

Table of Contents

1.0	Introduction	2
2.0	Background to Present Service	2
	2.1 Conventional Transit	2
	2.2 Custom Transit.....	4
3.0	Present Service and Market Analysis	4
	3.1 Conventional Transit - Present Service and Markets	4
	3.2 Conventional Transit - Present Service and Market : Conclusions	6
	3.3 Custom Transit Present Service and Markets	6
	3.4 Custom Transit Present Service and Markets: Conclusions	7
4.0	Proposed Service Enhancements to Current Service	7
	4.1 Routing Changes on the #1 West Quesnel: Background	7
	4.2 Routing Changes on the #1 West Quesnel: Conclusions	8
	4.3 Routing changes on the #2 Red Bluff: Background	8
	4.4 Routing changes on the #2 Red Bluff: Conclusions	8
	4.5 Evening and Sunday Service: Background.....	9
	4.6 Evening and Sunday Service: Conclusions.....	9
5.0	Short Term Service Enhancements	10
	5.1 Implement Summer level of service in July and August: Background..	10
	5.2 Implement Summer level of service in July and August: Background..	10
6.0	Potential Markets: Expansion	10
	6.1 Bernard and Schemenaur subdivisions: Background	10
	6.2 Potential Markets: Conclusions subdivision: Background.....	11
	6.3 Airport service: Background	11
	6.4 Potential Markets: Conclusions	11
7.0	Five Year cost estimates.....	12
8.0	Fare Strategies: Background.....	13
	8.1 Fare Strategies: Conclusion	13
9.0	Vehicle Review: background	13
	9.1 Vehicle Review: Conclusions/Recommendations	14
10.0	List of Appendices	14
	Appendix A: A Service History of the Quesnel Transit System	15
	Appendix B: Service audit February 2005 Summary	16
	Appendix C: October 2006 Two-Week Count Summary.....	19
	Appendix D: May 2007 On-Board Survey Summary	20
	Appendix E: Taxi Circular	23

1.0 INTRODUCTION

This service review examines the existing Quesnel Transit System service and markets as well as possible service enhancements and potential growth areas. Included in this report is a five-year cost analysis based on the current level of service.

This report presents findings of the service review and outlines potential service change options for consideration. The service change proposals are based on discussions with transit operating staff of Five Five Transport Ltd., City of Quesnel staff, and data collected from the following sources:

- i. A comprehensive two week passenger count (October 2006)
- ii. An on-board survey (May 2007)
- iii. Service audit (February 2005)
- iv. Other historical ridership data.

2.0 BACKGROUND TO PRESENT SERVICE

The Quesnel Transit System is currently operated by Five Five Transport Ltd. This Paratransit service offers a mixture of conventional fixed-route, fixed-schedule service and custom, door-to-door service for persons with disabilities. These two service types will be described and analyzed separately.

2.1 Conventional Transit (Fixed Route)

As outlined in Appendix A, A Service History of the Quesnel Transit System, the City of Quesnel and BC Transit first implemented limited fixed route service in 1993. This program was cancelled after only two years as one of the funding partners, the Cariboo Regional District (CRD), withdrew support. This resulted in cost pressures which the City could not absorb and the conventional service was cancelled. Fixed route service was re-introduced to Quesnel in April 2001. Since that time ridership has enjoyed double digit increases in each of the past 5 years.

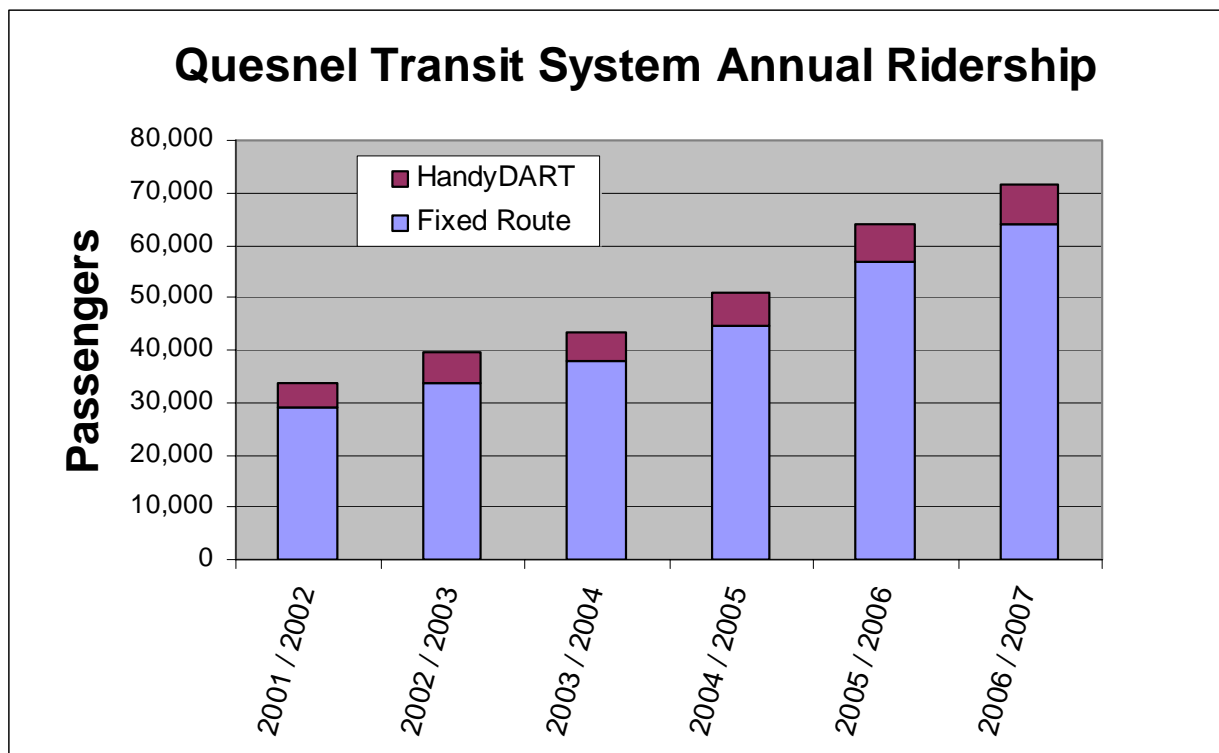
Ridership for the year ending March 2005 rose 26% over the previous year, carrying 56,639 conventional passengers. Results of the two week count held in October 2006 shows that ridership averaged 279 passengers every weekday and 60 passengers every Saturday. This represents a 31% and 13% increase respectively over the previous two week count held in October 2005. Details of this count are outlined in Appendix C.

The chart below shows performance indicators for the Quesnel Transit System and a comparison to other similar sized Paratransit systems.

Comparison to Selected Paratransit Systems										
Based on 2006/2007 Actuals										
Community	Municipal Population	# of Vehicles	Annual Revenue Hrs.	Revenue Passengers	Total Revenue (\$)	Rides / Hour	Cost Recovery	Net Municipal Share (\$)	Municipal Share per Hour (\$)	Municipal Share per Ride (\$)
Castlegar	10,400	2	4,508	37,655	52,187	8.33	12.9%	155,932	\$34.59	\$4.14
Nelson - Slocan	2,700	3	6,125	46,076	93,058	7.51	29.1%	79,756	\$13.02	\$1.73
Quesnel	23,300	3	7,738	71,515	94,697	9.24	22.7%	140,035	\$18.09	\$1.96
Shuswap	26,800	5	10,138	91,303	134,533	8.86	25.5%	200,826	\$19.81	\$2.20
Williams Lake	11,900	3	6,780	77,583	78,009	11.40	18.1%	168,510	\$24.85	\$2.17

Chart 1

The following graph shows ridership over the past several years.



2.2 Custom Transit (handyDART)

Overall, the custom portion of the Quesnel Transit System carried 7,570 passengers in 2006/2007. This figure reflects an increase of 1.3% in ridership over the previous year and a 24.3% increase over the past two years. The handyDART system is beginning to feel passenger pressures; there are regular occurrences of unmet trips on a monthly basis. Last year alone there were 175 trips which could not be accommodated.

Among other trends noted for custom ridership:

- Rides per hour have increased from 3.1 in 2003/2004 to 3.8 in 2006/2007.
- handyDART is operating close to capacity, as noted by the unmet trips statistic.
- Quesnel handyDART ridership is the second highest of those systems compared in Chart 1.

3.0 PRESENT SERVICE AND MARKET ANALYSIS

3.1 Conventional Transit: Present Service and Market

Currently, the conventional portion of the Quesnel Transit System operates from 7:30 am to 5:59 pm Monday to Friday, and 9:00 am to 4:51 pm on Saturday. The conventional fleet consists of two lift equipped vehicles; one 20 passenger Polar, and one 29 passenger International. The International was received in July 2006 in response to ridership pressures.

The historic growth of transit ridership in Quesnel, as wonderful as it is, does bring with it inherent problems. Increased ridership has caused an increase in route time due to increased number of pick ups and drops offs. As such the current schedule does not allow for any additional routing as there are many times when the buses are running late. This fact should be kept in mind when discussing future expansion as any additional daytime service will require the acquisition of another bus and the incremental costs that are associated with this action.

The Quesnel Transit System is comprised of two routes:

Route #1 West Quesnel

Besides the Downtown shopping area and West Park Mall, major destinations served by this route include Quesnel Senior Secondary School, the G.R. Baker Memorial Hospital, and the neighborhoods of West Quesnel, including service to Voyager and Baker Elementary, and Correlieu Secondary Schools.

- Covering the main Downtown and residential neighbourhoods of West Quesnel, the #1 West Quesnel route provides hourly service on weekdays and Saturdays, and half-hourly service on weekdays during morning and afternoon peak times. The West Quesnel bus leaves the downtown terminus at St. Laurent & Reid roughly 15 minutes past the hour. A round trip takes 29 minutes.
- Currently there are 15 trips each weekday and 4 trips on Saturday.

Route #2 Red Bluff

The Red Bluff route also covers the Downtown shopping area, Quesnel Secondary School, and the hospital as well as the neighbourhoods of the Carson Subdivision, South Hills, and Red Bluff. In addition, it serves the Recreation Centre, Maple Park Mall, South Quesnel Shopping Area and Red Bluff Elementary School.

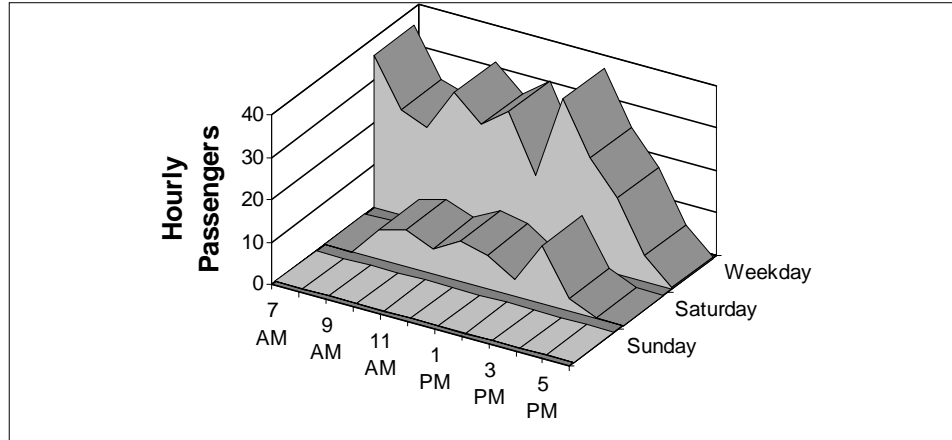
- Operating hourly on weekdays and Saturdays, the Red Bluff bus leaves St. Laurent & Reid roughly 15 minutes past the hour. A complete round trip takes 59 minutes.
- Currently the Red Bluff route has 11 trips on weekdays and 5 trips on Saturdays,

Results from the October 2006 two week count show that, although non-commuters represent the largest category of ridership, both groups are of equal importance. This should be factored into any decision with regards to service changes or expansion of the Quesnel Transit System.

The chart below indicates typical passenger boarding times during the day.

