



# Public Engagement Report

## Highway 16 Inter-Community Transit Service

October 2016 – FINAL



*BC Transit would like to thank the many individuals, First Nations, local governments, businesses and community events organizers who assisted in making this consultation process a reality. Your support leading up to and throughout this public engagement series made it possible.*

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## INTRODUCTION

As part of a comprehensive \$5 million Highway 16 Five Point Action Plan, the Ministry of Transportation and Infrastructure (MoTI) has committed \$2.4 million in funding over a three year period to provide inter-city transit services along the 750 kilometre Highway 16 corridor between Prince Rupert and Prince George.

In collaboration with community leaders, BC Transit undertook a detailed analysis to confirm the feasibility, scope and costs of creating and/or enhancing inter-community public transit service along the Highway 16 corridor. With the support and collaboration of community leaders, these options for service, fares and infrastructure were then presented to the public for feedback through various means from August 17 to September 16, 2016.

This community engagement was conducted to help shape the Highway 16 Action Plan Inter-Community Transit Service delivery to ensure that the service reflects the needs and priorities of the region and communities while meeting the approved service objectives. The process was led by BC Transit with strong support from area First Nations, local governments and Ministry of Transportation staff. This report provides a summary of the community engagement process and results.

This document summarizes how the engagement was conducted and key themes heard. The information received will be used to recommend revisions to service schedule, routing, fare and infrastructure options to community leaders for their consideration and approval as the new services move forward to implementation.

## PURPOSE

The engagement strategy was designed to achieve the following goals:

- Identify and solicit targeted feedback from members of the public representing communities on and nearby the Highway 16 corridor.
- Employ a variety of methods to ensure a wide range of citizens can participate in the engagement.
- Ensure the final results reflect the public's needs and desires by incorporating schedule, service day, routing, fares, infrastructure and policy feedback into the proposed service plan.

## METHOD

Public engagement for the proposed Highway 16 Inter-Community Transit Service was anchored by a series of 20 public engagement events which included interactive information boards, print survey and opportunities for one-on-one conversations with project staff. The series was supported and supplemented by a project website and online survey, as well as by-request meetings for other groups along the corridor. Engagement was critical in providing transit staff with insights into community travel patterns and routing as well as schedule opportunities and needs to enable the further shaping of service.

The following describes each of the elements of the engagement strategy.

## Highway 16 Inter-Community Transit Service Website

In anticipation of future inter-city transit system development along the corridor, the project established a new permanent web section for Highway 16 on the BC Transit website. Until services are implemented, the website is designed to serve as an information portal to keep the public, community leaders and stakeholders updated on the anticipated transit service's progress and milestones.

During the consultation period, the web site was used to support public engagement by sharing the scheduled locations and times for events, posting the information boards used for the engagement series and, providing links to the online survey and the Ministry of Transportation's broader Highway 16 Action Plan Information pages.

The website can be found here: <https://bctransit.com/highway16/home>

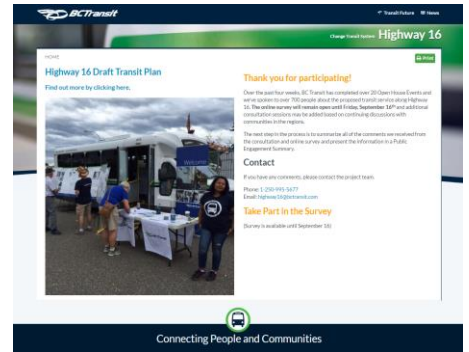
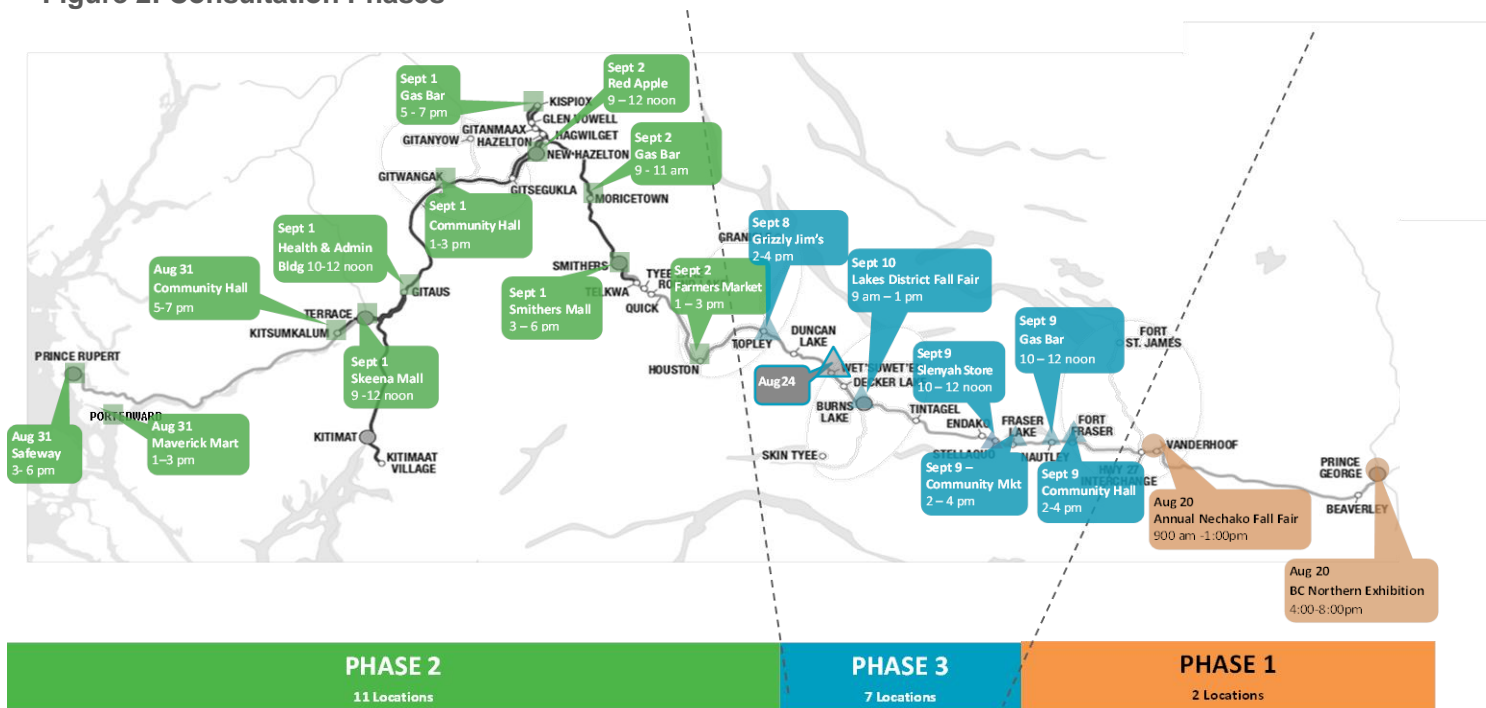


Figure 1: BC Transit Highway 16 website

## In-Person Public Engagement Events

20 public engagement sessions and events were held from Prince Rupert to Prince George in order to share draft transit concepts with community members and specific information regarding local considerations for the introduction of transit service to the broader region. The engagement sessions were conducted over three phases, with two engagement teams often working simultaneously to hold concurrent events in different communities.

Figure 2: Consultation Phases



Public engagement events were held between August 20<sup>th</sup> and September 10<sup>th</sup>, 2016 at a variety of locations along the corridor, as outlined in Table 1 on the following page.

Interactive information boards used at the events served to collect feedback from participants shared through conversations, as well as the use of post it notes and sticky dots for voting. Transit service concepts presented at each event focused on the corresponding service segment(s) for that community. Dot votes were used at the information events to (1) gauge response to schedule concepts for the applicable service segment (2) collect suggestions for which two or three days of the week the service would be most useful, and (3) gauge response to the proposed fare concept.

**Table 1: Highway 16 Inter-Community Transit Public Engagement Dates and Locations**

Location	Date	Time	Participants*
Vanderhoof: Nechako Fall Fair	Sat 20 Aug	9:00am – 1:00pm	91
Prince George: BC Northern Exhibition	Sat 20 Aug	4:00pm – 8:00pm	78
Wet'suwet'en First Nation: Community Meeting	Wed 24 Aug	2:00pm – 4:00pm	25
Port Edward: Maverick Foods	Wed 31 Aug	1:00pm – 3:00pm	20
Prince Rupert: Safeway	Wed 31 Aug	3:00pm – 6:00pm	102
Kitsumkalum: Community Hall	Wed 31 Aug	5:00pm – 7:00pm	10
Terrace: Skeena Mall	Thurs 1 Sep	9:00am – 12:00pm	51
Gitau: Health and Administration Building	Thurs 1 Sep	10:00am – 1:00pm	15
Gitwangak: Community Hall	Thurs 1 Sep	2:30pm – 4:30pm	25
Smithers: Smithers Mall	Thurs 1 Sep	5:30pm – 7:30pm	34
Kispiox: Gas Bar	Thurs 1 Sep	9:30am – 12:30pm	38
New Hazelton: Red Apple	Fri 2 Sep	9:00am – 12:00pm	15
Moricetown: Gas Bar	Fri 2 Sep	10:00am – 12:00pm	23
Houston: Community Market	Fri 2 Sep	2:00pm – 4:00pm	19
Topley: Grizzly Jim's General Store	Thu 8 Sep	2:00pm – 4:00pm	22
Stellaquo: Slenyah Store	Fri 9 Sep	10:00am – 12:00pm	23
Nautley: Community Hall / Store	Fri 9 Sep	10:00am – 12:00pm	14
Fraser Lake: Community Market	Fri 9 Sep	2:00pm – 4:00pm	26
Fort Fraser: Community Hall	Fri 9 Sep	2:00pm – 4:00pm	19
Burns Lake: Lakes District Fall Fair	Sat 10 Sep	9:00am – 1:00pm	70
<b>Total</b>			<b>720</b>

\* Note "Participants" refers to the individuals that stopped to have a conversation with the engagement team and provide input. Approximately two to three times the total number of individuals were approached by the project staff to let them know of the initiative, with many of those approached saying that they had already heard of the project and supported it.



