



Bulkley-Nechako Regional Transit Service Implementation Plan

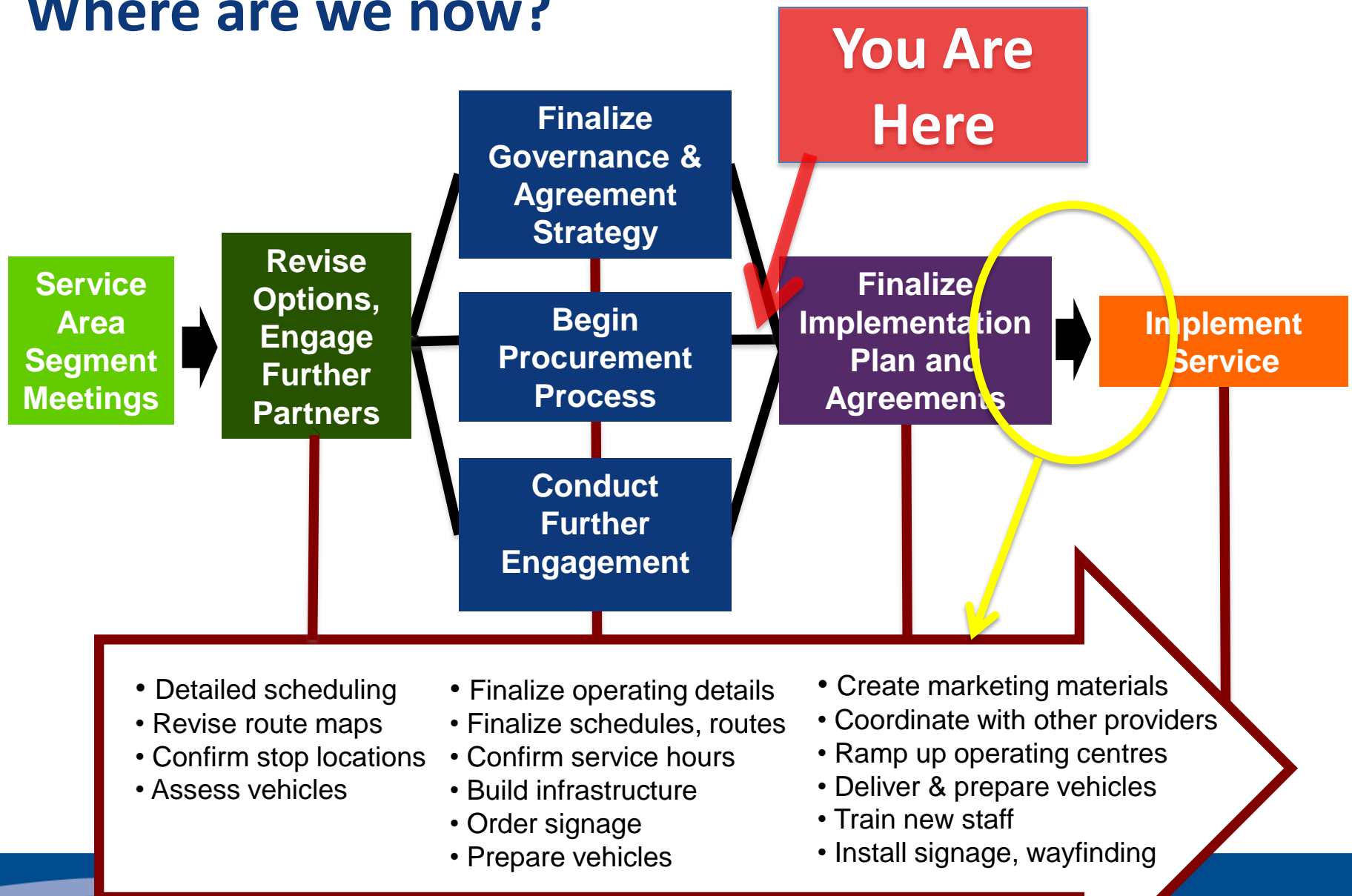
April 2017

Update

- Smithers-Moricetown service implementation (late January)
- Transit Service Agreement signed between RDBN and BC Transit (early March)
- Direct award for service provision to Pacific Western Transportation (mid-March)
- Community Transportation Grant Program (late March)