Quesnel Transit System Ridership Profile

System Hourly Revenue Passengers



Source: 2006 Two Week Count

Other statistics on ridership include:

- Commuters, those who use the bus for traveling to/from work or school, represent 31% of all passengers, the remaining 69% of passengers use the bus for non-commuting purposes.
- 22% of Quesnel transit trips occur between 7:00 am and 10:00 am, and 18% occur between 3:00 pm and 6:00 pm.
- The majority of passengers ride from the downtown areas to the South Quesnel Shopping Area and vice versa, there is very little flow between suburban areas.
- The West Quesnel route carries the bulk of the system's passengers, averaging 52.5% of all daily rides, the remaining 47.5% of passengers ride the Red Bluff route.
- Students account for an average 20% of passenger rides on weekdays, adults 39%, seniors and those using BC Bus Pass 41%.
- More than half of all passengers (54%) use a ticket, monthly pass or BC Bus Pass to pay for their trip.
- At 9.24 rides per hour, the Quesnel Transit System is one of the paratransit leaders within Tier 3 of the Municipal Systems Program.

3.2 Conventional Transit Present Service and Market: Conclusions

- Ridership on the Quesnel Transit System continues to increase; the City should be aware that they may face decisions regarding bus capacity and/or increased frequency in the near future.
- Any changes to service should meet the needs of both commuters and those passengers making discretionary trips, since these two groups are equally represented in the systems' ridership.
- The conventional system has almost reached the point of full capacity, it should be noted that any increase in running times or frequency of service during weekdays will require an additional bus.

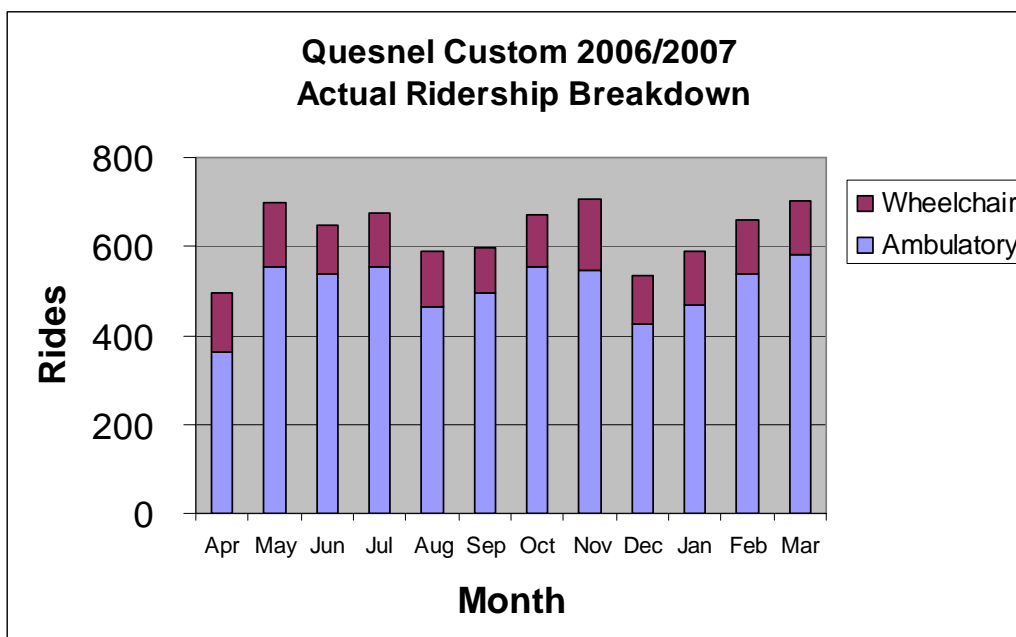
3.3 Custom Transit: Present Service and Market

handyDART service for persons with a disability is available from 8:00 am to 4:00 pm, Monday to Friday. There are currently about 207 registered users of the system. The most frequent destinations for handyDART clients include downtown Doctor's offices, the Baker Memorial Hospital, West Park Mall, South Quesnel Shopping Area, and the Recreation Centre. As expected seniors make up the majority of rides at 80 %, while those using wheelchairs account for 20%.

Other specifics on Custom ridership and trends include:

- The Quesnel handyDART system is experiencing unmet trips. This is an indication that the handyDART is operating close to capacity. As the senior population increases so will the demand for this service.
- Unlike most custom services, Quesnel does not have a taxi program, such as taxi supplement and Taxi-Saver. See Appendix E, Taxi Circular for program descriptions.
- BC Stats predicts that the percentage of population aged 65 and over in Quesnel will increase by 19% over the next five years and 45% over next ten years.

In terms of monthly ridership, no clear seasonal pattern establishes itself, as the following chart demonstrates.



3.4 Custom Transit Conclusions:

- Unmet trips indicate an oversubscription of the handyDART system. Demographic forecasts indicate an aging population that will result in a growing demand for this service, however due to the current service hour level this demand can not be accommodated.
- Implementation of taxi supplement and/or Taxisaver programs to complement the existing handyDART service should be investigated as an initial measure to deal with the demand.
- Should the taxi programs not be able to satisfy the excess demand, handyDART hours should be increased.

4.0 PROPOSED SERVICE ENHANCEMENTS TO CURRENT SERVICE

Current routing for the Quesnel Transit System



4.1 Routing Changes on the #1 West Quesnel: Background

The West Quesnel route services the part of town west of the Fraser River. The current route structure gives adequate coverage to the Uplands and Abbott Heights areas however only covers the southern portion of the area known as West Quesnel. The eastern portion, including areas north of Marsh Drive such as North Fraser Drive and Elliot, currently lack service. There are a number of people who have requested transit in order to access services provided by social agencies located in this area, examples include the Child Development Centre and the Native Friendship Centre. An extension of this route into the this part of West Quesnel would require at least an additional ten minutes of running time which can not be accommodated within the current schedule.

4.2 Routing Changes on the #1 West Quesnel: Conclusion

- The following should be undertaken in order to properly assess the demand for transit in the eastern section of West Quesnel;
 1. A survey of residents in the area bounded by North Fraser Drive, Hill Street, Foster Avenue, and Marsh Drive.
 2. Dialogue with users and providers of the various social programs in this area.
- Re-routing the West Quesnel Bus to serve this destination could not be accomplished without deleting current service. Proper implementation could only be accomplished with the addition of another vehicle.

4.3 Routing changes on the #2 Red Bluff: Background

Ridership on the Red Bluff route has continued to increase. The importance of this area as a shopping destination for Quesnel has increased over the past few years. Further proliferation of big box stores will most likely occur in the South Quesnel Shopping area which will result in continued ridership growth. Recent route adjustments in the South Hills area provide more central coverage of the area resulting in increased efficiency and less walking for the majority of residents. The following are additional steps which can be taken to increase efficiency and better match ridership with deliverable service:

- The current routing in the Red Bluff area covers the perimeter roads. There may be opportunities to increase ridership if the bus were to route further into this neighborhood.
- Although the bus currently stops on North Star Rd at the entrance to the CNC/UNBC, this is not convenient for potential riders especially during inclement weather. The bus should route into the campus to provide students with transportation options.
- Ridership in the Carson Subdivision has not increased in line with other areas served. One reason could be the infrequent service that is currently being provided. The operating company has recently received a number of requests for increased service from area residents.

4.4 Routing changes on the #2 Red Bluff: Conclusions

- To make transit more convenient for the residents of Red Bluff, routing should be extended in such a manner that would reduce walk times to the bus route.
- Regular routing through the UNBC/CNC campuses would provide another transit option for students.
- Service to the Carson Subdivision should be reviewed with the purpose of increasing the number of trips into this neighborhood. More frequent service will make the bus a more appealing option for the residents.

Summary Information for Routing Changes

Annual Impact:

Additional Service Hours: 2,250	Additional Operating Cost: \$73,875*
Additional Vehicles Required: 1	Additional Revenue: \$15,000
Additional Ridership: 10,000	Additional Cost, less Revenue: \$58,875

*-this number represents the Municipal share of costs including additional debt service and assumes Provincial cost sharing at current levels.

4.5 Evening and Sunday Service: Background

The on board survey conducted in May of 2007 indicated that of those passengers surveyed 39% requested evening service while 22% wanted to see transit run on Sundays. The following cost tables are included to provide an understanding of the financial commitment which the City can expect to pay for these new services. Evening service would initially consist of extending hours on Fridays and Saturdays to provide 3 round trips per route. Sunday service would be the same level of service as currently operated on Saturdays.

Summary Information for Evening Service

Annual Impact:

Additional Service Hours: 400	Additional Operating Cost: \$11,000*
Additional Vehicles Required: 0	Additional Revenue: \$3,500
Additional Ridership: 2,000	Additional Cost, less Revenue: \$7,500

*-this number represents the Municipal share of costs and assumes Provincial cost sharing at current levels.

Summary Information for Sunday Service

Annual Impact:

Additional Service Hours: 420	Additional Operating Cost: \$11,550*
Additional Vehicles Required: 0	Additional Total Revenue: \$3,300
Additional Ridership: 2,200	Additional Cost, less Revenue: \$8,250

*-this number represents the Municipal share of costs and assumes Provincial cost sharing at current levels.

4.6 Evening and Sunday Service: Conclusions

As these two options were most requested by those riders surveyed, it is suggested that they be given priority.

- It is suggested that evening service be considered with a service level equal to three round trips on each route on Fridays and Saturdays.
- Sunday service should also be considered with a schedule frequency similar to that of Saturday.

5.0 SHORT TERM SERVICE ENHANCEMENTS

Although there are instances when the Quesnel Transit System is running at full capacity, there are still some areas where the efficiency can be increased.

5.1 Implement Summer level of service in July and August: Background

Summer ridership on the Quesnel Transit System has traditionally been lower than the rest of the year. This is in part due to school holidays which result in the loss of student ridership. Ridership patterns need to be reviewed and analyzed during the summer months.

5.2 Implement Summer level of service in July and August: Conclusions

Summer ridership should be reviewed on the Quesnel Transit System to determine if there exists the possibility of either a later system start time or a reduction in the number of trips. Careful consideration needs to be made for commuters to ensure that whatever decision is reached the impact is minimized.

6.0 POTENTIAL MARKETS: EXPANSION TO CURRENT SERVICE

A number of areas currently not being served by transit have been identified as potential transit markets; two of these are located within the Cariboo Regional District, they are the Bernard and Schemenaur subdivisions, and the Bouchie Creek subdivision, the third being the Quesnel Regional Airport which is located within City boundaries. Cost tables have been included in this report for information, however further study is required to assess the appropriate levels of service. Although a request for transit has been made by some of the area residents, we would require further information and statistical residential survey results in order to accurately comment on the feasibility of providing transit to this area.

6.1 Bernard and Schemenaur subdivisions (Area C): Background

The Cariboo Regional District Board has adopted a resolution requesting that BC Transit investigate options for establishing a transit service to the above noted areas. These areas are located east of the Airport off Highway 26 approximately 20 minutes from downtown Quesnel. A survey of the residents needs to be completed to accurately ascertain service requirements and the interest in transit. The following table represents costs based on 3 round trips per weekday, which is the minimum level of service recommended for new service areas.

Summary Information for Service to Bernard and Schemenaur Subdivisions	
3 Round Trips per weekday	
<i>Annual Impact:</i>	
Additional Service Hours: 560	Additional Operating Cost: \$27,400*
Additional Vehicles Required: 1	Additional Revenue: \$3,400
Additional Ridership: 1,700	Additional Cost, less Revenue: \$24,000

*-this number represents the Municipal share of costs including additional debt service and assumes Provincial cost sharing at current levels.

6.2 Bouchie Lake: Background

A number of rural streets as well as trailer parks are located along the route to Bouchie Lake. This area could be a candidate for limited transit service however, we would require further information and statistical residential survey results in order to accurately comment on the feasibility of providing transit to this area. Using a minimum of 3 trips per weekday the table below illustrates the costs that would be associated with service to this area.

Summary Information for Service to Bouchie Lake	
3 Round Trips per weekday	
<i>Annual Impact:</i>	
Additional Service Hours: 600	Additional Operating Cost: \$28,500*
Additional Vehicles Required: 1	Additional Revenue: \$2,000
Additional Ridership: 1,000	Additional Cost, less Revenue: \$26,500

*-this number represents the Municipal share of costs including additional debt service and assumes Provincial cost sharing at current levels.