Moricetown



Kispixio



Prince George



Prince Rupert



Moricetown



Gitwangak



Port Edward



Vanderhoof



Gitau



Kitsumkalum



Houston



Smithers

Figure 3: A selection of images from public engagement events

## Surveys – Online and Paper

Participants were also encouraged to complete a survey, available online from August 20<sup>th</sup> to September 16<sup>th</sup>, or fill out a paper survey during the open house engagement events.

**Online** The online version of the survey included a comprehensive explanation of transit proposals, and enabled respondents to provide feedback on the service proposals based on the four proposed transit service segments along the corridor. Respondents were able to choose individual or multiple segments. In addition, comments on the entirety of the corridor—including existing services--were welcomed.

1. Burns Lake to Prince George
2. Burns Lake to Smithers
3. Hazeltons Area to Terrace
4. Prince Rupert to Terrace

The online survey sought feedback on the (1) routing and stops for the respective segment(s), (2) schedule concept for the respective segment(s), (3) suggestions for which two or three days of the week the service would be most useful, (4) response to proposed fares, and (5) regional travel patterns by asking respondents to identify their home community and outline regional daily, weekly, monthly, and yearly travel patterns.

**Paper Survey** The paper survey, used during public engagement events, was more abbreviated since respondents had the transit proposal information boards and transit staff available through which to provide feedback.

Both online and paper surveys asked respondents to identify their home community and outline regional daily, weekly, monthly, and yearly travel patterns. This information provides a robust understanding of travel demand across communities along the Highway 16 corridor.

## Advertising & Media

A variety of methods were used to advertise the opportunities to provide input. Print media included a media release, advertisements in local papers and radio, and event posters provided to event hosts. In addition, there were website updates and notices (BC Transit) and social media outreach (Facebook and Twitter) through BC Transit, First Nations, local municipalities, and entities hosting public engagement events.

## By-Request Meetings

Several other meetings were arranged when requested by communities and groups in order to discuss the transit proposals in more detail and for stakeholders to provide more detailed information regarding their transit requirements. Meetings were held on August 16th in Burns Lake, August 23rd in the Hazeltons and Wet'suwet'en First Nation, September 1st in Gitwangak and September 9<sup>th</sup> in Fraser Lake as well as by phone and email with a number of other local government, First Nation and community group staff, decision makers and members.



Figure 4: BC Transit staff being interviewed in Terrace



# RESULTS

## Response Rate

Table 2 provides a summary of the response rates to the various engagement events.

## In-Person Public Engagement

Over 700 people were engaged at the 20 information events, providing feedback on the proposals or taking information away to complete the online survey later. Many attendees were eager to have their say in providing feedback on the proposed days of service and schedules.

Table 2: Engagement Response Summary

Engagement Quick Facts	
Public Engagement Event Participants	720
Paper Survey Respondents	250
Online Survey Respondents	783
Number of Engagement events.	20
By-Request Meetings	5

## Surveys – Online and Paper

**Online Surveys** A total of 783 people participated in the online survey, with 488 participants completing the survey and 288 participants partially completing the survey. Survey accesses coincided largely with news coverage, in-person engagement phases, and the last day of online surveying.

**Paper Surveys** A total of 250 people participated in the paper survey. Most surveys were received during the public engagement events, however a small number were submitted following the Phase 2 and Phase 3 engagement events.

Larger communities produced a higher response of online surveys, while in very small communities the proportions were more balanced, with those communities which hosted in-person events boasting higher proportions of paper surveys than online surveys.

Figure 5: Age demographics of survey participants

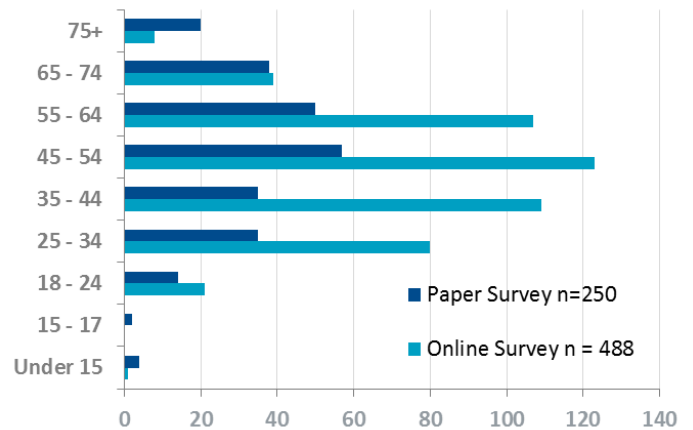
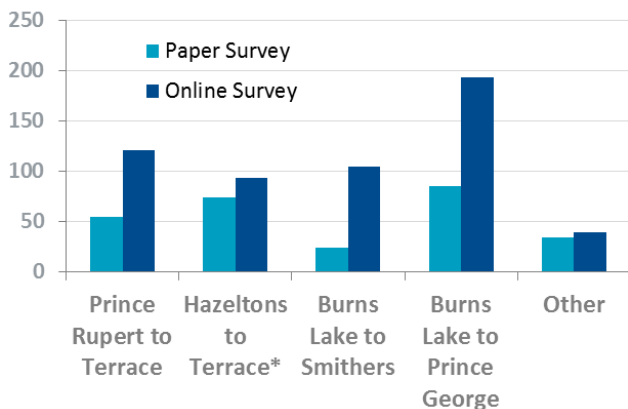


Figure 6: Geographic distribution of survey participants



A proportion of both paper and online surveys were received from a number of other communities located off of the corridor and outside of transit service. Among these were Fort St. James (12), Gitanyow (8), Kitwanga (7), Gransisle (6) and Francois Lake (3).

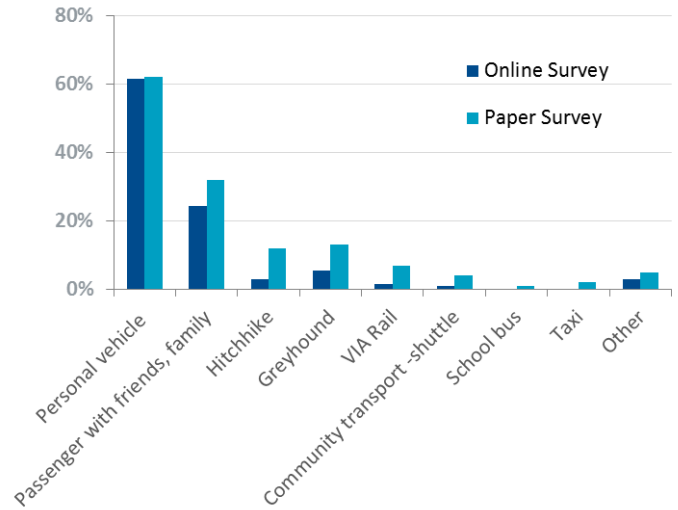
Participants completing both surveys were heavily dominated by those whose primary mode of transportation is as drivers of personal vehicles. People completing the paper survey at the in-person engagement events had higher proportions of alternative travel modes such as being a vehicle passenger, hitchhiking or using Greyhound than those who completed the online survey.

Purposes for inter-community travel also varied slightly between online and paper survey participants. While shopping/errands dominated both groups, those who completed the online survey were more likely to travel longer distances for work or social/recreational purposes, while those who completed the paper survey reported inter-community travel dominated by shopping/errands and medical/dental purposes.

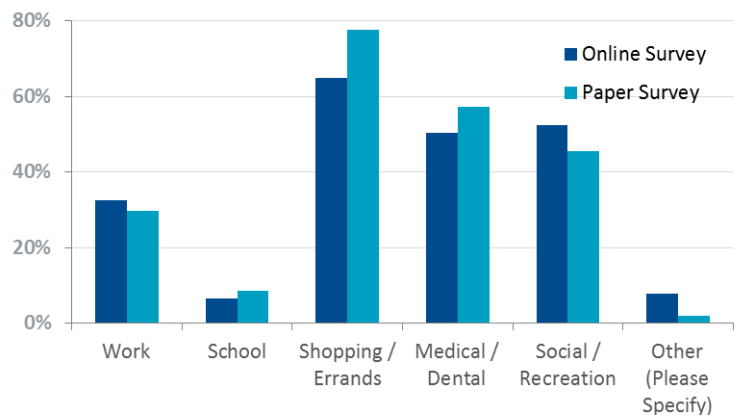
Travel for school was the lowest purpose for regional-scale travel, however the relatively low proportion of participants in younger age groups may account for this.

Varying levels of access to the internet and online data services may have in part contributed to the variation in responses between the online participants and engagement event paper survey participants.

