritt residents, employees, and students an opportunity to provide information desired services, priorities, and travel behavior to specific destinations within Merritt. In total, approximately 140 people participated in the engagement process. This information is further summarized on the following page. An extensive media awareness initiative was conducted to promote the open houses. Media included website customer alerts, flyers on buses and around the City, Facebook posts, Instagram posts, X (formerly known as Twitter) posts, and two Merritt Herald newspaper advertisements which were available both online and on paper. The survey and 'pop-up' kiosk booth boards are included in **Appendix A Public Survey** and **Appendix B 'Pop-up' Kiosk Booth Boards**.



## Four Open Houses:



- Civic Centre
- Nov 6th, 2023
- 6pm-8pm

12  
Attendees

- Conayt Friendship Society
- Nov 7th, 2023
- 11am-2pm

8  
Attendees

- NVIT
- Nov 7th
- 3pm-5pm

9  
Attendees

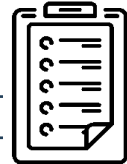
- Merritt Library
- Nov 8th
- 10:15am-12:15pm

22  
Attendees

### Online Survey

Nov 6-Dec 6, 2023

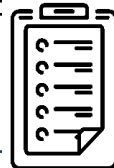
83 respondents



### Operator Survey:

Oct 16- Nov 22, 2023

Four participants



### In-person operations staff conversations:

Oct 17-19, 2023

Five participants



## 4. Findings – Operator Engagement

The following key takeaways were gathered from the operator survey (see **Appendix C Operator Survey Responses** for full results):

### **Total participants:** Four

- Most common type of riders are commuters, seniors, and students
- More route coverage needed to:
  - Coldwater Ave. west, which will help people who are finding it difficult to walk the distance, including seniors with mobility issues, to the exchange downtown (Mamette at Voght)
  - Coldwater Indian Reserve
  - Armstrong St., which will help people who are finding it difficult to walk the distance to Menzies St. to catch the bus
- Route change desired to allow route 23 to travel to Bob's Mini Mart before Collettsville south. An alternative would be to return to the pre-flood routing.
- More service desired to Lower Nicola on Sundays (one suggestion was 10am-2pm) and late-night at least from Monday to Saturday
- More frequency desired on all routes (route 1 North End, route 23 Collettsville-Diamond Vale, and route 4 Lower Nicola), including route 23 Collettsville-Diamond Vale 7:15am trip when taxicabs are being used by Merritt citizens as route 23 does not run at this time
- Service on statutory holidays is very valuable
- Could add more running time to route 4 Lower Nicola and route 1 North End, perhaps on route 1 inbound before it becomes the route 4 around 2:12pm, or the route 4 inbound
- Operations/fleet-oriented comments:
  - Belshaw St hill is difficult for the bus to go up in the snow
  - Space on the buses for wheelchairs, strollers, and mobility aids such as walkers and crutches, as well as space for bike racks are well used

The BC Transit transit planner for Merritt also spoke one-on-one with operations staff members. The key findings are as follows (see **Appendix D Operations Staff One-on-One Conversation Notes** for full list of notes):

### **Total participants:** Five

- Route 4 Lower Nicola Sunday service is desired
- Route 4 Lower Nicola late-night service on weekdays and Saturdays is desired
- More frequency on route 23 Collettsville-Diamond Vale is desired
- Service desired through the Bench neighbourhood, Public Works yard on Coldwater Ave., and along Armstrong St.

## 5. Findings – Public Survey

This section contains a summary of what we heard in the survey. There were 83 survey responses, 13 of which were filled by hand. **Appendix E Public Survey Response Report** contains the full survey responses report.

### 5.1 Demographics

The online survey asked detailed demographic and travel pattern questions to help inform service design by building a picture of how and which residents use transit. The tables below show the responses, and the most common response is highlighted.

Which neighbourhood or community do you live in?

Bench	North Bench	City Centre	Collet-tville	Diamond Vale	Grandview (Gateway 290 or Gasoline Alley)	Riverside	Airport	Middlesboro	Parkdale	Ranchlands (Gateway 286)	I don't know	Other*
18.00%	0.00%	13%	8%	28%	4%	3%	13%	0%	0%	0%	3%	25%

\*25% of respondents reported that they lived in a different neighbourhood: eight people were from Lower Nicola, three from Voght Park/Coldwater Rd area, three from Coldwater Reserve, two from the Diamond Vale area, one from Antko 21 Reserve, and one from Nicola Lake.

Please select your age range

12 or under	13-17	18-24	25-34	35-44	45-54	55-64	65-74	75+	I prefer not to say
0%	1.00%	7%	20%	22%	9%	18%	16%	7%	0%

How do you identify?

Girl/Woman	Boy/Man	Non-binary	Two-spirited	Other cultural genders	I prefer not to say	Not listed here
65%	31%	1%	0%	0%	3%	0%

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

Indigenous	Non-Indigenous	I prefer not to say
27%	63%	10%

S

Do you identify as a person with a disability?

Disabled	Not disabled	I prefer not to say	Unsure
31%	63%	6%	0%

13% of respondents identified as belonging to additional equity-seeking groups, 46% of whom specified that they are a deaf person, person with disabilities, and/or person living with mental illness.

## 5.2 Travel Behaviour

A majority of respondents use route 1 North End bus (37 people) while 28 said they use route 23 Collettville-Diamond Vale, 21 said they use route 4 Lower Nicola, 7 said they use On-Request, and 22 said “Not applicable/Don’t use the service” (percentages are not provided as each respondent could select more than one route for their response). The frequency to which respondents use Merritt Transit service was nearly evenly distributed between multiple times a week (26%), a few times a year (21%), and never (25%). Slightly fewer respondents said they use the service a few times a month while only 5% of respondents said they use the service once a week. When asked “What do you use transit for”, most respondents said shopping (42 people) and recreation/social activities (35 people), followed by medical/wellness appointments (29 people) and work (28 people).

## 5.3 Service Satisfaction

62% of respondents said they were either very satisfied (27%) or satisfied (35%) with the Merritt Transit service overall, while 12% said they were not satisfied and 5% said they were very unsatisfied. 63% of respondents said they find the transit service to be either very reliable or reliable. 4% said the service was very unreliable. Figures 1 below shows service satisfaction responses by age group, and figure 2 shows service satisfaction by respondents with or without a disability.



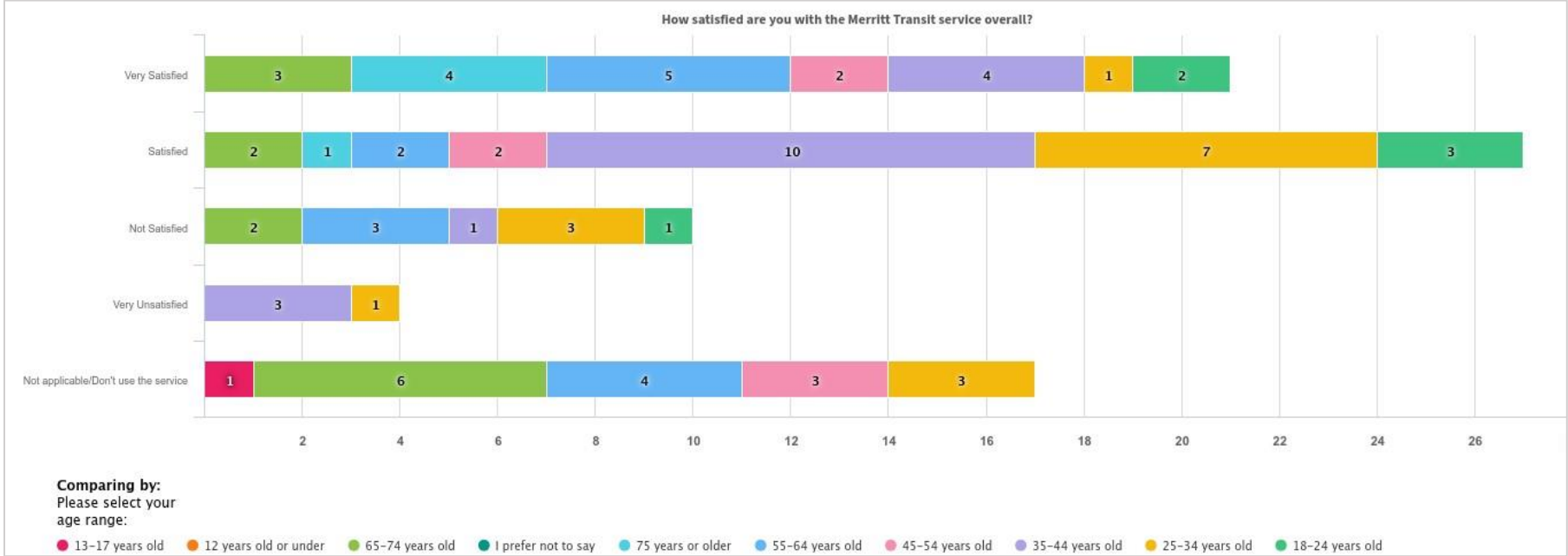


Figure 1. Service satisfaction by respondents of different age groups.

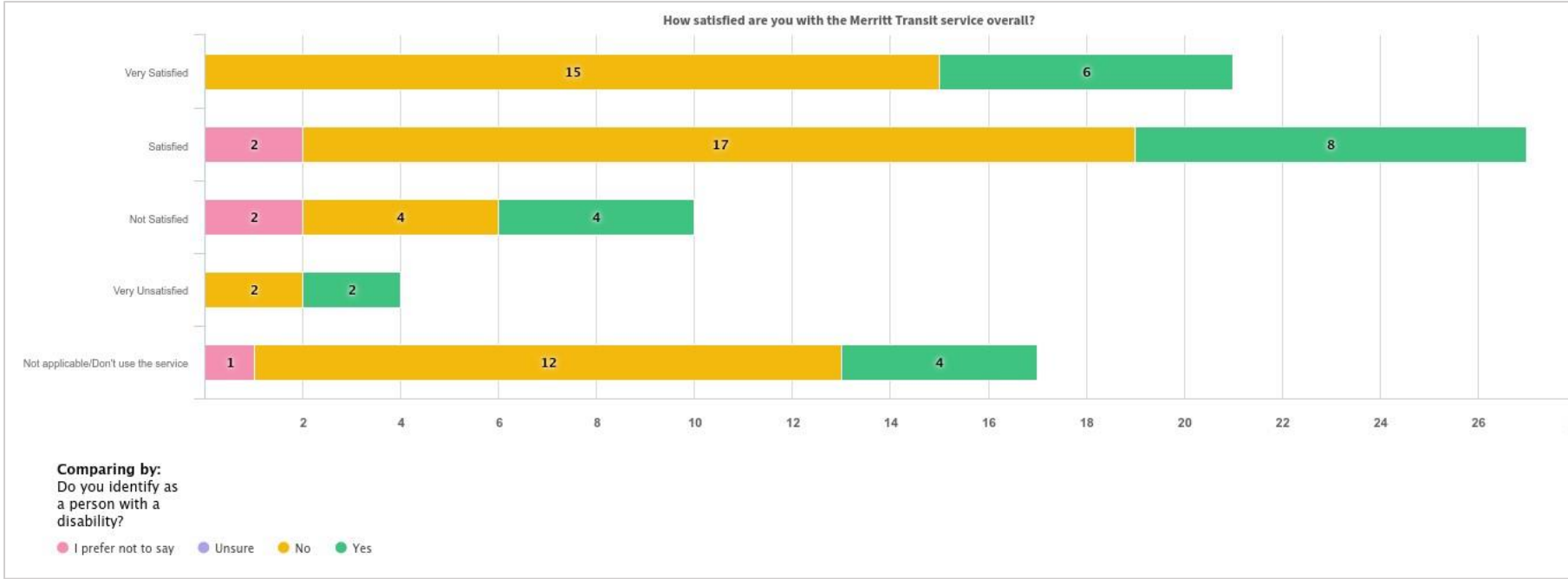


Figure 2. Service satisfaction by respondents with or without a disability.

## 5.4 Transit Improvements

The survey found that while only 2% of respondents reported feeling unsafe or very unsafe when using the Merritt Transit service, there were suggestions for transit improvements geared to safety. These included the desire for more stops so that people do not have to walk as far in the dark, and stop location improvements as some stops may currently be in unsafe locations due to traffic. Bus stop amenities improvements that respondents mentioned included better lighting and shelters, garbage cans, and benches for all stops.

Respondents were asked how valuable to existing and potential riders a route 23 Collettville-Diamond Vale extension would be along Quilchena Avenue, Main Street, and Canford Avenue (or similar), adding about 5 minutes per trip (see figure 3).

75% respondents said this would be valuable for existing or potential riders, while 13% said it would not be valuable for existing or potential riders. Comments included:

- “I have disabled family members that live on that route and would use the bus if it was that close. Walking to Voght st is not an option.”
- “Have this route every hour like the other routes. Twice a day it doesn’t run at certain times but if you’re working, you can either be 2 hours early or 1/2minutes late. Depending on what time.”
- “This is a good temporary option. When the bridge is built on Voght Street, the previous (pre-flood) bus route from City Centre through Riverside should be re-established.”
- “Don’t add more routes, add more schedules on the existing routes”

23 Collettville-Diamond Vale

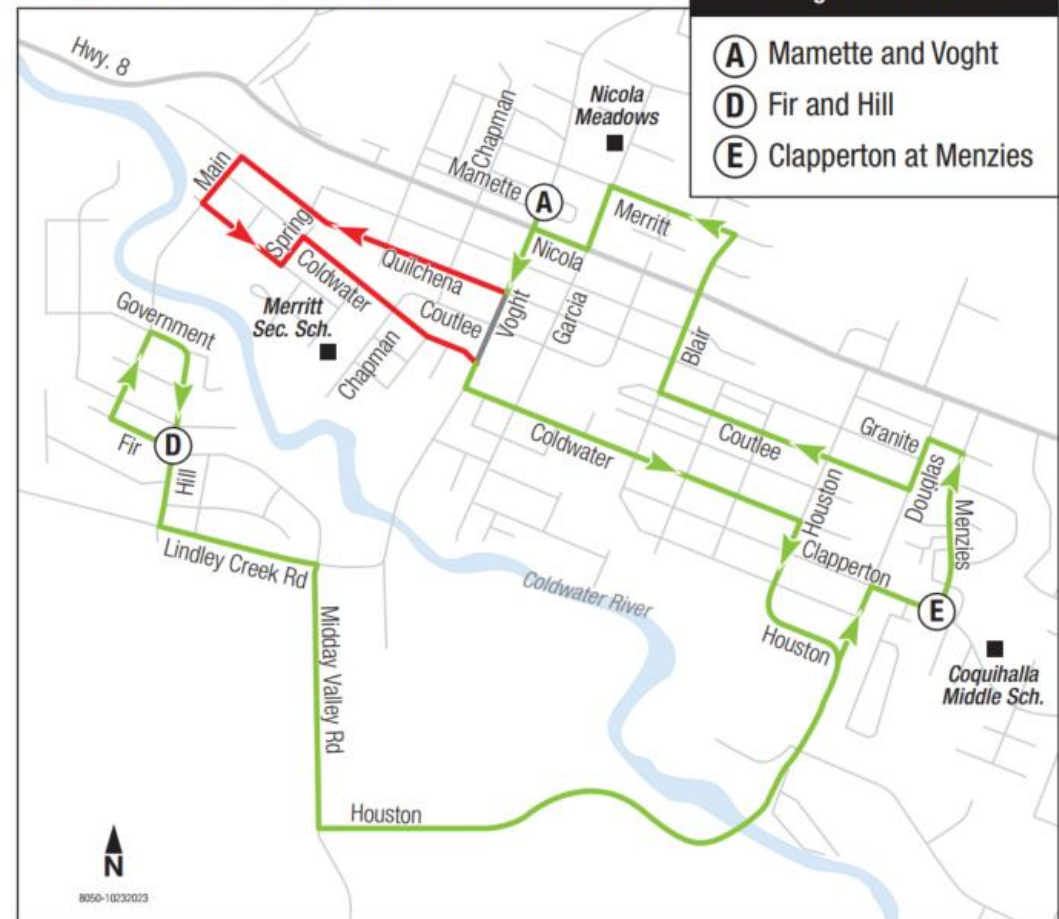


Figure 3. Respondents were asked how valuable to existing and potential riders a route 23 Collettville-Diamond Vale extension would be along Quilchena Avenue, Main Street, and Canford Avenue (or similar), adding about 5 minutes per trip.

Residents were asked how valuable to existing and potential riders a new route would be along Voght St, Nicola Avenue, Juniper Drive, Parker Drive, Grimmert Street., and returning along Castillou Crescent (or similar). Please refer to figure 4.

67% of respondents thought this would be valuable, 22% of respondents said it would not be valuable, and 11% said it was not applicable to them. Comments included:

- *I don't use transit but probably would if Bench route added.*
- *A need, and too many parents drive their children to school*
- *Typically this is a higher income neighborhood that would be less likely to use public transportation*
- *I'm guessing there are seniors up there that would appreciate the bus being closer.*
- *Don't add more routes, add more schedules on the existing routes*
- *Doesn't connect to services in the north end. Extend service to NVIT/hospital*
- *It might be better if it could actually loop into the hospital grounds*
- *This is a good idea, but Riverside and Coldwater First Nation should be prioritized before this Bench route.*

### New Route

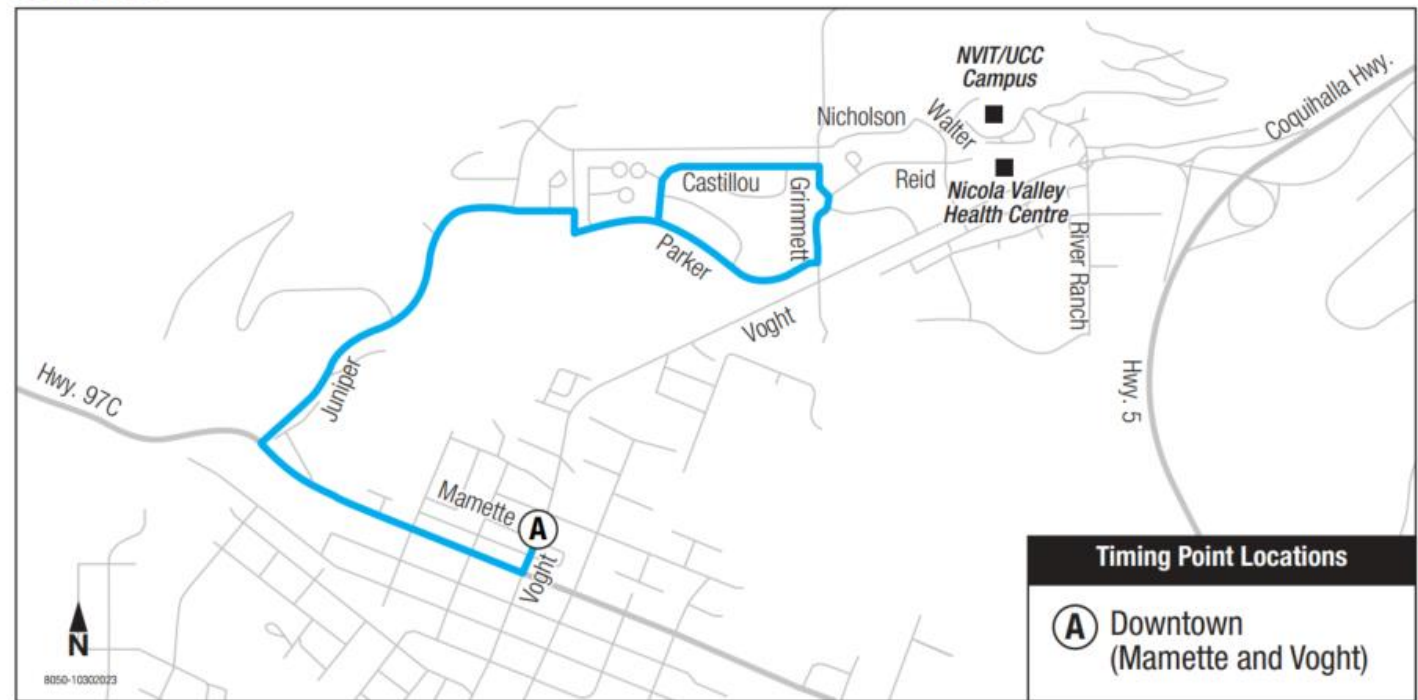


Figure 4. Residents were asked how valuable to existing and potential riders a new route would be along Voght St, Nicola Avenue, Juniper Drive, Parker Drive, Grimmert Street., and returning along Castillou Crescent (or similar).

Respondents were asked how valuable to existing or potential riders they think adding route 4 Lower Nicola weekday and Saturday late-night service would be, with last trips leaving exchange downtown (Mamette at Voght) at 10:30pm, and leaving Rocky Pines at 10:44pm. 90% of respondents thought this would be valuable, 4% of respondents said it would not be valuable, and 6% said it was not applicable to them. Comments included:

- *I have a friend who gets off work late and is never able to use the bus to get home to lower nicola since it stop going at that time.*
- *I see a big cost for little ridership*
- *Route 4 is almost worthless right now because it runs so seldom. it needs several more schedules*
- *I think it's Great for the people who work late or don't have the money for a taxi home, We need Late night service again*
- *Good idea. Eliminating potential drunk driving*
- *Yes we need night service and Sunday service*

When asked about service prioritization, the top three most popular options to prioritize were (from most to least popular):

1. Routing extensions to serve more areas
2. Adding trips later in the day was ranked equal in priority as increasing frequency of trips.
3. Bus arriving on time

Several survey respondents commented on routing needed in various other neighbourhoods or locations not specifically included in the survey. The most common responses included:

- Coldwater Indian Reserve
- Sage St and Clapperton Ave

## 6. Findings – ‘Pop-up’ Kiosk Booths

Public engagement booths were set up for 2 or more hours at the Conayt Friendship Society, Nicola Valley Institute of Technology, the Merritt Public Library, and Civic Centre. Please see **Appendix B ‘Pop-up’ Kiosk Booth Boards** for the boards that were set up at the booths during the events. The most common feedback was as follows:

- Bus stop improvements including more shelters, more bus stops in general, and safer stops (lighting, review safety of stop locations)
- More service to Lower Nicola needed, especially in evenings/late night
- There is interest in Coldwater Reserve service
- Overall support for the Bench and Coldwater Ave west of Voght St routing options
- More service to Antko 21 Reserve is needed

Please refer to Appendix F ‘Pop-up’ Kiosk Booth Public Input Notes for the complete notes.

## 7. Other Notes

There is a shelter at 4010 Walters St Olympic Villas which was likely constructed by the condo developer, though the bus does not currently stop there. A couple of survey comments and the City of Merritt provided feedback that this shelter should be used as a bus stop.

While fare changes are outside the scope of the TFSP, it is worth mentioning that at the ‘pop-up’ kiosk booth events, one person suggested it would be better if monthly fares could be bought at any time of the month and prorated based on the date, and another person suggested a fares review.