6.3 Quesnel Regional Airport service: Background

The Quesnel Regional Airport is located approximately 5 kilometres north of downtown. A return trip would take approximately 15 minutes. It should be noted that there are a number of mills along the route to the airport. There may be an opportunity to serve the mills as the bus routes to the airport.

Summary Information for Service to Quesnel Regional Airport	
3 Round Trips per weekday	
<i>Annual Impact:</i>	
Additional Service Hours: 190	Additional Operating Cost: \$17,225*
Additional Vehicles Required: 1	Additional Revenue: \$900
Additional Ridership: 600	Additional Cost, less Revenue: \$16,325

*-this number represents the Municipal share of costs including additional debt service and assumes Provincial cost sharing at current levels.

6.4 Potential Markets: Conclusions

Two of the three areas discussed in this section are situated outside of the City of Quesnel boundaries, within the jurisdiction of the Cariboo Regional District. The extension of service to these areas would in all likelihood involve the CRD as a funding partner. Should the CRD board and the City of Quesnel wish to explore the various options a request to BC Transit to conduct further review of these areas should be made. The results of this review would more accurately determine the nature and need for public transit in these outlying areas. An airport route, although not necessarily feasible on its own, could be combined with service to those areas noted in 6.1 as well as the possibility of providing transit service for workers in the Mills. More study is required to determine specific needs.

7.0 QUESNEL TRANSIT SYSTEM - COSTS BASED ON CURRENT LEVEL OF SERVICE INCLUDING THE EFFECT OF A SERVICE INCREASE IN 2008

The accompanying table provides an estimate of costs for transit over the next five years. This estimate is based on assumptions noted at the bottom of the table.

**5 YEAR PLAN
INFORMATION AND PERFORMANCE SUMMARY**

QUESNEL	2007/08 BUDGET	2008/09 BUDGET	2009/10 BUDGET	2010/11 BUDGET	2011/12 BUDGET
BUDGET SUMMARY					
Total Costs	430,050	514,340	586,132	606,537	627,793
Total Revenue	95,600	115,529	132,267	136,388	140,638
BCT Share of Costs	173,229	206,393	235,024	244,013	253,376
Net Municipal Share	153,977	183,802	\$218,842	215,964	223,221
PERFORMANCE SUMMARY					
Level of Service					
Population Served	23,400	23,400	23,400	23,400	23,400
Registered Users					
Number of Buses in Service	3	4	4	4	4
Revenue Hours of Service	7,960	9,328	10,360	10,360	10,360
Effectiveness					
Annual Revenue Passengers	68,000	79,800	88,700	88,800	88,900
Conventional	60,000	70,300	78,100	78,100	78,100
Custom/Para - Vans	8,000	9,500	10,600	10,700	10,800
Custom/Para - Taxi Supplement					
Taxi Saver					
Total Revenue Passengers per Capita	2.9	3.4	3.8	3.8	3.8
Custom Rides per Registered User	0.0	0.0	0.0	0.0	0.0
Passengers per Revenue Hour	8.5	8.6	8.6	8.6	8.6
Cost per Passenger	\$ 6.32	\$ 6.45	\$ 6.61	\$ 6.83	\$ 7.06
Cost Recovery (%)	22.2%	22.5%	22.6%	22.5%	22.4%
Efficiency					
Cost per Revenue Hour	\$ 54.03	\$ 55.14	\$ 56.58	\$ 58.55	\$ 60.60
Operating Cost per Revenue Hour	\$ 49.40	\$ 50.23	\$ 51.50	\$ 53.47	\$ 55.52

Note Assumptions made: 3% increase in fares and an average of 5% increase for most costs per year.
 3% increase in fares and an average of 5% increase for most costs per year.
 2008/2009 an expansion beginning September is included, 1,367 hours part year, 2,400 hours full year

8.0 FARE STRATEGIES: BACKGROUND

Fares in Quesnel are slightly below the Municipal system average paratransit fare for transit systems with similar levels of service. Fares have remained at their current levels since 2003. The Quesnel transit system is currently carrying the full suite of fare products with appropriate discounts for tickets and passes. All fare products are available at a number of locations throughout Quesnel, however efforts should be made to locate more ticket and pass vendors in the Red Bluff area.

8.1 Fare Strategies: Conclusions

It is suggested that:

- The City of Quesnel consider a review of the current fare structure.
- If possible any fare increase should be tied to future expansion.
- The number of outlets where transit tickets and passes can be purchased should be increased. This would also serve to increase the exposure of transit throughout the City and Regional District.

9.0 VEHICLE REVIEW: BACKGROUND

The current level of scheduled fixed route service requires 2 buses to be on the road, as well as an additional vehicle to provide the handyDART service. The fleet consists of 3-20 passenger Polars, or handyDART vehicles, one 29 passenger International, and one smaller 4 passenger handyDART vehicle known as a Corbeil. These vehicles have proven to be very reliable and well suited for their current use with the exception of the Corbeil. The ridership in Quesnel has grown to the point where the capacity of the Corbeil is not sufficient. BC Transit has targeted the Corbeil as the next vehicle to be replaced due to its age and size. On the conventional side, the addition of the International in 2006 has proven to be very successful for the fixed route portion of the transit service.

The conventional portion of the Quesnel Transit System would benefit from a smaller low-floor style bus. The benefits of this type of vehicle are:

- allow easy access for those who have difficulty negotiating stairs.
- allow some handyDART users to board the regular route buses which in turn should alleviate overcrowding issues on handyDART.
- allow strollers and wheelchairs easy access to the regular routes.

The demand for this type of vehicle is increasing and manufacturers are just beginning to produce a mid-sized low-floor bus. BC Transit and the city should explore this option as these vehicles become more readily available.

9.1 Vehicle Review: Conclusions/Recommendations

Custom/handyDART:

- The Polar buses are the vehicle of choice for handyDART fleets across the province. They have proven reliability and are one of the easiest to maintain in BC Transit's handyDART fleet.
- It is recommended that the Corbeil bus be replaced as soon as possible with a vehicle that has more capacity.

Conventional/Fixed-Route:

Although it has been acknowledged that the current equipment may not be ideal in terms of accessibility and size, a number of factors indicate that these buses may be the most appropriate at this time. Ideally a smaller low floor vehicle would be the best solution for the conventional portion of the Quesnel Transit System.

- Smaller low floor vehicles are available from only a few manufacturers. Their reliability and durability have yet to be proven. BC Transit will advise the City should such a vehicle become available.
- The addition of a second International may be a short term solution to the increasing ridership pressures experienced by the transit system. BC Transit will continue its search for such a vehicle.

10.0 LIST OF APPENDICES

Appendix A: Service History of the Quesnel Transit System

Appendix B: Service audit February 2005 Summary

Appendix C: October 2006 Two-Week Count Summary

Appendix D: May 2007 On-Board Survey Summary

Appendix E: Taxi Circular

Appendix A: Service History of Transit in Quesnel

April 1982	<ul style="list-style-type: none"> ● BC Transit enters into a funding agreement with the City of Quesnel and the Cariboo Regional District for the provision of paratransit operated by the Community Aid Society.
September 1993	<ul style="list-style-type: none"> ● Introduction of limited fixed route service in the City and nearby Regional District areas, Monday to Friday: <ul style="list-style-type: none"> ● #1 West Quesnel serves Downtown / North Quesnel and West Quesnel 5 trips per weekday (approx. every two hours.) Round trip: 48 minutes. ● #2 Red Bluff serves Recreation Centre, Red Bluff and Maple Park Mall three trips per weekday (2-3 hours between each trip). Round trip: 70 minutes.
January 1994	<ul style="list-style-type: none"> ● Schedule and routing adjustments made: <ul style="list-style-type: none"> ● #1 West Quesnel routing extended to Baker Elementary School and Correlieu Secondary School. Two trips added to provide hourly service at midday and in the afternoon peak. ● #2 Red Bluff retains three existing trips per weekday, but schedule changed to standardize three hours between each trip.
November 1994	<ul style="list-style-type: none"> ● Fixed route service to the Regional District (including Maple Park Mall) cancelled due to funding issues. Remaining fixed route service is focussed on City areas. <ul style="list-style-type: none"> ● Existing #1 West Quesnel route split into two: <ul style="list-style-type: none"> ● #1 West Quesnel continues to provide service to Uplands, Abbott Heights and Fraserview areas, but service along North Fraser Drive is dropped. Eight trips are provided each weekday (approx. every 65 minutes). Round trip is 43 minutes. ● #2 North Quesnel provides service in the North Quesnel and Downtown areas. Ten trips are provided each weekday (approx. every 65 minutes). Round trip is 17 minutes. ● #2 Red Bluff ceases to exist. ● City creates a six-month trial period upon which to evaluate the service. Ridership increase target for the six-month period: 50%.
February 1995	<ul style="list-style-type: none"> ● "Use it or lose it" campaign initiated. Campaign targeted to existing and potential riders, focusing on seniors, others on low and fixed incomes, and students.
May 1995	<ul style="list-style-type: none"> ● City of Quesnel requests cancellation of fixed route service. handyDART style paratransit service continues to operate.
October 1996	<ul style="list-style-type: none"> ● Community Aid Society dissolves. Panda Transportation Services takes over operation of the paratransit service.
April 1999	<ul style="list-style-type: none"> ● Polar Transportation Services takes over the transit contract.
September 2000	<ul style="list-style-type: none"> ● BC Transit completes system expansion study
April 2001	<ul style="list-style-type: none"> ● Re-Introduction of fixed route service
April 2004	<ul style="list-style-type: none"> ● Five Five Transport Ltd. is the successful proponent of an RFP

Appendix B: Service Audit February 2005 Summary



**Municipal Systems Program
Transit System Service Audit Report**

**Quesnel Transit System
February 2005**

One of BC Transit's responsibilities under the terms of the Annual Operating Agreement (Section 3) is to conduct periodic service audits to ensure that the operating company is fulfilling its obligations as specified in the contract.

On February 14, 2005, BC Transit staff observed the Quesnel Transit System without prior notification of the operating company, Five Five Transport.

This is the first service audit of the Quesnel Transit System since the inception of scheduled fixed route service in April 2001. The audit found the overall system performance rating to be "**Excellent**". There are a few suggested areas for improvement, which have been identified and outlined in this report.

These areas of improvement have already been discussed with Ms. Hall, with plans of action detailed in this report.

Should you wish to discuss this matter further, please do not hesitate to contact myself.

Steve Segal
Custom Coordinator



RECOMMENDATIONS AND COMMENTS

The following measures could be undertaken in order to increase transit system performance:

Schedule Reliability

- On time performance was observed at 93%.

Courtesy

- Operator courtesy is one of the keys to attracting and maintaining passengers. All operators were found to be courteous to passengers.

Cleanliness, Care, and Comfort

- Interior cleanliness was found to be excellent.

Information/Ease of Use

- Transit telephone information operators and drivers provided accurate information in a professional manner.
- Information poster coverage requires updating, re. McGruff Program.

Safety

- One of the operators was observed speeding in a school zone. This area requires attention.

Fare Security

- Fare security on layovers was found to be excellent.

Five Five Transport - Plan of Action:

Information/Ease of Use

The service audit report included the outdated interior signs of the McGruff Program. These signs have been removed from the buses. We are in the process of updating and ordering materials for the McGruff Program as we will be re-introducing the McGruff Program to various schools in the district.

Safety

Meetings have taken place with all the drivers informing them of the service audit and the two issues brought to our attention. In regards to the early timing points it was explained to the drivers that by leaving early we could be losing potential customers. Further to this, we have initiated checks throughout the day to ensure correct time. Regarding the excess speed in a school zone, this was also brought to their attention with strong emphasis placed on obeying the law for all traffic signs.

As a company policy, Five Five Transport, has initiated evaluations for all drivers. In the past several months evaluations have been conducted by two driving school instructors as well as the company trainer to ensure that driving skills are meeting professional levels. These evaluations will continue to be part of our training and development program.