**Figure 7: How survey participants travel to regional destinations**



**Figure 8: Participants' trip purposes for regional travel**



## Results Structure

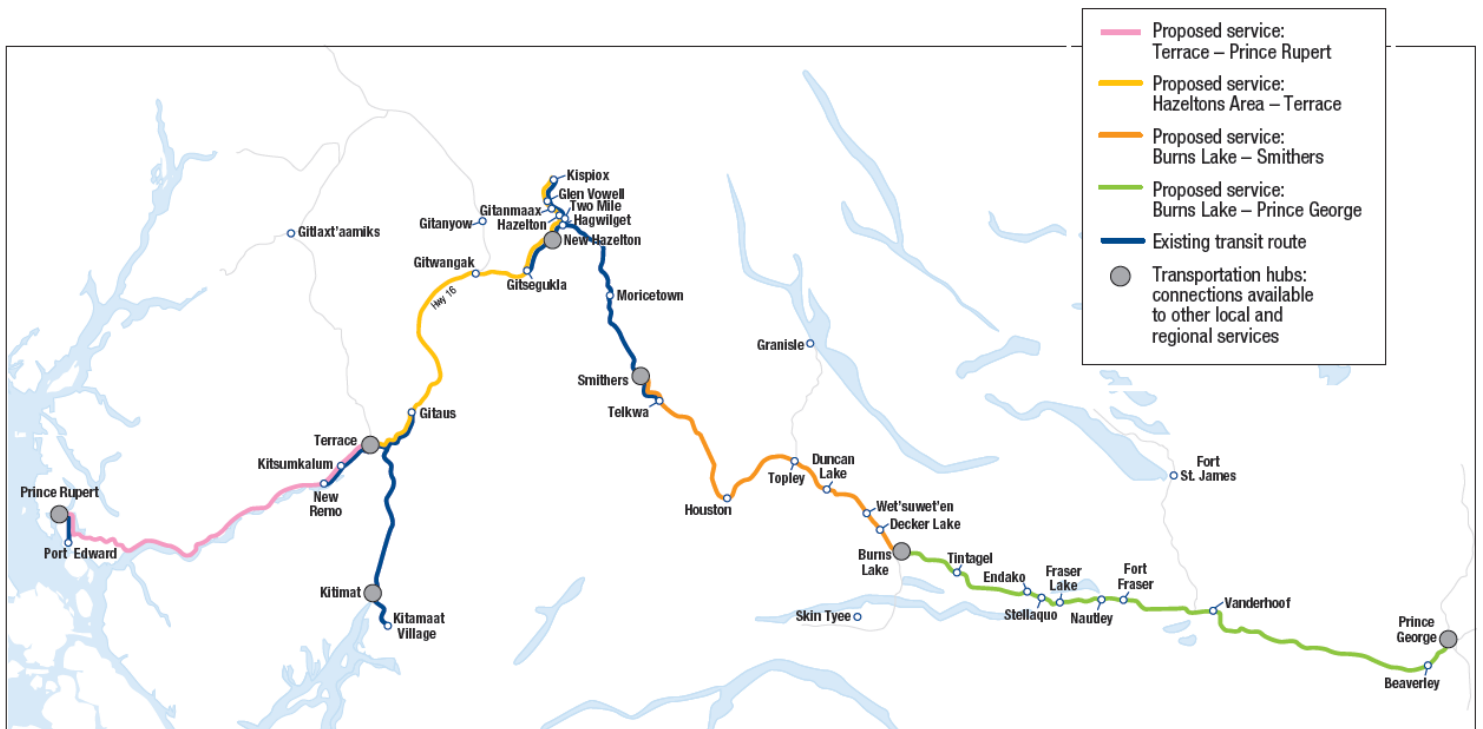
The following pages summarize results by service area segment, topic area and community. Source for each topic area is noted in Table 3 located to the right.

Note that the service area segments reflect areas of new service. Comments related to areas covered by existing transit systems are reflected in the segment area that corresponds to that system.

Table 3: Results structure

Section	Source
Routing and Stops	Public Engagement Comments + Online Survey
Days of Service	Public Engagement Dote Votes + Online Survey
Schedule Concept	Public Engagement Dot Votes + Online Survey
Proposed Fares	Public Engagement Dot Votes + Online Survey
Travel Patterns	Public Engagement Paper Survey + Online Survey
General Comments	Public Engagement Post-it Comments + Public Engagement Paper Survey + Online Survey

Figure 9: Summary of proposed and existing transit services along the Highway 16 corridor.



## General Comments and Overall Results Overview

While the following sections provide detailed information by service segment, community and topic, it is also useful to note the overall themes which emerged.

- **Engagement event and online participants were generally supportive of the initiative, its routes and its schedules.**
  - In particular, most engagement event participants responded positively upon learning about the proposed service, especially in communities where no transit currently exists. A very common comment/question heard was: “*This is great. When will it start?*”
  - A small number of respondents in the online survey were not generally supportive of the initiative. This number was proportionally higher than comments heard at the open houses but still relatively small. These comments mainly related to whether the respondent perceived the initiative would stop hitchhiking rather than whether or not it was of value to communities.
  - While open house participants had the opportunity to learn more from the project staff about how the proposed transit service complements—not duplicates—long haul providers and is intended to be supported by the new Community Transportation Grant program for off-corridor communities, this was less possible for the online survey respondents. A number of respondents were concerned about the lack of transit to Fort St. James and Granisle area communities or how the project relates to existing long haul providers like Greyhound. Continuing to make this distinction clear in future communications will be helpful.
  - Similarly, some engagement event participants initially believed the proposed transit service is only for First Nations residents. Again, more communication around this will be helpful.
- **A number of key community points of feedback on routes and schedules are emerging which will be used to shape final proposals:**
  - **Prince Rupert to Terrace:** Direction of travel and desire for more time in Terrace; desire for at least three days of service; opportunity to integrate with other existing transportation providers in the corridor.
  - **Hazeltons Area to Terrace:** Opportunity to have more than one trip per day or otherwise change the amount of time spent in Terrace; desire for at least three days of service; connection between Gitwangak/Gitanyow/Gitsegukla and other Hazeltons, as well as improved connection/capacity between Moricetown and Smithers destinations.
  - **Burns Lake to Smithers:** Feedback on a number of different passenger flows, including travel from Houston and Topley to Burns Lake and considerations about service to the Francois Lake Ferry; desire for more dwell time in both Smithers and Burns Lake and many different perspectives on ideal trip times; desire for at least three days of service for midday users; requests for daily service at commuter times; adjusted local routing in Houston to serve Senior’s Centre and Arena.
  - **Burns Lake to Prince George:** More time is generally desired in Prince George; desire for three day per week service; feedback on further routing to be considered within Prince George; feedback for consideration on stops along the way, as well as the potential inclusion of Wet’suwet’en First Nation in this service.
- **There was emphatic support for the proposed fares.** Some participants wondered whether further subsidized fares should be considered for those with less means; less expensive local fares for shorter trips were requested in a number of communities, particularly in cases where the regional service will overlap with existing transit (i.e. Telkwa to Smithers, Gitau to Terrace, etc.); alignment

with existing Skeena Regional and Hazeltons Regional fares (which are currently \$4 not \$5) was also noted.

- **Proposed stop and shelter locations have generally been supported.** Detailed feedback is in the process of being discussed and refined with BC Transit, Ministry of Transportation and Infrastructure and respective local governments, First Nations and property owners.
- **A number of comments related to policies and amenities on board transit vehicles:**
  - The request for space on transit vehicles for luggage/parcels.
  - Clarification around policies regarding youth travel.
  - Clarification around policies relating to transit vehicles picking up hitchhikers as well as ensuring onboard safety for passengers.



Figure 10: Public engagement event in Burns Lake

## Segment 1: Burns Lake to Prince George: Response to Proposed Routing

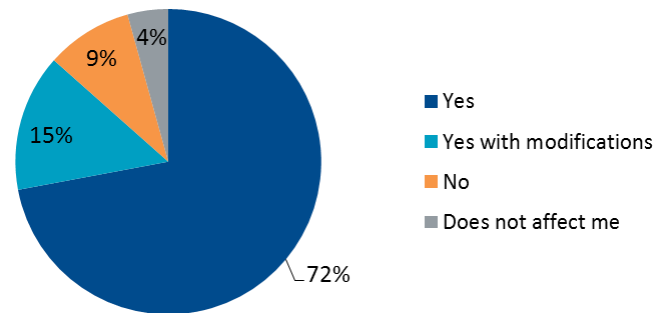
----- BURNS LAKE TO PRINCE GEORGE -----				
Respondent's Home Community	Do you support the proposed routing and stop locations for the Burns Lake - Prince George service?			
	Yes	Yes, with modifications	No	Does not affect me
Burns Lake n = 30	21	3	6	-
Endako n = 3	2	0	1	0
Stellaquo n = 1	1	0	0	0
Fraser Lake n = 14	13	1	0	0
Nautley n = 1	1	0	0	0
Fort Fraser n = 8	6	2	0	0
Vanderhoof n = 53	39	9	2	3
Beverly n = 11	6	2	2	0
Prince George n = 66	45	10	6	5
<b>TOTAL</b>	<b>134</b>	<b>27</b>	<b>17</b>	<b>8</b>

### Segment Summary

The response to the routing was overall highly positive – 87 per cent of people responding to the online surveys either supported the routing or supported the routing with modifications. Support from those at in-person events were aligned well with that received online.

The most frequently expressed routing concern was that the routing does not directly serve outlying areas, such as Fort St. James, Nak'azdli to the north, and Saik'uz located south of Vanderhoof. At events, staff were able to explain how the service is designed to work with the new Community Transportation Grant program for communities off the corridor.

Do you support the proposed Routing and stop Locations for the Burns Lake - Prince George service?