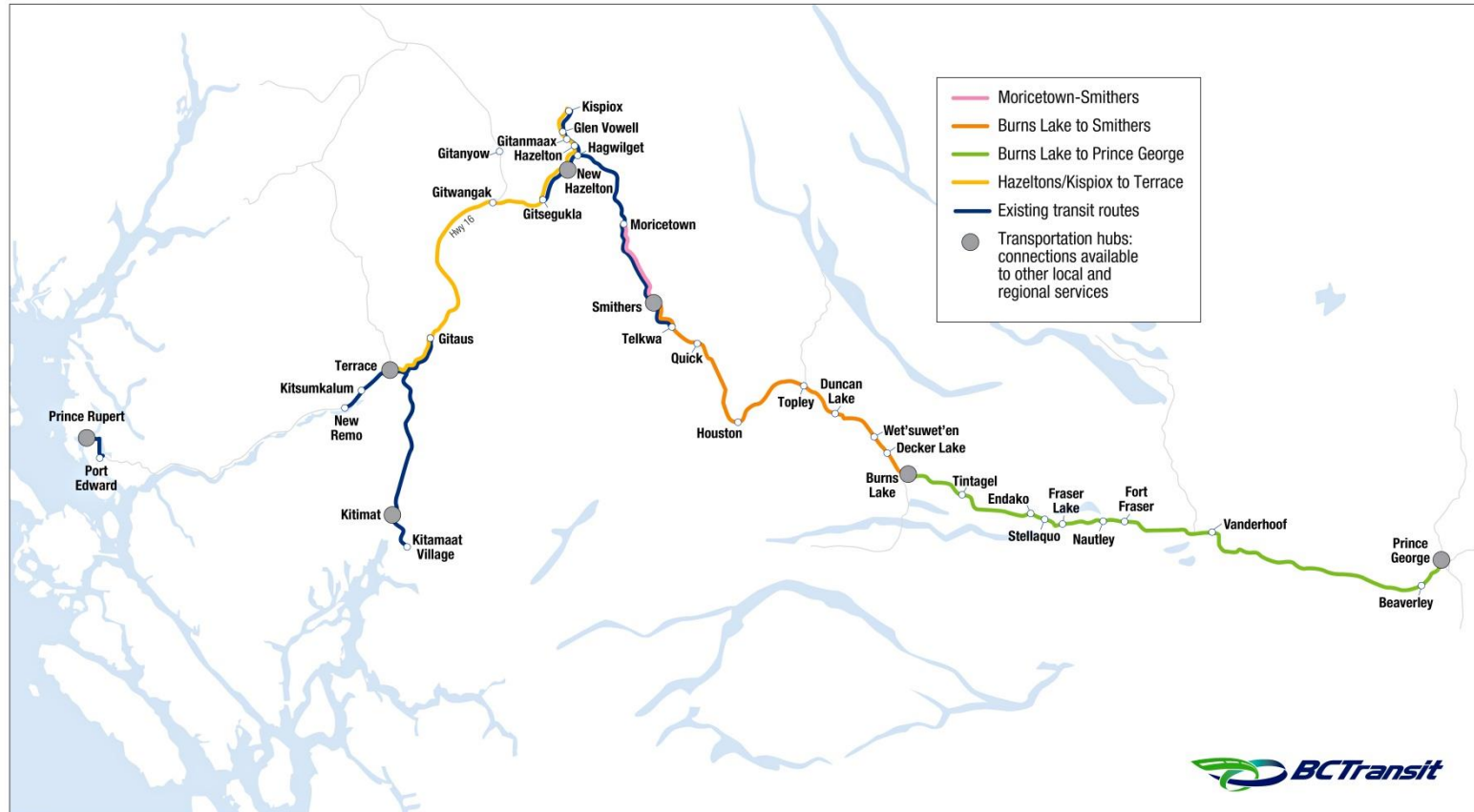


Where are we now?