Appendix C: October 2006 Two-Week Count Summary

**QUESNEL TRANSIT SYSTEM
RIDERSHIP AND PERFORMANCE SUMMARY**

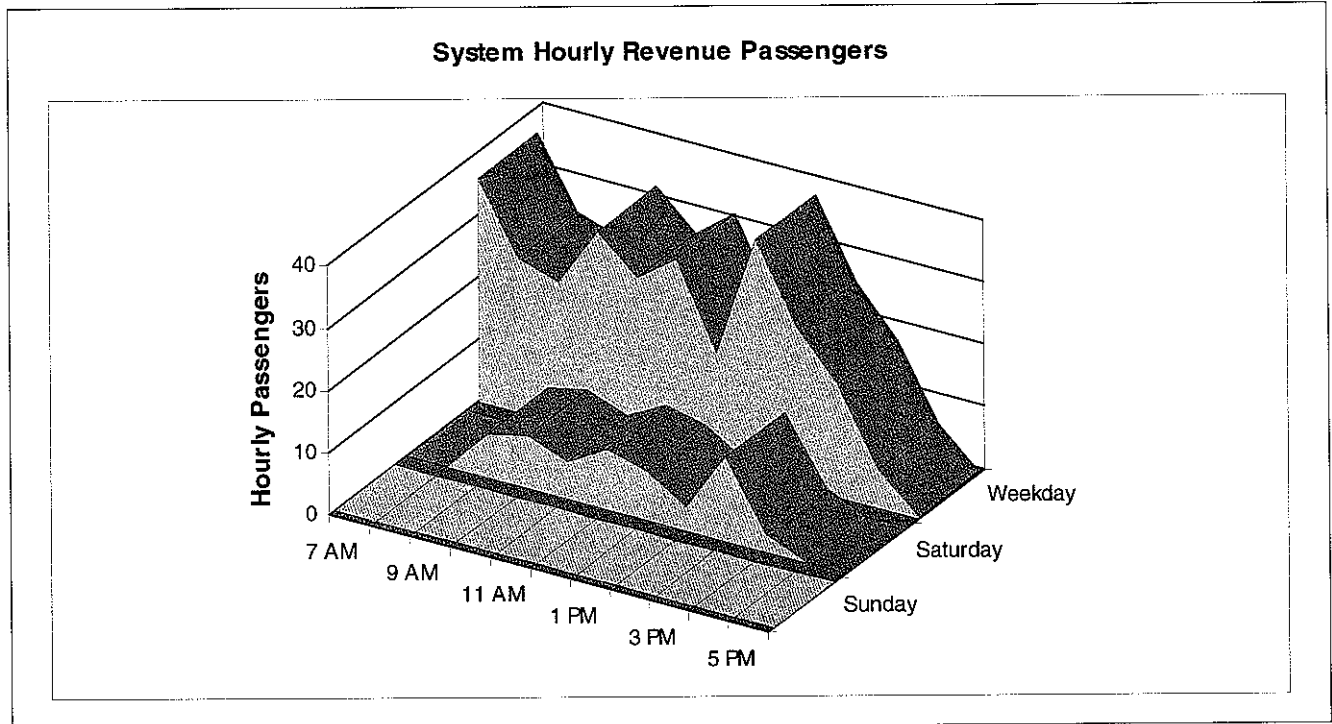
**Based on two week count done
Oct. 06**

TABLE OF CONTENTS

1.0 SYSTEM PROFILE	2
1.1 Ridership Overview	2
Hourly Revenue Passengers	2
1.2 Weekdays	3
Revenue Ridership By Time Period	3
Productivity and Cost per Ride by Time Period	3
Ridership by Passenger Group	4
1.3 Saturday	5
Revenue Ridership By Time Period	5
Productivity and Cost per Ride by Time Period	5
Ridership by Passenger Group	6
2.0 ROUTE PROFILE	7
2.1 Weekday	7
Total Ridership by Route	7
Productivity by Route	7
Total Cost per Ride by Route	7
2.2 Saturday	9
Total Ridership by Route	9
Productivity by Route	9
Total Cost per Ride by Route	9
2.3 Passenger Groups	11
Average Daily Ridership by Passenger Group	11
Total Ridership by Route and Passenger Group	11
3.0 DETAILED SURVEY OUTPUT	

1.0 SYSTEM PROFILE

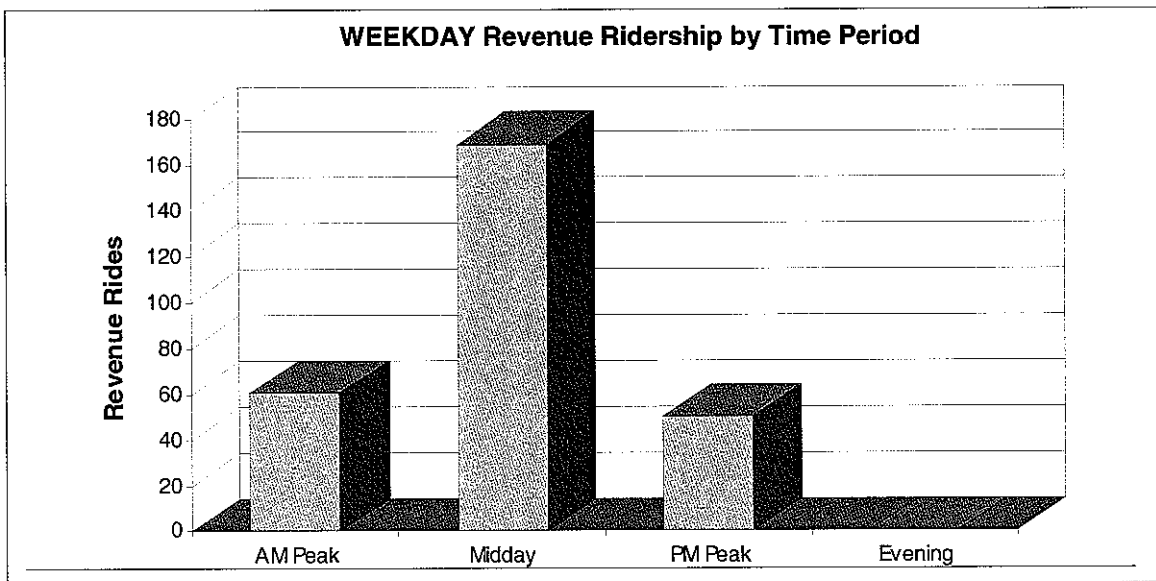
1.1 Ridership Overview



Hourly Revenue Passengers

	Mon	Tue	Wed	Thu	Fri	Weekday Average	Sat	Sun
7 am	38	33	36	33	40	36	0	0
8 am	27	21	27	23	26	25	0	0
9 am	24	12	16	41	21	23	7	0
10 am	38	21	32	44	28	32	9	0
11 am	32	21	21	34	27	27	6	0
12 pm	42	23	24	41	27	31	10	0
1 pm	23	11	15	16	27	18	8	0
2 pm	39	34	33	37	48	38	4	0
3 pm	22	13	24	34	36	26	14	0
4 pm	12	19	16	20	25	18	3	0
5 pm	7	8	6	5	6	6	0	0
6 pm	0	1	1	0	0	0	0	0

1.2 Weekdays

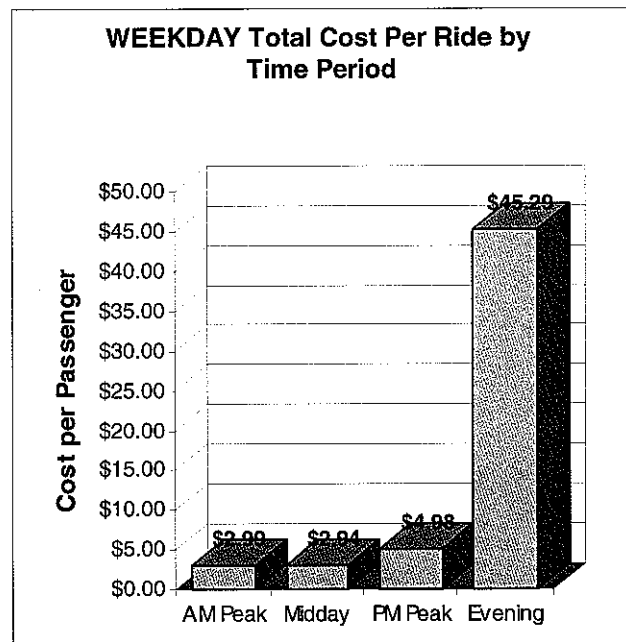
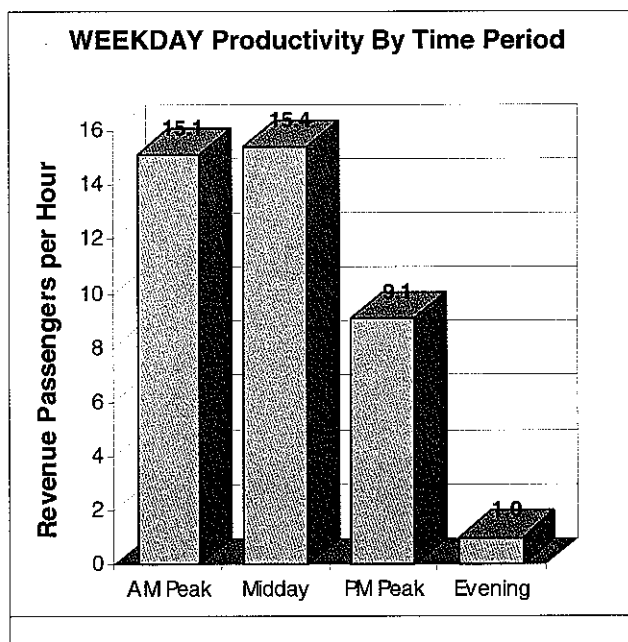


Weekday Revenue Ridership by Time Period

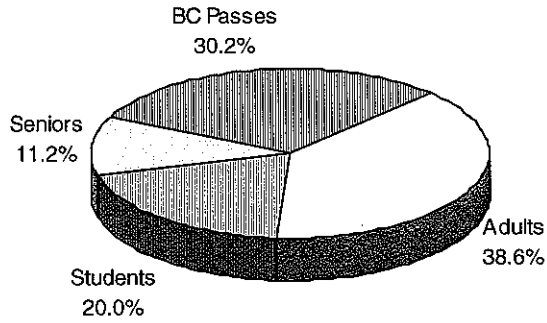
	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	65	54	63	56	65	61
Midday	197	120	139	212	177	169
PM Peak	40	39	46	59	66	50
Evening	0	1	1	0	0	0
Total	302	214	248	326	308	279

Percent Distribution

	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	21.6%	25.1%	25.4%	17.2%	21.1%	22.1%
Midday	65.3%	56.2%	55.8%	64.9%	57.5%	59.9%
PM Peak	13.1%	18.3%	18.5%	17.9%	21.4%	17.9%
Evening	0.0%	0.5%	0.2%	0.0%	0.0%	0.1%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



WEEKDAY Revenue Ridership by Passenger Group

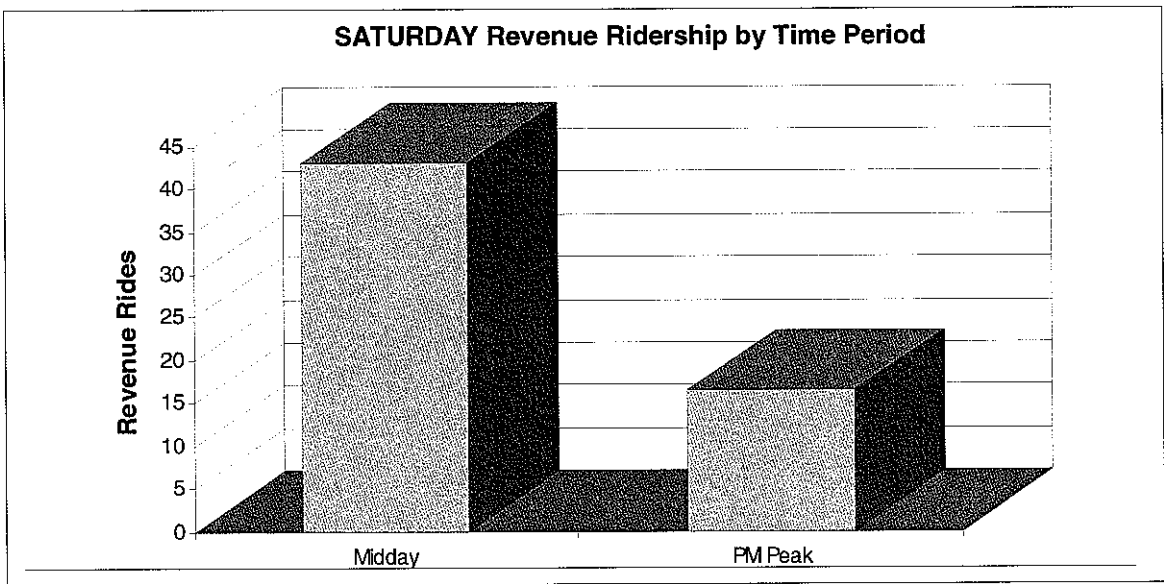


Weekday Total Ridership by Passenger Group

Adults	108	38.6%
Students	56	20.0%
Seniors	31	11.2%
BC Passes	84	30.2%
Total Rev. Pass.	279	100.0%