----- BURNS LAKE TO PRINCE GEORGE MOST FREQUENT ROUTING COMMENTS -----		
Shared Comment Themes	Comments by Community	
<ul style="list-style-type: none"> <li>Positive feedback to service.</li> <li>Request to include Fort St. James, Nak'azdli and outlying communities</li> <li>Requests to include Saik'uz First Nation</li> <li>Questions or concerns on how the transit service differs from existing transportation services.</li> </ul>	Burns Lake	<ul style="list-style-type: none"> <li>Request for more days of service</li> </ul>
	Endako	<ul style="list-style-type: none"> <li>Questions around relation to existing transportation providers.</li> </ul>
	Stellaquo	<ul style="list-style-type: none"> <li>Questions around relation to existing transportation providers.</li> </ul>
	Fraser Lake	<ul style="list-style-type: none"> <li>Request for more days of services</li> </ul>
	Nautley	<ul style="list-style-type: none"> <li>Request for service deeper into the community</li> </ul>
	Fort Fraser	<ul style="list-style-type: none"> <li>Request to include service to Fort. St. James</li> </ul>
	Vanderhoof	<ul style="list-style-type: none"> <li>Request for more days of service.</li> <li>Request to include service to Saik'uz First Nation</li> <li>Request for stops at Clucluz Lake</li> </ul>
	Beverly	<ul style="list-style-type: none"> <li>Comments both for and against including a stop at Beverly.</li> </ul>
	Prince George	<ul style="list-style-type: none"> <li>Stops suggested for Bednesti and Clucluz Lake</li> <li>Request to include service to Fort. St. James</li> </ul>

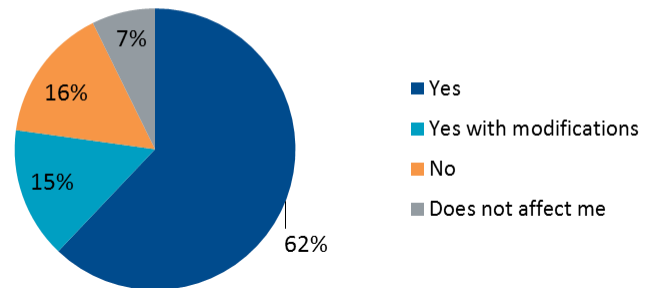
## Segment 1: Burns Lake to Prince George: Response to Proposed Schedule

----- BURNS LAKE TO PRINCE GEORGE -----				
Respondent's Home Community	Do you support the proposed schedule for the Burns Lake - Prince George service?			
	Yes	Yes with modifications	No	Does not affect me
Burns Lake n = 30	14	6	11	0
Endako n = 3	2	0	1	0
Stellaquo n = 1	1	0	0	0
Fraser Lake n = 14	8	2	3	1
Nautley n = 1	1	0	0	0
Fort Fraser n = 8	6	2	0	0
Vanderhoof n = 52	32	9	4	7
Beverly n = 11	5	1	4	1
Prince George n = 65	34	13	11	7
<b>TOTAL</b>	<b>103</b>	<b>33</b>	<b>34</b>	<b>16</b>

### Comments

Overall the response to the schedule was generally positive – 77 per cent of respondents either supported the schedule or supported the schedule with modifications. As with the routing, comments made by participants at engagement sessions aligned well with the online response. The global response for this segment also included 33 dot-votes in support of the schedule.

Do you support the proposed schedule for the Burns Lake Area - Prince George service?



----- BURNS LAKE TO PRINCE GEORGE MOST FREQUENT SCHEDULE COMMENTS -----		
Shared Comment Themes	Comments by Community	
<ul style="list-style-type: none"> <li>More intervening time in Prince George - respondents suggested a departure ranging from 3 pm to 5pm that would enable 4.5-5 hours in Prince George</li> <li>Adjustments to the travel time between Vanderhoof and Prince George</li> </ul>	Burns Lake	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> <li>Questions around relation to existing transportation providers</li> </ul>
	Endako	<ul style="list-style-type: none"> <li>Questions around relation to existing transportation providers</li> </ul>
	Stellaquo	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> </ul>
	Fraser Lake	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> </ul>
	Nautley	<ul style="list-style-type: none"> <li>No Comments</li> </ul>
	Fort Fraser	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> </ul>
	Vanderhoof	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> </ul>
	Beverly	<ul style="list-style-type: none"> <li>Schedule does not work for kids attending high school in Prince George</li> </ul>
	Prince George	<ul style="list-style-type: none"> <li>More intervening time in Prince George, closer to 5 hours</li> <li>Departure from Burns Lake is too early for most.</li> <li>Request to coordinate schedules for those travelling from Saik'uz</li> </ul>

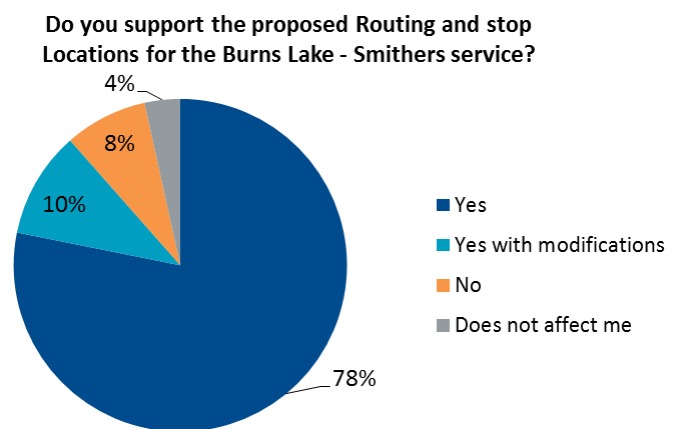
## Segment 2: Burns Lake to Smithers: Response to Proposed Routing

----- BURNS LAKE TO SMITHERS -----				
Respondent's Home Community	Do you support the proposed routing and stop locations for the Burns Lake – Smithers service?			
	Yes	Yes with modifications	No	Does not affect me
Smithers n = 28	22	4	0	2
Telkwa n = 4	4	0	0	0
Houston n = 23	17	3	3	0
Topley n = 4	2	1	0	1
Duncan Lake n = 1	1	0	0	0
Wet'suwet'en n = 2	2	0	0	0
Decker Lake n = 4	3	1	0	0
Burns Lake n = 21	17	0	4	0
<b>TOTAL</b>	<b>68</b>	<b>9</b>	<b>7</b>	<b>3</b>

### Segment Summary

The response to the routing was overall highly positive – 88 per cent of people responding to the online surveys either supported the routing or supported the routing with modifications. Response from those at in-person events was also very positive.

The most frequently expressed concern is that the routing does not offer connections for people in the area of Granisle. At events, staff were able to explain how the service is designed to work with the new Community Transportation Grant program for communities off the corridor, with service designed to accommodate transfers at Topley from community vehicles that may travel to connect with it from the Granisle area.



----- BURNS LAKE TO SMITHERS MOST FREQUENT ROUTING COMMENTS -----		
Shared Comment Themes	Comments by Community	
<ul style="list-style-type: none"> <li>Request for service to Granisle</li> <li>Routing must consider those who do not have local transportation to get to the bus.</li> </ul>	Smithers	<ul style="list-style-type: none"> <li>Request for bus to also serve Moricetown and comments on how frequently Moricetown residents access Smithers services</li> </ul>
	Houston	<ul style="list-style-type: none"> <li>Request for service to Granisle</li> <li>Consideration for those who do not have local transportation to get to the bus.</li> <li>Questions around relation to existing transportation providers</li> </ul>
	Topley	<ul style="list-style-type: none"> <li>Please ensure stops for small towns on the way</li> </ul>
	Decker Lake	<ul style="list-style-type: none"> <li>Request for service to Granisle</li> </ul>
	Wet'suwet'en	<ul style="list-style-type: none"> <li>Request to potentially link to Burns Lake – Prince George service.</li> </ul>
	Burns Lake	<ul style="list-style-type: none"> <li>Questions around direction of travel and whether new transit will impact Burns Lake's local services.</li> </ul>



## Segment 2: Burns Lake to Smithers: Response to Proposed Schedule

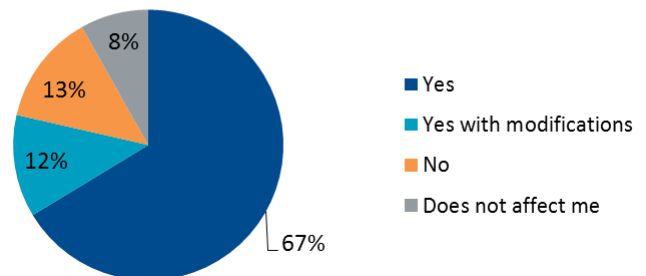
----- BURNS LAKE TO SMITHERS -----				
Respondent's Home Community	Do you support the proposed schedule for the Burns Lake - Smithers service?			
	Yes	Yes with modifications	No	Does not affect me
Smithers n = 28	16	6	1	5
Telkwa n = 4	2	1	1	0
Houston n = 24	18	2	4	0
Topley n = 4	1	1	1	1
Duncan Lake n = 1	0	0	0	1
Wet'suwet'en n= 2	2	0	0	0
Decker Lake n= 4	2	2	0	0
Burns Lake n= 21	14	0	6	1
<b>TOTAL</b>	<b>55</b>	<b>12</b>	<b>13</b>	<b>8</b>

### Comments

The response to the schedule was generally positive – 79 per cent of respondents either supported the schedule or supported the schedule with modifications. The global response for this segment also includes 10 dot-votes in support of the schedule.

Different trip times were suggested from several communities. There was strong concern in Smithers for Moricetown residents needing better access to Smithers. Residents of southside Francois Lake communities also requested access.

Do you support the proposed schedule for the Burns Lake Area - Smithers service?