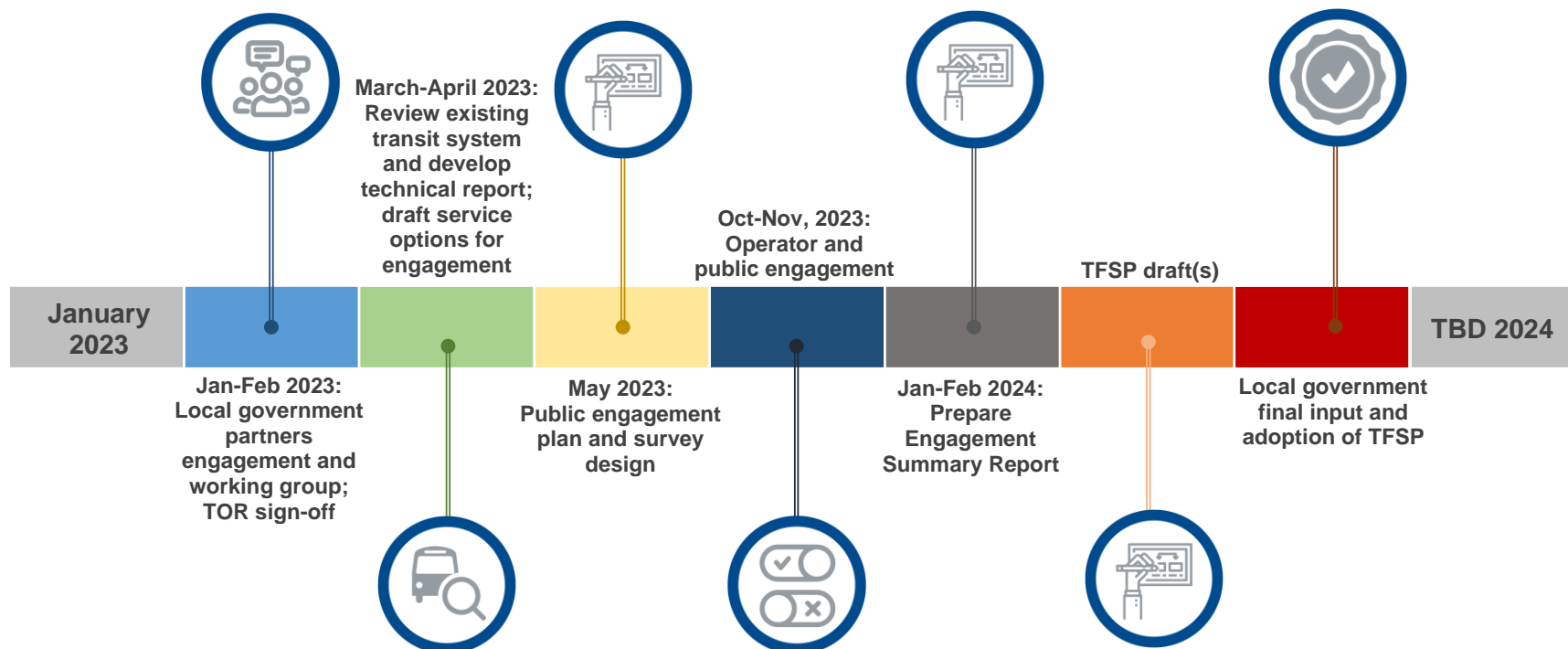
## 8. Overall Key Findings

Throughout the engagement events, the following key themes emerged (from most popular to least popular):

1. Service is desired connecting the Coldwater Ave west area to the exchange downtown (Mamette at Voght)
2. People want late-night service and Sunday service to Lower Nicola
3. Higher frequency is desired on all routes
4. Stops could be closer together with more amenities like shelters to protect from the elements

## 9. Next Steps

The engagement process for the Merritt Transit Future Service Plan (TFSP) has been a collaborative process between the City of Merritt and BC Transit. The data from the engagement process has been analyzed, and the next step is to use this information to assist in drafting 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 Merritt!

BC Transit, in partnership with the City of Merritt, is developing a strategic plan for the future of the Merritt Transit system. This Plan will identify transit service improvements and infrastructure improvements over the next five years. We're looking for your feedback to find out what is working and what can be improved. This survey will be available from November 6 until December 6, 2023.

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

For the purposes of this survey, we are asking you about Merritt Transit's *current* modified schedule rather than the schedule that existed before the 2021 flood. The current modified schedule is found at <https://www.bctransit.com/merritt/schedules-and-maps>, on any Merritt Transit bus, or at the Merritt Transit office, 2185 Voght St.

Please drop off the completed survey at the Merritt Transit office, 2185 Voght St.

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. Which neighbourhood or community do you live in?

(Choose any one option)

- ☐ Airport Neighbourhood
- ☐ Bench Neighbourhood
- ☐ North Bench Neighbourhood
- ☐ City Centre Neighbourhood
- ☐ Colletville Neighbourhood
- ☐ Diamond Vale Neighbourhood
- ☐ Grandview Neighbourhood  
(aka Gateway 290 or Gasoline Alley)
- ☐ Middlesboro Neighbourhood
- ☐ Parkdale Neighbourhood
- ☐ Ranchlands Neighbourhood (aka Gateway 286)
- ☐ Riverside Neighbourhood
- ☐ I don't know
- ☐ Other (please specify): \_\_\_\_\_

### 2. Which routes or services do you currently use?

(Check all the apply)

- ☐ Not applicable/don't use the service
- ☐ On-Request
- ☐ Route 1 North End
- ☐ Route 23 Colletville-Diamond Vale
- ☐ Route 4 Lower Nicola

### 3. How often do you use the Merritt Transit service?

(Choose any one option)

- ☐ Multiple times a week
- ☐ Once a week
- ☐ A few times a month
- ☐ A few times a year
- ☐ Never

### 4. What do you use Merritt Transit for? (Choose all that apply)

- ☐ Work
- ☐ School
- ☐ Shopping
- ☐ Recreational/social activities
- ☐ Medical/wellness appointments
- ☐ Not applicable/Don't use the service
- ☐ Other (please specify): \_\_\_\_\_

### 5. Why do you and your family use transit?

(Choose all that apply)

- ☐ It's affordable
- ☐ It's reliable
- ☐ It's sustainable/More environmentally-friendly
- ☐ It's safer than other options
- ☐ It's my only transportation option
- ☐ Not applicable/Don't use the service



Please return completed surveys by December 6, 2023 to Merritt Transit Office,  
2185B Voght Street, Merritt, BC V1K 1R.

# Merritt Transit Survey

**6. Do you typically travel:**

- ☐ Alone
- ☐ With a friend or family member
- ☐ With a child
- ☐ Not applicable/Don't use the service

**7. If you have children under 18, are you comfortable with your child using the service unaccompanied?**

- ☐ Yes
- ☐ No
- ☐ Not applicable/Don't have a child

**8. How satisfied are you with the Merritt Transit service overall?** (Choose any one option)

- ☐ Very Satisfied
- ☐ Satisfied
- ☐ Not Satisfied
- ☐ Very Unsatisfied
- ☐ Not applicable/Don't use the service

**9. How reliable do you find the Merritt Transit service? Is the bus on-time when you need it?** (Choose any one option)

- ☐ Very reliable
- ☐ Reliable
- ☐ Not reliable
- ☐ Very unreliable
- ☐ Not applicable/Don't use the service

**10. Have you ever not been able to board the bus because the bus was full?** (Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Not applicable/Don't use the service

**11. How safe do you feel using the Merritt Transit service?**

(Choose any one option)

- ☐ Very Safe
- ☐ Safe
- ☐ Unsafe
- ☐ Very Unsafe
- ☐ Not applicable/Don't use the service

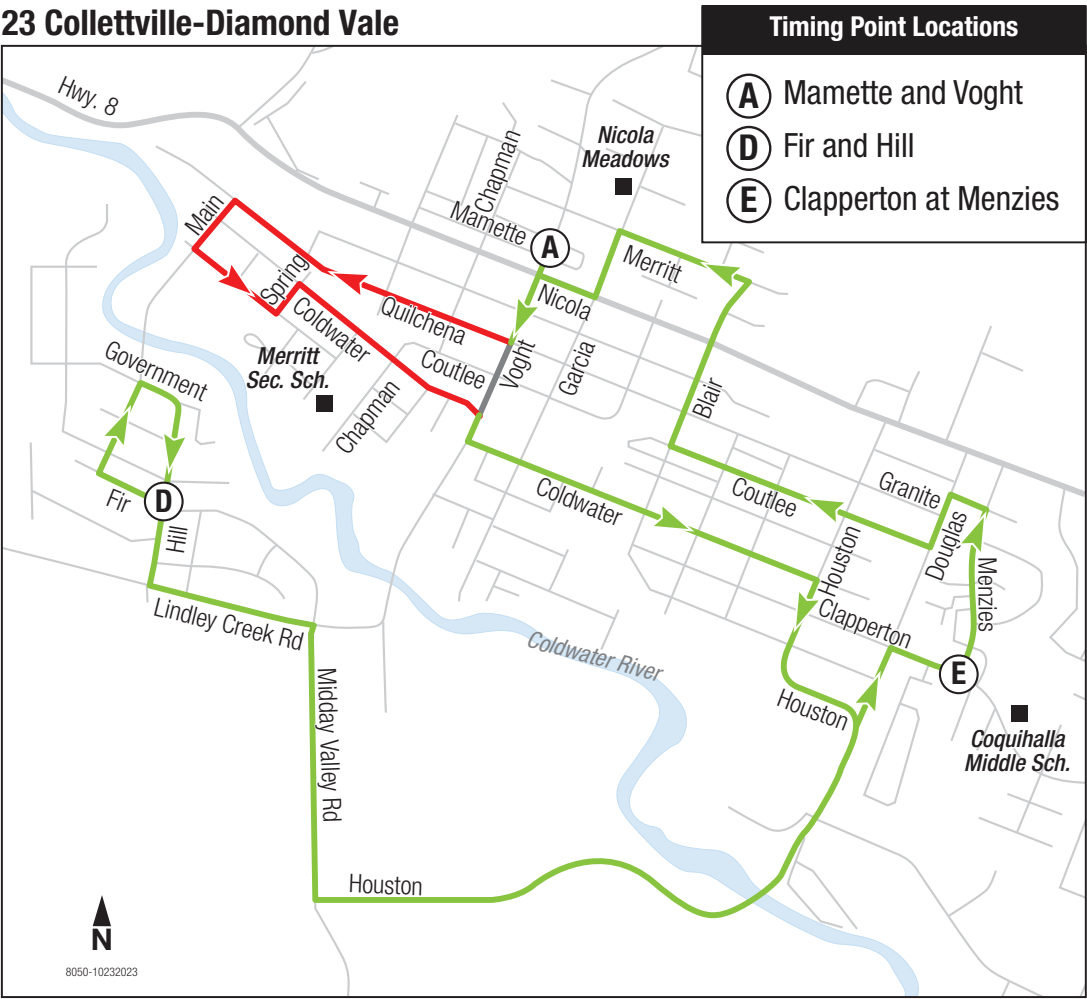
*Note: If you ever feel unsafe while on-board a BC Transit vehicle, please let the driver know and report it to BC Transit. In case of an emergency, contact 911.*

**12. If you've felt unsafe, is there any particular location or route that made you feel that way? Any particular reason?**

**13. Are there any particular bus stops you think could be improved with additional amenities, such as a shelter, bench, schedule information, lighting, or other improvements? Please provide details such as landmarks, and/or street names to help us understand which stop you are referring to.**

# Merritt Transit Survey

## Proposed extension of Route 23 Collettville-Diamond Vale



In previous engagements, we have heard interest in extending Route 23 Collettville-Diamond Vale on or around Coldwater Ave. west of Voght St. We are asking you to share your thoughts on the existing Route 23 being extended as shown or similar to as shown in red along Quilchena Avenue, Main Street, and Canford Avenue. This would add about 5 minutes per trip.

**14. How valuable to existing and potential Merritt Transit users do you think enhanced service on or around Coldwater Ave west of Voght St. would be?** (Choose any one option)

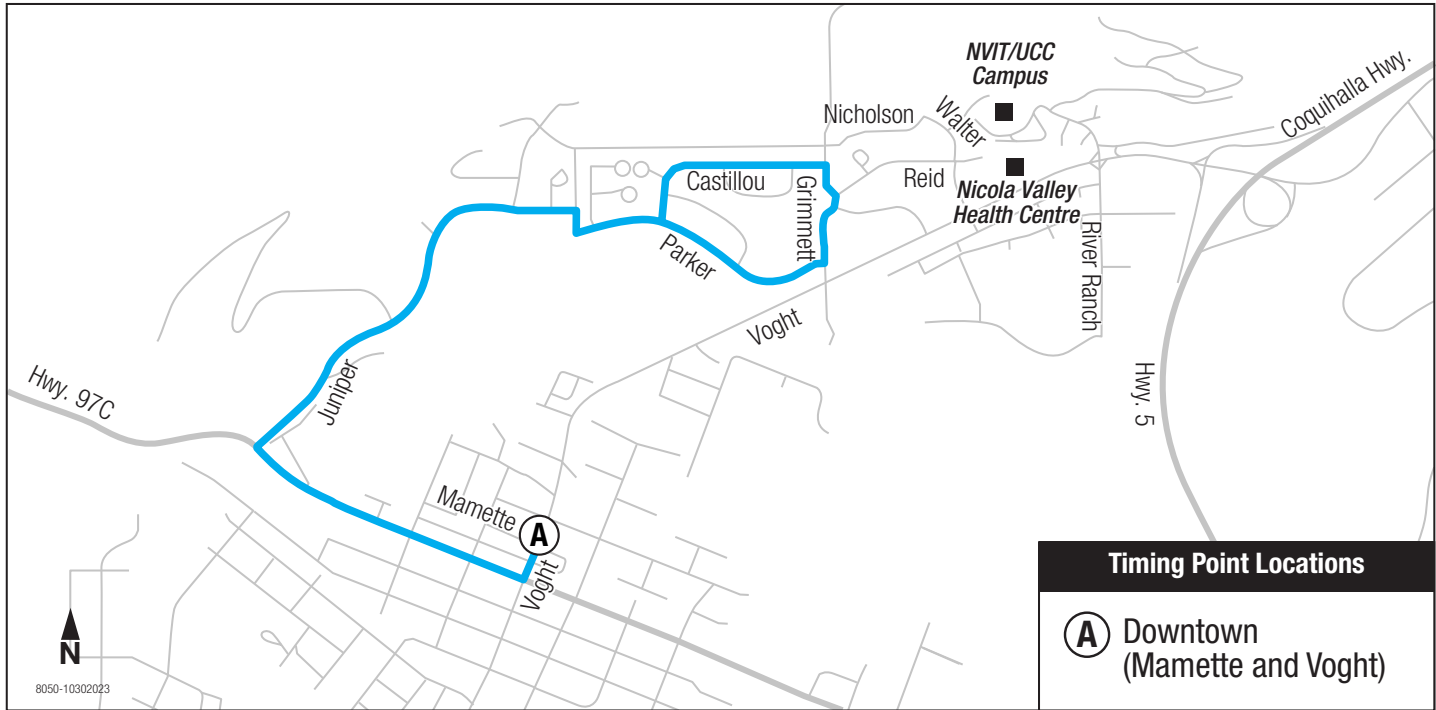
- ☐ Valuable
- ☐ Not valuable
- ☐ Not applicable/Don't use the transit service

**15. Do you have any ideas or comments about this proposed routing?**

# Merritt Transit Survey

## Proposed new route to serve the Bench neighbourhood

### New Route



In previous engagements, we have heard interest in adding a new route to serve the Bench neighbourhood. We are asking you to share your thoughts on a new route being added as shown or similar to as shown in blue along Juniper Drive, Parker Drive, Grimmert Street, and Castillou Crescent.

**16. How valuable to existing and potential Merritt Transit users do you think enhanced service in the Bench area would be?**

(Choose any one option)

- ☐ Valuable
- ☐ Not valuable
- ☐ Not applicable/Don't use the transit service

**17. Do you have any ideas or comments about this proposed routing?**



# Merritt Transit Survey

**18. In previous engagements, we have heard interest in adding Route 4 Lower Nicola weekday and Saturday late-night service, with the last trips leaving Downtown at 10:30pm, and leaving Rocky Pines at 10:44pm. How valuable to existing and potential Merritt Transit users do you think this additional service would be? (Choose any one option)**

- ☐ Valuable
- ☐ Not valuable
- ☐ Not applicable/Don't use the transit service

**19. Do you have any ideas or comments about this proposed late-night service on Route 4 Lower Nicola?**

**20. What would you like Merritt Transit to prioritize, from most important to least important?**

Please rate, with 1 being most important and 9 being least important.

- ☐ Routing extensions to serve more areas
- ☐ Add trips earlier in the day
- ☐ Add trips later in the day
- ☐ Increase how often trips operate on a given route (how often a bus for a certain route serves a specific bus stop)
- ☐ Bus arriving on time
- ☐ Add new bus stops
- ☐ Relocate existing bus stops to more suitable locations
- ☐ Improve bus stop infrastructure and amenities (e.g. bus shelters/roofs, garbage bins, lighting, signage)

**21. In addition to the On-Request transit service that is available anywhere within the City of Merritt, are there any neighborhoods that you think should have scheduled / fixed route transit service where there currently is none? If so, which neighbourhoods or intersections?**

**22. Are there any routes that you think should operate more frequently? Please provide route number(s) or route name(s).**

# Merritt Transit Survey

23. Do you think service should begin earlier or end later in the day? If so, for which Routes? How early or how late? On weekends or weekdays?

24. Are there stop locations that should be relocated, removed, or added? If yes, please provide details such as landmarks, and/or street names to help us identify which location or bus stop you are referring to.

25. Merritt Transit currently operates seven days a week and on most statutory holidays. Recognizing that ridership is typically lower on weekends and holidays, do you think Merritt Transit should explore reallocating these service hours to days that have higher demand?

26. Are you aware of Merritt Transit's On-Request service? On-Request is a curb-to-curb, shared transit service to and from destinations in the Merritt area. All customers are eligible to use this service and bookings are made by phoning ahead. Trips operate on weekdays at 8:45am, 9:45am, 12:45pm and 2:45pm.

- ☐ Yes  
☐ No

27. Please provide any additional comments you have regarding Merritt Transit:

# Merritt Transit Survey

## Demographic Questions

BC Transit is requesting some demographic information as part of this survey to apply Gender Based Analysis Plus (GBA+). GBA+ looks at not only gender, but also other intersecting identity factors such as age, race and disability to understand how different groups and individuals may experience policies, programs and initiatives. Collecting this information will help BC Transit make service decisions by considering multiple perspectives in transit planning.

### 28. Please select your age range: (Choose any one option)

- ☐ 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 or older
- ☐ I prefer not to say

### 29. How do you identify? (Choose all that apply)

- ☐ Girl/Woman
- ☐ Boy/Man
- ☐ Non-binary (including polygender, genderqueer, agender, bigender, and others)
- ☐ Two-spirited
- ☐ Other cultural genders
- ☐ I prefer not to say
- ☐ Not Listed here \_\_\_\_\_

### 30. 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? (Choose any one option)

- ☐ Yes
- ☐ No
- ☐ I prefer not to say

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

(Choose any one option)

- ☐ Yes
- ☐ No
- ☐ Unsure
- ☐ I prefer not to say

*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.*

### 32. 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
- ☐ I 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.*

### 33. If yes, please check all that apply: (Choose all that apply)

- ☐ I am a person of colour or racialized person
- ☐ I am a deaf person, person with disabilities, and/or a 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

*Note: BC Transit acknowledges that Persons of Colour is an umbrella term for a diverse spectrum of racialized peoples who have experienced vastly different historical disadvantages and barriers to participation in Canadian society and recognizes its use as a term to build understanding and solidarity between people. Please note that BC Transit subscribes to the social model of disability, which views disability as a consequence of environmental, social, and attitudinal barriers that prevent people with disabilities from fully participating in society, as opposed to the medical model of disability that focuses on an individual's person's so called physical or mental limitations. Please note that individuals who experience socio-economic disadvantage have not been identified in this survey, as BC Transit does not collect information on its applicants' personal income, expense levels, or socio-economic status. However, BC Transit recognizes that poverty and class discrimination pose significant challenges to participation in the community, and therefore, endeavors to address social-economic barriers and promote social equality through its broader equity initiatives.*

# Appendix B 'Pop-up' Kiosk Booth Boards



## Merritt Transit's Existing Schedule:

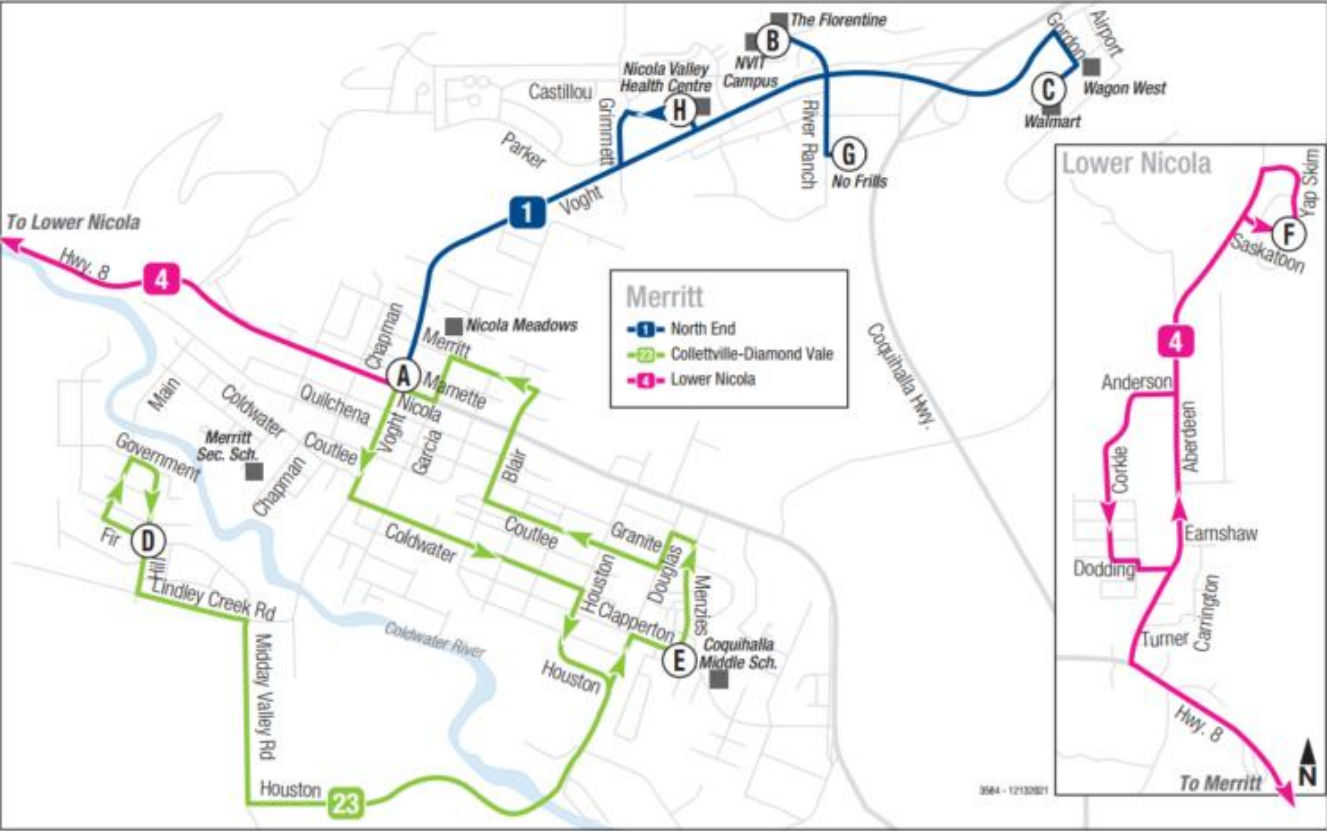
23 Collettville-Diamond Vale			
Monday to Saturday			
(A)	(D)	(E)	(A)
l.v. Downtown Marmora (all stops)	l.v. Pt. At Hill	l.v. Clapton at Merries (100%)	l.v. Downtown Marmora (all stops)
8:15	8:28	8:38	8:42
8:15	8:26	8:38	8:42
9:15	9:26	9:38	9:42
10:15	10:26	10:38	10:42
12:15	12:26	12:38	12:42
1:15	1:26	1:38	1:42
2:15	2:26	2:38	2:42
3:15	3:26	3:38	3:42
4:15	4:26	4:38	4:42
6:15	6:26	6:38	6:42
7:15	7:26	7:38	7:42
8:15	8:26	8:38	8:42
9:15	9:26	9:38	9:42
10:15	10:26	10:38	10:42
Sunday			
8:15	8:26	8:38	8:42
9:15	9:26	9:38	9:42
10:15	10:26	10:38	10:42
11:15	11:26	11:38	11:42
12:15	12:26	12:38	12:42
1:15	1:26	1:38	1:42
2:15	2:26	2:38	2:42
3:15	3:26	3:38	3:42
4:15	4:26	4:38	4:42
5:15	5:26	5:38	5:42