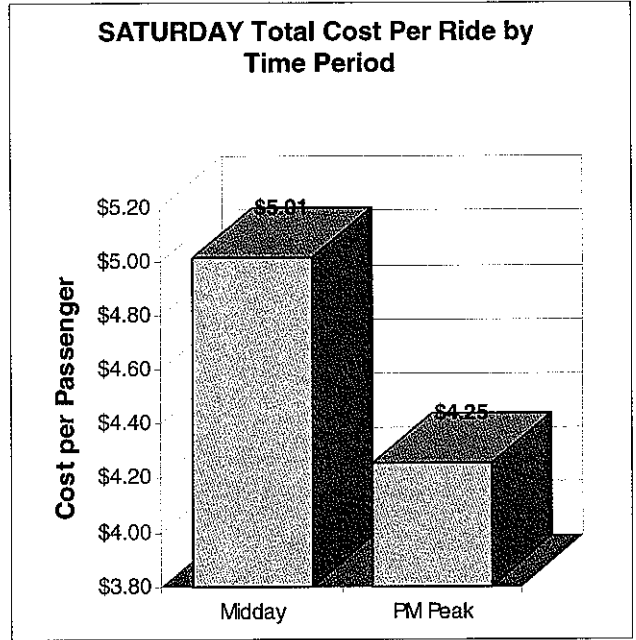
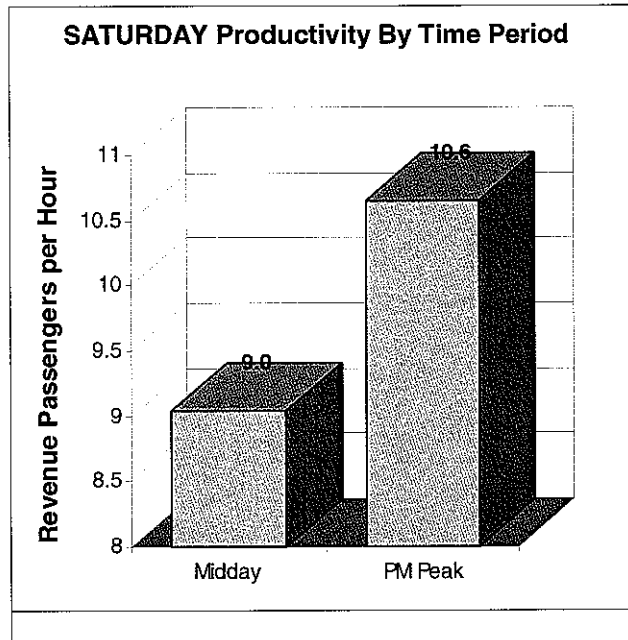
Rev. Passengers	279	80.6%
Transfers	67	19.4%
Total Pass.	347	100.0%

1.3 Saturday

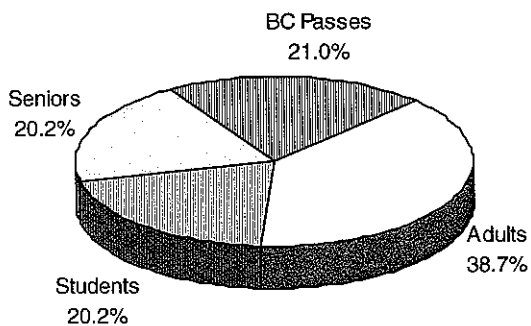


Saturday Revenue Ridership by Time Period

Midday	43	72.3%
PM Peak	17	27.7%
Total	60	100.0%



SATURDAY Revenue Ridership by Passenger Group



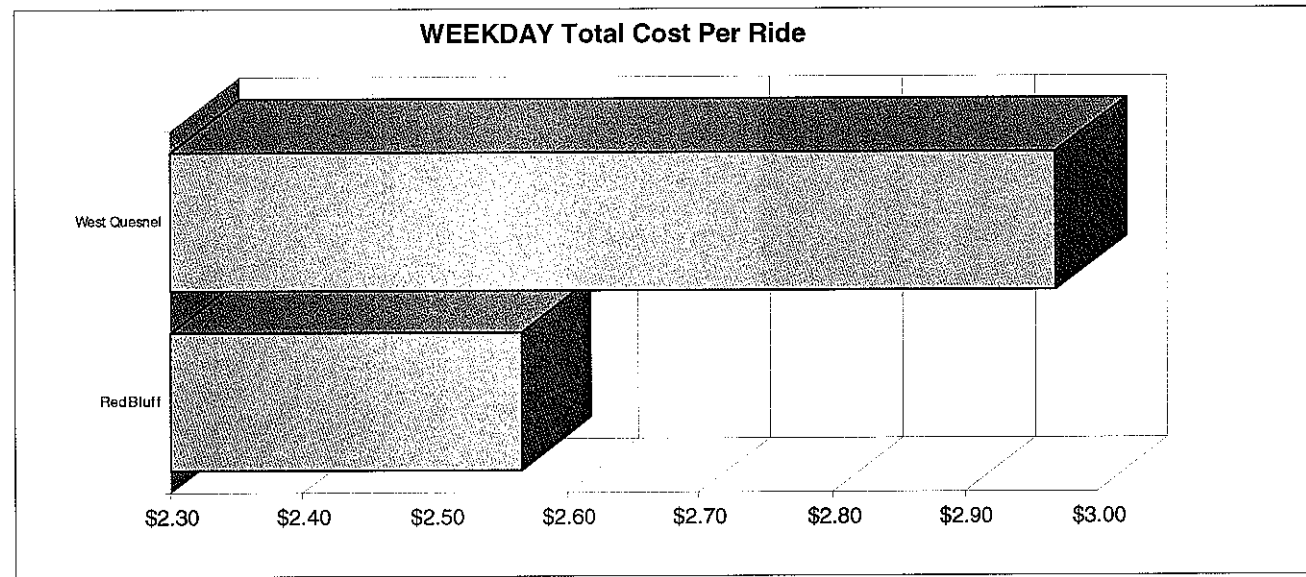
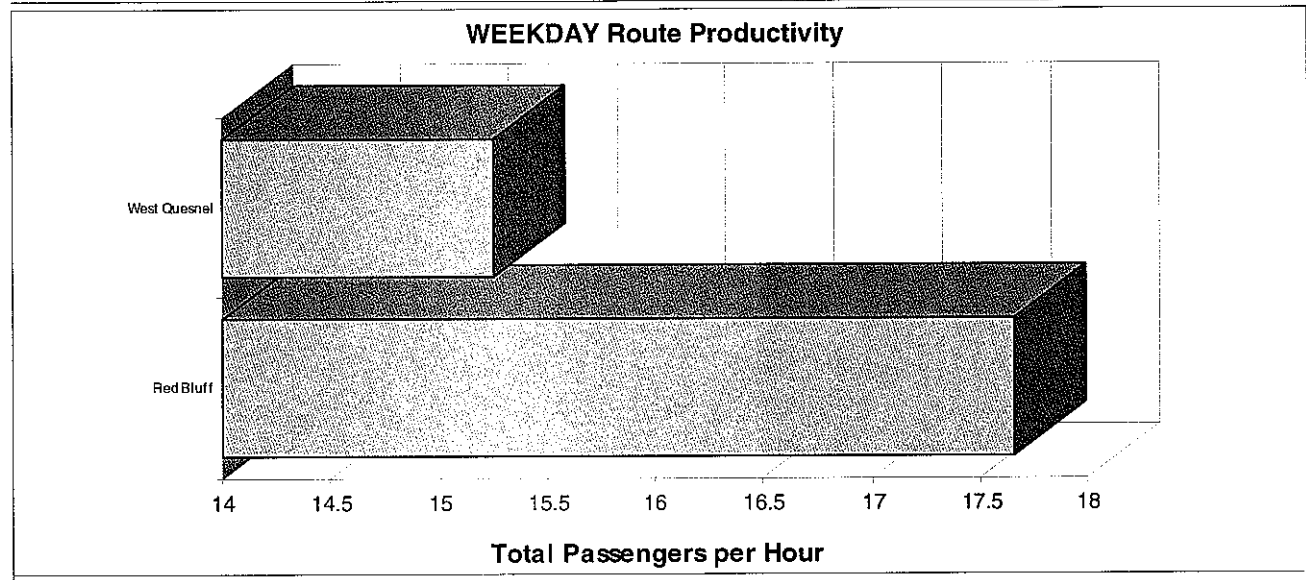
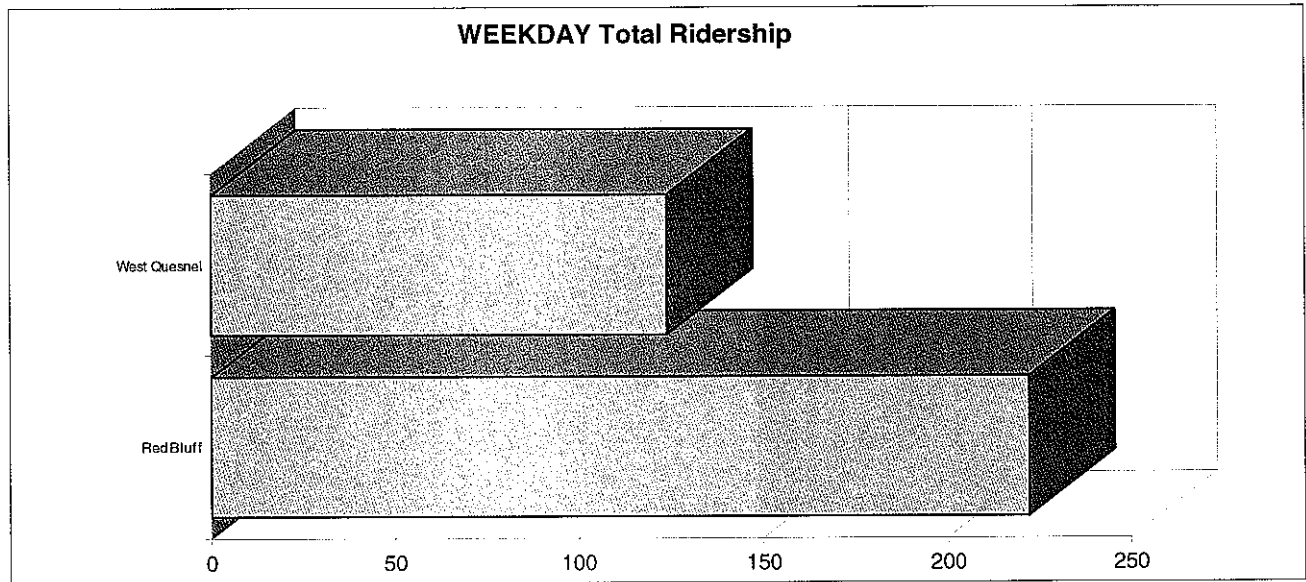
Saturday Total Ridership by Passenger Group

Adults	23	38.7%
Students	12	20.2%
Seniors	12	20.2%
BC Passes	13	21.0%
Total Rev. Pass.	60	100.0%