### ----- BURNS LAKE TO SMITHERS MOST FREQUENT SCHEDULE COMMENTS -----

Shared Comment Themes	Comments by Community
<ul style="list-style-type: none"> <li>Schedule connections to Moricetown</li> <li>More trips/frequency suggested by some.</li> <li>A number of different schedule suggestions, including more intervening time in Burns Lake or Smithers or having only one round trip.</li> </ul>	<b>Smithers</b> <ul style="list-style-type: none"> <li>Schedule should accommodate extension to Moricetown</li> <li>Service should operate later</li> <li>More frequency for service for those accessing services or in unsafe situations</li> </ul>
	<b>Houston</b> <ul style="list-style-type: none"> <li>More frequency for commuters who work in Houston</li> <li>Questions around relation to existing transportation providers</li> </ul>
	<b>Topley</b> <ul style="list-style-type: none"> <li>Would prefer more time in Burns Lake, and at a better time for appointments, errands.</li> </ul>
	<b>Decker Lake</b> <ul style="list-style-type: none"> <li>Allow time for Granisle connection.</li> </ul>
	<b>Wet'suwet'en</b> <ul style="list-style-type: none"> <li>Request to potentially link to Burns Lake – Prince George service.</li> </ul>
	<b>Burns Lake</b> <ul style="list-style-type: none"> <li>Many different perspectives in terms of connection from surrounding areas in to Burns Lake as well as whether better to have one round trip rather than two.</li> </ul>

### Segment 3: Hazeltons Area to Terrace: Response to Proposed Routing

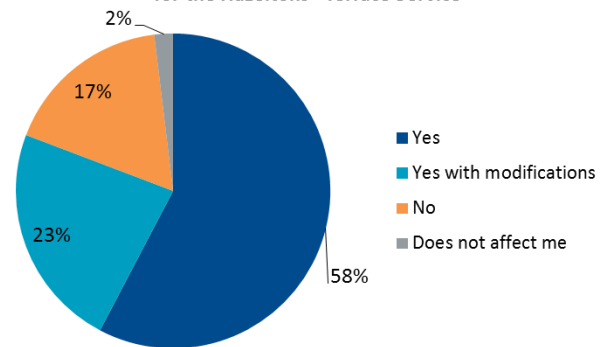
----- HAZELTONS AREA TO TERRACE (INCLUDING MORICETOWN RESPONSES)-----				
Respondent's Home Community	Do you support the proposed routing and stop locations for the Hazeltons Area - Terrace service?			
	Yes	Yes with modifications	No	Does not affect me
Gitau n = 0	-	-	-	-
Gitwangak n = 10	6	2	2	0
Gitsegukla n = 5	2	1	3	0
New Hazelton n = 1	1	0	0	0
Hagwilget n = 6	4	1	1	0
Two Mile n = 2	1	0	0	1
Gitanmaax n = 3	2	0	0	0
Hazelton n = 10	4	4	2	0
Glen Vowell n = 2	0	1	1	0
Kispiox n = 11	9	2	0	0
Moricetown n = 2	1	1	0	0
<b>TOTAL</b>	<b>29</b>	<b>11</b>	<b>9</b>	<b>1</b>

#### Comments

The response to the routing was overall positive – 81 per cent of people responding to the online surveys either supported the routing or supported the routing with modifications. Note that the above table shows survey responses; the number of in person interactions at a number of events was higher.

A frequent comment was concern that Gitanyow and Kitwanga are not included in the routing. At events, staff were able to explain how the service is designed to work with the new Community Transportation Grant program for communities off the corridor. Requests to improve service between the Hazeltons and Smithers—and in particular from Moricetown and Smithers—were also frequently heard and captured here.

Do you support the proposed Routing and stop locations for the Hazeltons - Terrace Service



#### ----- HAZELTONS AREA TO TERRACE MOST FREQUENT ROUTING COMMENTS-----

Themes by Service Segment	Themes by Community																						
<ul style="list-style-type: none"> <li>Concern that routing does not go to Gitanyow.</li> <li>Questions around how service relates to existing Hazeltons Regional service.</li> <li>Requests for more time in Terrace or a second round trip.</li> <li>Comments in Moricetown that Smithers is a much more frequent destination.</li> </ul>	<table border="1"> <tr> <td>Gitau</td> <td> <ul style="list-style-type: none"> <li>Positive comments on new connection to Hazeltons</li> </ul> </td> </tr> <tr> <td>Gitwangak</td> <td> <ul style="list-style-type: none"> <li>More intervening time requested in Terrace or second trip; questions about opportunity for Gitwangak to act as a hub.</li> </ul> </td> </tr> <tr> <td>Gitsegukla</td> <td> <ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> <li>Questions about connection to Smithers</li> </ul> </td> </tr> <tr> <td>New Hazelton</td> <td> <ul style="list-style-type: none"> <li>No comments</li> </ul> </td> </tr> <tr> <td>Hagwilget</td> <td> <ul style="list-style-type: none"> <li>Service should operate daily</li> </ul> </td> </tr> <tr> <td>Two Mile</td> <td> <ul style="list-style-type: none"> <li>No comments</li> </ul> </td> </tr> <tr> <td>Gitanmaax</td> <td> <ul style="list-style-type: none"> <li>No comments</li> </ul> </td> </tr> <tr> <td>Hazelton</td> <td> <ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul> </td> </tr> <tr> <td>Glen Vowell/ Sik-E-dakh</td> <td> <ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul> </td> </tr> <tr> <td>Kispiox</td> <td> <ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul> </td> </tr> <tr> <td>Moricetown</td> <td> <ul style="list-style-type: none"> <li>Requests for more service to Smithers, particularly for youth and adult commuters, as well as elders.</li> </ul> </td> </tr> </table>	Gitau	<ul style="list-style-type: none"> <li>Positive comments on new connection to Hazeltons</li> </ul>	Gitwangak	<ul style="list-style-type: none"> <li>More intervening time requested in Terrace or second trip; questions about opportunity for Gitwangak to act as a hub.</li> </ul>	Gitsegukla	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> <li>Questions about connection to Smithers</li> </ul>	New Hazelton	<ul style="list-style-type: none"> <li>No comments</li> </ul>	Hagwilget	<ul style="list-style-type: none"> <li>Service should operate daily</li> </ul>	Two Mile	<ul style="list-style-type: none"> <li>No comments</li> </ul>	Gitanmaax	<ul style="list-style-type: none"> <li>No comments</li> </ul>	Hazelton	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>	Glen Vowell/ Sik-E-dakh	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>	Kispiox	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>	Moricetown	<ul style="list-style-type: none"> <li>Requests for more service to Smithers, particularly for youth and adult commuters, as well as elders.</li> </ul>
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	Glen Vowell/ Sik-E-dakh	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>																					
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	Moricetown	<ul style="list-style-type: none"> <li>Requests for more service to Smithers, particularly for youth and adult commuters, as well as elders.</li> </ul>																					

### Segment 3: Hazeltons Area to Terrace: Response to Proposed Schedule

----- HAZELTONS AREA TO TERRACE (INCLUDING MORICETOWN RESPONSES)-----				
Respondent's Home Community	Do you support the proposed schedule for the Hazeltons Area - Terrace service?			
	Yes	Yes with modifications	No	Does not affect me
Gitau <i>n</i> = 0	-	-	-	-
Gitwangak <i>n</i> = 10	4	4	2	0
Gitsegukla <i>n</i> = 5	3	1	1	0
New Hazelton <i>n</i> = 1	1	0	0	0
Hagwilget <i>n</i> = 6	5	0	1	0
Two Mile <i>n</i> = 2	2	0	0	0
Gitanmaax <i>n</i> = 3	2	0	1	0
Hazelton <i>n</i> = 10	3	6	1	0
Glen Vowell <i>n</i> = 2	0	1	1	0
Kispiox <i>n</i> = 11	8	2	1	0
Moricetown <i>n</i> = 2	0	2	0	0
<b>TOTAL</b>	<b>28</b>	<b>16</b>	<b>8</b>	<b>0</b>

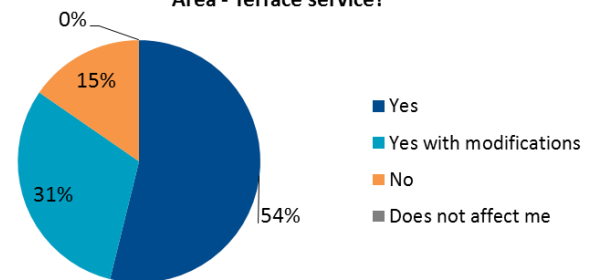
#### Comments

The response to the schedule was positive – 85 per cent of respondents either supported the schedule or supported it with changes. However, of these 31 percent requested modifications – the highest proportion of modifications among all segments. Note that the above table shows survey responses; the number of in person interactions at a number of events was higher.

In line with route-comments for this segment, the most common modification comment related to the inclusion of a route to serve Gitanyow and improved connection/schedule times for Moricetown.

A number of suggestions were also for slightly later trip times to return from Terrace.

Do you support the proposed schedule for the Hazeltons Area - Terrace service?