1 North End							
Monday to Friday							
(A)	(B)	(G)	(C)	(C)	(G)	(B)	(H)
l.v. Downtown Marmora (all stops)	l.v. Nicola Valley Health Centre	l.v. No. 10 River Ranch (50%)	l.v. Walmart	l.v. Walmart	l.v. No. 10 River Ranch (50%)	l.v. Nicola Valley Health Centre	l.v. Downtown Marmora (all stops)
6:45	6:49	6:51	6:55	7:00	7:04	7:06	7:11
7:45	7:49	7:51	7:55	8:00	8:04	8:06	8:11
8:45	8:49	8:51	8:55	9:00	9:04	9:06	9:11
9:45	9:49	9:51	9:55	10:00	10:04	10:06	10:11
10:45	10:49	10:51	10:55	11:00	11:04	11:06	11:11
11:45	11:49	11:51	11:55	12:00	12:04	12:06	12:11
12:45	12:49	12:51	12:55	1:00	1:04	1:06	1:11
1:45	1:49	1:51	1:55	2:00	2:04	2:06	2:11
2:45	2:49	2:51	2:55	3:00	3:04	3:06	3:11
3:45	3:49	3:51	3:55	4:00	4:04	4:06	4:11
4:45	4:49	4:51	4:55	5:00	5:04	5:06	5:11
5:45	5:49	5:51	5:55	6:00	6:04	6:06	6:11
6:45	6:49	6:51	6:55	7:00	7:04	7:06	7:11
7:45	7:49	7:51	7:55	8:00	8:04	8:06	8:11
8:45	8:49	8:51	8:55	9:00	9:04	9:06	9:11
9:45	9:49	9:51	9:55	10:00	10:04	10:06	10:11
Saturday							
6:45	6:49	6:51	6:55	7:00	7:04	7:06	7:11
7:45	7:49	7:51	7:55	8:00	8:04	8:06	8:11
8:45	8:49	8:51	8:55	9:00	9:04	9:06	9:11
9:45	9:49	9:51	9:55	10:00	10:04	10:06	10:11
10:45	10:49	10:51	10:55	11:00	11:04	11:06	11:11
11:45	11:49	11:51	11:55	12:00	12:04	12:06	12:11
12:45	12:49	12:51	12:55	1:00	1:04	1:06	1:11
1:45	1:49	1:51	1:55	2:00	2:04	2:06	2:11
2:45	2:49	2:51	2:55	3:00	3:04	3:06	3:11
3:45	3:49	3:51	3:55	4:00	4:04	4:06	4:11
4:45	4:49	4:51	4:55	5:00	5:04	5:06	5:11
5:45	5:49	5:51	5:55	6:00	6:04	6:06	6:11
6:45	6:49	6:51	6:55	7:00	7:04	7:06	7:11
7:45	7:49	7:51	7:55	8:00	8:04	8:06	8:11
8:45	8:49	8:51	8:55	9:00	9:04	9:06	9:11
9:45	9:49	9:51	9:55	10:00	10:04	10:06	10:11
Sunday							
8:45	8:49	8:51	8:55	9:00	9:04	9:06	9:11
9:45	9:49	9:51	9:55	10:00	10:04	10:06	10:11
10:45	10:49	10:51	10:55	11:00	11:04	11:06	11:11
11:45	11:49	11:51	11:55	12:00	12:04	12:06	12:11
12:45	12:49	12:51	12:55	1:00	1:04	1:06	1:11
1:45	1:49	1:51	1:55	2:00	2:04	2:06	2:11
2:45	2:49	2:51	2:55	3:00	3:04	3:06	3:11
3:45	3:49	3:51	3:55	4:00	4:04	4:06	4:11
4:45	4:49	4:51	4:55	5:00	5:04	5:06	5:11
5:45	5:49	5:51	5:55	6:00	6:04	6:06	6:11

4 Lower Nicola			
Monday to Friday			
(A)	(F)	(F)	(A)
l.v. Downtown Marmora (all stops)	l.v. Rocky Point Station (all stops)	l.v. Rocky Point Station (all stops)	l.v. Downtown Marmora (all stops)
7:12	7:26	7:26	7:45
11:12	11:26	11:26	11:45
5:12	5:26	5:26	5:45
Saturday			
7:12	7:26	7:26	7:45
11:12	11:26	11:26	11:45
5:12	5:26	5:26	5:45



Merritt Transit’s Existing Routes:

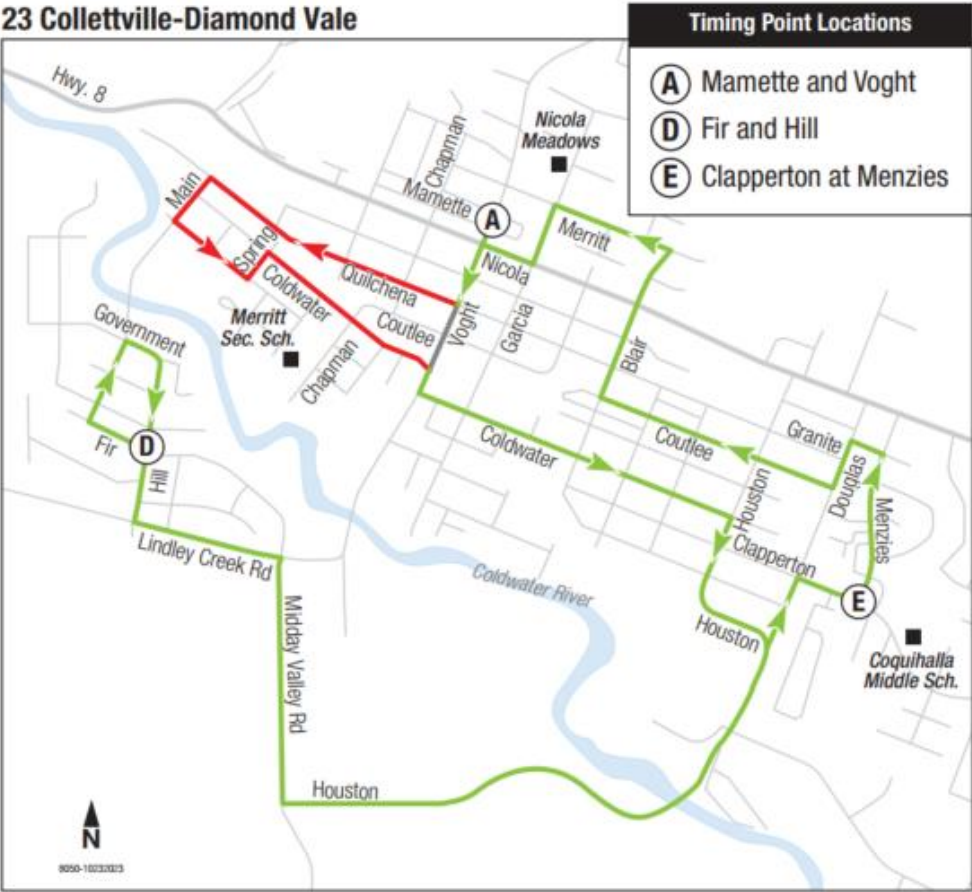






# Route 23 Extension Option

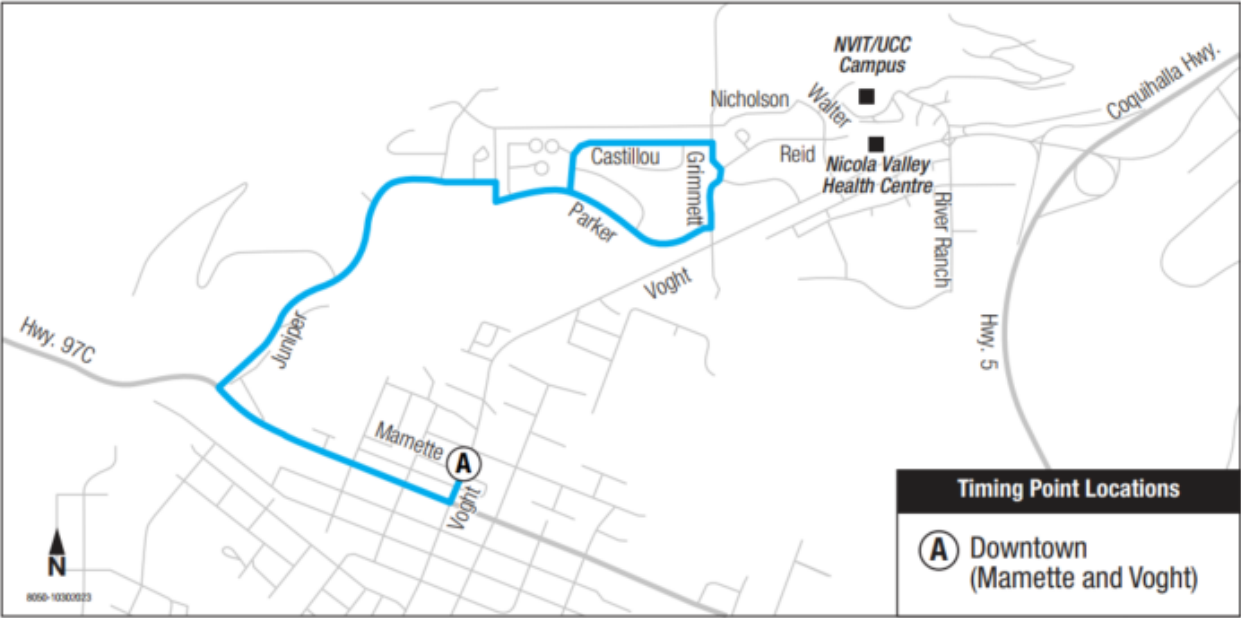
23 Collettville-Diamond Vale





# New Route Option Serving the Bench Area

## New Route



## Appendix C Operator Survey Responses

All operator survey responses are included below in the same survey form that was provided to them.

### Merritt Transit Future Action Plan: Questions for Transit Operators

**Date:** \_\_\_\_\_ **Operator Name:** \_\_\_\_\_

BC Transit and the City of Merritt are undertaking a Transit Future Service Plan. The goal of the Transit Future Service Plan is to inform future service decisions for Merritt Regional Transit System by updating and identifying new transit priorities.

This operator survey is one of the many ways BC Transit and the City are soliciting feedback from the community regarding what's working, what could use improvement, and how we can enhance the system for our riders. We would love your feedback since you, the operator, experience the way riders use Merritt Transit every day on the road.

For the trips you drive, please answer the following questions based on your experiences. If there are different answers depending on the route, day of the week, time of day, season, etc. please indicate this also. If you've noticed any concerns and/or COVID-19 impacts that pertain to this question, there is a separate field to log these issues.

Question Theme		During "usual, or normal" times	Related Concerns and/or COVID-19 Impacts
<b>EXAMPLE</b>	<b>Users</b>	<p>Which "types" of passengers are the primary users of the bus system (seniors, students, adults, commuters, BC Bus Pass holders, people with disabilities, etc.)?</p> <p><i>Summer: Mostly commuters on the 2 on weekdays and shoppers on Sat, lots of seniors on the 5 on weekdays midday,</i></p>	<p><i>Many more kids/families on the 5 post-COVID make buses overcrowded from 3-5pm on weekdays. As a result, seniors have trouble finding seats.</i></p>
Question Theme		During "usual, or normal" times	Related Concerns and/or COVID-19 Impacts

Question Theme		During “usual, or normal” times	Related Concerns and/or COVID-19 Impacts
1	<b>Users</b>	<p>Which “types” of passengers are the primary users of the bus system (seniors, students, adults, commuters, BC Bus Pass holders, people with disabilities, etc.)?</p> <p><i>Students.</i>  <i>Working people.</i>  <i>Shoppers.</i>  <i>Commuters to work.</i>  <i>Seniors shopping.</i>  <i>School kids.</i>  <i>Some college students.</i>  <i>Adults are the primary users, then students.</i></p>	<p><i>Not enough seats (between 3-5 needed).</i></p> <p><i>Early morning and at shift change lots of restaurant workers.</i></p> <p><i>3-5pm students.</i></p> <p><i>Regular users and seniors have problem finding seats.</i></p>
2	<b>Mobility</b>	<p>On average, in any given day, how many passengers would you see who use the following? On which routes do you see them the most?</p> <p>- Wheelchairs (manual, electric)  <i>Yes, electric.</i>  <i>Route 1.</i>  <i>Route 1.</i>  <i>Route 23.</i>  <i>1-2 riders.</i>  <i>1-2 riders.</i></p> <p>- Mobility aids (walker, crutches, cane)  <i>Walkers.</i>  <i>Route 1.</i>  <i>Route 23.</i>  <i>1-4 riders.</i>  <i>3 riders.</i></p> <p>- Strollers  <i>Route 1.</i>  <i>Route 1.</i>  <i>1-5 riders</i>  <i>2 riders</i></p>	

Question Theme		During “usual, or normal” times	Related Concerns and/or COVID-19 Impacts
		<ul style="list-style-type: none"> <li>- Bike Racks</li> </ul> <i>Route 4.</i> <i>Route 4.</i> <i>Route 1.</i> <i>2-3 riders.</i> <i>2 riders.</i>	
3	Ridership and Destinations	<p>A. At which locations (origin/destination) do you see the highest ridership?</p> <i>Colletville and Diamond Vale.</i> <i>Colletville and Diamond Vale.</i> <i>Lower Nicola.</i> <i>Walmart and Bob’s Mini Mart.</i> <i>Walmart, No Frills, City Center, Subway/Downtown Exchange, Hospital.</i>	<i>Diamond Vale riders have commented that we need a 7:15am bus to route 23 as a lot start work at 8am and have to take a cab (THESE ARE MINIMUM WAGE EARNERS).</i>
		<p>B. When is the peak time of day/week?</p> <i>Mon, Tues, and Wed.</i> <i>Early am and late afternoon.</i> <i>2-4pm.</i> <i>2-6pm.</i>	
		<p>C. Are there any other key destinations your riders go to?</p> <i>NVIT, Walmart, No Frills.</i> <i>Lower Nicola, Walmart, No Frills, College (NVIT).</i> <i>College when school is in session.</i> <i>Drop-off’s, Bob’s Mini Mart.</i>	
		<p>D. How valuable is Merritt Transit on statutory holidays for your customers?</p> <i>Valuable to those commuting to work.</i> <i>Very.</i> <i>Quite valuable.</i>	
4	Service Frequency	<p>Which routes do you think need improved frequency and why? What time(s) of the day?</p> <i>North End.</i> <i>Lower Nicola and North End.</i>	



Question Theme		During “usual, or normal” times	Related Concerns and/or COVID-19 Impacts
		<i>Diamond Vale (Bobs Mini Mart).</i>	
5	<b>Service Span</b>	<p>Which routes do you think need a longer or shorter service span <b>and why?</b> (What routes and what time of day do you think service should begin/end?)</p> <p><i>6am to 4pm.</i></p> <p><i>Lower Nicola needs a last run at night.</i></p> <p><i>Collettsville-Diamond Vale Route: shorter, 8am-4pm, no riders after 4pm and very few on my shift (2 per day).</i></p>	
6	<b>Timing</b>	<p>a. Which routes, days (or specific trips if applicable) are the tightest for running time?</p> <p><i>Collettsville Diamondvale.</i></p> <p><i>Lower Nicola to North End.</i></p> <p><i>Lower Nicola inbound and outbound.</i></p> <p>b. Which route segments (segment = between two timing points) require time to be added?</p> <p><i>Northend to Walmart.</i></p> <p><i>North End.</i></p> <p><i>Inbound from North End when transfers to Lower Nicola.</i></p> <p>c. Is extra time needed on this route in general, or just certain days/certain times? (e.g. Saturday mornings 8-9am, Mondays during the summer, etc.)</p> <p><i>In general, but especially return trip from Lower Nicola.</i></p> <p><i>Yes.</i></p> <p><i>When you have transfers to Lower Nicola 2:12pm.</i></p>	
7	<b>Passenger Understanding, System Inconsistencies</b>	<p>a. What route, trip, or schedule questions come up most from passengers?</p> <p><i>North End.</i></p> <p><i>When will route go back to normal route Diamond Vale (Bob's Mini Mart) before Collettsville?</i></p> <p><i>North End and Lower Nicola.</i></p>	<p><i>Questions I receive are:</i></p> <p><i>Why no bus to Lower Nicola on Sundays? Do they think we don't need to work/shop etc?</i></p>

Question Theme		During “usual, or normal” times	Related Concerns and/or COVID-19 Impacts
		<p>b. Are there inconsistencies in routes, trips, or schedules that you or passengers have noted? Do you have ideas on how to improve them (e.g. map, schedule or Rider's Guide improvements)?</p> <p><i>Lower Nicola trips.</i>  <i>Lower Nicola trips.</i>  <i>The truck route to Collettsville is servicing very few. People are tired of being taken to Collettsville before Bob's Mini Mart.</i></p>	<p><i>Add Lower Nicola run as the last trip evenings and on Sundays</i></p>
8	<b>Bus Stops</b>	<p>Do you have suggestions about improvements to bus stops or specific areas for passengers? (e.g. safety issues, location, shelter, visibility etc.)</p> <p><i>Yes Collettsville needs to service Coldwater Ave west of Voght St.</i>  <i>Go back to the old route to service those on Coldwater Ave West and Lower Nicola.</i>  <i>Service Coldwater Ave west again.</i>  <i>In the future bus stops to be made so buses can get out of traffic (ie. pullouts).</i></p>	
9	<b>Routing &amp; Scheduling</b>	<p>Do you have any other ideas about routing or schedule changes that we could make to improve Merritt Transit System for users? (e.g. the route should take X street instead of Y street or stop before a certain intersection, or start earlier, etc.)</p> <p><i>Should take Coldwater to Collettsville instead of Midway Rd outbound and inbound.</i>  <i>Go back to old Route before flood.</i>  <i>Start evening bus 1 hr early and do the Lower Nicola route twice (7:12 and 8:12) or do Diamond Vale / Collettsville Route at 7:15am as a lot catch cab as no 7:15am bus to those areas.</i>  <i>There should be a couple trips to Lower Nicola on Sundays, maybe 10am-2pm?</i></p>	<p><i>Coldwater Ave West which we used to go down needs the bus, there are seniors at Kinsley Court and houses, people with mobility issues who have to walk to the Subway Restaurant downtown exchange to catch a bus.</i></p>
10	<b>Road Conditions</b>	<p>Does the weather (i.e. snow and ice), terrain (hills), or road condition, cause any difficulties? Where?</p> <p><i>Yes, the road to NVIT.</i>  <i>Hill going to NVIT.</i></p>	<p><i>Super icy in winter can't get under load at 1<sup>st</sup> stop going up</i></p>

Question Theme		During “usual, or normal” times	Related Concerns and/or COVID-19 Impacts
		<p><i>Many bus stops not sanded.</i></p> <p><i>Belshaw Hill passengers waiting at bus stops half way up hill in snow.</i></p> <p><i>Not enough traction for hill.</i></p>	
11	<b>Passenger Complaints</b>	<p>From your experience, what are the primary passenger complaints related to?</p> <p><i>No bus to Coldwater Ave south. Riders walk to downtown exchange by Subway restaurant to catch the 1 and go to north end.</i></p> <p><i>No Lower Nicola bus at 10:26pm or Sunday.</i></p> <p><i>No bus to Coldwater Ave West.</i></p> <p><i>A lot of complaints about condition of streets – Voght and Coutlee though Voght currently getting work done on it, Coutlee is horrible (beating our busses).</i></p> <p><i>Buses not on time.</i></p>	<p><i>Many people work until 10pm and have to take a <u>\$50 cab</u> home and <u>cab</u> Sundays.</i></p>
12	<b>Service Area</b>	<p>Are there any <b>neighbourhoods, communities</b> or <b>destinations</b> <u>we don't yet serve</u> that you feel we should? (please include a few street names, to help us locate these areas)</p> <p><i>Coldwater to Colletville.</i></p> <p><i>Coldwater Indian Reserve.</i></p> <p><i>Coldwater Ave.</i></p> <p><i>Ransom Ave on to Armstrong.</i></p> <p><i>I have seniors walking to the Menzies St bus stop which is too far for them.</i></p> <p><i>Also people walk the hill at night to go home with groceries.</i></p>	<p><i>Women and children very often seen hitchhiking to there. Not safe.</i></p>

**Thank you for your time! We really appreciate your feedback.**

## Appendix D Operations Staff One-on-One Conversation Notes

**Total participants:** Five

**Service improvement options from OpCo perspective:**

- Four participants said route 4 Lower Nicola Sunday service is needed, though one person said they didn't think this was necessary.
- A couple participants said they hear the need for route 4 Lower Nicola late night service like the pre-flood schedule both on weekdays and Saturdays. In particular, workers in fast food industries are interested in this late night service. One NVTs staff person said this would be good but there is very low ridership on route 4. Operations Administration indicated late-night service on route 4 would work from a staffing perspective.
- One person said route 23 needs more frequency
- One person said service is needed through the Bench neighbourhood
- One person said service to Armstrong St is needed
- Three participants said they preferred the pre-2021 route 2 Collettsville because it served deeper into Coldwater Ave by the Public Works yard and over Main St Bridge to serve more people. One of these participants said that people are tired of having to catch the bus to the exchange downtown (Mamette at Voght) and ride all the way to south Collettsville and back just to get to Bob's Mini Mart (timing point E), and drew out an alternate option below in Figure 4. Two operators did not think the Main St Bridge service routing option made as much

sense as the existing routing, mostly because they felt the south Diamond Vale portion of the trip along Midday Valley Rd and Houston St.

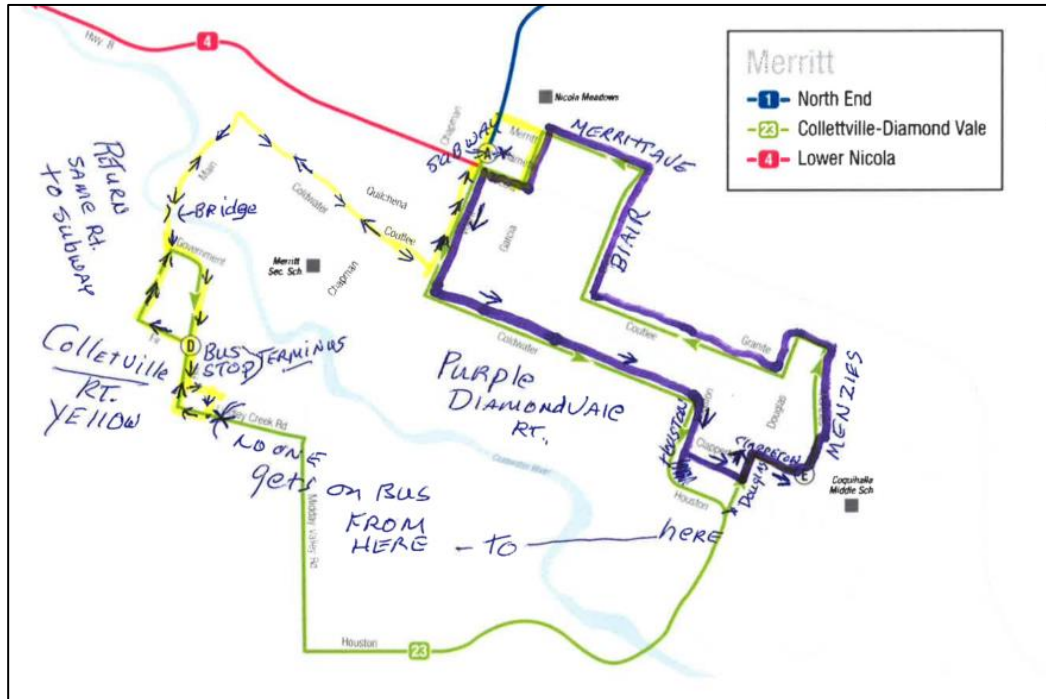


Figure 5. Shows option provided by one operations staff members. Collettsville neighbourhood portion of the proposed routing is shown in yellow; Diamond Vale neighbourhood portion of the proposed routing is shown in purple.