Highway 16 Transit Service

Highway 16 Intercommunity Transit



* Final stop locations to be confirmed.

Burns Lake to Prince George

Service:

- Route 161
- One round trip per day
- 3 days per week (Tue, Thu, Sat)
- 4 hour window in Prince George
- No service on stat holidays
- Communities served

- Wet'suwet'en
- Decker Lake
- Burns Lake*
- Tintagel
- Endako

- Stellaquo
- Fraser Lake
- Nautley
- Fort Fraser
- Vanderhoof*

- Beaverley
- Prince George*

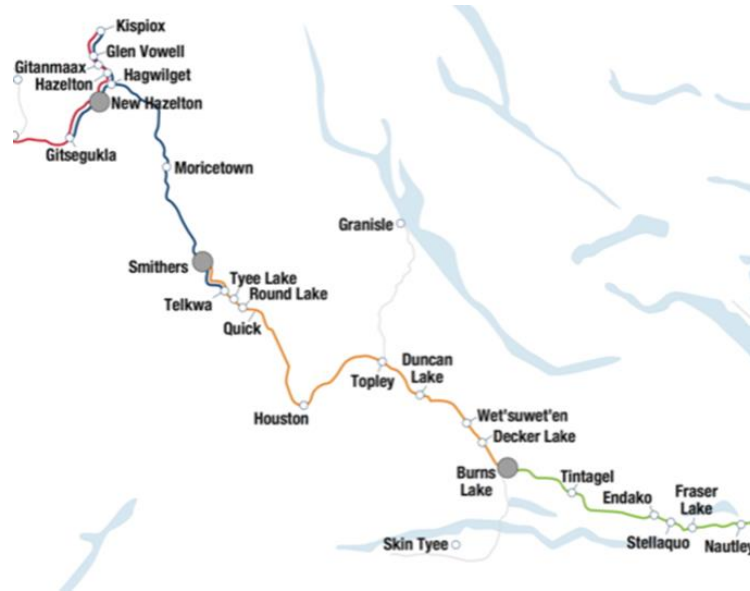
* denotes local routing



Burns Lake to Smithers

Service:

- Route 162
- One round trip per day
- 3 days per week (Mon, Wed, Fri)
- 5 hour window in Smithers
- No service on stat holidays
- Communities served
 - Wet'suwet'en
 - Burns Lake
 - Decker Lake
 - Broman/Duncan Lake
 - Topley
 - Houston*
 - Telkwa
 - Smithers*



*denotes local routing



Infrastructure

- New transit shelters and bus stop signage being installed



Fraser Lake

Vanderhoof



Special Considerations and Contingency Strategies

- Vehicle breakdowns
- Service overloads
- Cell reception?
- Inclement weather
- Washroom access
- Bicycle racks
- Luggage and parcel storage
- Flagging the bus



Fare Structure

- **Single \$5.00 cash fare** – one way only
- Sheet of **10 Tickets: \$45**
- Children five and under travel free if with paying guardian
- **BC Bus Pass**
 - Universal bus pass for low income seniors, people with a disability
- Transfer policies
- Vendors