#### ----- HAZELTONS TO TERRACE MOST FREQUENT SCHEDULE COMMENTS-----

Shared Comment Themes	Comments by Community
<ul style="list-style-type: none"> <li>Request for service to Gitanyow/Questions about how that community will be served.</li> <li>Suggestion for shifting to slightly later schedule and longer times within Terrace, or opportunity for two trips.</li> <li>Requests for increased service from Moricetown to Smithers.</li> </ul>	Gitau
	<ul style="list-style-type: none"> <li>Positive comments on new connection to Hazeltons</li> </ul>
	Gitwangak
	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> <li>Request for more intervening time in Terrace or two trips</li> <li>Local service to Gitwangak Bingo</li> </ul>
	Gitsegukla
	<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>
	New Hazelton
	<ul style="list-style-type: none"> <li>No comments</li> </ul>
	Hagwilget
	<ul style="list-style-type: none"> <li>Service should operate daily</li> </ul>
	Two Mile
<ul style="list-style-type: none"> <li>No comments</li> </ul>	
Gitanmaax	
<ul style="list-style-type: none"> <li>Need to run service later into the evening</li> </ul>	
Hazelton	
<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> <li>Later departures suggested</li> </ul>	
Glen Vowell/ Sik-E-dakh	
<ul style="list-style-type: none"> <li>Request for service to Gitanyow</li> </ul>	
Kispiox	
<ul style="list-style-type: none"> <li>Concern that service departs Kispiox too early</li> </ul>	
Moricetown	
<ul style="list-style-type: none"> <li>Questions about how Moricetown would access service and whether Moricetown service could also be increased</li> </ul>	

### Segment 4: Prince Rupert to Terrace: Response to Proposed Routing

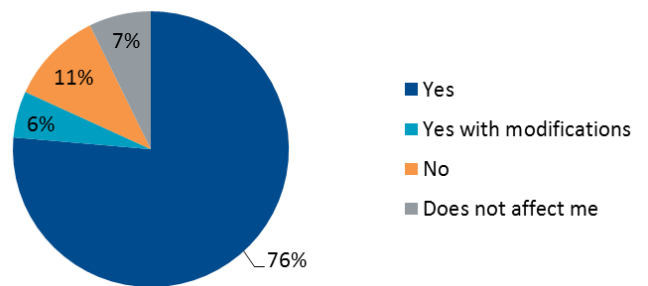
----- PRINCE RUPERT TO TERRACE -----				
Respondent's Home Community	Do you support the proposed routing and stop locations for the Terrace - Prince Rupert service?			
	Yes	Yes with modifications	No	Does not affect me
Prince Rupert <i>n</i> = 76	61	0	8	7
Port Edward <i>n</i> = 3	2	1	0	0
New Remo <i>n</i> = 0	-	-	-	-
Kitsumkalum <i>n</i> = 2	2	0	0	0
Terrace <i>n</i> = 29	19	5	4	1
<b>TOTAL</b>	<b>84</b>	<b>6</b>	<b>12</b>	<b>8</b>

#### Comments

The response to the routing was overall positive – 82 percent of people responding to online surveys either supported the routing or supported the routing with modifications. Response from those at in-person events was similar.

A number of ancillary comments related to how the service would work with and avoid duplicating Greyhound and VIA Rail services were made, particularly through the online survey.

Do you support the proposed routing and stop locations for the Terrace - Prince Rupert service?



----- PRINCE RUPERT TO TERRACE MOST FREQUENT ROUTING COMMENTS -----		
Themes by Service Segment	Themes by Community	
<ul style="list-style-type: none"> <li>Satisfaction with the routing.</li> <li>Questions around relation to existing transportation providers</li> </ul>	Prince Rupert	<ul style="list-style-type: none"> <li>Satisfaction with routing</li> <li>Questions around relation to existing transportation providers</li> </ul>
	Port Edward	<ul style="list-style-type: none"> <li>Request for timing to connect with the existing transit operating between Port Edward and Prince Rupert</li> </ul>
	Kitsumkalum	<ul style="list-style-type: none"> <li>Requests for timing connections with existing transit services from Terrace to Kitimat</li> </ul>
	Terrace	<ul style="list-style-type: none"> <li>Satisfaction with routing</li> <li>Questions around relation to existing transportation providers</li> </ul>

### Segment 4: Prince Rupert to Terrace: Response to Proposed Scheduling

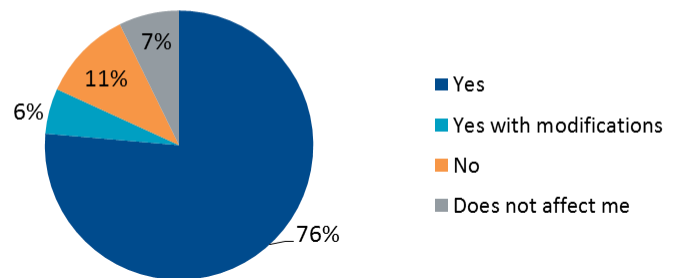
----- PRINCE RUPERT TO TERRACE -----				
Respondent's Home Community	Do you support the proposed schedule for the Terrace - Prince Rupert service?			
	Yes	Yes with modifications	No	Does not affect me
Prince Rupert n = 76	61	0	8	7
Port Edward n = 3	2	1	0	0
New Remo n = 0				
Kitsumkalum n = 2	2	0	0	0
Terrace n = 29	19	5	4	1
<b>TOTAL</b>	<b>84</b>	<b>6</b>	<b>12</b>	<b>8</b>

#### Comments

The response to the schedule was overall positive – 82 percent of people responding to online surveys either supported the schedule or supported it with modifications. Response from those at in-person events was similar.

Many respondents observed that there would be desire for longer times in Terrace. Suggestions to accommodate this ranged from later return trips from Terrace, to basing the service in Prince Rupert, rather than Terrace. Ancillary comments related to opportunities to work with and not duplicate existing transportation providers such as Greyhound and VIA Rail services.

Do you support the proposed schedule for the Terrace - Prince Rupert service?



----- PRINCE RUPERT TO TERRACE MOST FREQUENT SCHEDULING COMMENTS -----		
Shared Comment Themes	Comments by Community	
<ul style="list-style-type: none"> <li>Desire for more time in Terrace, through a later return to Prince Rupert or having buses start/end in Prince Rupert.</li> <li>Requests for timing connections with existing transit services</li> <li>Questions around relation to existing transportation providers</li> </ul>	Prince Rupert	<ul style="list-style-type: none"> <li>Desire for more time in Terrace, preferably through a later return to Prince Rupert, or switch to basing service out of Prince Rupert.</li> <li>Requests for later evening service</li> <li>Questions around relation to existing transportation providers and opportunities to work with them.</li> </ul>
	Port Edward	<ul style="list-style-type: none"> <li>Request for timing to connect with the existing transit operating between Port Edward and Prince Rupert</li> </ul>
	Kitsumkalum	<ul style="list-style-type: none"> <li>Requests for timing connections with existing transit services from Terrace to Kitimat</li> </ul>
	Terrace	<ul style="list-style-type: none"> <li>Suggestion for service to begin in Prince Rupert since there is already an early morning service from Terrace to Prince Rupert.</li> <li>Questions around relation to existing transportation providers.</li> </ul>

## Preferred Service Days

Preferred service days were captured using dot-votes at each of the public information events, and also within the online survey. The combined responses are shown below.

Service day suggestions made by in-person contribution at public information events aligns well with the online responses gathered per transit service segment. Friday and Saturday are globally within the top three most popular days for each of the service segments, with Wednesdays and Mondays also proving popular.

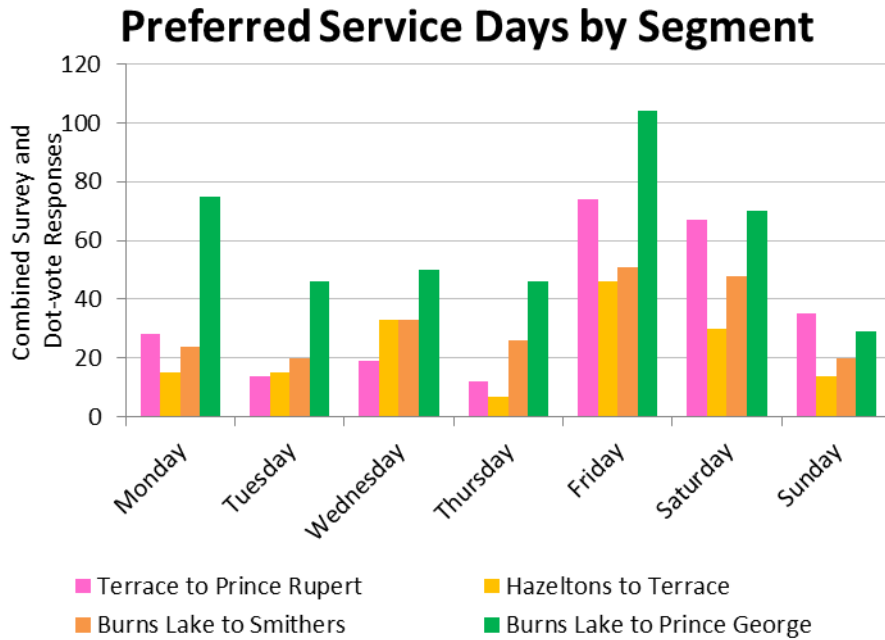


Figure 11: Public engagement event in Kispiox

Preferred Service Days	
Service Segment	Themes by Community
<b>BURNS LAKE TO PRINCE GEORGE</b>	<p><b>Top days: Friday, Monday and Saturday</b></p> <ul style="list-style-type: none"> <li>• Strong preference to weekends in addition to one or two weekdays.</li> <li>• Perception that people often travel to Prince George around weekends for social and recreational purposes.</li> </ul>
<b>BURNS LAKE TO SMITHERS</b>	<p><b>Top days: Friday, Saturday and Wednesday</b></p> <ul style="list-style-type: none"> <li>• Request to not overlap with Northern Health Connections days</li> </ul>
<b>HAZELTONS AREA TO TERRACE</b>	<p><b>Top days: Friday, Wednesday and Saturday</b></p> <ul style="list-style-type: none"> <li>• Strong interest in transit service on days when families and seniors/elders may be receiving income assistance.</li> <li>• Interest in Fridays and Saturdays</li> <li>• Requests that transit days to Terrace not coincide with existing transit days to Smithers (Hazeltons Regional Transit System).</li> </ul>
<b>PRINCE RUPERT TO TERRACE</b>	<p><b>Top days: Friday, Saturday and Sunday</b></p> <ul style="list-style-type: none"> <li>• Strong desire to use transit on weekends for travel to Terrace, with demand for travel on Monday and Wednesday also noted.</li> </ul>

Generally it is best practice in transit systems that operate three or fewer days per week to spread those days out across the week and also include a mix of day types (ie both weekday and weekend). This spacing and allocation ensures that the transit days selected can meet a range of trip needs that may only happen on certain days (medical, shopping, recreational, etc.).