- It was confirmed that it is not an issue to find operators on statutory holidays. No one who I spoke with was interested in reallocating statutory holiday service hours to service elsewhere.

### Demographics:

- One person said the most common ridership demographics from one of the operator's perspectives include immigrants and Indigenous individuals.

**Other Information:**

- Staff confirmed flag stops are only permitted on route 4. Otherwise, riders are supposed to board and alight at proper bus stops

# Appendix E Public Survey Response Report



# 2023 Merritt Transit Future Service Plan Survey

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## SURVEY RESPONSE REPORT

11 February 2021 - 13 December 2023

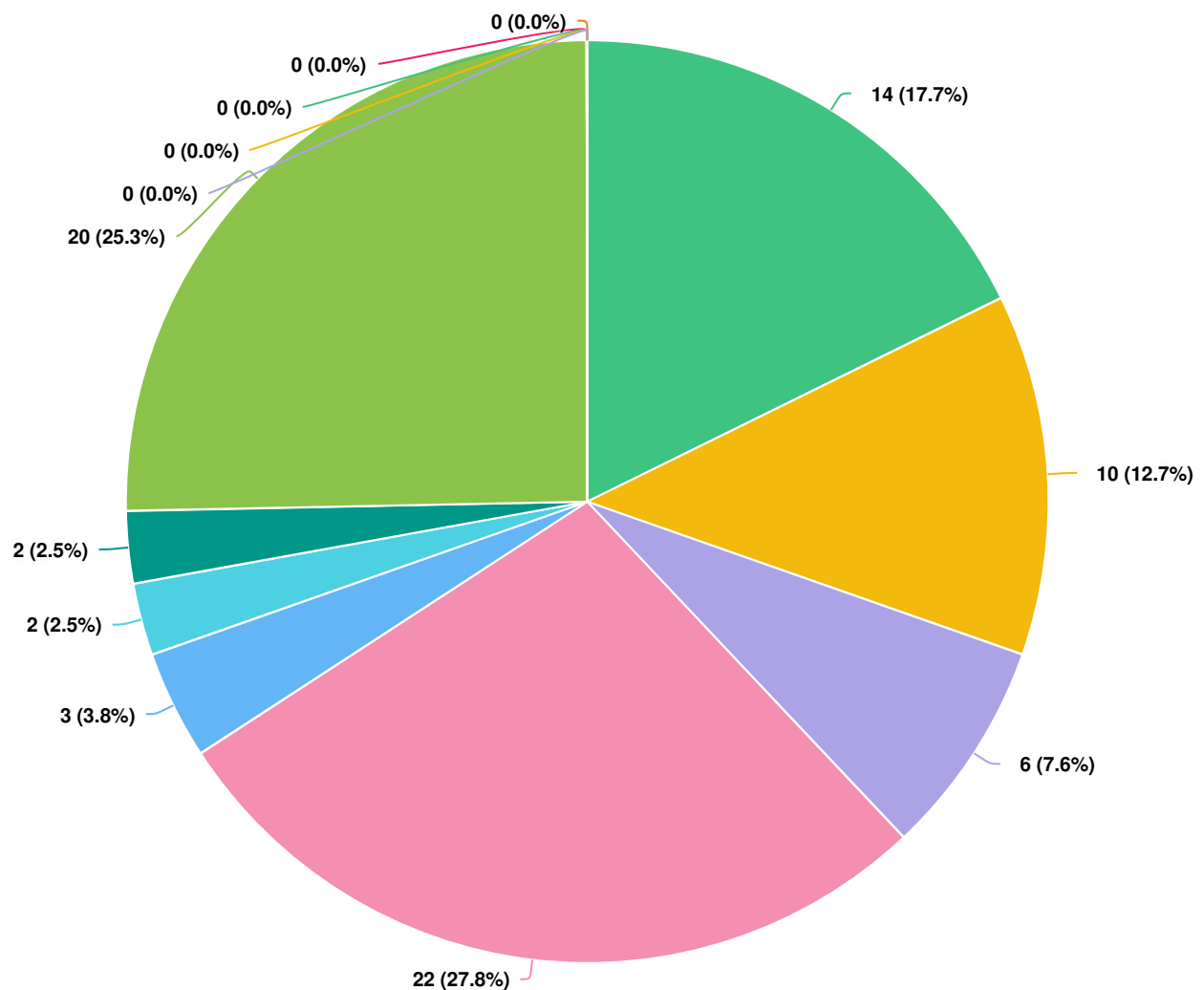
### PROJECT NAME:

Merritt Transit Future Service Plan 2023



# SURVEY QUESTIONS

## Q1 Which neighbourhood or community do you live in?



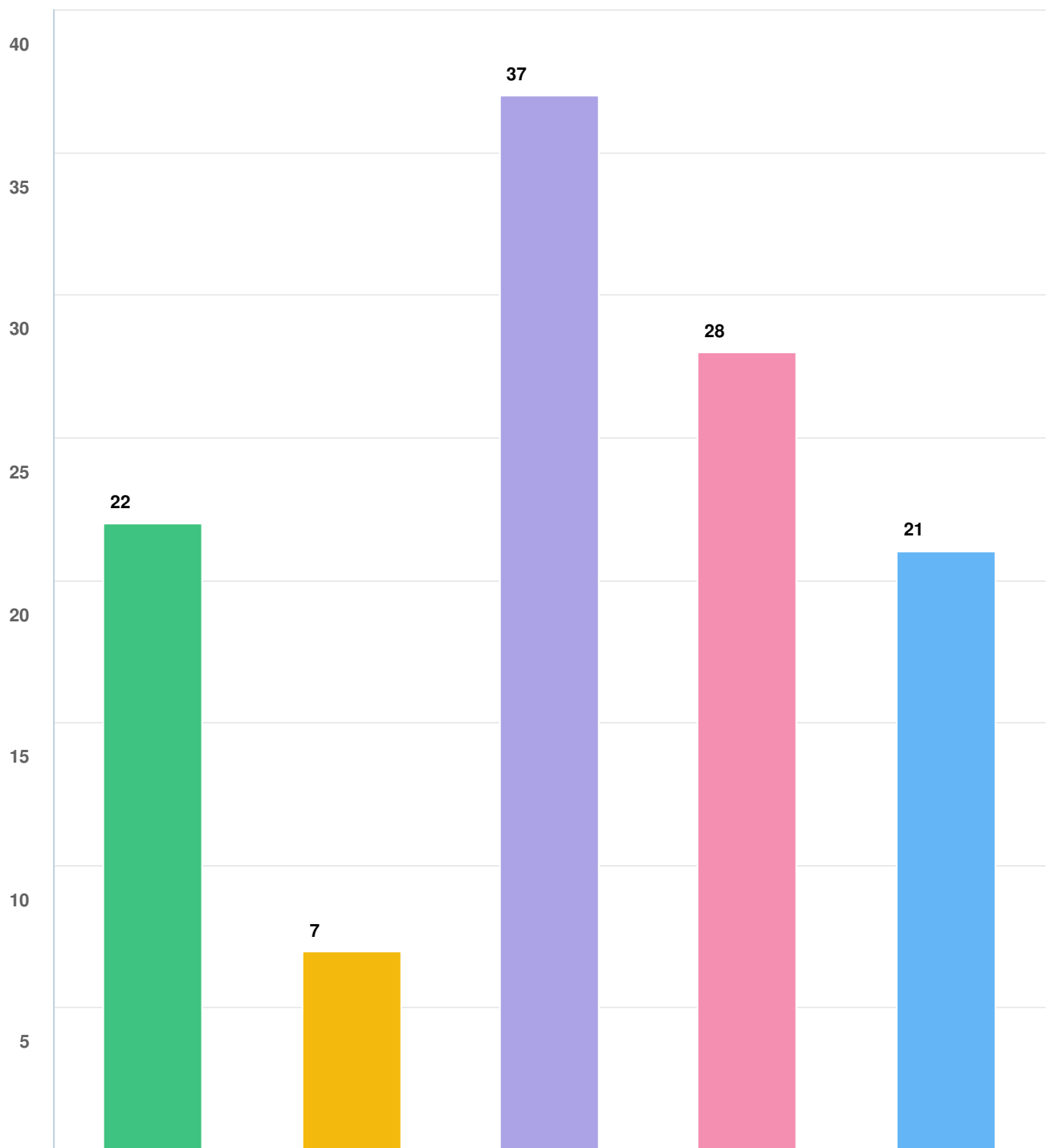
### Question options

- Bench Neighbourhood
 ● City Centre Neighbourhood
 ● Collettsville Neighbourhood
 ● Diamond Vale Neighbourhood
- Grandview Neighbourhood (aka Gateway 290 or Gasoline Alley)
 ● Riverside Neighbourhood
 ● I don't know
- Other (please specify)
 ● Airport Neighbourhood
 ● North Bench Neighbourhood
 ● Middlesboro Neighbourhood
- Parkdale Neighbourhood
 ● Ranchlands Neighbourhood (aka Gateway 286)

Optional question (79 response(s), 4 skipped)

Question type: Dropdown Question

**Q2 Which routes or services do you use?**

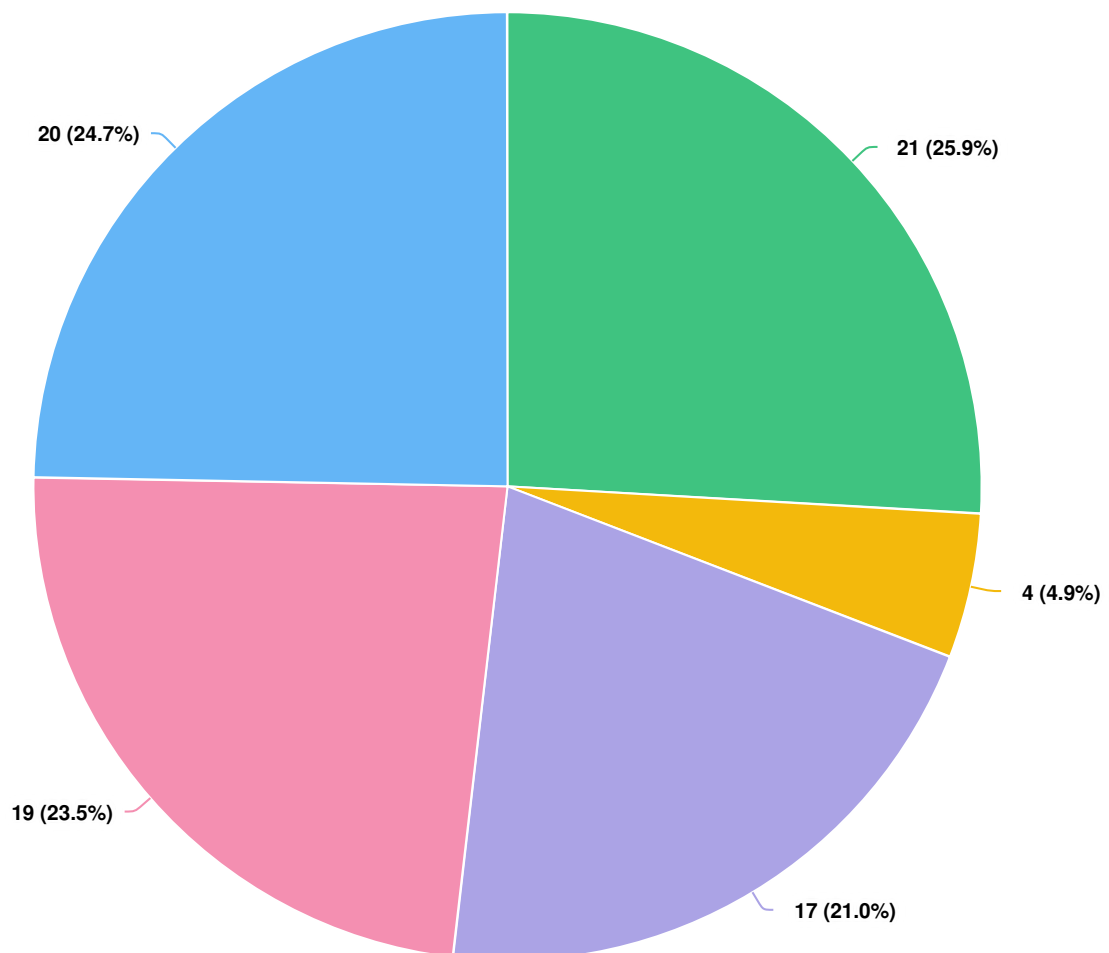


**Question options**

- Not applicable/Don't use the service   ● On-Request   ● Route 1 North End   ● Route 23 Collettsville-Diamond Vale  
● Route 4 Lower Nicola

*Optional question (81 response(s), 2 skipped)*  
*Question type: Checkbox Question*

**Q3** How often do you use Merritt Transit service?

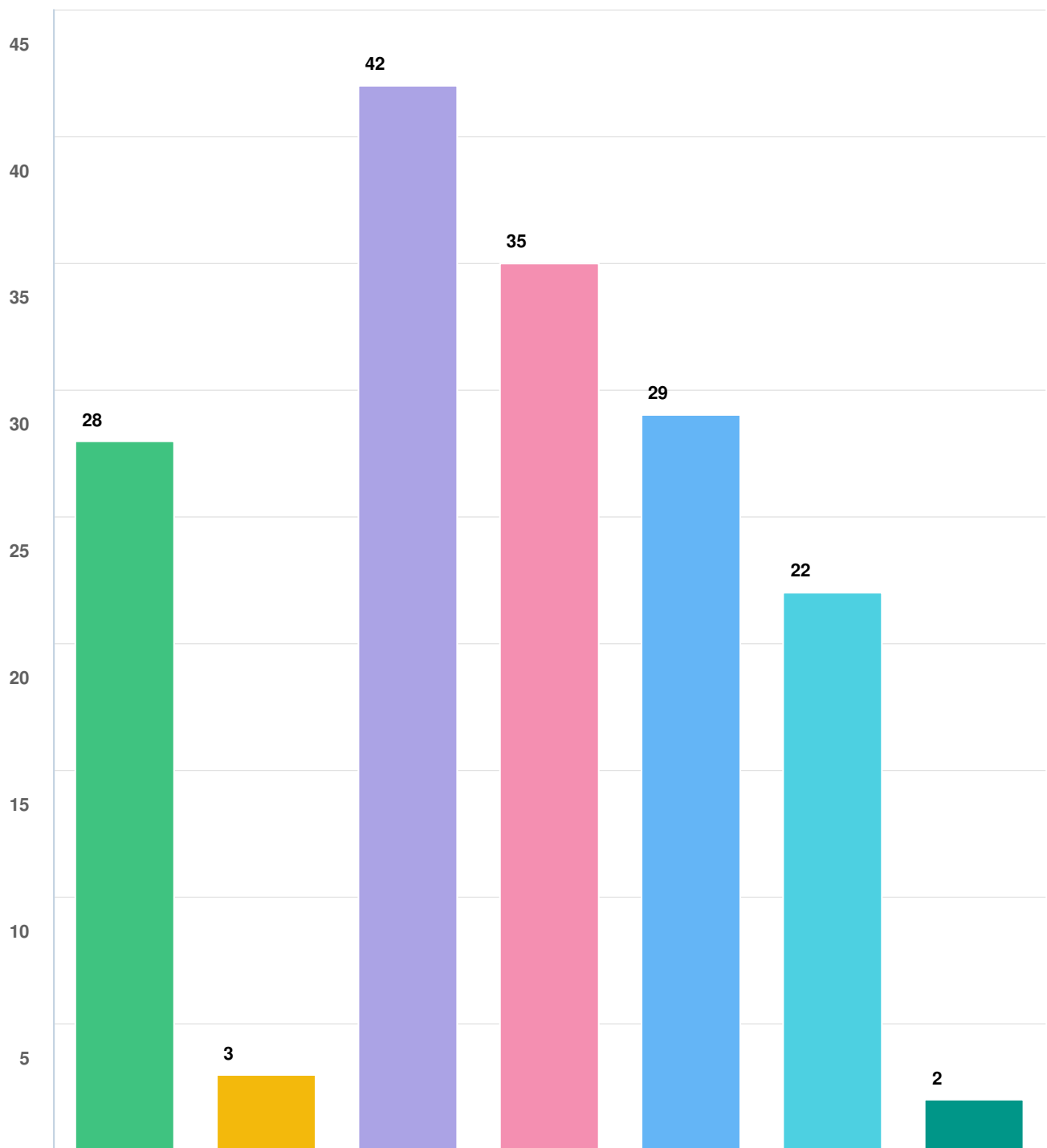


**Question options**

Multiple times a week Once a week A few times a month A few times a year Never

Optional question (81 response(s), 2 skipped)  
Question type: Radio Button Question

**Q4** What do you use transit for? Choose all that apply.



**Question options**

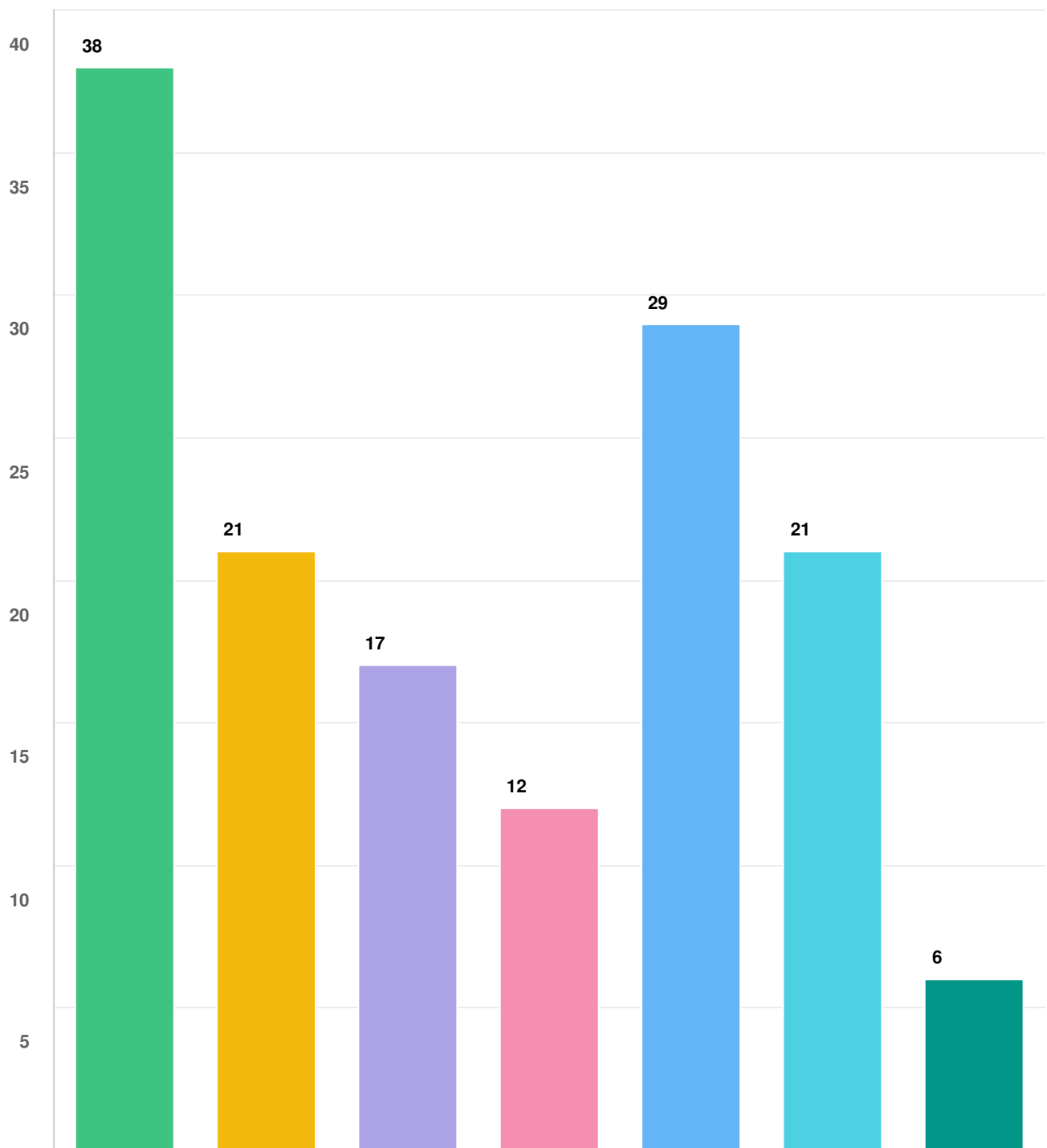
- Work School Shopping Recreation/social activities Medical/wellness appointments  
Not applicable/Don't use the service Other (please specify)

Optional question (82 response(s), 1 skipped)

Question type: Checkbox Question



**Q5** Why do you and your family use transit? Check all that apply.



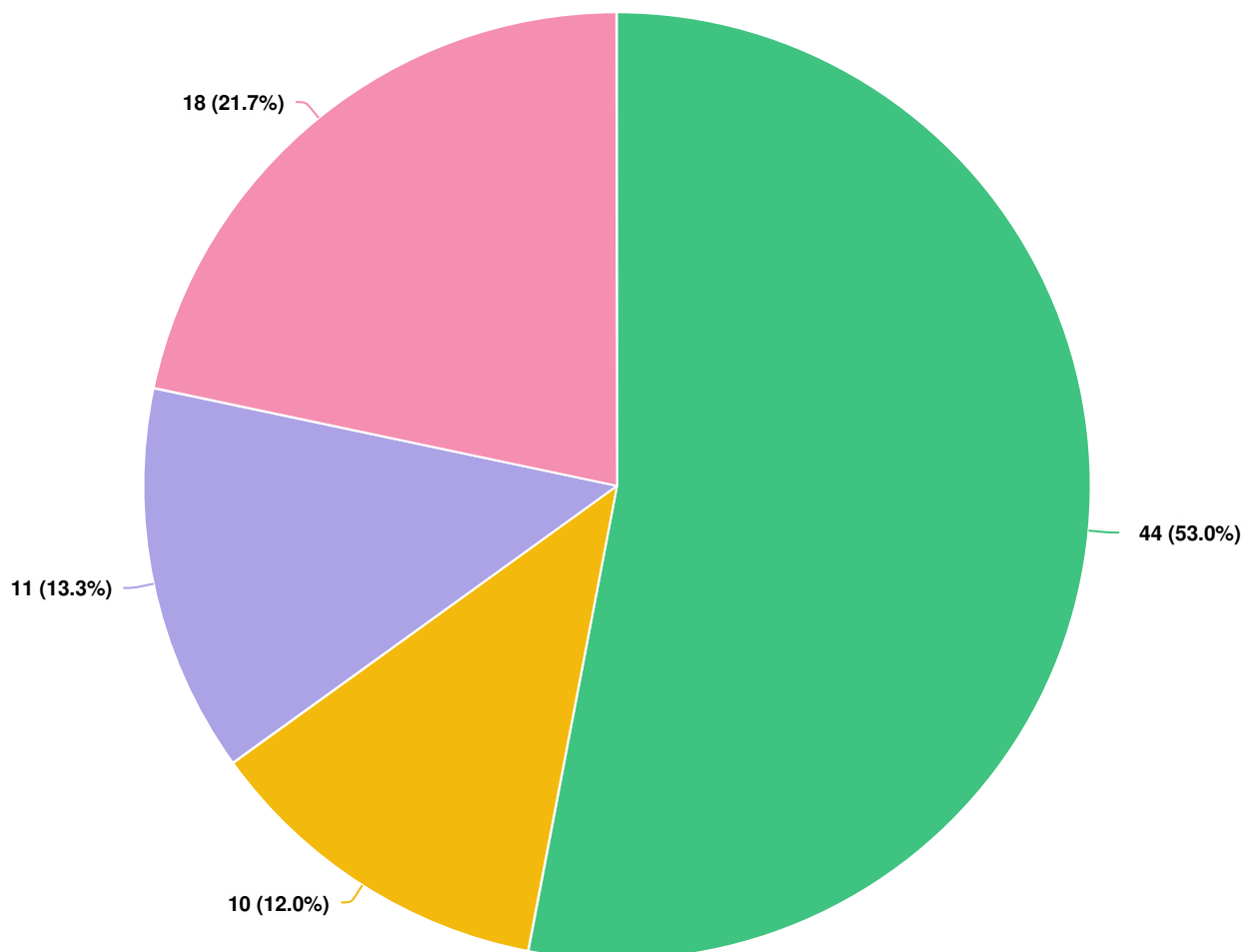
**Question options**

- It's affordable ● It's reliable ● It's sustainable/More environmentally-friendly ● It's safer than other options  
● It's my only transportation option ● Not applicable/Don't use the service ● Other (please specify)