Rev. Passengers	60	76.8%
Transfers	18	23.2%
Total Pass.	78	100.0%

2.0 ROUTE PROFILE

2.1 Weekday



Quesnel Two Week Count - Oct. 06

Weekday

Total Ridership by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Total	% of Total
West Quesnel	0	30	73	21	0	124	35.8%
Red Bluff	0	49	131	43	0	223	64.2%
Total	0	79	205	63	0	347	100.0%

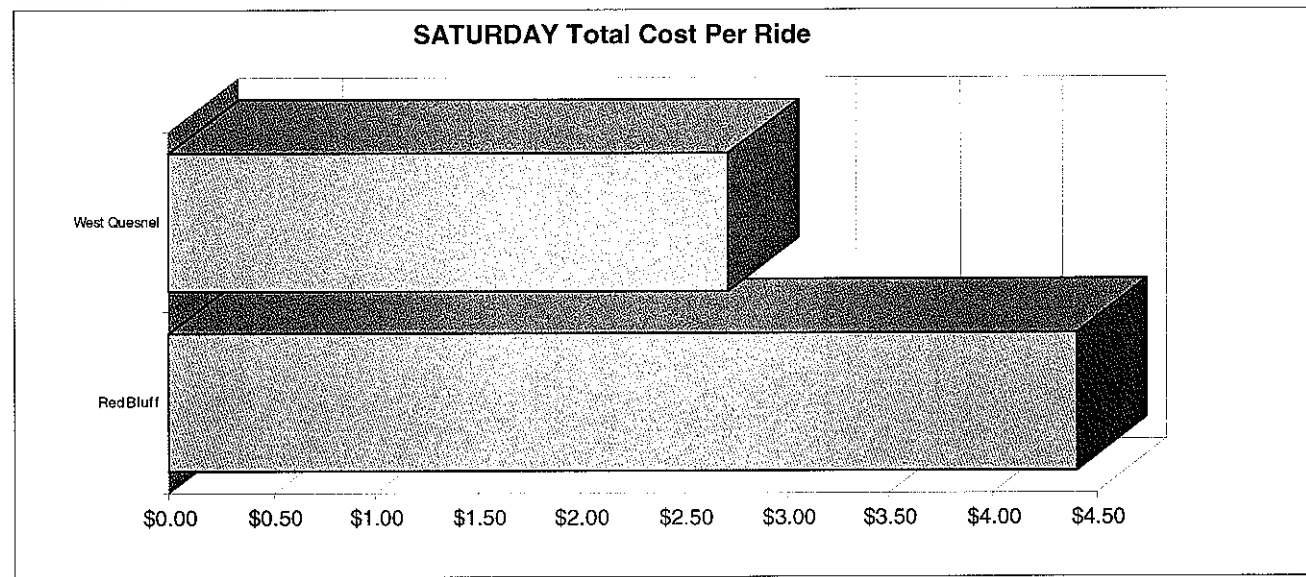
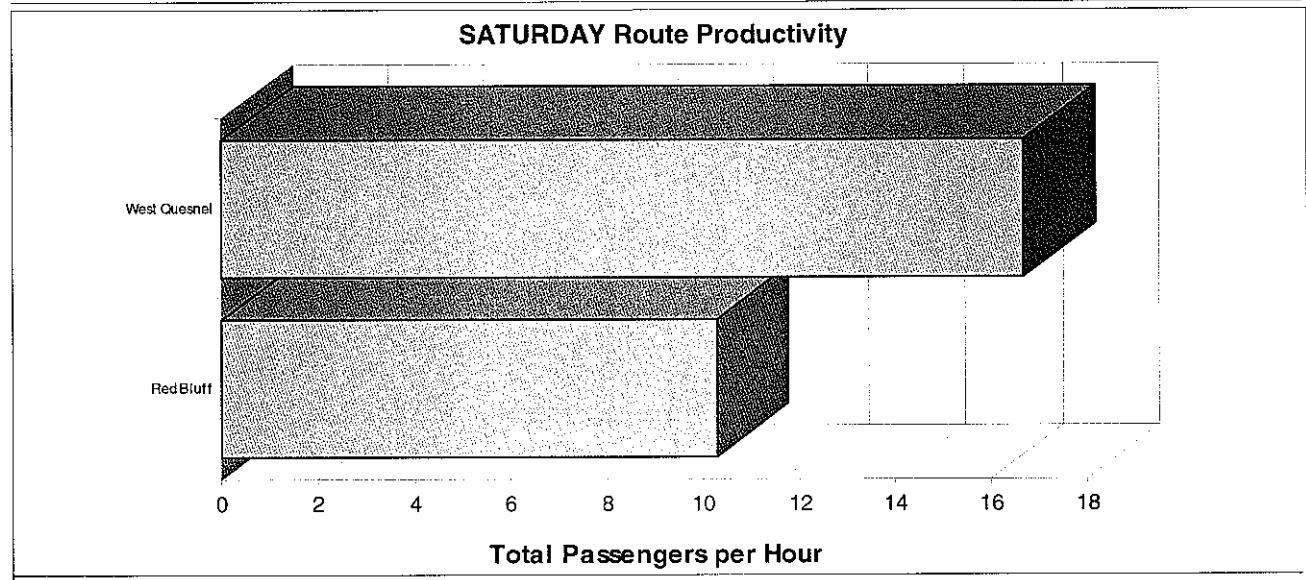
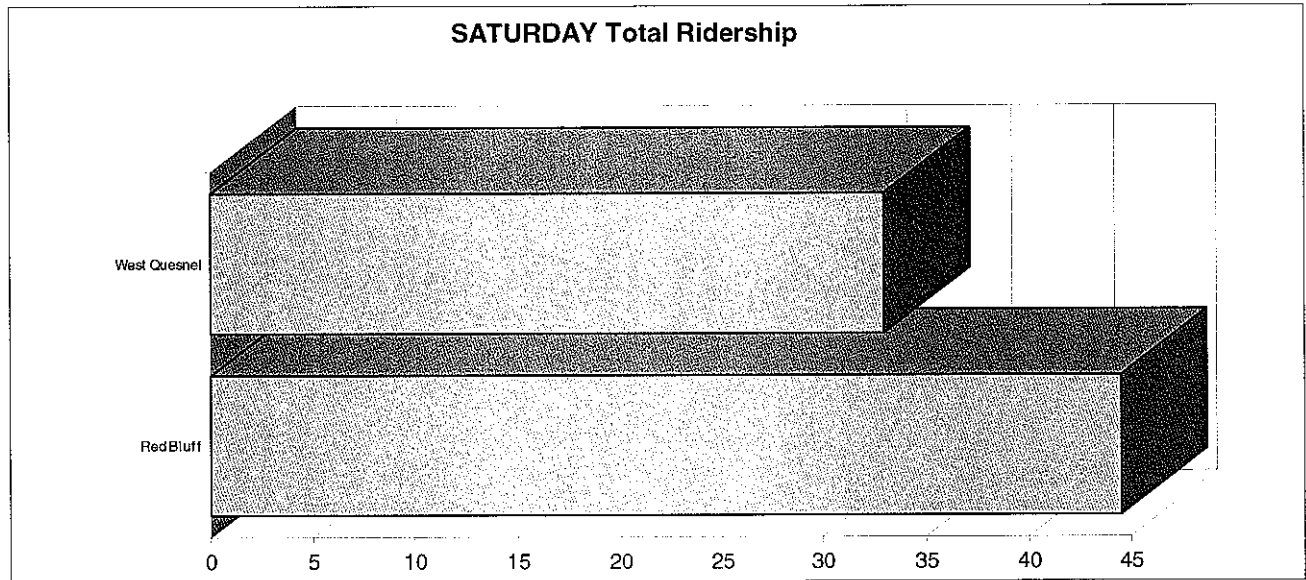
Productivity by Route and Time Period
(Total Passengers Per Hour)

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
West Quesnel	0.0	18.0	18.5	9.3	1.0	15.3
Red Bluff	0.0	20.8	18.7	13.1	0.0	17.7
Total	0.0	19.6	18.6	11.6	1.0	16.7

Total Cost Per Ride by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
West Quesnel	\$0.00	\$2.52	\$2.44	\$4.86	\$45.29	\$2.97
Red Bluff	\$0.00	\$2.18	\$2.42	\$3.45	\$0.00	\$2.56
Total	\$0.00	\$2.31	\$2.43	\$3.91	\$45.29	\$2.71

2.2 Saturday



Saturday

Total Ridership by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Total	% of Total
West Quesnel	0	0	22	11	0	33	42.6%
Red Bluff	0	0	31	14	0	45	57.4%
Total	0	0	53	25	0	78	100.0%

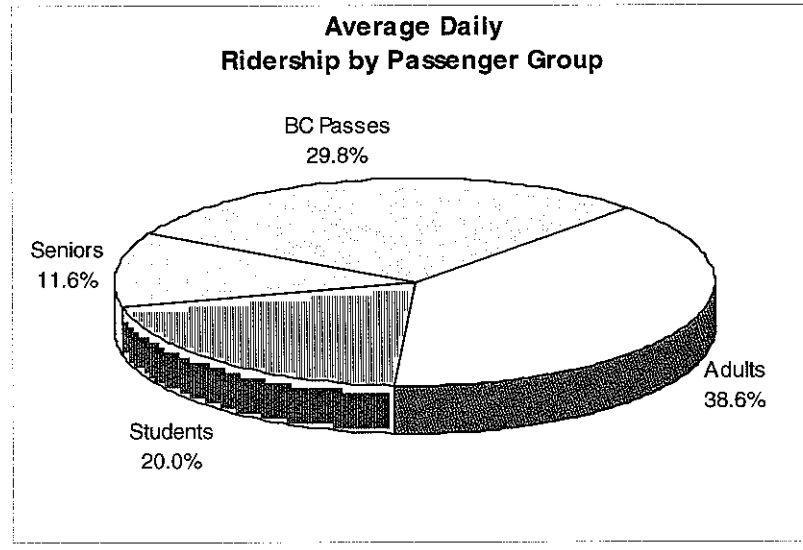
Productivity by Route and Time Period
(Total Passengers Per Hour)

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
West Quesnel	0.0	0.0	14.9	22.0	0.0	16.7
Red Bluff	0.0	0.0	9.5	12.9	0.0	10.3
Total	0.0	0.0	11.1	15.8	0.0	12.3

Total Cost Per Ride by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
West Quesnel	\$0.00	\$0.00	\$3.05	\$2.06	\$0.00	\$2.72
Red Bluff	\$0.00	\$0.00	\$4.79	\$3.52	\$0.00	\$4.41
Total	\$0.00	\$0.00	\$4.07	\$2.87	\$0.00	\$3.69

2.3 Passenger Groups



Total Ridership by Route and Passenger Group

Average Daily

	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
West Quesnel	36	22	13	23	93	16	109
Red Bluff	58	27	15	50	150	43	193
Total	94	49	28	72	243	59	302

Percent Distribution

	% of Revenue Passengers				% of Total Passengers		
	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
West Quesnel	38.5%	23.1%	14.2%	24.2%	85.4%	14.6%	100.0%
Red Bluff	38.7%	18.2%	9.9%	33.3%	77.6%	22.4%	100.0%
Total	38.6%	20.0%	11.6%	29.8%	80.4%	19.6%	100.0%

Definitions

Late Night	Period from 12:00 AM to 4:59 AM or 5:59 AM.
AM Peak	Period from 5:00 AM or 6:00 AM to 8:59 AM.
Midday	Period from 9:00 AM to 2:59 PM.
PM Peak	Period from 3:00 PM to 5:59 PM.
Evening	Period from 6:00 PM to End of Service.
Revenue Rides	Ridership excluding transfers.
Total Rides	Ridership including transfers.
Total Cost	Includes both capital and operating costs.
Students	Those in full time attendance up to Grade 12.
Seniors	Those aged 65 and over.
BC Bus Passes	Annual passes administered by the Provincial Government for seniors and persons with disabilities on restricted incomes.