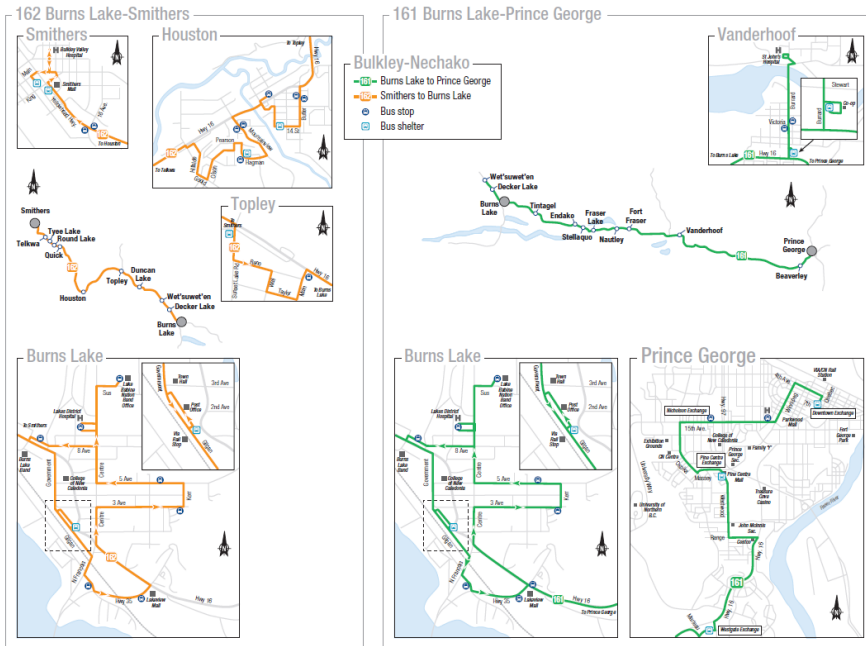


Marketing/Communication Action Plan

- Riders Guide
- Web-site
- Interior Bus Cards – Prince George & Smithers
- Print advertising
- Radio advertising
- Social media (Facebook/Twitter)
- Promotional items
- Additional material?



Riders Guide*



Fares Effective June 19, 2017
all fares subject to change

Cash	
All passengers	\$ 5.00
Child, 4 or under	free
Tickets (10)	
All passengers	45.00

Please have exact change ready.
Drivers do not carry change.

Bulkley-Nechako Regional Transit

RIDER'S GUIDE

Effective 



Regional District of Bulkley-Nechako | 

162 Smithers	To Smithers
Monday, Wednesday, Friday	
Burns Lake (Government at Gilgan)	7:00 am —
Wet'suwet'en	7:14 —
Burns Lake (Government at Gilgan)	7:28 —
Burns Lake (3rd Ave at Kerr)	7:34 —
Burns Lake: Lakes District Hospital	7:41 —
Decker Lake (Trading Post)	7:49 —
Broman/Duncan Lake (Hwy 16 at Duncan Lake Road)	8:09 —
Topley	8:21 —
Houston: Leisure Facility	8:44 1:00 pm
Telkwa Post Office	9:26 1:42
Bukley Valley Hospital (Smithers)	9:42 —
Smithers	9:47 am 2:02 pm

162 Burns Lake	To Burns Lake
Monday, Wednesday, Friday	
Smithers	11:30 am 3:00 pm
Bukley Valley Hospital (Smithers)	— 3:05
Telkwa Post Office	11:48 3:21
Houston: Rec Centre	12:30 pm 4:03
Topley (Sunset Lake Road at Hwy 16)	— 4:26
Broman/Duncan Lake (Hwy 16 at Duncan Lake Road)	— 4:38
Wet'suwet'en	— 4:55
Decker Lake (Trading Post)	— 5:00
Burns Lake (Government at Gilgan)	— 5:08
Burns Lake (3rd Ave at Kerr)	— 5:14
Bus does a town loop before going to Wet'suwet'en	— 5:21
Burns Lake: Lakes District Hospital	— 5:34
Burns Lake (Government at Gilgan)	— 5:48 pm

*Rider's Guide still in development



Website

The screenshot shows the BCTransit website interface for the Quesnel Transit System. The top navigation bar includes links for "Change Transit System" and "Report a Concern". The main navigation menu contains "Schedules and Maps", "Fares", "Rider Info", "Transit Future", "News", and "Contact". The main content area features a large heading "Welcome to Quesnel Transit System" with a "Change Transit System" link below it. A "ROUTE LIST" section displays five routes: Route 1 - West Quesnel, Route 2 - Red Bluff Via South Hills, Route 3 - North Fraser, Route 4 - South Quesnel Express, and Route 30 - Wells - Runs on Thursday Only. Below this is a "TRIP ALERTS" section with a "TODAY'S ALERTS" indicator and an "All" button. At the bottom of the content area are two buttons: "SCHEDULES & MAPS" and "handyDART".