Optional question (83 response(s), 0 skipped)

Question type: Checkbox Question

**Q6** Do you typically travel:

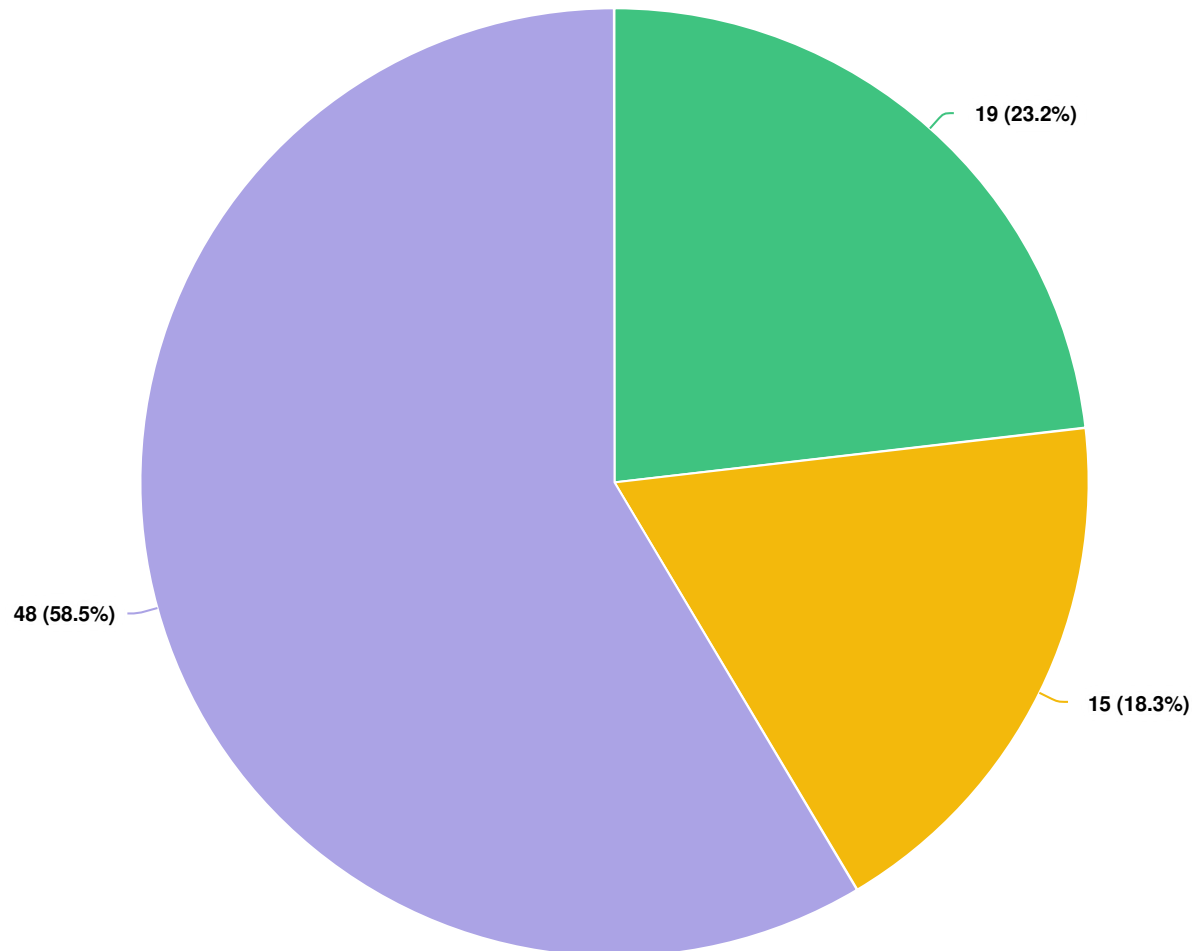


**Question options**

● Alone ● With a friend or family member ● With a child ● Not applicable/don't use the service

*Optional question (83 response(s), 0 skipped)  
Question type: Radio Button Question*

**Q7** | If you have children under 18, are you comfortable with your child using the service unaccompanied?



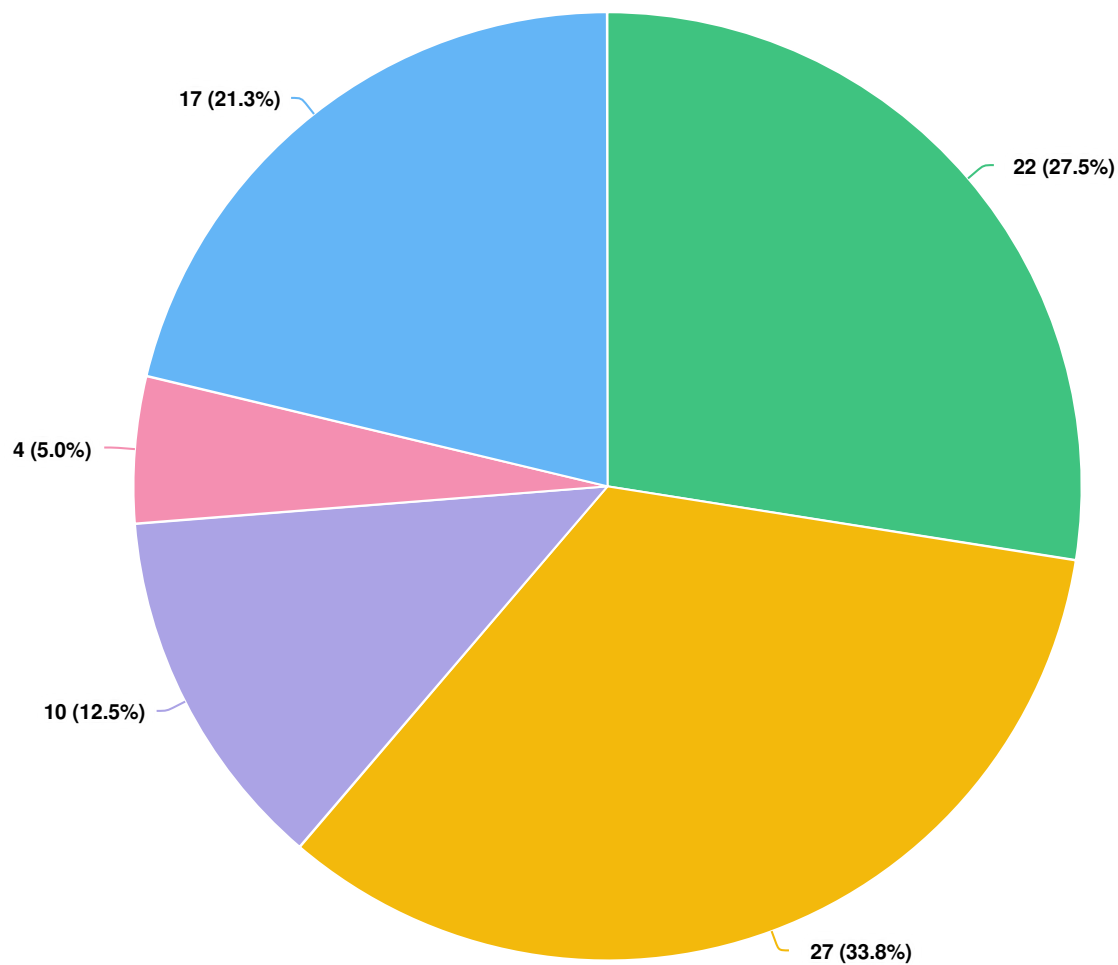
**Question options**

● Yes ● No ● Not applicable/I don't have a child

*Optional question (82 response(s), 1 skipped)*

*Question type: Radio Button Question*

**Q8** How satisfied are you with the Merritt Transit service overall?

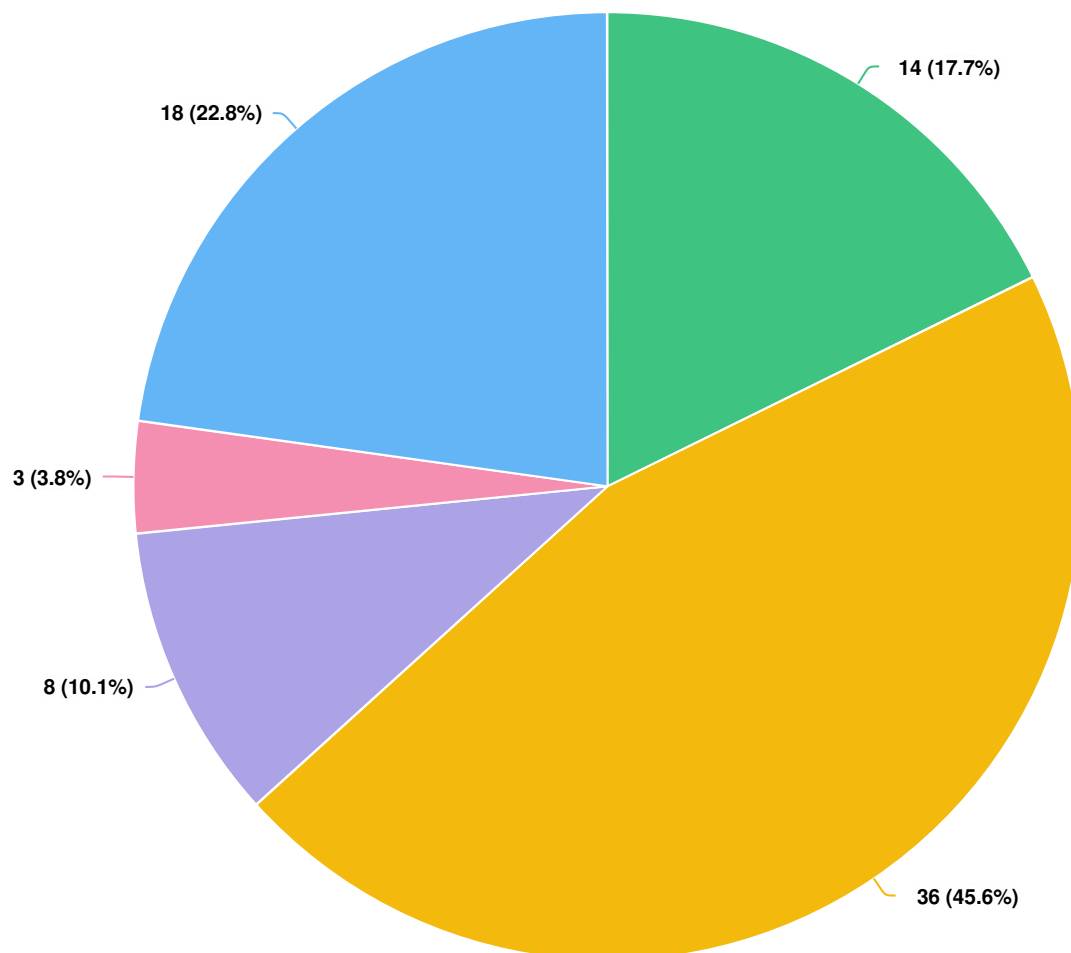


**Question options**

Very Satisfied Satisfied Not Satisfied Very Unsatisfied Not applicable/Don't use the service

Optional question (80 response(s), 3 skipped)  
Question type: Radio Button Question

**Q9** How reliable do you find the Merritt Transit service? Is the bus on time when you need it?



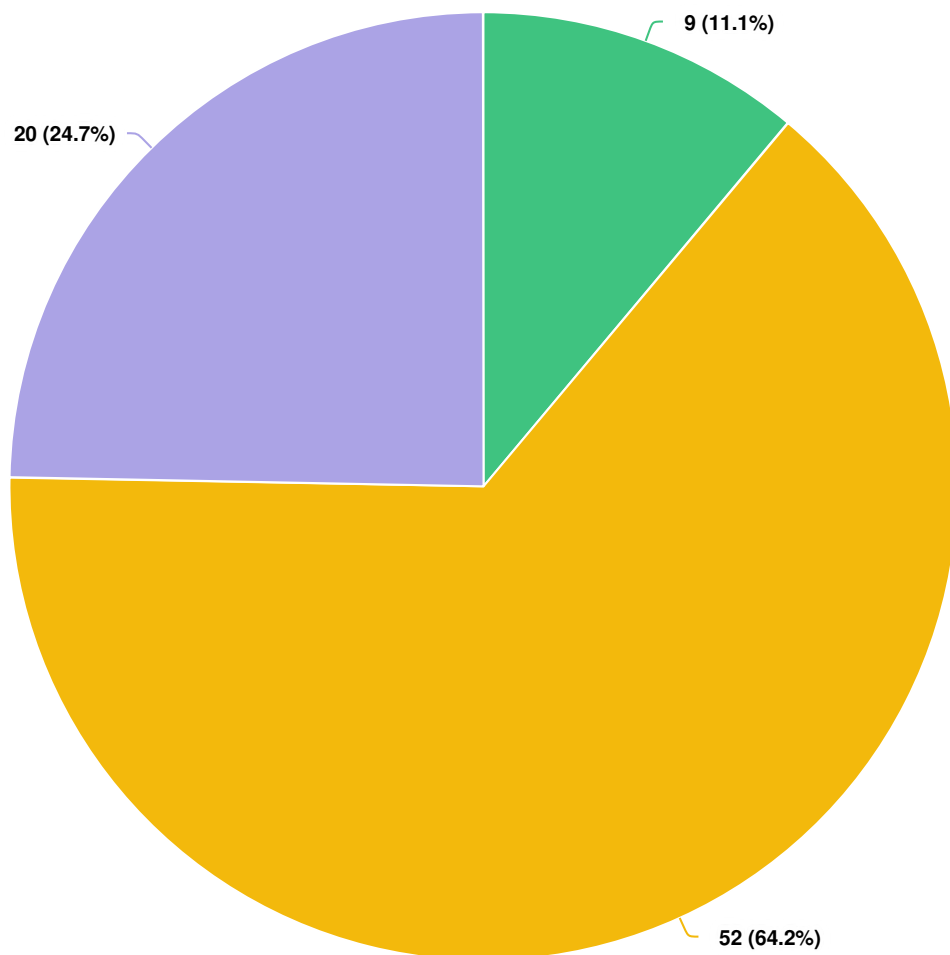
**Question options**

Very reliable Reliable Not reliable Very unreliable Not applicable/Don't use the service

Optional question (79 response(s), 4 skipped)

Question type: Radio Button Question

**Q10** Have you ever not been able to board the bus because the bus was full?



**Question options**

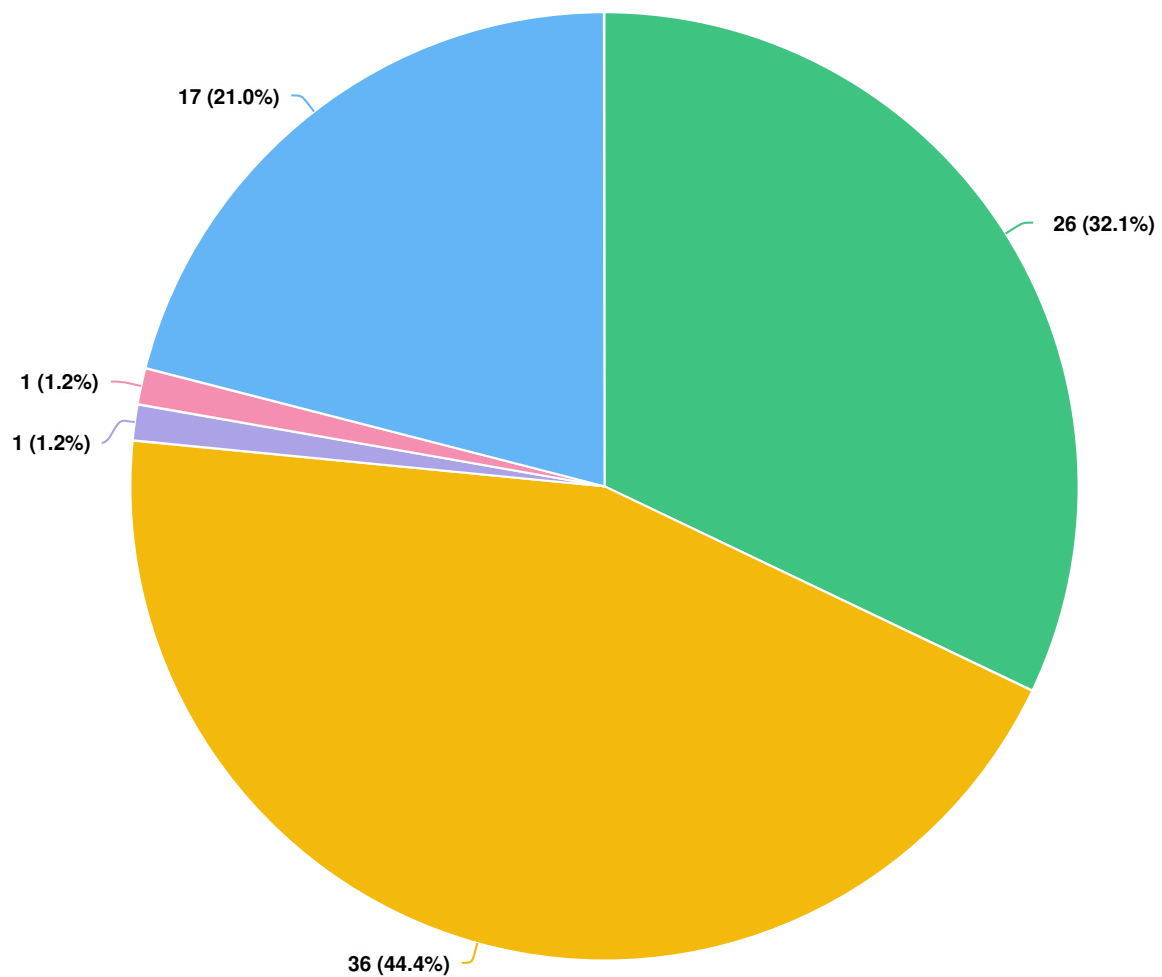
☐ Yes ☐ No ☐ Not applicable/Don't use the service

*Optional question (81 response(s), 2 skipped)*

*Question type: Radio Button Question*



**Q11 How safe do you feel using the Merritt Transit service?**



**Question options**

Very Safe   Safe   Unsafe   Very Unsafe   Not applicable/Don't use the service

*Optional question (81 response(s), 2 skipped)*

*Question type: Radio Button Question*

**Q12 | If you've felt unsafe, is there any particular location or route that made you feel that way? Any particular reason?**

Anonymous 11/06/2023 01:19 PM	Specific passengers on-board
Anonymous 11/06/2023 01:39 PM	None
Anonymous 11/06/2023 03:09 PM	One of the drivers
Anonymous 11/14/2023 03:26 PM	Routes closer to home, don't like walking in the dark
Anonymous 11/16/2023 05:45 AM	Occasionally there are undesirable individuals in the community that make me aware of potential risks
Anonymous 11/17/2023 08:17 PM	Going the trucker route to and from Colletville bus route. The bus driver was speeding to the point my oldest son was sliding around on the seat.
Anonymous 11/18/2023 08:59 AM	No
Anonymous 11/20/2023 10:58 AM	N/A
Anonymous 11/22/2023 08:09 AM	As well city busses are not always that well maintained/ clean
Anonymous 11/22/2023 11:00 PM	n/a
Anonymous 11/23/2023 09:48 AM	All good
Anonymous 11/23/2023 12:17 PM	Coldwater and May street. Too dark bus driver went past

Anonymous

11/24/2023 11:18 AM

No

Anonymous

11/26/2023 04:36 PM

Some areas are not well lit

jgetz

12/07/2023 10:47 PM

Route 23 - strange man approached me at bus stop and on bus but I was told he got banned later for bothering driver.

jgetz

12/08/2023 12:30 AM

the grumpy morning driver is sometimes not pleasant

jgetz

12/08/2023 12:41 AM

Most of the drivers are safe. I have phoned about the problem I have had and hope he leaves me alone now.

**Optional question** (17 response(s), 66 skipped)

**Question type:** Single Line Question

**Q13 | Are there any particular bus stops you think could be improved with additional amenities, such as a shelter, bench, schedule information, lighting, or other improvements? Please provide details such as landmarks and/or street names to help us understand which stop you are referring to.**

Anonymous

11/06/2023 01:19 PM

There is a bus pullout and a covered bench in front of the Olympic Villas (4010 Walters Street) along Voght St. However, it does not get used. There is instead a stop without a covered bench or pullout 50m down the road. This space should be utilized too.

Anonymous

11/06/2023 01:39 PM

None

Anonymous

11/06/2023 03:09 PM

All of the stops along Nicola heading toward Highway 8

Anonymous

11/06/2023 05:23 PM

Shelter in front of diamondvile trailer park shelter by Tim Hortons and no frills

Anonymous

11/06/2023 05:42 PM

Yes. A covered space at Walmart because the wind up there can be unbearable much of the year.

Anonymous

11/06/2023 05:49 PM

More bus services into upper bench area

Anonymous

11/07/2023 03:23 AM

Lower Nicola, Dodding Ave could use a bench

Anonymous

11/07/2023 06:37 PM

The corner of Main and Fir needs its stop moved. Way too close to the corner and moving it closer to Walnut would provide more light to those waiting for the bus. A shelter would also be nice.

Anonymous

11/09/2023 08:48 AM

Voght St and Super 8 Motel. Needs Bench and Shelter. Is there a Plan to shift the bus stop to the curb and empty shelter at 4010 Walters Apartment building?

Anonymous

11/12/2023 07:23 PM

Shelters needed at Voght Park (Main at Canford; when route re-established) and Coutlee at Douglas,

Anonymous

11/14/2023 03:26 PM

Being able to transfer to stay on bus going from one end.of the two to the other

Anonymous

11/15/2023 10:46 AM

A garbage can would be amazing. Especially at granite ave and Douglas st. Someone waits for the bus and smokes and leaves their mess in the yard.

Anonymous

11/16/2023 09:09 AM

I would use transit to Lower Nicola if it provided service later in the evening.

Anonymous

11/18/2023 08:59 AM

All bus stops need shelter n bench

Anonymous

11/19/2023 06:27 PM

Some stops are in bad and dangerous spots. To many to list all.