Bi-Weekly Ridership Count System (BRICS)

**Two Week Ridership Count
Total Passengers By Route And Time**

Quesnel
Starting Date 24/10/2006

Route Number 010 West Quesnel

	Tue	Wed	Thu	Fri	Sat	Mon	Tue	Wed	Thu	Fri	Sat	Mon
Time	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/11/2006	/11/2006	/11/2006	/11/2006	/11/2006
735	2	2	2	3	0	2	2	2	1	4	0	7
745	12	13	11	27	0	30	24	22	22	20	0	14
815	2	8	7	2	0	5	12	11	10	5	0	16
915	6	18	7	4	0	7	9	3	27	4	0	16
945	0	0	0	0	8	0	0	0	0	0	7	0
1015	7	11	19	4	0	13	7	5	10	13	0	16
1045	6	5	10	8	0	11	7	8	8	9	0	8
1115	3	4	5	4	0	14	12	9	11	10	0	16
1145	0	0	0	0	4	0	0	0	0	0	9	0
1215	8	16	6	11	0	13	4	8	14	11	0	8
1315	2	8	11	4	10	12	13	4	1	24	6	10
1445	8	18	15	24	0	11	19	24	20	19	0	12
1515	2	8	6	7	0	6	6	5	27	7	0	12
1545	0	0	0	0	11	0	0	0	0	0	11	0
1615	11	4	4	13	0	7	8	8	9	7	0	0
1645	4	2	3	2	0	3	5	10	2	4	0	0
1715	0	0	2	0	0	0	3	0	2	4	0	5
1800	2	1	0	0	0	0	0	0	0	0	0	0
Totals:	75	118	108	113	33	134	131	119	164	141	33	140

Bi-Weekly Ridership Count System (BRICS)

**Two Week Ridership Count
Total Passengers By Route And Time**

Quesnel
Starting Date 24/10/2006

Route Number 020 Red Bluff

Time	Tue	Wed	Thu	Fri	Sat	Mon	Tue	Wed	Thu	Fri	Sat	Mon
	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/10/2006	/11/2006	/11/2006	/11/2006	/11/2006	/11/2006
730	8	6	6	6	0	8	4	13	9	2	0	7
737	15	22	15	17	0	13	18	18	15	19	0	19
815	13	7	6	30	0	15	16	19	7	15	0	15
844	8	6	0	2	0	4	10	20	27	6	0	19
900	0	0	0	0	2	0	0	0	0	0	0	0
907	0	0	0	0	1	0	0	0	0	0	3	0
915	8	10	2	6	0	0	7	3	9	5	0	14
944	0	4	20	13	0	8	4	1	20	17	0	9
1015	1	14	4	13	8	11	5	13	18	18	10	13
1044	6	8	5	2	2	4	12	12	25	6	2	17
1115	9	11	14	18	0	7	14	9	14	6	0	12
1144	5	16	8	8	0	7	6	1	24	17	0	18
1215	10	15	24	5	10	9	13	10	42	13	6	24
1244	11	9	2	8	0	18	10	3	14	13	0	22
1248	0	0	0	0	5	0	0	0	0	0	3	0
1315	6	3	9	8	0	10	4	11	12	14	0	10
1344	0	7	1	2	0	3	3	2	6	8	0	7
1415	26	14	25	21	0	16	27	12	27	26	0	21
1444	14	12	3	14	0	6	7	3	7	16	0	24
1445	0	0	0	0	0	0	0	0	0	0	10	0
1515	22	8	20	12	0	11	8	16	18	25	0	15
1518	0	0	0	0	12	0	0	0	0	0	5	0
1544	2	3	5	11	0	6	5	18	5	20	0	5
1615	14	11	9	11	5	0	7	8	11	10	5	12
1644	2	6	0	1	0	0	1	1	7	6	0	7
1648	0	0	0	0	0	0	0	0	0	0	0	0
1715	1	4	6	10	0	10	11	15	1	1	0	1
1748	0	0	0	5	0	1	0	0	0	0	0	2
Totals:	181	196	184	223	45	167	192	208	318	263	44	293

Bi-Weekly Ridership Count System (BRICS)

**Two Week Ridership Count
Average Passengers By System And Hour**

Quesnel
Starting Date 24/10/2006

Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Average Mon-Fri	Weekly Total
7	0.0	50.0	42.5	49.0	40.5	49.0	0.0	46.2	231.0
8	0.0	37.0	30.5	35.5	28.5	30.0	0.0	32.3	161.5
9	0.0	27.0	17.0	19.5	42.5	24.5	10.5	26.1	141.0
10	0.0	46.5	25.5	38.0	49.5	36.5	11.0	39.2	207.0
11	0.0	37.0	24.5	25.0	38.0	31.5	6.5	31.2	162.5
12	0.0	47.0	28.0	30.5	51.0	30.5	12.0	37.4	199.0
13	0.0	26.0	14.0	17.5	20.0	30.0	8.0	21.5	115.5
14	0.0	45.0	50.5	41.5	48.5	60.0	5.0	49.1	250.5
15	0.0	27.5	22.5	29.0	40.5	41.0	19.5	32.1	180.0
16	0.0	14.5	26.0	25.0	22.5	27.0	5.0	23.0	120.0
17	0.0	9.5	7.5	9.5	5.5	10.0	0.0	8.4	42.0
18	0.0	0.0	1.0	0.5	0.0	0.0	0.0	0.3	1.5
Totals	0.0	367.0	289.5	320.5	387.0	370.0	77.5	346.8	1811.5
% of Week	0.0%	20.3%	16.0%	17.7%	21.4%	20.4%	4.3%	19.1%	100.0%
AM Peak	0.0	87.0	73.0	84.5	69.0	79.0	0.0	78.5	
% Of Total							0.0%	22.6%	
Midday	0.0	228.5	159.5	172.0	249.5	213.0	53.0	204.5	
% Of Total							68.4%	59.0%	
PM Peak	0.0	51.5	56.0	63.5	68.5	78.0	24.5	63.5	
% Of Total							31.6%	18.3%	
Evening	0.0	0.0	1.0	0.5	0.0	0.0	0.0	0.3	
% Of Total							0.0%	0.1%	

Appendix D: May 2007 On-Board Survey Summary

Quesnel Transit System Summary of On-Board Passenger Survey Results Based on a survey conducted May, 2007

Survey Background

Held in May 2007, this On-Board Passenger Survey was conducted in order to monitor current ridership patterns and obtain passenger feedback on the Quesnel Transit System. This information will greatly assist in the future planning of transit services in the Quesnel area.

For a 24-hour period, Quesnel Transit drivers handed out twelve-question survey cards to all boarding passengers. Passengers were asked to fill out a card every time they boarded a bus, even if they had already filled one out earlier that day or on the previous day, in order to gather information from as many trips as possible during the survey period. In total, passengers completed and returned 154 surveys.

In addition to the passenger survey, this report uses information gained from the most recent two-week passenger count of the transit system in October 2006 which outlines transit use by route, time, day and passenger category, and will be used to interpret some of this survey's results.

The following report is intended to provide the reader with a brief overview of the major survey findings. Further interpretations and conclusions will be included in future transit planning documents.

Response Rate

- Statistics from Quesnel's October 2006 two-week passenger counts show that the conventional portion of the transit system averages approximately 273 passengers each weekday. Therefore, the 154 returned surveys represent a return rate of 56%.

Boarding Time

- According to the survey, the most common boarding time for riders of Quesnel Transit System is between 2 – 3 PM (15%). Strong student ridership is a likely contributor to this strong early-peak ridership. Other common boarding times were 10 - 11 AM (13%) and 1 – 2 PM, (12%).
- The lowest passenger survey completions were received in the morning before 7 AM and after 5 PM. Ridership is relatively high during most of the day, exceeding 10 boardings per hour between 9 AM – 5 PM.
- Survey completions from periods throughout the day generally reflect ridership proportions determined through the two-week count conducted in October 2006. Table 1 illustrates the comparison in proportions of the two-week ridership count and passenger survey boarding times.

Table 1
Comparison of Two-Week Count and
Passenger Survey Ridership Proportions by Weekday Time Period

	Two-Week Count Ridership	Passenger Survey Boardings
AM Peak	22.1%	12.4%
Midday	59.9%	63.6%
PM Peak	18.0%	24.0%
Evening	0.0%	0.0%

- Due to the relatively close correlation of survey returns from various times of the day when compared to the two-week ridership count proportions, it can be assumed that the survey results generally reflect opinions of bus riders in the Quesnel community.

Trip Purpose

- The most common purpose cited for taking the bus in the Quesnel region was *work*, with 32 respondents indicating that was their reason for their trip (22% of total).
- *Shopping* was the second most common trip purpose (n=28; 19%), followed by *other personal errands* (n=26; 17.6%%).
- Overall, *non-commuter* ridership was relatively strong (60%), a figure obtained by combining all those who indicated they were going to *shopping, social / recreational, personal errands and others* as their main trip purpose.

TRIP ORIGINS OR DESTINATIONS

- The most common trip starting point was Downtown Quesnel (n=48; 40%). Other common origin points were the Robertson area of West Quesnel (n=27; 23%) and Red Bluff (n=20; 17%).
- Of those riders who began their trips Downtown, the top destinations were Red Bluff (13%) and Robertson (6%).
- Downtown Quesnel was the most common destination cited in the passenger survey, with 39% of all respondents reporting this as their destination. Red Bluff (25%) was the next most popular destination.
- Downtown was also the most common destination for riders starting their trips in both Robertson (10%) and Red Bluff (5%).

Bus Use

- The vast majority of respondents are regular riders (i.e., those who use transit at least two days per week). This group comprised more than nine in ten respondents (93% total), as 48% said they use the 2 – 3 times per week, 20% said they ride the bus every day, and 14% said they take transit every weekday. 7% of respondents said they ride the bus less than weekly (2-3 times a month or less).
- The high number of regular riders completing the survey indicates that results represent actual ridership fairly accurately and that transit in the area is frequently used.

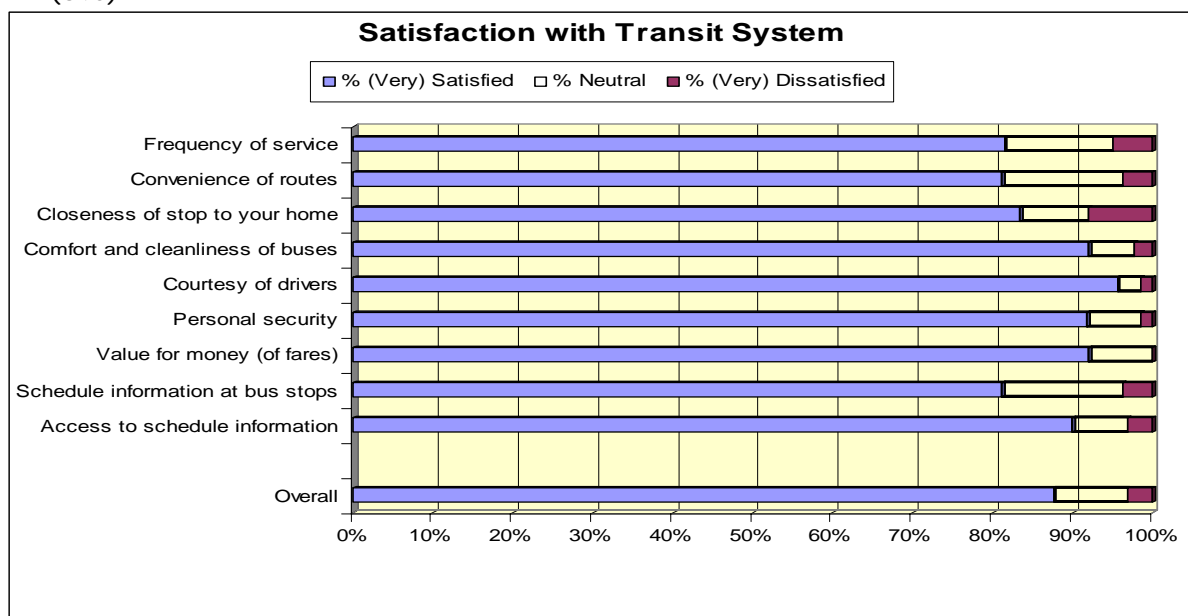
Other Transportation Options

- When asked what other transportation options were available to them, 28% of survey respondents said that walking was their main alternative.
- A small number of respondents (3%) indicated that transit was their only transportation option.
- Private automobiles were an option to 38% of respondents, with 28% as passengers, and 10% as drivers. This latter number shows that less than one in ten of respondents

can be classified as “choice transit users” – those who have access to a vehicle as a driver but who instead choose to take transit.