Change Transit System Report a Concern

BCTransit

Schedules and Maps Fares Rider Info Transit Future News Contact

Welcome to
Quesnel Transit System
Change Transit System

ROUTE LIST

Route 1 - West Quesnel
Route 2 - Red Bluff Via South Hills
Route 3 - North Fraser
Route 4 - South Quesnel Express
Route 30 - Wells - Runs on Thursday Only
Route 31 - Nazko - Runs on Wednesday Only

TRIP ALERTS

TODAY'S ALERTS

All

SCHEDULES & MAPS handyDART



Website

Jump to schedule

1 West Quesnel

Timing Point Locations

- (A) St. Laurent and Reid
- (M) Kinchant and McNaughton
- (H) Hospital
- (B) Kinchant and Barlow
- (C) Baker and Marsh (7-11)
- (D) Lewis and Dawson
- (E) Abbott and Blair
- (F) Robertson and Winder
- (W) West Park Mall

Download PDF Map

Direction - CLOCKWISE

Weekday Schedule Saturday Schedule

	15 AM	12:15 PM	1:15 PM	2:15 PM	2:45 PM		3:15 PM	4:15 PM	5:
ST LAURENT AT REID							3:15 PM	4:15 PM	5:
KINCHANT AT MCNAUGHTON	6 AM	12:16 PM	1:16 PM	2:16 PM	--	--	3:16 PM	4:16 PM	5:
QUESNEL HOSPITAL	8 AM	12:18 PM	1:18 PM	2:18 PM	--	--	3:18 PM	4:18 PM	5:
KINCHANT AT BARLOW	10 AM	12:20 PM	1:20 PM	2:20 PM	--	--	3:20 PM	4:20 PM	5:

NEXT DEPARTURES

- St. Laurent at Reid
 Departed 35 minutes ago 3:15 PM
- St. Laurent at Reid
 Arrival in 25 minutes 4:15 PM
- St. Laurent at Reid
 Arrival in 1 hour and 25 minutes 5:15 PM
- St. Laurent at Reid
 Arrival in 2 hours and 24 minutes 6:14 PM

BUS SCHEDULES

Route Name or Number

Rider Info

- Getting on and off the bus
- How to Pay
- Bus Etiquette
- Courtesy Seating
- Parcels, Pets, and Strollers
- Food and Beverages
- Bike Racks and Lockers
- Safety and Security
- Accessibility ▶
- handyDART ▶
- More Rider Info...



Regional Transit Systems

- BC Transit staff provide operational support to operating partners and focus on enhancing stakeholder relations
- Annual Partner Communications Calendar
- Quarterly Performance Report to BC Transit senior leadership
- Annual Performance Summary



North Region

Ryan Little, Regional Transit Manager, Operations

Chris Fudge, Senior Regional Transit Manager



Annual Performance Summary



2015/16 Annual Performance Summary

BulkleyNechako Transit System



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2015/16 BC Transit Initiatives

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2015/16 Bulkley Nechako Initiatives and Highlights

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Conventional Service (Business Unit 999)