Also, offsetting days of service from each other may enable more service to be offered from transit hubs--such as within the Hazeltons or in the proposed services originating in Burns Lake--since it is then possible to share vehicles and staff between the services.

The results show a common interest in Friday and Saturday service across all service segments. Although efforts will be made to ensure each segment receives one or two of their preferred days, practical considerations may mean that the final service plan for the areas allocates days differently than those shown here.



**Figure 12: Participants at the Houston public engagement event check out the bus**

## Response to Proposed Fare

Responses to the proposed fare were captured using dot-votes at each of the public information events, and also within the online survey. The combined responses are shown below by service segment.

Support for the fares was strong across all segments of the Highway 16 corridor. In response to suggestions for modification a number of general themes emerged:

- Requests for further financial assistance/subsidy to those in need, with frequent mention of seniors/elders, students and people on social assistance.
- Suggestions that fares could be higher, as long as those with low income could access sheets or tickets at a discounted rate.
- Requests to make other existing transportation services cheaper.
- Commentary in some communities that the fare might enable youth to travel without guardian consent.
- Suggestion that lower fares should be considered in cases where the new Highway 16 services will overlap with shorter routes already in place, such as from Gitau to Terrace or from Telkwa to Smithers.

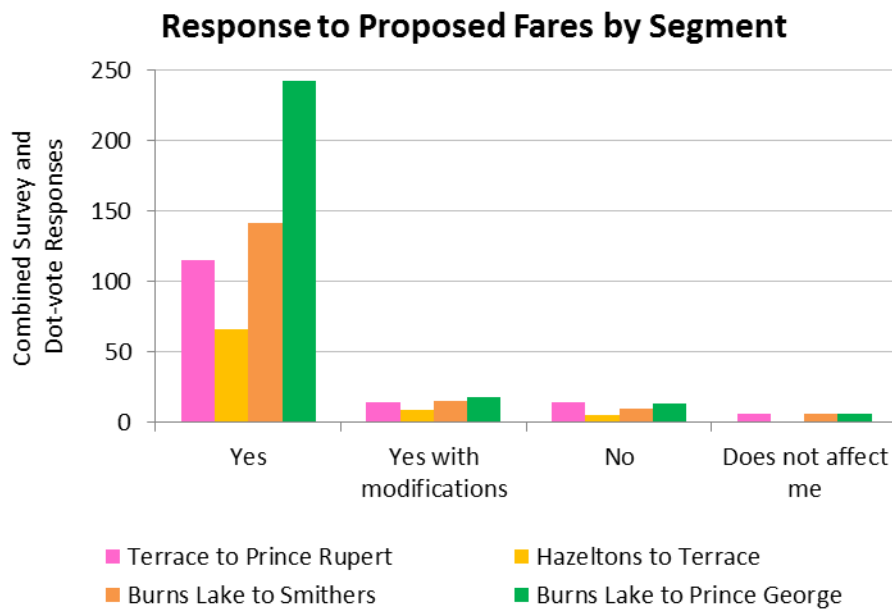


Figure 13: Public engagement event in Topley



**Fare Responses by Community**

----- BURNS LAKE TO PRINCE GEORGE -----				
Respondent's Home Community	Do you support the proposed fare ?			
	Yes	Yes with modifications	No	Does not affect me
Burns Lake n= 51	44	2	5	0
Endako n = 3	2	0	1	0
Stellaquo n = 12	12	0	0	0
Fraser Lake n = 20	20	0	0	0
Nautley n = 6	6	0	0	0
Fort Fraser n= 20	17	3	0	0
Vanderhoof n= 81	73	4	2	2
Beaverly n= 11	11	0	0	0
Prince George n=75	57	9	5	4
<b>TOTAL</b>	<b>242</b>	<b>18</b>	<b>13</b>	<b>6</b>
----- BURNS LAKE TO SMITHERS -----				
Respondent's Home Community	Yes	Yes with modifications	No	Does not affect me
Smithers n = 39	33	5	1	5
Telkwa n = 4	3	0	1	0
Houston n = 27	20	4	3	0
Topley n = 13	9	3	0	1
Duncan Lake n = 1	1	0	0	0
Wet'suwet'en n= 5	5	0	0	0
Decker Lake n= 4	3	1	0	0
Burns Lake n= 51	44	2	5	0
<b>TOTAL</b>	<b>118</b>	<b>15</b>	<b>10</b>	<b>6</b>
----- HAZELTONS AREA TO TERRACE -----				
Respondent's Home Community	Yes	Yes with modifications	No	Does not affect me
Gitau n = 7	6	0	1	0
Gitwangak n =10	9	1	0	0
Gitsegukla n = 5	4	0	1	0
New Hazelton n = 7	7	0	0	0
Hagwilget n = 6	4	2	0	0
Two Mile n = 3	3	0	0	0
Gitanmaax n=3	2	0	1	0
Hazelton n=10	6	3	0	1
Glen Vowell n = 2	1	0	1	0
Kispiox n=20	17	3	1	0
Moricetown n =11	11	0	0	0
<b>TOTAL</b>	<b>70</b>	<b>9</b>	<b>5</b>	<b>1</b>

----- TERRACE TO PRINCE RUPERT -----				
Do you support the proposed fare?				
Respondent's Home Community	Yes	Yes with modifications	No	Does not affect me
Prince Rupert <i>n</i> = 87	69	5	8	5
Port Edward <i>n</i> = 11	10	1	0	0
New Remo <i>n</i> = 0	0	0	0	0
Kitsumkalum <i>n</i> = 6	6	0	0	0
Terrace <i>n</i> = 45	30	8	6	1
<b>TOTAL</b>	<b>115</b>	<b>14</b>	<b>14</b>	<b>6</b>



Figure 14: Shelter example from Smithers, BC.

### ***Response to Proposed Stop and Shelter Locations***

Detailed feedback was received at each event in regards to proposed shelter and stop locations. This information has been provided to local Ministry of Transportation and Infrastructure staff who are following up with the respective local governments, First Nations and property owners to confirm final locations.

In general, response was positive. Key comments heard that are being taken into consideration as part of the revised plan and ongoing outreach to finalize infrastructure plans includes:

- Request for the addition of a shelter in Kitsumkalum, Topley and Stellaquo.
- Request to adjust local routing and shelter placement in Houston.
- Request to adjust local routing in Nautley.

## Regional Travel Patterns

Both online and paper surveys asked respondents to identify their home community and outline regional daily, weekly, monthly, and yearly travel patterns. This latter aspect provides a robust understanding of travel demand between communities along the Highway 16 corridor. In tandem with public feedback received, this information will be used to help guide development of revised service proposals.

----- BURNS LAKE TO PRINCE GEORGE -----				
Respondent's Home Community	Top 3 Destinations based on Home Community			
	Daily	Weekly	Monthly	Yearly
Burns Lake <i>n</i> = 48	Decker Lake (5%)	Decker Lake (19%)	Prince George (81%)	Prince Rupert (23%)
	Tintagel (2%)	Fraser Lake (8%)	Smithers (56%)	Smithers (21%)
	-	Endako (6%)	Vanderhoof (40%)	Hazelton (15%)
Endako <i>n</i> = 7	Fort Fraser (43%)	Vanderhoof (57%)	Prince George (57%)	Prince Rupert (57%)
	Fraser Lake (29%)	Fraser Lake (43%)	Smithers (29%)	Hazelton (29%)
	Burns Lake (14%)	Prince George (43%)	Fort Fraser (14%)	Houston (29%)
Stellaquo <i>n</i> = 11	Fraser Lake (55%)	Vanderhoof (55%)	Burns Lake (45%)	Hazelton (27%)
	Nautley (18%)	Prince George (45%)	Endako (27%)	Morictown (27%)
	Fort Fraser (9%)	Fort Fraser (36%)	Nautley (18%)	Smithers (27%)
Fraser Lake <i>n</i> = 44	Stellaquo (23%)	Vanderhoof (52%)	Prince George (50%)	Smithers (36%)
	Fort Fraser (9%)	Prince George (32%)	Burns Lake (43%)	Prince Rupert (23%)
	Vanderhoof (7%)	Fort Fraser (27%)	Vanderhoof (25%)	Terrace (23%)
Nautley <i>n</i> = 4	Fort Fraser (75%)	Prince George (100%)	Stellaquo (75%)	Smithers (25%)
	Fraser Lake (25%)	Vanderhoof (100%)	Burns Lake (50%)	-
	-	Fraser Lake (50%)	Endako (25%)	-
Fort Fraser <i>n</i> = 17	Fraser Lake (29%)	Vanderhoof (65%)	Prince George (59%)	Burns Lake (29%)
	Vanderhoof (18%)	Fraser Lake (35%)	Burns Lake (29%)	Endako (18%)
	Nautley (12%)	Prince George (24%)	Endako (18%)	Smithers (18%)
Vanderhoof <i>n</i> = 61	Fort Fraser (3%)	Prince George (36%)	Prince George (51%)	Burns Lake (41%)
	Fraser Lake (3%)	Fort Fraser (10%)	Fraser Lake (26%)	Smithers (36%)
	Prince George (3%)	Fraser Lake (8%)	Fort Fraser (25%)	Houston (26%)
Beaverley <i>n</i> = 11	Prince George (64%)	Prince George (18%)	Vanderhoof (18%)	Fraser Lake (27%)
	Round Lake (9%)	Vanderhoof (9%)	Burns Lake (9%)	Vanderhoof (27%)
	Smithers (9%)	Terrace (9%)	Fraser Lake (9%)	Fort Fraser (18%)
Prince George <i>n</i> = 73	Beaverley (8%)	Vanderhoof (14%)	Vanderhoof (26%)	Burns Lake (27%)
	Vanderhoof (3%)	Beaverley (7%)	Burns Lake (19%)	Prince Rupert (22%)
	-	Burns Lake (4%)	Fraser Lake (16%)	Fraser Lake (18%)