SATISFACTION WITH PRESENT BUS SERVICE

- Overall, more than eight in ten of respondents were either satisfied (32%) or very satisfied (56%) with present bus service. 1.3% of respondents indicated they were either dissatisfied or very dissatisfied with the service.
- When asked about their satisfaction on various aspects of the transit system, passengers were most positive about Driver Courtesy (96% responding either ‘satisfied’ or ‘very satisfied’), Value for money (92%), Comfort of buses (92%) and Personal security (92%).
- The lowest level of passenger satisfaction (selecting either ‘dissatisfied’ or ‘very dissatisfied’) were with the Closeness of stop to home (7.9%) and Frequency of service (5%).



PASSENGER SUGGESTIONS FOR IMPROVEMENT

- When asked to comment on their transit system and suggest improvements, the most common responses were for evening service (39%) and Sunday service (22%).
- Other common suggestions were more Saturday service (16%), and early morning service (14%).



Appendix E: Taxi Circular

Information Circular

Taxi Supplement and Taxi Saver Programs

handyDART & Your Community

handyDART transit systems provides convenient transportation for people with disabilities from and to accessible building entrances. Any person who is unable to use regular transit due to a physical or mental disability is eligible for handyDART service.

While the handyDART staff try to accommodate as many passenger trips as they can each day, there are times when this is not always possible. Passengers sometimes request trips when the handyDART vehicle(s) is already in service. Other riders may wish to travel outside of the regular handyDART hours of operation. During those times when handyDART is unable to meet passenger needs, Taxi companies can play a valuable role in providing services to people with disabilities. BC Transit's Taxi Supplement and Taxi Saver Programs are two ways for Taxi companies to help provide this type of transportation.

What are the Taxi Supplement and Taxi Saver Programs?

While both Taxi Supplement and Taxi Saver involve the use of taxis and a partnership between the handyDART operator, the Municipality, BC Transit and participating local taxi companies, the two programs are quite different in terms of how they are administered. Each program will be described separately.

Taxi Supplement Program

The Taxi Supplement Program enables the handyDART operator to book trips in taxis when the regular vehicle(s) is unavailable, either because of capacity issues or because the trip cannot be accommodated in a timely manner. In essence, the handyDART operator becomes one large regular client to the taxi company, while in turn the vehicles of the Taxi company act like extra vehicles to the handyDART operator.

For instance, if a passenger requests a trip when the handyDART vehicle is unavailable, Taxi Supplement enables the handyDART dispatcher to fax the passenger's name, pickup and drop off details to a participating taxi company. The taxi company then slots that passenger into their bookings for the day and picks up and drops off the passenger at the assigned locations and times.

Taxi Supplement Payment

Just as on handyDART, the passenger must pay the regular handyDART cash fare or ticket to the taxi driver. Any escort of the passenger should also pay the handyDART fare, however an attendant needed to help the handyDART rider travel may ride for free. These attendant and escort rules are identical to those used in the handyDART vehicle. Similarly, the handyDART operator may use Taxi Supplement to organize shared-ride trips.

Taxi Supplement Responsibilities and Billing Practices for:

- **Participating Taxi Companies:** At the end of each month the taxi company invoices the handyDART operator for the total amount of Taxi Supplement trip costs minus the total amount of fares collected by drivers. The invoice should clearly outline the date of each trip, the number of passengers carried, the total trip meter amount, the amount of cash or tickets tendered (i.e. the handyDART fare), and the net trip charge (the meter amount minus the fares collected). Any collected tickets should also be enclosed with the taxi company invoice. The handyDART operator will then pay the total net trip charge for that month to the taxi company.
- **handyDART Operators:** After reimbursing the taxi company, the handyDART operator then invoices BC Transit for the total trip meter amount. The handyDART operator invoices for the total trip meter amount rather than the net cost because the operator is responsible for providing collected trip revenues to the municipality. Therefore, the handyDART operator must be reimbursed for not only the net trip charges already paid to the taxi company but also for the revenue collected directly by the taxis.

When invoicing BC Transit, the handyDART operator should attach the applicable taxi receipts. The total number of Taxi Supplement passengers dispatched for the month should also be recorded in the appropriate space in the Monthly Statistics sheet. Any tickets returned by the taxi company should be kept on hand for one year (for auditing/accounting purposes) and then be shredded and recycled.

Taxi Supplement Budgeting Tips

For participating communities, a Taxi Supplement Program budget is specified for each year. While handyDART operators may exceed the monthly budgeted amounts from time to time, care should be taken on the part of dispatchers to not exceed the annual amount. In order to budget Taxi Supplement trips, it is useful to know the average taxi meter charge for your area. For instance, a system with a yearly Taxi Supplement budget of \$6,000 would have a monthly budget of about \$500. If the average cab ride in your area is \$10, a dispatcher can safely book up to about 50 trips per month, or 100 trips per month if the average cab ride is \$5.

Taxi Saver Program

As outlined above, the Taxi Supplement Program enables the handyDART operator to book trips for passengers by taxi. Other than the vehicle used (taxi versus handyDART vehicle), a Taxi Supplement trip is identical to that on handyDART: passengers pay the handyDART fare and the handyDART dispatcher has complete control over which trips are sent to the taxi company.

The Taxi Saver Program, on the other hand, puts more control into the hands of the actual handyDART user, providing greater convenience for spontaneous travel. Taxi Saver provides a 50% subsidy towards the cost of taxi rides. Eligible individuals can purchase a \$60 package of Taxi Saver coupons at a cost of \$30. This package can be purchased once every month, or once every two months in some locations. Denominations of \$1 and \$2 Taxi Saver coupons are included. The purchaser is then free to book the taxi trip of his or her choice directly with participating taxi companies and uses the coupons to pay the dollar meter rate of taxi fare.

The Taxi Saver Program can be administered by either the handyDART operator or Municipality in your community, and therefore the term "Taxi Saver Administrator" will be used in the following descriptions. Contact BC Transit for information on the Taxi Saver Administrator in your area as well as for handyDART operator and Municipal contact information.

HandyPass and Taxi Saver Registration

Any individual who is 16 years or older and who is registered with the handyDART system can obtain a HandyPass. A HandyPass is a photo identification card, issued by BC Transit, that is needed to buy Taxi Saver coupons. A HandyPass must also be presented to the taxi driver at the time of fare payment. To register for the Taxi Saver Program, applicants provide two passport-style photos, (or pictures of a similar size) plus a completed Taxi Saver registration form to either the handyDART operator or Municipality as specified. Passengers can then purchase Taxi Savers from the Taxi Saver Administrator once a HandyPass has been obtained.

HandyPasses are not transferable to other passengers or other transit systems. The pass is also invalid without the user's photograph or if altered in any way. HandyPasses and Taxi Savers may be obtained in person or via mail (by cheque only).

Using Taxi Savers

As mentioned above, passengers are responsible for directly contacting participating taxi companies to arrange Taxi Saver trips. Use of Taxi Savers is entirely at the discretion of the registered user and so trips may be taken at any time and may be of any dollar amount, as long as the rider has the ability to pay. The passenger may have one or more friends accompany him or her free of charge, up to the capacity of the vehicle. However, the taxi company may only provide trips within the specified Transit Service Area.

At the time of payment, the passenger must present his or her HandyPass to the driver. The passenger will pay the dollar amount of the fare shown on the meter with Taxi Savers. If the meter fare is not an even dollar amount, the passenger should pay the extra amount. For example, if a taxi fare is \$5.80, the passenger pays \$5.00 in coupons and 80 cents in change.

Change is not given on Taxi Saver coupons, nor should Taxi Saver coupons be used to tip drivers. In situations where the passenger does not have sufficient Taxi Savers to cover the full dollar amount of the fare, the passenger is responsible to pay cash to cover the difference.

Taxi Saver Responsibilities and Billing Procedures for:

- **Participating Taxi Companies:** The taxi company must maintain a monthly manifest of Taxi Saver trips showing for each trip the date, passenger name or HandyPass number, pick up address location, meter charge and amount of taxi saver coupons received. BC Transit provides a form for this purpose, but participating taxi companies may also duplicate this form in their own computerized billing systems.

On a monthly basis taxi companies may then submit the Taxi Saver form and collected Taxi Savers to the Taxi Saver Administrator for reimbursement to the dollar amount of the Taxi Savers or the meter charge, whichever is less. The Taxi Saver Administrator will reimburse the operator within twenty days of receiving an invoice properly accompanied by a form and returned coupons.

- **Taxi Saver Administrators:** BC Transit provides two forms to aid in the administration of the Taxi Saver Program. The Sales Record Inventory Control form is used to track Taxi Saver sales to users as well as to record the amount of remaining Taxi Savers in stock. This form should be completed on an ongoing basis as each sale is made.

The Taxi Saver Monthly Report form summarizes monthly Taxi Saver sales and inventory and also sums all taxi company meter charges, redeemed coupons and invoices. Both forms are available in electronic format.

At the end of each month, the Taxi Saver Administrator should submit completed forms, plus copies of taxi company invoices, to BC Transit for reimbursement. The total number of Taxi Saver passengers carried for the month should be recorded in the appropriate space in the Monthly Statistics sheet. Returned Taxi Savers should be kept on hand for one year (for auditing/accounting purposes) and then be shredded and recycled.

How Can Taxi Companies Participate in These Programs?

Taxi companies can participate in the Taxi Supplement Program--where available-- by expressing their interest to the local handyDART operator and by providing proof of a Motor Carrier license and of comprehensive general and automobile liability insurance that is not less than the following minimums:

- Bodily injury limits of Two Million Dollars (\$2,000,000) per occurrence; and
- Property damage limits of Two Million Dollars (\$2,000,000) per occurrence.

Proof of insurance coverage should be provided at least once per year and the handyDART operator should be notified if coverage drops below the stated minimums.

Participation in the Taxi Saver Program is somewhat more formalized. Taxi companies should first complete a Statement of Qualifications for Taxi Saver Program form, available from BC Transit. This form identifies the taxi company, a contact person name and the number of regular and/or accessible vehicles in the company's fleet. It also details the amount of insurance coverage presently held and whether there are currently any driver training programs in place.

If the qualifications meet the Taxi Saver standards, the Taxi Company will be asked to sign a Taxi Saver Program Agreement with the Municipality and BC Transit. This agreement formally sets out the procedures outlined above, service area boundaries, the insurance minimums to be maintained (the same as those used for Taxi Supplement), and guidelines for drivers and equipment. Statement of Qualifications forms and sample Agreements are available by contacting BC Transit at the address listed below.

A Special Note on Taxis and Accessible Transportation

It should be noted that since both the Taxi Supplement and Taxi Saver Programs are provided for the benefit of handyDART users, the passengers who will use these programs are people who have physical or mental disabilities. As such, passengers will require special assistance and care.

Participating taxi companies should do their best to assign drivers and equipment capable of providing these passengers with the assistance and care they require. BC Transit can provide a copy of the manual "Tips for Taxi Drivers: Transporting People with Disabilities," which outlines driving and passenger assistance techniques particular to the transportation of people with disabilities. Additional driver training can be obtained by contacting the Justice Institute of BC's Taxi Host Program, care of the Pacific Traffic Education Centre, at (250) 528-5808.

In terms of equipment, taxi companies are encouraged to invest in accessible vehicles if none currently exist in their fleets. Since handyDART operators and passengers with mobility difficulties much prefer to use those taxi companies that can provide wheelchair-friendly vehicles and excellent service, accessible vehicles are a sound investment. As the population ages, this market will only grow.

Finally, maintaining a healthy relationship with the local handyDART operator is an invaluable way to learn more about the transportation of people with disabilities and to your improve service to the general public.

Contact Information

For more information on the Taxi Supplement and Taxi Saver Programs, Statement of Qualifications forms, sample Agreements, *Tips for Taxi Drivers* Manual and other related materials, please contact:

Steve Segal
Custom Transit Co-ordinator
BC Transit
520 Gorge Road East, PO Box 610
Victoria, BC V8W 2P3

Phone: (250) 995-5635 Fax: (250) 995-5639
Steve_Segal@bctransit.com