Local Investment Measures	2015/16 Actual	2014/15 Actual	YoY Var	2015/16 AQA Budget	AQA Budget Var	TFP Target	TFP Target Var	2015/16 Peer Average*	Peer Average Var
Revenue service hours (000)	7	7	0%	7	0%	N/A	N/A	12	-77%
Total cost (\$000)	\$999	\$888	2%	\$1234	-5%	N/A	N/A	\$6789	-10%
Service hours per capita	1.30	1.20	1%	1.15	0%	N/A	N/A	0.55	86%
Fleet size	3	3	0%	3	0%	N/A	N/A	6	-11%
Return on Investment	2015/16 Actual	2014/15 Actual	YoY Var	2015/16 AQA Budget	AQA Budget Var	TFP Target	TFP Target Var	2015/16 Peer Average*	Peer Average Var
Passenger trips (000)	123	123	-1%	123	0%	N/A	N/A	220	-49%
Total revenue (\$000)	\$131	\$136	-3%	\$144	-9%	N/A	N/A	\$268	-51%
Passenger trips per capita	16.1	17.3	-8%	18.9	-15%	N/A	N/A	14.7	10%
Revenue per trip	\$1.17	\$1.10	6%	\$1.09	7%	N/A	N/A	\$1.19	-2%
Performance	2015/16 Actual	2014/15 Actual	YoY Var	2015/16 AQA Budget	AQA Budget Var	TFP Target	TFP Target Var	2015/16 Peer Average*	Peer Average Var
Operating cost per service hour	\$75.60	\$110.35	1%	\$123.96	-5%	N/A	N/A	\$109.83	3%
Operating cost per passenger trip	\$5.23	\$6.66	7%	\$7.86	9%	N/A	N/A	\$6.20	25%
Passenger trips per service hour	12.4	13.6	-9%	4.6	-15%	N/A	N/A	18.7	-33%
Operating cost recovery	2.8%	3.4%	-5%	3.3%	-4%	N/A	N/A	0.7%	-8%