Anonymous

11/21/2023 03:23 PM

DeWolfe Way

Anonymous

shelter and bench outside hospital

11/21/2023 04:00 PM

Anonymous

11/22/2023 08:28 AM

Benches and or shelters because I am disabled and to get out of the wind on cold days

Anonymous

11/22/2023 08:09 AM

I like that some bus stopped have shelter/ benches/ and lights. There are a couple stops around town that could use improving. As well city busses are not always that well maintained/ clean

Anonymous

11/22/2023 11:00 PM

n/a

Anonymous

11/23/2023 09:48 AM

All good

Anonymous

11/23/2023 12:17 PM

Voght and Coldwater. Hard to see the stop right after you turn

Anonymous

11/24/2023 11:18 AM

Coldwater reserve

Anonymous

11/24/2023 05:28 PM

It will be would be great to have a bus stop put up Coldwater Res.

Anonymous

11/26/2023 05:59 AM

All of Merritts bus stops should be sheltered because of wind and rain here

Anonymous

11/26/2023 04:36 PM

They need all of the above. Definitely shelter/bench when cold

Anonymous

11/26/2023 05:23 PM

Any of them in lower nicola

Anonymous

11/29/2023 07:52 PM

1.All of them need better schedules for each stop. Need to move the stop out of cross walk by the hospitalh stop

Anonymous

12/02/2023 01:49 PM

Covered shelters, Schedule information and lighting all routes

Anonymous

We need service closer to my street on Armstrong st it's a long walk

12/03/2023 11:25 AM

to a bus stop

Anonymous

12/03/2023 11:26 AM

The stop at the Hospital should have a shelter and/or a bench

Anonymous

12/04/2023 04:55 PM

Shulus Reserve (esp. Johnny's)

Anonymous

12/06/2023 04:38 PM

If Bench service was added I would use the service I also feel that every transit bench should have a cover as watching people waiting when it's raining, snowing or as in past yrs extreme heat with no shelter

jgetz

12/07/2023 06:55 PM

Providing additional stops closer to home for elders / parents with kids.

jgetz

12/07/2023 07:40 PM

I catch it from Shulus it would be nice to have a shelter. I've stood in the rain before.

Anonymous

12/07/2023 10:19 PM

The bus stops without a shelter should have one.

jgetz

12/07/2023 10:47 PM

I would appreciate a bus stop being added at the entrance of Riverside Trailer Cart 1098 Houston

jgetz

12/07/2023 11:16 PM

Schedule information, lighting, bench, shelter

jgetz

12/08/2023 12:30 AM

the one across from 7/11 moved down

jgetz

12/08/2023 12:35 AM

Yes we can use a additional bus stop in Douglas and "bench"

jgetz

12/08/2023 12:41 AM

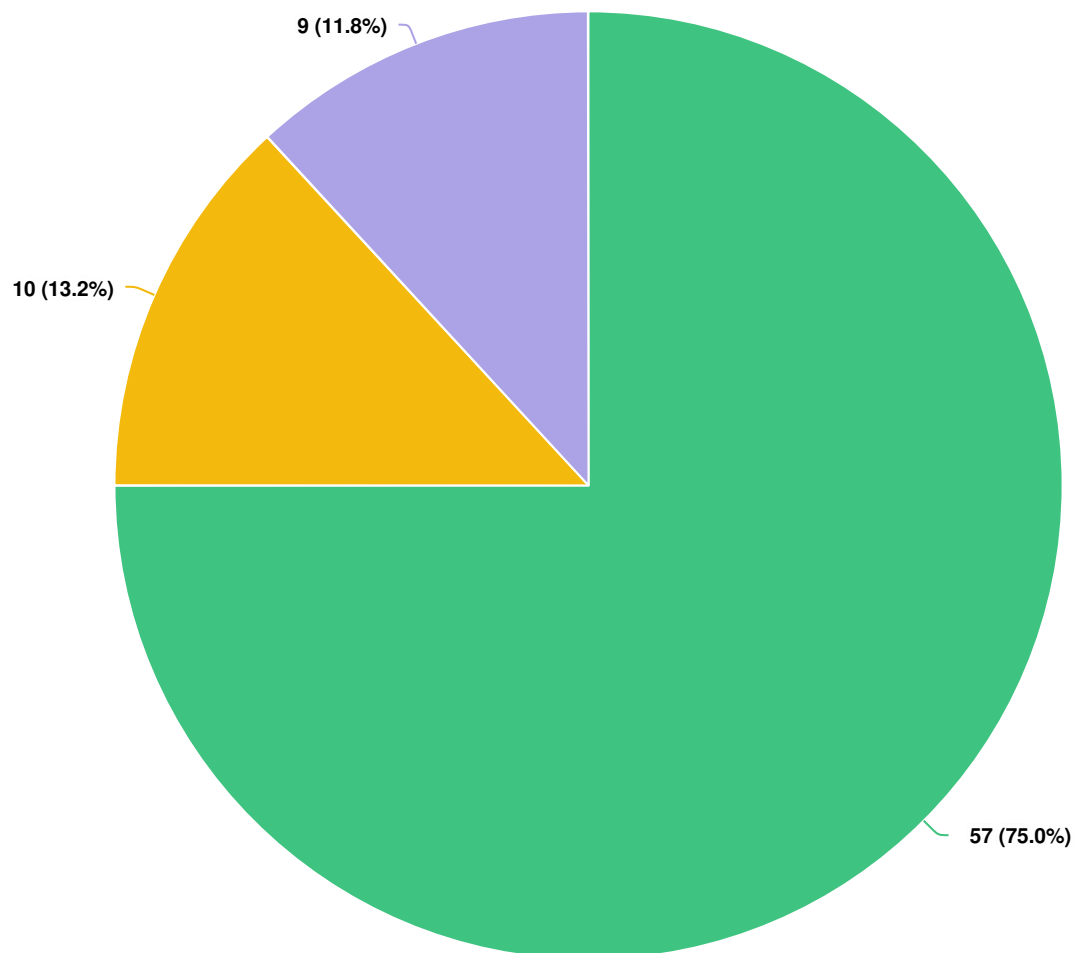
Hospital could use a cover and seating. More garbage cans (Lower Nicola). Something to light up to show a bus driver that someone is there in the dark.

**Optional question** (41 response(s), 42 skipped)



**Question type:** Single Line Question

**Q14** | **Proposed extension of Route 23 Collettsville-Diamond Vale:**In previous engagement we have heard interest in extending Route 23 Collettsville-Diamond Vale on or around Coldwater Ave west of Voght St. We are asking you to share your thoughts on the exis...



**Question options**

☒ Valuable ☐ Not Valuable ☐ Not applicable/Don't use the transit service

*Optional question (76 response(s), 7 skipped)*

*Question type: Radio Button Question*

**Q15 | Do you have any ideas or comments about this proposed routing?**

Anonymous

11/06/2023 01:39 PM

Ot would seem to make sense to me to close the loop and have the system go over the Main St bridge

Anonymous

11/06/2023 03:09 PM

Don't add more routes, add more schedules on the existing routes

Anonymous

11/06/2023 05:42 PM

I have disabled family members that live on that route and would use the bus if it was thatclose. Walking to Voght st is not an option.

Anonymous

11/07/2023 03:23 AM

I think it can benefit the Community

Anonymous

11/09/2023 08:48 AM

Would it increase the route timing significantly?

Anonymous

11/12/2023 07:23 PM

This is a good temporary option. When the bridge is built on Voght Street, the previous (pre-flood) bus route from City Centre through Riverside should be re-established.

Anonymous

11/14/2023 03:26 PM

Cold Water IR needs service

Anonymous

11/17/2023 08:17 PM

I think it would be awesome if the bus ran a route past the school or maybe had a "school special" to help kids get to and from school. During winter times at least.

Anonymous

11/18/2023 08:59 AM

COM , here to listen what's needed for city from the people, too many parents drive their children to school , i avoid those times

Anonymous

11/20/2023 10:58 AM

Have this route every hour like the other routes. Twice a day it doesn't run at certain times but if you're working, you can either be 2 hours early or 1/2minutes late. Depending on what time.

Anonymous

11/22/2023 07:45 PM

I feel the routine should be extended at the corner of Sage st and Clapperton Ave. Many use transit incl handicap and have to board the bus at Bobs Mini mkt which is unacceptable.

Anonymous

11/22/2023 11:00 PM

n/a

Anonymous

11/24/2023 11:18 AM

I would love to see a bus service go to Coldwater reserve for my family without vehicle

Anonymous

11/26/2023 09:01 AM

Bus stop closer to Sage, Telemon & McLean Place.

Anonymous

11/26/2023 04:36 PM

There definitely need to be busses going down coldwater Ave to the reservation if possible

Anonymous

11/27/2023 01:26 PM

consider two one way loops connecting collettville directly to quilchena via main street bridge: one route clock wise and one route counter clockwise

Anonymous

11/28/2023 08:21 AM

A bus should come up along juniper drive and Parker drive at least twice per day, the only option is to walk to the hospital or down a hill to voght street. There are lots of elderly on bench area who can not access downtown due bus stop being too far

jgetz

12/07/2023 06:49 PM

there should be a bus to Coldwater Reserve, and Quilchena

Anonymous

12/07/2023 10:14 PM

Needs to expand

jgetz

12/07/2023 10:34 PM

For Elders some of the stops are too far apart.

jgetz

12/07/2023 11:16 PM

it would be better if they connected Main Street to Government Street over Main St Bridge.

jgetz

12/08/2023 12:35 AM

Yes the rout to Lower Nicola need a evening Bus and a Sunday Bus

jgetz

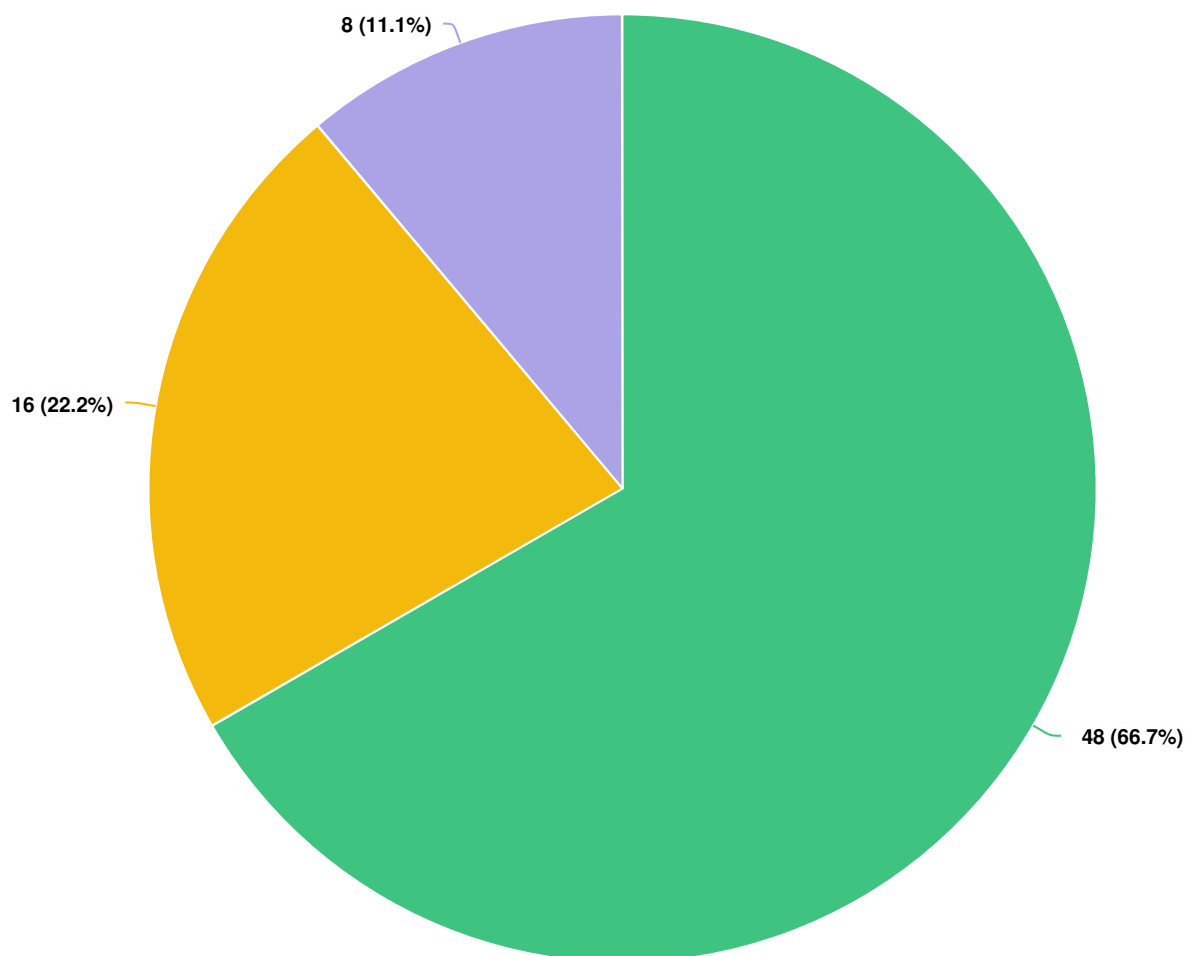
12/08/2023 12:41 AM

I think it should be added, they have the Rodeo and fall fair in that area. I'm sure the people there will be appreciative.

**Optional question** (23 response(s), 60 skipped)

**Question type:** Single Line Question

**Q16** | **Proposed new route to serve the Bench Neighbourhood:**In previous engagement we have heard interest in adding a new route to serve the Bench Neighbourhood. We are asking you to share your thoughts on a new route being added as shown or similar to as ...



**Question options**

● Valuable ● Not valuable ● Not applicable/Don't used the transit service

Optional question (72 response(s), 11 skipped)

Question type: Dropdown Question

**Q17 | Do you have any ideas or comments about this proposed route?**

Anonymous

11/06/2023 01:39 PM

No

Anonymous

11/06/2023 03:09 PM

Don't add more routes, add more schedules on the existing routes

Anonymous

11/06/2023 05:42 PM

I'm guessing there are seniors up there that would appreciate the bus being closer.

Anonymous

11/07/2023 03:23 AM

It looks good

Anonymous

11/09/2023 08:48 AM

Could this be connected to Route 1- North end?

Anonymous

11/12/2023 07:23 PM

This is a good idea, but Riverside and Coldwater First Nation should be prioritized before this Bench route.

Anonymous

11/14/2023 03:26 PM

None

Anonymous

11/16/2023 05:45 AM

I wonder if the demographics support transit to this area. Typically this is a higher income neighborhood that would be less likely to use public transportation

Anonymous

11/18/2023 08:59 AM

As previously stated , a need , and too many parents drive their children to school

Anonymous

11/21/2023 03:18 PM

I don't use transit but probably would if Bench route added.

Anonymous

11/21/2023 04:00 PM

Have to ensure road condition and pedestrian use are compatible

Anonymous

11/22/2023 06:47 AM

Bench needs a bus system I would take bus if it came to the bench area

Anonymous

11/22/2023 08:28 AM

Yeah make it happen

Anonymous

11/22/2023 11:00 PM

n/a

Anonymous

11/27/2023 01:18 PM

Most families who live on the Bench May own a car, not necessarily available to additional members of the family.

Anonymous

11/27/2023 01:26 PM

Doesn't connect to services in the north end. Exten service to NVIT/hospital

Anonymous

11/28/2023 08:21 AM

This would be an excellent idea, due to the elderly population on bench in snow etc walking a 15 min walk to bus stop is not serving the whole community

Anonymous

12/02/2023 01:49 PM

Make it full circle Walmart, No Frills and downtown area from and to the Bench

Anonymous

12/03/2023 11:26 AM

It might be better if it could actually loop into the hospital grounds

Anonymous

12/06/2023 03:44 PM

Where are the bus stops proposed to be on this proposed route? I already have community mail boxes in front of our house, and really would appreciate not having a bus stop added for many reasons. Unfortunately, I just ran out of room here.

Anonymous

12/06/2023 04:38 PM

I think the Bench area should definitely be an added route

Anonymous

12/07/2023 10:14 PM

Expand

jgetz

12/07/2023 10:34 PM

The bus route is needed for people who don't drive.

jgetz

12/07/2023 10:55 PM

On demand service to this area too please



jgetz

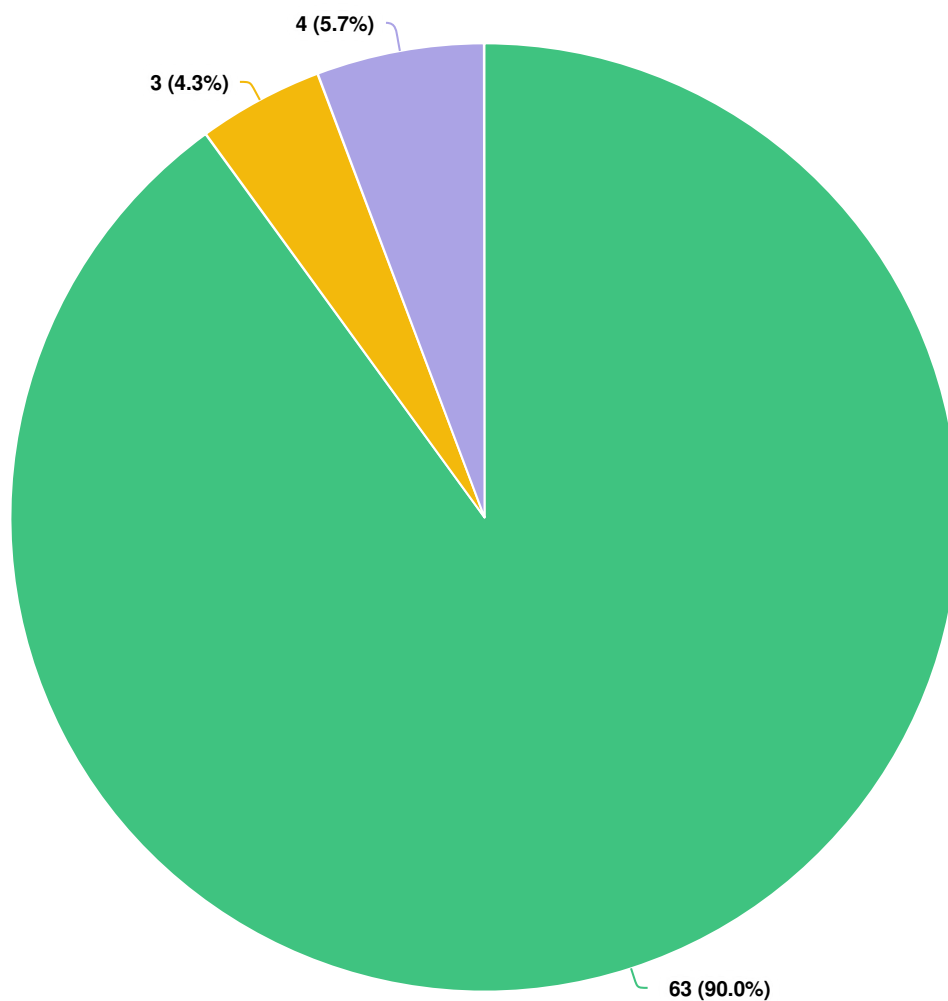
Don't know

12/08/2023 12:41 AM

**Optional question** (25 response(s), 58 skipped)

**Question type:** Single Line Question

**Q18** | In previous engagement we have heard interest in adding Route 4 Lower Nicola weekday and Saturday late-night service, with the last trips leaving Downtown at 10:30pm, and leaving Rocky Pines at 10:44pm. How valuable to existing and potential Merritt...



**Question options**

● Valuable ● Not valuable ● Not applicable/Don't use the transit service

Optional question (70 response(s), 13 skipped)

Question type: Dropdown Question

## Q19 | Do you have any ideas or comments about this proposed late-night service on Route 4 Lower Nicola?

Anonymous  
11/06/2023 01:19 PM  
I have a friend who gets off work late and is never able to use the bus to get home to lower nicola since it stop going at that time.

Anonymous  
11/06/2023 01:39 PM  
I see a big cost for little ridership

Anonymous  
11/06/2023 03:09 PM  
Route 4 is almost worthless right now because it runs so seldom. it needs several more schedules

Anonymous  
11/07/2023 03:23 AM  
I think it's Great for the people who work late or don't have the money for a taxi home,We need Late night service again

Anonymous  
11/12/2023 07:23 PM  
Later service on all routes would be welcome. Lower Nicola late night service should be priority one due to distance.

Anonymous  
11/14/2023 03:26 PM  
Excellent idea

Anonymous  
11/14/2023 10:41 PM  
Good idea. Eliminating potential drunk driving

Anonymous  
11/16/2023 09:09 AM  
Refuse service to any persons exhibiting extreme inebriation.

Anonymous  
11/18/2023 08:59 AM  
A need for work purposes, work shifts are getting longer and frequent due to staff shortages

Anonymous  
11/22/2023 08:09 AM  
Bus stops in lower Nicola having lighting/ or benches would be nice once it's dark

Anonymous  
11/22/2023 11:00 PM  
n/a

Anonymous  
Sunday services

11/26/2023 09:01 AM

Anonymous

11/27/2023 01:18 PM

Lower Nicola population is expanding, new 28 unit mobile home park plus Rocky Pines, new housing.

Anonymous

11/29/2023 07:52 PM

Should be avail 7 days aweek

Amanda Brown

12/03/2023 10:27 PM

Safer

Anonymous

12/04/2023 10:47 AM

PLEASE DO THIS

Anonymous

12/04/2023 04:55 PM

Reduces drinking drivers.

Anonymous

12/06/2023 04:38 PM

I don't think a late night service should be added I don't think you would have enough riders

Anonymous

12/07/2023 10:14 PM

no it's needed especially in winter

jgetz

12/07/2023 10:34 PM

would be alot safer for woman who don't have any other transportation.

jgetz

12/07/2023 10:47 PM

I think this would help people get home safely who live out of town. Good idea.

jgetz

12/07/2023 10:55 PM

Safety, especially in winter; would be added by these routes.

jgetz

12/07/2023 11:16 PM

It would be beneficial for those living in Lower Nicola without a car to have more bus service

jgetz

12/08/2023 12:35 AM

Yes we need night service and Sunday service

**Optional question** (24 response(s), 59 skipped)

**Question type:** Single Line Question

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**Q20 | What would you like Merritt Transit to prioritize, from most important to least important? Please rate, with 1 being most important and 9 being least important.**

OPTIONS	AVG. RANK
Routing extensions to serve more areas	3.70
Add trips later in the day	3.73
Increase how often trips operate on a given route (how often a bus for a certain route serves a specific bus stop)	3.73
Bus arriving on time	3.98
Add new bus stops	4.34
Add trips earlier in the day	4.50
Improve bus stop infrastructure and amenities (e.g. bus shelters/roofs, garbage bins, lighting, signage)	4.63
Relocate existing bus stops to more suitable locations	5.56

*Optional question (64 response(s), 19 skipped)*

*Question type: Ranking Question*

**Q21 | In addition to the On-Request transit service that is available anywhere within the City of Merritt, are there any neighbourhoods that you think should have scheduled / fixed route transit service where there currently is none? If so, which neighbourhoods or intersections?**

Anonymous No  
11/06/2023 01:39 PM

Anonymous Armstrong/Bann st.  
11/06/2023 05:42 PM

Anonymous I don't know  
11/07/2023 03:23 AM

Anonymous Riverside needs service re-established.

11/12/2023 07:23 PM

Anonymous

Cold Water, Cooks Ferry Antko

11/14/2023 03:26 PM

Anonymous

Armstrong st. / bann st. Area

11/14/2023 10:41 PM

Anonymous

East bench.

11/16/2023 09:09 AM

Anonymous

Highschool area.