----- BURNS LAKE TO SMITHERS -----				
Respondent's Home Community	Top 3 Destinations based on Home Community			
	Daily	Weekly	Monthly	Yearly
Burns Lake <i>n</i> = 48	Decker Lake (5%)	Decker Lake (19%)	Prince George (81%)	Prince Rupert (23%)
	Tintagel (2%)	Fraser Lake (8%)	Smithers (56%)	Smithers (21%)
		Endako (6%)	Vanderhoof (40%)	Hazelton (15%)
Decker Lake <i>n</i> = 4	Burns Lake (75%)		Prince George (75%)	Vanderhoof (50%)
	-		Smithers (75%)	-
	-		Houston (75%)	-
Topley <i>n</i> = 15	Houston (33%)	Burns Lake (47%)	Prince George (47%)	Hazelton (27%)
	Burns Lake (27%)	Houston (40%)	Smithers (20%)	New Hazelton (27%)
		Smithers (40%)	Burns Lake (13%)	Prince Rupert (20%)
Houston <i>n</i> = 33	Smithers (9%)	Smithers (61%)	Prince George (36%)	Prince Rupert (27%)
		Burns Lake (21%)	Burns Lake (27%)	Burns Lake (24%)
		Telkwa (9%)	Smithers (18%)	Terrace (24%)
Telkwa <i>n</i> = 5	Smithers (67%)	Quick (50%)	Burns Lake (50%)	Burns Lake (17%)
		Round Lake (50%)	Houston (33%)	Vanderhoof (17%)
		Tyee Lake (33%)	Prince George (33%)	
Smithers <i>n</i> = 37	Telkwa (5%)	Telkwa (32%)	Houston (41%)	Burns Lake (35%)
	Burns Lake (3%)	Moricetown (14%)	Burns Lake (35%)	Prince George (32%)
	Kispiox (3%)	Tyee Lake (14%)	Prince George (32%)	Prince Rupert (27%)

----- HAZELTONS AREA TO TERRACE (INCLUDING MORICETOWN RESPONSES)-----				
Respondent's Home Community	Top 3 Destinations based on Home Community			
	Daily	Weekly	Monthly	Yearly
Moricetown <i>n</i> = 17	Smithers (59%)	Hazelton (18%)	Houston (29%)	Burns Lake (24%)
	New Hazelton (12%)	Smithers (12%)	Prince George (29%)	Prince George (18%)
	Hazelton (12%)	Burns Lake (6%)	Gitanmaax/Terrace (18%)	Prince Rupert (12%)
Kispiox <i>n</i> = 26	Hazelton (46%)	New Hazelton (38%)	Terrace (54%)	Prince Rupert (35%)
	Gitanmaax (38%)	Gitanxmaax (31%)	Prince George (35%)	Prince George (23%)
	New Hazelton (23%)	Smithers (31%)	Smithers (31%)	Kitimat (19%)
Glen Vowell <i>n</i> = 3	Hazelton (67%)	Gitanmaax (67%)	Terrace (67%)	Prince Rupert (67%)
	Gitanmaax (33%)	Hagwilget (33%)	Prince George (67%)	Prince George (33%)
	-	Kispiox (33%)	Smithers (33%)	-
Hazelton <i>n</i> = 13	New Hazelton (77%)	Smithers (69%)	Terrace (54%)	Prince Rupert (31%)
	Gitanmaax (62%)	Terrace (31%)	Prince George (38%)	Prince George (23%)
	Two Mile (46%)	Kispiox (23%)	Gitsegukla (31%)	Burns Lake (15%)
Gitanmaax <i>n</i> = 3	Hazelton (67%)	Terrace (67%)	Kispiox (67%)	Kitimat (67%)
	New Hazelton (67%)	Smithers (33%)	Smithers (67%)	Burns Lake (33%)
	Glen Vowell (33%)	Gitsegukla (33%)	Prince George (67%)	Prince George (33%)
Two Mile <i>n</i> = 5	Hazelton (40%)	Smithers (80%)	Terrace (60%)	Prince George (60%)
	New Hazelton (40%)	Gitanmaax (40%)	Gitwangak (20%)	Prince Rupert (60%)
	Hagwilget (40%)	Hazelton (40%)	Smithers (20%)	Burns Lake (40%)
Hagwilget <i>n</i> = 8	Hazelton (63%)	Terrace (38%)	Smithers (25%)	Prince Rupert (28%)
	Gitanmaax (50%)	Moricetown (13%)	Terrace (25%)	Prince George (25%)
	New Hazelton (50%)	Smithers (13%)	Prince George (25%)	Burns Lake (13%)
New Hazelton <i>n</i> = 4	Hazelton (25%)	Smithers (100%)	Terrace (25%)	Prince Rupert (25%)
	Kispiox (25%)	Gitanmaax (25%)	Prince Rupert (25%)	Prince George (25%)
	Two Mile (25%)	Hazelton (25%)	Prince George (25%)	-
HAZELTONS FROM NEW HAZELTON NORTH TO KISPIOX <i>n</i> = 62	Hazelton (53%)	Smithers (45%)	Terrace (48%)	Prince Rupert (40%)
	Gitanmaax (44%)	Terrace (26%)	Prince George (34%)	Prince George (27%)
	New Hazelton (42%)	New Hazelton (24%)	Smithers (26%)	Kitimat (16%)
Gitsegukla <i>n</i> = 8	Hazelton (25%)	Hazelton (63%)	Smithers (38%)	Prince Rupert (38%)
	New Hazelton (25%)	Gitanmaax (50%)	Terrace (25%)	Port Edward (25%)
	-	Gitwangak (25%)	Prince George (25%)	Prince George (13%)
Gitwangak <i>n</i> = 18	Hazelton (17%)	Terrace (50%)	New Hazelton (33%)	Prince George (28%)
	Terrace (17%)	New Hazelton (33%)	Terrace (33%)	Prince Rupert (28%)
	Gitsegukla (11%)	Hazelton (22%)	Gitanmaax (28%)	Smithers (22%)
Gitaus <i>n</i> = 10	Terrace (70%)	-	Kitimat (40%)	Hazelton (30%)
	-	-	Prince George (30%)	Prince George (20%)
	-	-	Prince Rupert (30%)	-

----- TERRACE TO PRINCE RUPERT -----				
Respondent's Home Community	Top 3 Destinations based on Home Community			
	Daily	Weekly	Monthly	Yearly
Prince Rupert <i>n = 102</i>	Port Edward (5%)	Terrace (15%)	Terrace (59%)	Prince George (43%)
	-	Port Edward (10%)	Prince George (13%)	Smithers (24%)
	-	Kitimat (2%)	Port Edward (12%)	Burns Lake (11%)
Port Edward <i>n = 11</i>	Prince Rupert (64%)	Terrace (27%)	Terrace (36%)	Prince George (18%)
	-	-	Smithers (18%)	Vanderhoof (18%)
	-	-	Prince George (18%)	Kitimat (9%)
New Remo <i>n = 0</i>	-	-	-	-
	-	-	-	-
	-	-	-	-
Kitsumkalum <i>n = 10</i>	Terrace (50%)	Kitimat (20%)	Prince Rupert (60%)	Prince George (90%)
	-	Terrace (10%)	Gitau (20%)	Prince Rupert (40%)
	-	-	Hazelton (20%)	Burns Lake (20%)
Terrace <i>n = 53</i>	Kitsumkalum (11%)	Prince Rupert (17%)	Prince Rupert (36%)	Prince George (38%)
	-	Kitimat (15%)	Kitimat (28%)	Smithers (30%)
	-	Kitsumkalum (9%)	Smithers (25%)	Burns Lake (21%)

## SUMMARY & NEXT STEPS

The engagement process for the Highway 16 Inter-Community Transit Service has been a collaborative process, drawing on expertise from a wide variety of professionals, decision-makers, and community members. Generally, responses about the proposed inter-community transit have been positive. The most common concerns raised relate to further refinement of schedules--predominantly to enable longer time in the destination communities—or the desire to have further days of service. Continued communication to ensure the proposed transit services align with and complement existing end-to-end transportation providers and connecting services via the new Community Transportation Grant program will also be key.

The responses from the engagement process have been tabulated and analyzed to support revisions to proposed service routing, schedules, fares, infrastructure and supporting policies. These resulting broad revisions will be presented to local decision makers for review and consideration when moving forward with implementation.

Pending local approval, an Implementation Agreement Memorandum of Understanding will be signed between BC Transit and the sponsoring local government for the services. Once signed, the detailed work to implement service would begin. This work includes detailed scheduling, operational planning, developing a marketing and communications plan, infrastructure implementation, transit operating company agreement negotiations/procurement, vehicle preparation and finalization of budgets.

The engagement results will help guide these detailed processes. In turn, information on implementation progress will be shared with local partners to enable additional opportunity for feedback to be brought forward as the project continues.