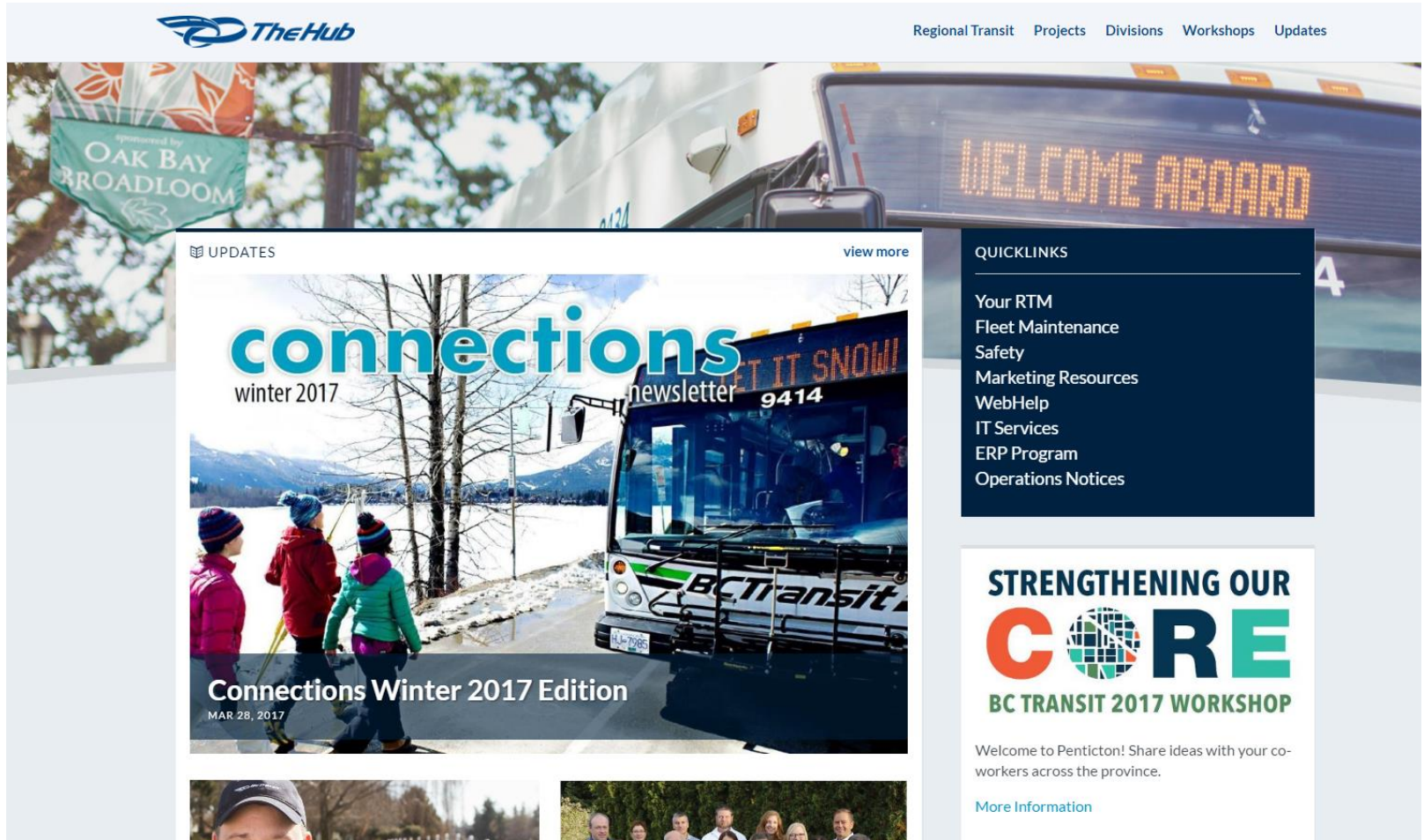
Key Conventional Service Outcomes

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* Peer Average is the average of thirteen Tier 3 systems.

The Hub – Partner Site



The screenshot displays the 'The Hub' website interface. At the top left is the 'The Hub' logo. To the right, a navigation menu includes 'Regional Transit', 'Projects', 'Divisions', 'Workshops', and 'Updates'. The main content area features a large banner image of a bus with 'WELCOME ABOARD' on its display and a 'sponsored by OAK BAY BROADLOOM' sign. Below this is a 'connections' newsletter preview for 'winter 2017', dated 'MAR 28, 2017', with a 'view more' link. To the right is a 'QUICKLINKS' sidebar with a list of links: 'Your RTM', 'Fleet Maintenance', 'Safety', 'Marketing Resources', 'WebHelp', 'IT Services', 'ERP Program', and 'Operations Notices'. Below the sidebar is a 'STRENGTHENING OUR CORE' section for the 'BC TRANSIT 2017 WORKSHOP', with a welcome message and a 'More Information' link. The bottom of the page features a large blue graphic of a stylized 'S' or 'H' shape.

The Hub

Regional Transit Projects Divisions Workshops Updates

sponsored by
OAK BAY BROADLOOM

UPDATES [view more](#)

connections
winter 2017
newsletter 9414

Connections Winter 2017 Edition
MAR 28, 2017

QUICKLINKS

- Your RTM
- Fleet Maintenance
- Safety
- Marketing Resources
- WebHelp
- IT Services
- ERP Program
- Operations Notices

STRENGTHENING OUR CORE
BC TRANSIT 2017 WORKSHOP

Welcome to Penticton! Share ideas with your co-workers across the province.

[More Information](#)

Marketing & Communications



Stuff the Bus



Vehicles

Ford Polar

Passenger Capacity – 20
Wheelchair positions – 4 or 6
Length – 7.46m
Width – 2.44m
GVW – 6,373-6,577kg



Ford Polar

Aero Elite 320 “International”

Passenger Capacity – 30
Wheelchair positions – 4 or 6
Length – 9.83m
Width – 2.4m
GVW – 10,659kg



Aero Elite 320 “International”



Post-Implementation

- Service will be monitored closely by BC Transit and the local partners to ensure the schedules and route alignments are meeting the customer needs.
- Includes ridership analysis, on-time performance analysis, operator feedback and customer feedback
- If required, adjustments will be made to the service within a reasonable timeframe





Thank You



Chris Fudge

Senior Regional Transit Manager

Matthew Boyd

Manager of Planning