11/17/2023 08:17 PM

Anonymous

Colletville

11/18/2023 08:59 AM

Anonymous

Grand view Heights

11/21/2023 03:23 PM

Anonymous

Bench area

11/22/2023 06:47 AM

Anonymous

Corner of Sage St and Clapperton

11/22/2023 07:45 PM

Anonymous

n/a

11/22/2023 11:00 PM

Anonymous

Coldwater reserve

11/24/2023 11:18 AM

Anonymous

Coldwater Res.

11/24/2023 05:28 PM

Anonymous

Bann street area. Coldwater road, quilchena, 1 trip to Logan lake and kamloops a day.

11/26/2023 05:59 AM

Anonymous

Sunday in Lower Nicola

11/26/2023 09:01 AM

Anonymous

11/26/2023 04:36 PM

Coldwater reserve/along coldwater ave

Anonymous

11/26/2023 05:23 PM

Sunshine valley spius creek

Anonymous

12/03/2023 11:26 AM

The area east of Menzies St. to Coldwater Road

Anonymous

12/06/2023 04:38 PM

Bench

jgetz

12/07/2023 07:40 PM

maybe a bus stop at Lower Nicola Indian Band School in Shulus

Anonymous

12/07/2023 10:14 PM

Cooks Ferry / Antko, Coldwater

jgetz

12/07/2023 10:34 PM

For Hospital, a few trips a day.

jgetz

12/07/2023 10:55 PM

Walmart, Rotary Park

**Optional question** (25 response(s), 58 skipped)

**Question type:** Single Line Question

**Q22** | Are there any routes that you think should operate more frequently? Please provide route number(s) or route name(s).

Anonymous

11/06/2023 01:39 PM

No

Anonymous

11/06/2023 03:09 PM

All of them, but particularly Lower Nicola

Anonymous

11/06/2023 05:23 PM

All routes people work and use the bus

Anonymous

11/07/2023 03:23 AM

Route 4 Lower Nicola

Anonymous

11/09/2023 08:48 AM

North End and Diamond Vale-Colletville should be more frequent during school and office hours as they tend to fill up some times

Anonymous

11/12/2023 07:23 PM

Diamond Vale - Colletville should have more frequent service. Diamond Vale is the most populated neighbourhood (by far) and has many lower income families. Provide improved service to Diamond Vale before new service to Bench.

Anonymous

11/14/2023 03:26 PM

All

Anonymous

11/14/2023 10:41 PM

Lower Nicola

Anonymous

11/15/2023 09:10 AM

Diamondvale route

Anonymous

11/15/2023 03:01 PM

2/3

Anonymous

11/16/2023 05:45 AM

Diamondvale colletville would be great for it to be split into a downtown route and colletville as a separate route. Go from east to west from Menzies to the other end of Nicola Ave and loop back

Anonymous

11/16/2023 09:09 AM

Lower Nicola

Anonymous

11/17/2023 08:17 PM

Diamondvale area, as it has to go over to colletville and back.

Anonymous

11/18/2023 08:59 AM

I don't know numbers

Anonymous

11/21/2023 04:00 PM

routes near schools and downtown

Anonymous

11/21/2023 04:57 PM

Diamondvale route to run at 11 and 5



Anonymous 11/22/2023 11:00 PM	n/a
Anonymous 11/24/2023 11:18 AM	Coldwater reserve
Anonymous 11/26/2023 05:59 AM	Lower nicola
Anonymous 11/26/2023 09:01 AM	Lower Nicola
Anonymous 11/26/2023 12:53 PM	Diamond Vale and North End
Anonymous 11/26/2023 05:23 PM	Lower nicola
Anonymous 11/29/2023 09:42 AM	Lower Nicola Route 4
Anonymous 12/04/2023 10:47 AM	Route 4- Lower Nicola
Anonymous 12/04/2023 04:55 PM	Hiway8
Anonymous 12/06/2023 04:38 PM	No
Anonymous 12/07/2023 10:14 PM	Lower Nicola, Rocky Pines
jgetz 12/07/2023 10:34 PM	From downtown to Walmart.
jgetz 12/07/2023 10:47 PM	I think more trips in general around peak times like before and after school/work - I find it hard to use the bus after work because there are no buses riding around 5pm.
jgetz	Nights for bars

12/07/2023 10:55 PM

jgetz

12/07/2023 11:16 PM

Route 1 Walmart to City Hall every half hour. Route 23 every half hour.

jgetz

12/08/2023 12:30 AM

diamond vale

jgetz

12/08/2023 12:35 AM

Yes Lower Nicola

jgetz

12/08/2023 12:41 AM

Lower Nicola - Route 4 10:30pm and 2:20 Saturday.

**Optional question** (34 response(s), 49 skipped)

**Question type:** Single Line Question

**Q23 | Do you think service should begin earlier or end later in the day? If so, for which Routes? How early or how late? On weekends or weekdays?**

Anonymous

11/06/2023 01:39 PM

I don't think so. The town is pretty much shut down after 5 anyways especially in the winter time. If there were more evening actives that could work

Anonymous

11/06/2023 03:09 PM

Vastly more often in general

Anonymous

11/07/2023 03:23 AM

Route 4 lower Nicola needs a service to end later in the day on weekends and Weekdays

Anonymous

11/12/2023 07:23 PM

Later service on all routes Friday and Saturday (11 pm) and later service weeknights to Lower Nicola (10:30). Earlier service on Route 1 weekdays (6:15 am) so that people can arrive at work at the hospital or Walmart for the early shift.

Anonymous

11/14/2023 03:26 PM

Up until 11-12, should be in bed by that time anyways unless your working late

Anonymous

No

11/14/2023 10:28 PM

Anonymous

11/14/2023 10:41 PM

Later on weekdays to accommodate those working and going to the university. Especially in the winter, with the cold and dark so quickly

Anonymous

11/15/2023 09:10 AM

Earlier on weekdays. Later on sundays

Anonymous

11/15/2023 10:46 AM

The route that goes by the hospital and to Walmart would be great if it was earlier so employees could get to work using transit at 6 am.

Anonymous

11/15/2023 03:01 PM

All routes

Anonymous

11/16/2023 05:45 AM

Downtown routes 5am to midnight all days

Anonymous

11/16/2023 09:09 AM

Later service in Lower Nicola

Anonymous

11/17/2023 08:17 PM

Begin earlier.

Anonymous

11/18/2023 08:59 AM

Provide service like most city bus services 24/7 , begin 5 am / late 1130 pm , every day

Anonymous

11/21/2023 04:57 PM

Sundays should be later

Anonymous

11/22/2023 08:09 AM

I think all bus services should be earlier as well later in the day both week days and weekends. For those that use it to get to and from work

Anonymous

11/22/2023 11:00 PM

Maybe alittle later in the afternoon for curb to curb home run

Anonymous

11/26/2023 05:59 AM

Yes need earlier and later times

Anonymous

Later til 11-12pm

11/26/2023 09:01 AM

Anonymous

Later on weekends and more frequently to lower nicola over all

11/26/2023 05:23 PM

Anonymous

Weekends for Lower Nicola Route 4

11/29/2023 09:42 AM

Anonymous

All of them for those that work earlier and or later shifts

11/29/2023 07:52 PM

Anonymous

early to schools, college and outskirts to town

12/02/2023 01:49 PM

Anonymous

Later service on Sundays

12/03/2023 11:26 AM

Anonymous

End later

12/04/2023 10:47 AM

Anonymous

No

12/06/2023 04:38 PM

jgetz

early start. close later.

12/07/2023 06:55 PM

jgetz

Lower Nicola on weekends, and later in the day

12/07/2023 07:40 PM

Anonymous

earlier one later

12/07/2023 10:14 PM

jgetz

Later - safety for women.

12/07/2023 10:34 PM

jgetz

later for workers le Walmart

12/07/2023 10:55 PM

jgetz

Route 1 and Route 23 should operate from 6:30 to 10:30 7 days a week

12/07/2023 11:16 PM

jgetz  
12/08/2023 12:23 AM

I think the services start and end at good times however I think a bus on Saturday to lower nicola would probably be good for people out there.

jgetz  
12/08/2023 12:35 AM

Yes service to Lower Nicola is 2 Buses on Saturday and O Sunday

jgetz  
12/08/2023 12:41 AM

Lower Nicola Route 4 more services on Saturday 2:20pm and 10:30pm. There also need to be service on Sunday. A lot of jobs want you to work those days and really limits the options.

**Optional question** (35 response(s), 48 skipped)

**Question type:** Single Line Question

**Q24 | Are there stop locations that should be relocated, removed, or added? If yes, please provide details such as landmarks, and/or street names to help us identify which location or bus stop you are referring to.**

Anonymous  
11/06/2023 01:19 PM

There is a bus pullout and covered bench in from of Olympic Villas Apartment building which does not get used. Instead a stop in front of Ramada (50m) away is used instead which has no covered bench or pullout. It seems like a waste to note use this space

Anonymous  
11/06/2023 01:39 PM

No

Anonymous  
11/06/2023 05:23 PM

All routes

Anonymous  
11/07/2023 03:23 AM

Not that I can think of

Anonymous  
11/07/2023 06:37 PM

Fir and Main. Move stop closer to Walnut. Dangerous to have it so close to the corner. Moving it would provide more light at night for the bus stop

Anonymous  
11/08/2023 10:28 AM

add route to Coldwater Indian Reserve #1

Anonymous

Voght St and Super 8 Motel. Is there a Plan to shift the bus stop to

11/09/2023 08:48 AM

the curb and empty shelter at 4010 Walters Apartment building?

Anonymous

11/12/2023 07:23 PM

In General, more stops are needed. People will walk 200m to a bus stop. More distance reduces ridership.

Anonymous

11/14/2023 03:26 PM

None

Anonymous

11/15/2023 09:10 AM

There should be a stop on the corner of clapperton and Douglas before going to colletville so Diamondvale passengers don't have to go to colletville

Anonymous

11/16/2023 09:09 AM

Not that I'm aware of

Anonymous

11/18/2023 08:59 AM

No

Anonymous

11/21/2023 04:57 PM

Remove stop at Houston and clapperton to Douglas and clapperton

Anonymous

11/22/2023 08:09 AM

Bus stop by the post office/ 711 is in a bad spot. As well but stops along Vogt street by the city hall/ subway should get moved as the bus stops in those places blocking the road

Anonymous

11/22/2023 07:45 PM

Sage St and Clapperton Ave

Anonymous

11/22/2023 11:00 PM

n/a

Anonymous

11/24/2023 11:18 AM

Coldwater reserve does not get transit service

Anonymous

11/24/2023 05:28 PM

Bus stop up Coldwater Res.

Anonymous

11/26/2023 09:01 AM

Sage St- McLean Place

Anonymous

11/26/2023 04:36 PM

Along coldwater Ave to coldwater reserve

Anonymous

11/29/2023 07:52 PM

The one in the cross walk across street from hospital on vought

Anonymous

12/03/2023 11:26 AM

The hospital stop is currently very awkward to use. Would it be better to stop at the hospital when the bus is northbound, rather than southbound?

Anonymous

12/06/2023 04:38 PM

Hospital should be added

jgetz

12/07/2023 10:34 PM

Make sure lights are available.

**Optional question** (24 response(s), 59 skipped)

**Question type:** Single Line Question

**Q25** | Merritt Transit currently operates seven days a week and on most statutory holidays. Recognizing that ridership is typically lower on weekends and holidays, do you think Merritt Transit should explore reallocating these service hours to days that have higher demand?

Anonymous

11/06/2023 01:39 PM

YES. we need to start being more cognizant of escalating costs to the taxpayer

Anonymous

11/06/2023 03:09 PM

Yes

Anonymous

11/06/2023 05:23 PM

No

Anonymous

11/07/2023 03:23 AM

Yeah there should be a Sunday bus for Route 4 Lower Nicola

Anonymous

11/09/2023 09:37 AM

No, leave it as it is

Anonymous

11/12/2023 07:23 PM

No. Keep weekend and holiday service.

Anonymous 11/14/2023 03:26 PM	Keep it the same unless there is a demand for the extra busses on routes
Anonymous 11/14/2023 10:28 PM	No
Anonymous 11/14/2023 10:41 PM	Yes, since most businesses are closed and the college would be closed anyway.
Anonymous 11/15/2023 09:10 AM	No. People need the bus everyday for work
Anonymous 11/15/2023 10:46 AM	Yes
Anonymous 11/16/2023 05:45 AM	That makes sense if staffing is an issue
Anonymous 11/16/2023 09:09 AM	Yes
Anonymous 11/18/2023 08:59 AM	Yes
Anonymous 11/21/2023 03:18 PM	Need transit on weekends & holidays.
Anonymous 11/21/2023 03:23 PM	Possibly but then again ridership should increase on weekends & holidays when people are celebrating. Keeping alcohol & drug drivers off the streets
Anonymous 11/21/2023 04:00 PM	No
Anonymous 11/21/2023 04:57 PM	No
Anonymous 11/21/2023 11:51 PM	No



Anonymous 11/22/2023 08:28 AM	No
Anonymous 11/22/2023 08:09 AM	No
Anonymous 11/22/2023 11:00 PM	n/a
Anonymous 11/23/2023 02:40 PM	No
Anonymous 11/24/2023 11:18 AM	No
Anonymous 11/26/2023 09:01 AM	Yes
Anonymous 11/26/2023 12:53 PM	Yes
Anonymous 11/26/2023 05:23 PM	Change times less drinking and driving if its later on weekends
Anonymous 11/27/2023 01:18 PM	Nov
Anonymous 11/29/2023 09:42 AM	No
Anonymous 12/02/2023 01:49 PM	yes
Anonymous 12/03/2023 11:25 AM	People still work weekends and need weekend services not all work Monday to Friday
Amanda Brown 12/03/2023 10:27 PM	Mon to Friday
Anonymous	Maintain present days

12/04/2023 04:55 PM

Anonymous No

12/06/2023 04:38 PM

jgetz Mon-Sat

12/07/2023 06:55 PM

Anonymous yes

12/07/2023 10:14 PM

jgetz On holidays, do morning trip and afternoon trip.

12/07/2023 10:34 PM

jgetz Yes

12/07/2023 11:07 PM

jgetz yes or the shopping route during the day should have more buses on weekend

12/07/2023 11:16 PM

jgetz It would be a good idea to look at this question being explored more if the numbers in riders are higher then other times of the week

12/08/2023 12:23 AM

jgetz Yes we need more buses on weekends and holidays in Lower Nicola

12/08/2023 12:35 AM

jgetz No! There is a demand everyday because people need to work.

12/08/2023 12:41 AM

**Optional question** (42 response(s), 41 skipped)

**Question type:** Single Line Question

**Q26 | Are you aware of Merritt Transit's On-Request service? On-Request is a curb-to-curb, shared transit service to and from destinations in the Merritt area. All customers are eligible to use this service and bookings are made by phoning ahead. Trips operate on weekdays at 8:45am, 9:45am, 12:45pm and 2:45pm.**

Anonymous I did not know this existed

11/06/2023 01:19 PM

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Anonymous 11/06/2023 01:39 PM	Yes
Anonymous 11/06/2023 03:09 PM	Yes
Anonymous 11/07/2023 03:23 AM	I knew of it but never used the service
Anonymous 11/09/2023 09:37 AM	Yes, I'm aware
Anonymous 11/12/2023 07:23 PM	This is a great service for seniors or people with mobility issues. Please continue it.
Anonymous 11/14/2023 03:26 PM	Need more afternoon and later into the night for this service
Anonymous 11/14/2023 10:28 PM	Yes
Anonymous 11/14/2023 10:41 PM	Had no idea about it
Anonymous 11/15/2023 10:46 AM	No I wasn't aware
Anonymous 11/16/2023 05:45 AM	No I was not aware as this doesn't work with my schedule
Anonymous 11/16/2023 09:09 AM	I was not aware but this is a valuable service
Anonymous 11/18/2023 08:59 AM	Nice
Anonymous 11/21/2023 03:18 PM	Yes have heard of it.
Anonymous 11/21/2023 03:23 PM	Yes, I think it is great

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Anonymous

11/21/2023 04:00 PM

yes

Anonymous

11/21/2023 04:57 PM

Yes

Anonymous

11/21/2023 11:51 PM

yes

Anonymous

11/22/2023 06:47 AM

No I was not aware

Anonymous

11/22/2023 08:09 AM

Yes. But why only these times? What about if someone needs the curb to curb after these hours

Anonymous

11/22/2023 11:00 PM

Yes, that it whjat I use

Anonymous

11/23/2023 12:17 PM

No didn't know

Anonymous

11/23/2023 02:40 PM

No was not aware of this

Anonymous

11/24/2023 11:18 AM

No

Anonymous

11/26/2023 09:01 AM

Not aware

Anonymous

11/26/2023 12:53 PM

Yes

Anonymous

11/26/2023 05:23 PM

I knew of it. Didnt understand it.

Anonymous

11/27/2023 01:18 PM

Yes

Anonymous

Ye so am aware

11/28/2023 08:21 AM

Anonymous

No

11/29/2023 09:42 AM

Anonymous

Did not know.

12/02/2023 06:49 AM

Anonymous

No did not know

12/02/2023 01:49 PM

Anonymous

I am aware of the service, though I have never had occasion to use it

12/03/2023 11:26 AM

Amanda Brown

Yes

12/03/2023 10:27 PM

Anonymous

Not aware

12/04/2023 04:55 PM

Anonymous

No

12/06/2023 04:38 PM

jgetz

Yes

12/07/2023 06:33 PM

jgetz

No

12/07/2023 06:55 PM

jgetz

No

12/07/2023 07:40 PM

Anonymous

No

12/07/2023 10:14 PM

jgetz

No

12/07/2023 10:34 PM

jgetz

Yes

12/07/2023 10:47 PM

jgetz  
12/07/2023 10:55 PM

No

jgetz  
12/07/2023 11:07 PM

No

jgetz  
12/07/2023 11:16 PM

No

jgetz  
12/08/2023 12:23 AM

Yes

jgetz  
12/08/2023 12:30 AM

Yes

jgetz  
12/08/2023 12:35 AM

Yes

jgetz  
12/08/2023 12:41 AM

Yes

jgetz  
12/08/2023 12:44 AM

No

**Optional question** (50 response(s), 33 skipped)

**Question type:** Single Line Question

## Q27 | Please provide any additional comments you have regarding Merritt Transit.

Anonymous  
11/06/2023 01:19 PM

The bus drivers need to be friendlier. Especially to new residents in town and new people using the bus. I asked questions and they ignored me and did not respond. I also had buses drive past me when I was standing at a bus stop.

Anonymous  
11/06/2023 01:39 PM

Have fares been increased recently? It is time to look at that.

Anonymous  
11/06/2023 03:09 PM

I no longer use the transit service because I feel unsafe as a disabled person, due to one driver who was protected when he stranded me at a stop for "not getting to the bus fast enough."

Anonymous

11/07/2023 03:23 AM

I think the bus should have more seats sometimes it's almost full with people still at the stops

Anonymous

11/08/2023 10:28 AM

add route to Coldwater Indian Reserve #1

Anonymous

11/09/2023 08:48 AM

I'm happy with the locations it connects and a possible future expansion. A bus every hour can get tricky to time the trip, but it is understandable given the small population and ridership.

Anonymous

11/12/2023 07:23 PM

In general, Merritt's transit is excellent. The previously proposed route to Coldwater First Nation, with stop at the future development at Exit 286 needs to happen. It was surprising that route wasn't included in this survey.

Anonymous

11/14/2023 03:26 PM

Doing a good job, wait for gas prices to go higher, ridership should increase

Anonymous

11/14/2023 10:41 PM

If there was more more incentive to buy a monthly pass people might be more inclined to use the service if it saves them on gas money.

Anonymous

11/15/2023 09:10 AM

Some drivers are really early to diamondvale and one is usually late

Anonymous

11/16/2023 05:45 AM

Overall it's good

Anonymous

11/16/2023 09:09 AM

I don't presently use this service but I think it is a valuable commodity to our community. I would use the service to and from Lower Nicola if it provided service later into the evening.

Anonymous

11/18/2023 08:59 AM

When will bus service provide bus services towards quilchena, towards Coldwater reserve, nooitch reserve, its 2023- people still hitchhiking from these communities

Anonymous

11/21/2023 11:51 PM

Earlier start. Later end. Will get more people using it for work and school. Even on weekends and holidays.

Anonymous

11/22/2023 08:28 AM

If you expand the routes more people can use them including the handicapped

Anonymous

11/22/2023 08:09 AM

The busses could be maintained/ cleaned more often.

Anonymous

11/22/2023 11:00 PM

Deivers are very good, considerate and helpful (especially to seniors like me)

Anonymous

11/24/2023 11:18 AM

My family needs this service to go to Coldwater reserve

Anonymous

11/24/2023 05:28 PM

Need a bus going to Coldwater Res

Anonymous

11/27/2023 01:26 PM

indirect, circuitous routing is more expensive to service and provides less convenient service to riders

Anonymous

11/28/2023 08:21 AM

Good service but should service the whole community not just downtown area bench is in desperate need for a bus route for kids going to school or elderly going to the store and drs appt especially in the winter

Anonymous

12/02/2023 06:49 AM

Happy with service.

Anonymous

12/02/2023 01:49 PM

Add bus trip from Merritt to Kamloops area twice a week To and From Am and PM (Not EBUS )

Anonymous

12/04/2023 04:55 PM

Keep it going. Our population is aging and growing.

Anonymous

12/06/2023 04:38 PM

I think Merritt Transit provides an excellent service in Merritt and wonderful drivers

jgetz

12/07/2023 06:33 PM

Good Job!

jgetz

Amazing service added to community. I accessed alot when I did not



12/07/2023 06:55 PM

have transportation. Very welcoming and friendly drivers.

Anonymous

12/07/2023 10:14 PM

Good to have in Merritt

jgetz

12/07/2023 10:34 PM

Make sure drivers treat everyone with respect.

jgetz

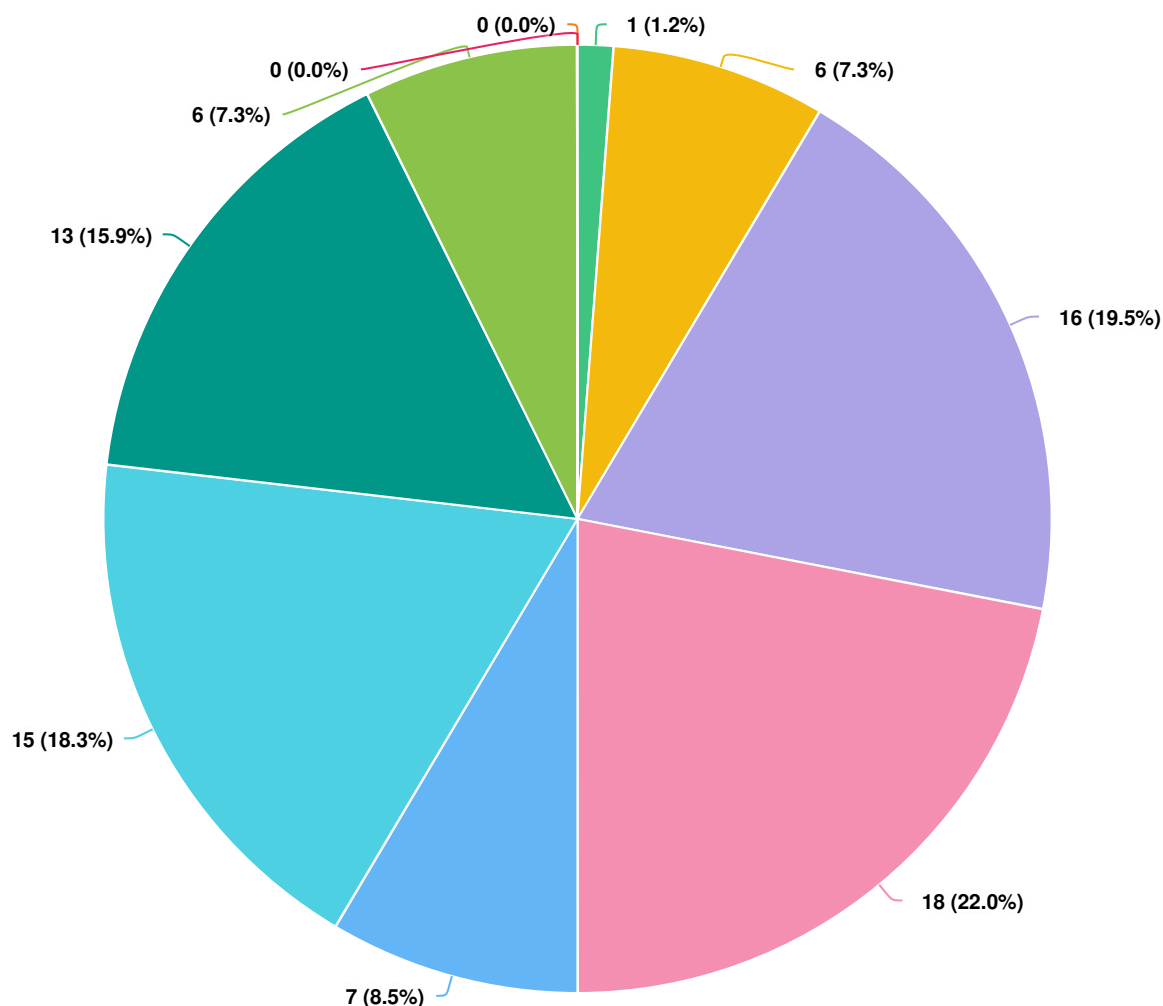
12/07/2023 11:16 PM

Drivers are nice friendly and polite

**Optional question** (30 response(s), 53 skipped)

**Question type:** Single Line Question

**Q28** Please select your age range:

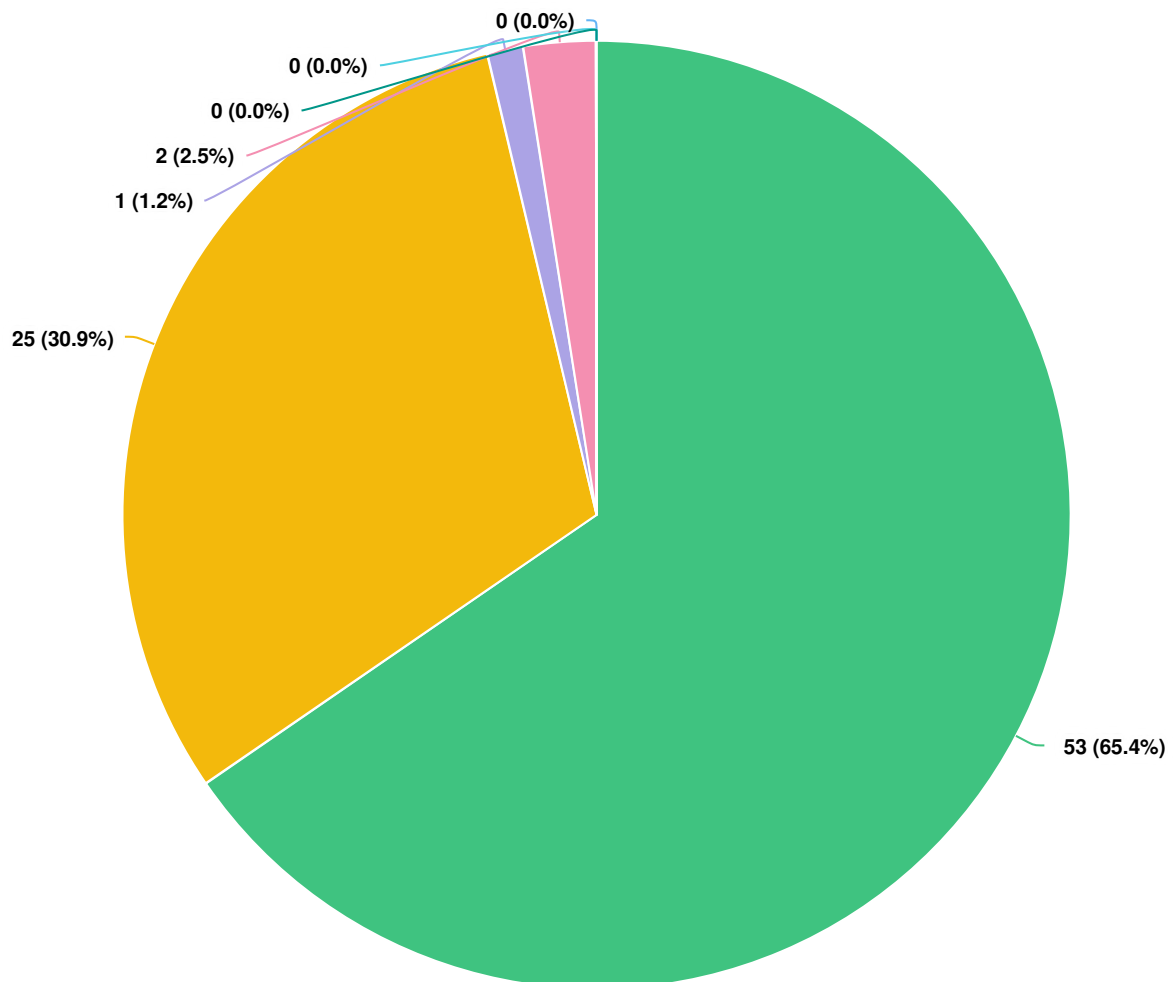


**Question options**

- 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 or older
 ● 12 years old or under
 ● I prefer not to say

Optional question (82 response(s), 1 skipped)  
Question type: Radio Button Question

**Q29** How do you identify?

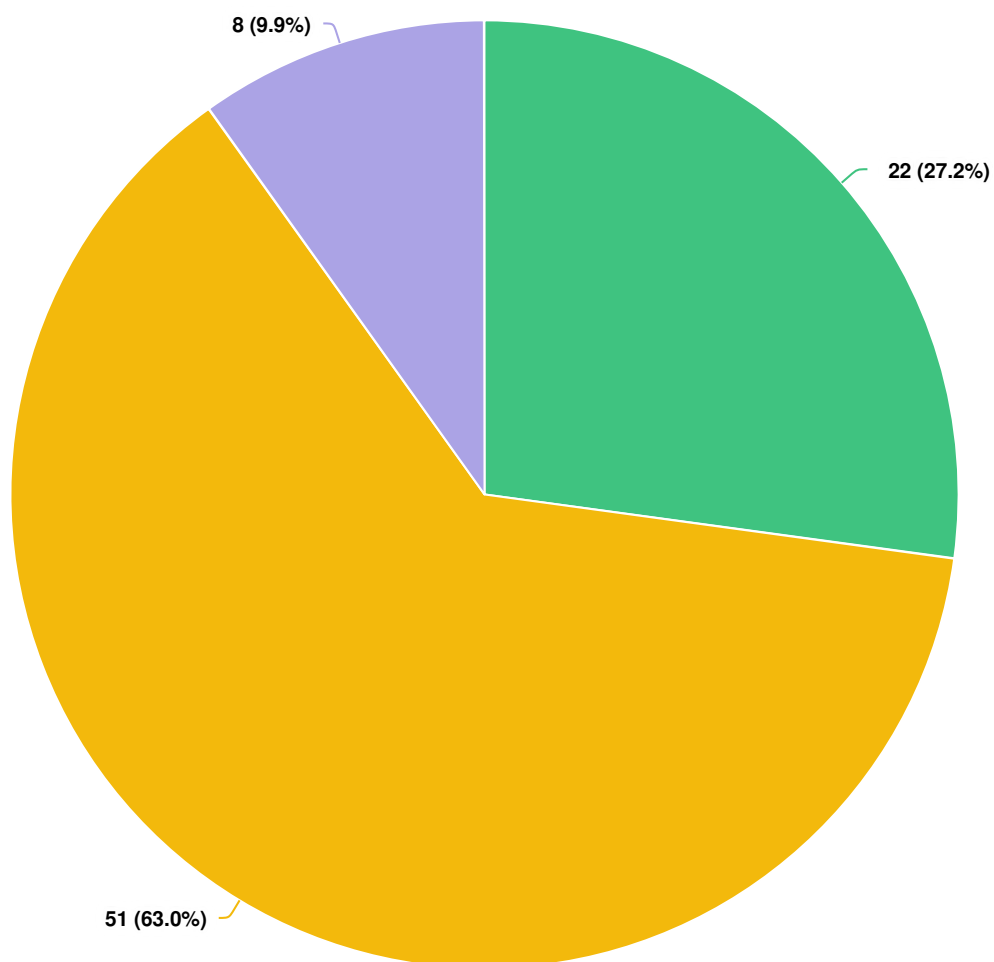


**Question options**

- Woman ● Man ● Non-binary (including polygender, genderqueer, agender, bigender, and others) ● I prefer not to say  
● Two-spirited ● Other cultural genders ● Not Listed here

Optional question (81 response(s), 2 skipped)  
Question type: Radio Button Question

**Q30** | 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?



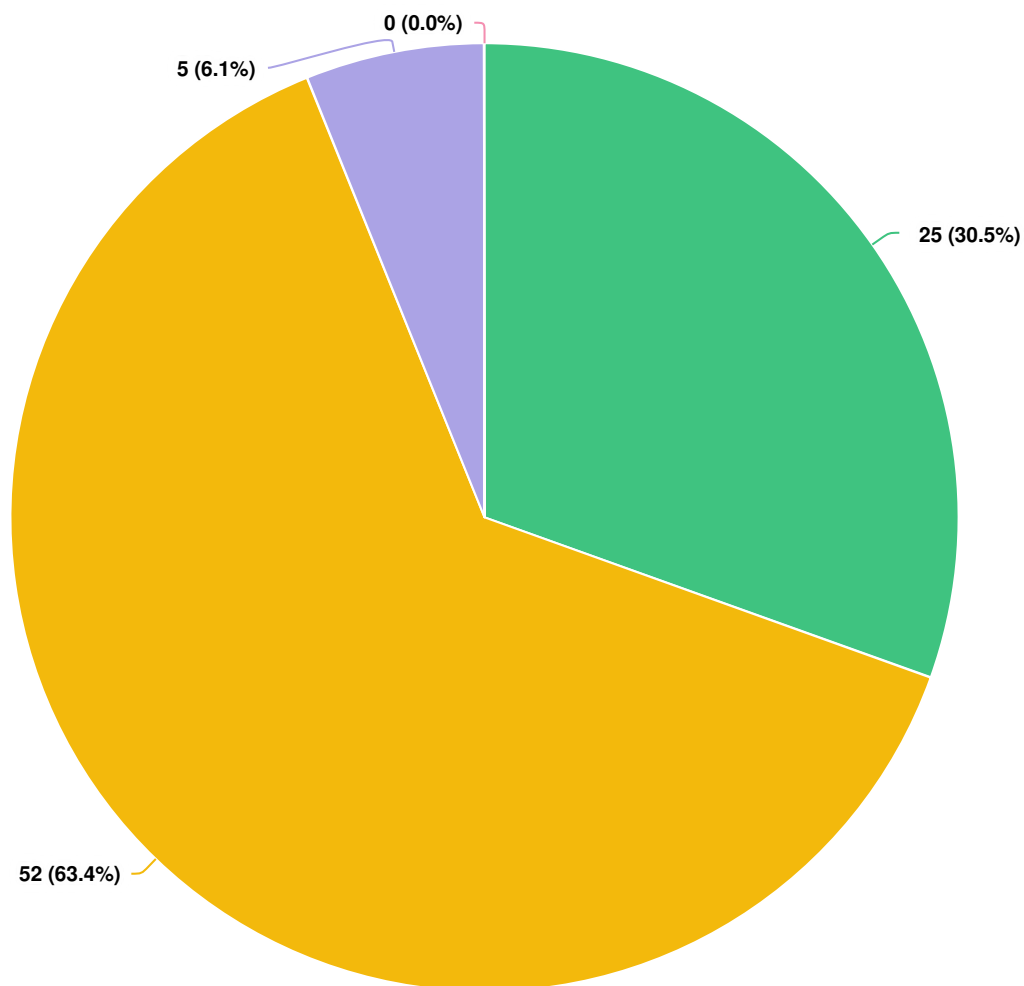
**Question options**

☒ Yes ☒ No ☐ I prefer not to say

*Optional question (81 response(s), 2 skipped)*

*Question type: Radio Button Question*

**Q31** Do you identify as a person with a disability?



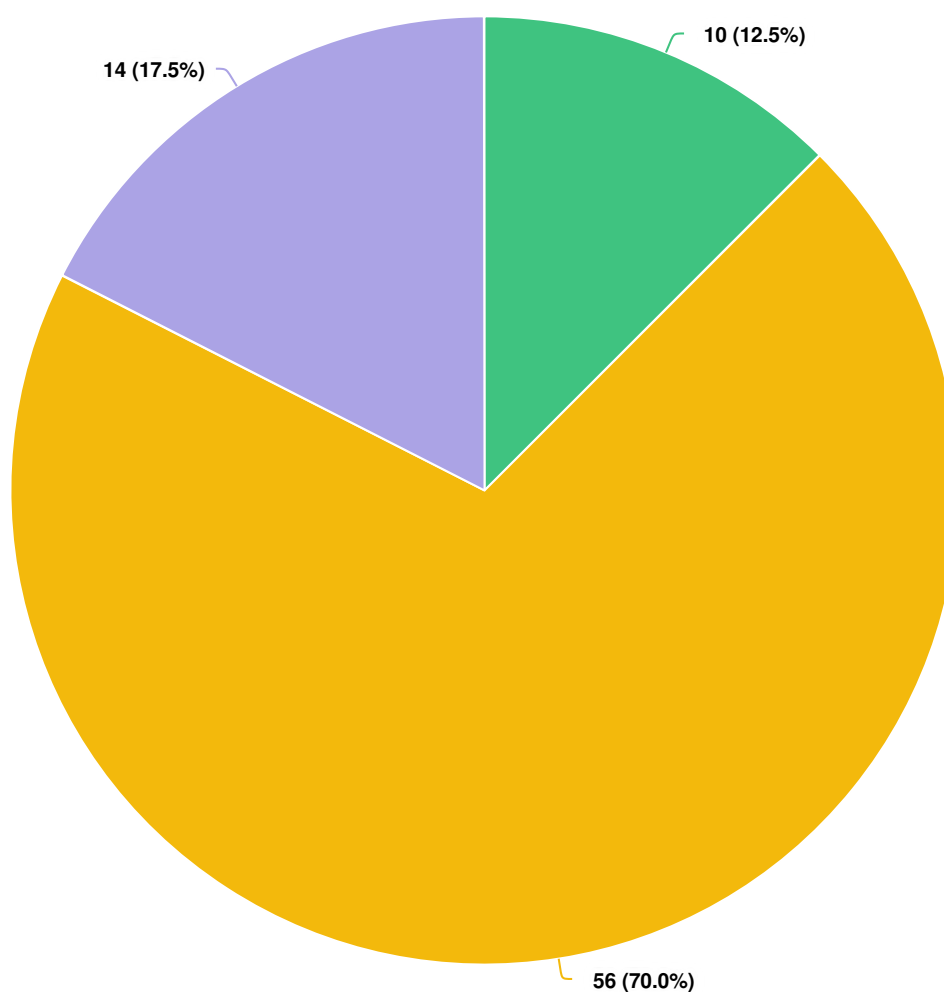
**Question options**

☒ Yes ☒ No ☒ I prefer not to say ☐ Unsure

Optional question (82 response(s), 1 skipped)

Question type: Radio Button Question

**Q32** 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?



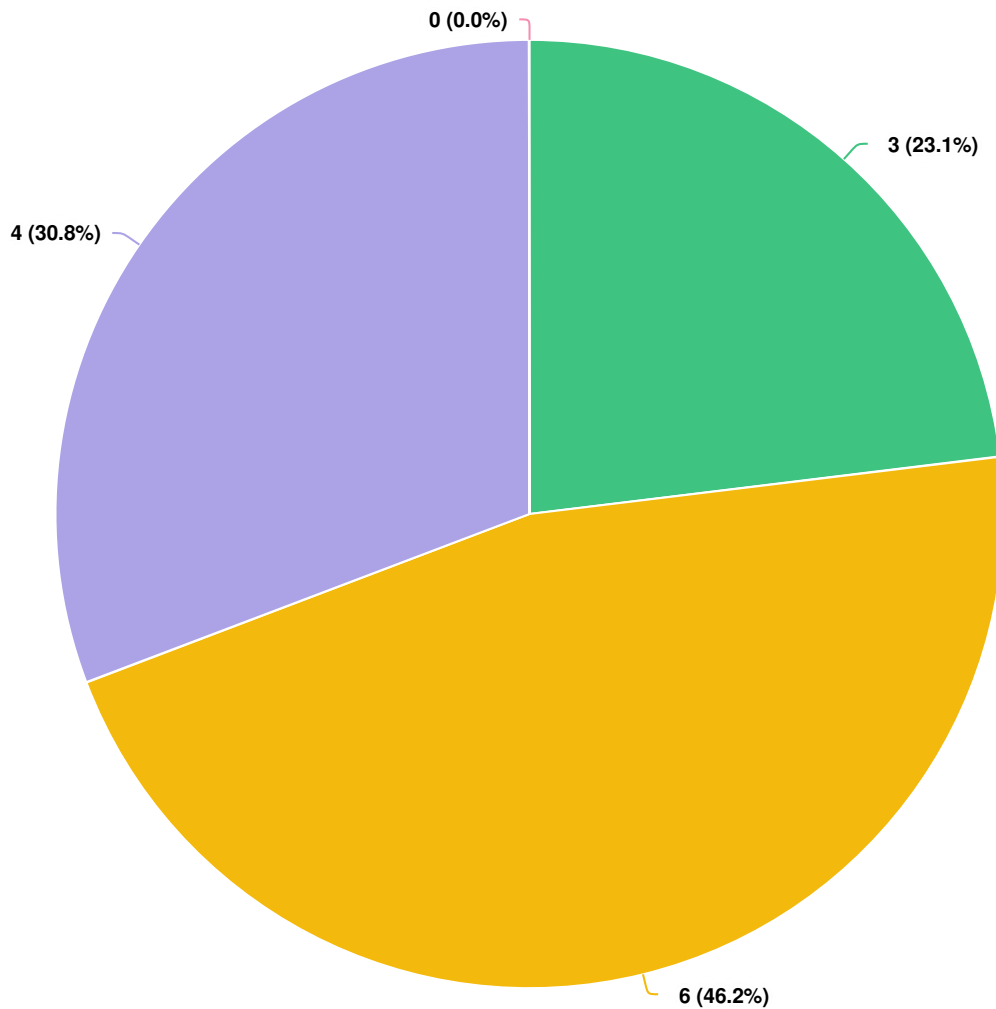
**Question options**

☐ Yes ☐ No ☐ I prefer not to answer

*Optional question (80 response(s), 3 skipped)*

*Question type: Radio Button Question*

**Q33** 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
- I identify as a member of the LGBTQ2S+ community
- My gender identity or gender expression differs from my sex assigned at birth

*Optional question (13 response(s), 70 skipped)*  
*Question type: Dropdown Question*

## Appendix F ‘Pop-up’ Kiosk Booth Public Input Notes

### Conayt Friendship Society – 8 attendees

#### Stops:

- Shorter distances between stops
- Better shelters, protection from elements

#### Operator feedback:

- Improve customer service training

#### Routing:

- Diamond Vale Mobile Home & RV Park / south of Coquihalla middle school needs service
- Two people said that Coldwater Reserve
- Two people said that Antko 21 fixed routing would be excellent
- Two people said more service to Lower Nicola in the afternoon, evening, and Sundays is needed
- More service on Coldwater Ave west of Voght St
- Both route options presented in the survey and at the kiosks (route serving the Bench neighbourhood and another service Coldwater Ave west of Voght St) are great

#### Frequency:

- More frequency is desired for route 1

#### Custom Transit:

- No one knows about On-Request. Both On-Request and Health Connections needs to be more visible online and in Riders Guide. Must specify where coverage is, including Antko 21.

#### Other:

- *“My grandkids, 13 and 14 years old, don’t want to take the bus. Maybe because they’re too cool? So it would be nice if there was a bus-ready program for high schools, in addition to the existing program for elementary schools.”*

### Civic Centre – 12 attendees

#### Routing:

- Diamond Vale Mobile Home & RV Park / south of Coquihalla middle school needs service
- Two people said a fixed route service is needed for Antko 21
- Two people said more service is needed to Lower Nicola



- Bench neighbourhood routing is good – especially if there ends up being more development in the future behind the Bench neighbourhood on the hill
- Regarding the Bench routing option: Better if it stopped at NVIT and the Florentine.
- Maybe service south of McDonald's by the new Spring Bank Ave subdivision, where a seniors residents building is being developed. Eventually Spring Bank Ave will likely connect with Grimmer St.

Custom Transit:

- More OnRequest or HandyDART service hours are needed

Other:

- A couple people who came by the booth expressed their preference for walking from point A to B in Merritt.
- Currently dogs are allowed on buses if they can be contained within a crate. One person remarked that it is challenging for people and their *non-service* dogs to go on buses if they don't fit in a crate but the owner needs to get to vet appointments and cannot walk or drive themselves due to mobility or other issues.

## Library – 22 attendees

Stops:

- Need a stop by Diamond Vale Tractor Court on route 23 (route 3 pre-flood routing)
- Need more shelters

Routing:

- Everyone was supportive of the two routing options proposed (Bench neighbourhood and Coldwater Ave west of Voght St)
- Need interregional transit service. Lots of women hitchhikers to Logan Lake.
- Need Route 4 Lower Nicola late night service reinstated (we used to have it before the 2021 flood)
- Walmart and NVIT may be the most popular destinations
- Three people mentioned that Antko 21 needs service
- Need fixed routing connecting Nicola Meadows to Walmart, Library, and the hospital
- Two people mentioned Coldwater Reserve needs a fixed route
- Interregional service: Service needed in addition to Health Connections to Kelowna and Kamloops, as Health Connections only takes you sometimes, and Ebus is too expensive for many people

Custom Transit:

- Would be nice if there was more OnRequest service, even if just in winter, to help for instance Antko 21 residents.

Other:

- *“Outreach and awareness is needed for seniors at the Flourentine and Nicola Meadows. Maybe we keep a stack of Riders Guides there (like the Library does). Maybe an operator could do bus awareness at seniors locations that includes info on where to find the latest schedule, etc.*
- A couple people who came by the booth expressed their preference for walking from point A to B in Merritt

### **Nicola Valley Institute of Technology – 9 attendees**

#### Operator Feedback:

- Some operators need to slow down on route 4

#### Stops:

- Better lighting at bus shelters including at NVIT
- Bad to stop at Johnny's and Fire Hall. Hard with traffic, especially in winter

#### Routing:

- More frequency on route 1
- Increased density in Lower Nicola means we need more service including in evening
- We also need service to *North* Bench area (not just the Bench/South Bench area)

#### Regarding the Bench route option:

- Two people said they liked it, but needs to serve NVIT too because of the density of multi-family homes there.
- One person concerned that given the older demographic of the south Bench/Bench option, ridership on this route if implemented may be too low as people take their own vehicles everywhere, or else would use handyDART.

#### Safety on buses:

- In winter the back lights of the bus are hard to see
- Some elders slip when entering and exiting the bus – more lighting needed by the lower step
- Difficult for pedestrians, cyclists, and drivers outside the bus to see the driver's facial expressions or hand gestures – perhaps better lighting in the drivers seat would be possible and improve this issue?

#### Other:

- General interest in the bus, as well as some folks saying they're not very interested in the bus. One person said they used to take the bus but since getting their own vehicle they don't.