

FORT ST. JOHN TRANSIT SERVICE REVIEW 2006



Photo by Manfred Meyer



Photo by Chris Wagner



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Fort St. John Transit System Transit Service Review

1.0 INTRODUCTION

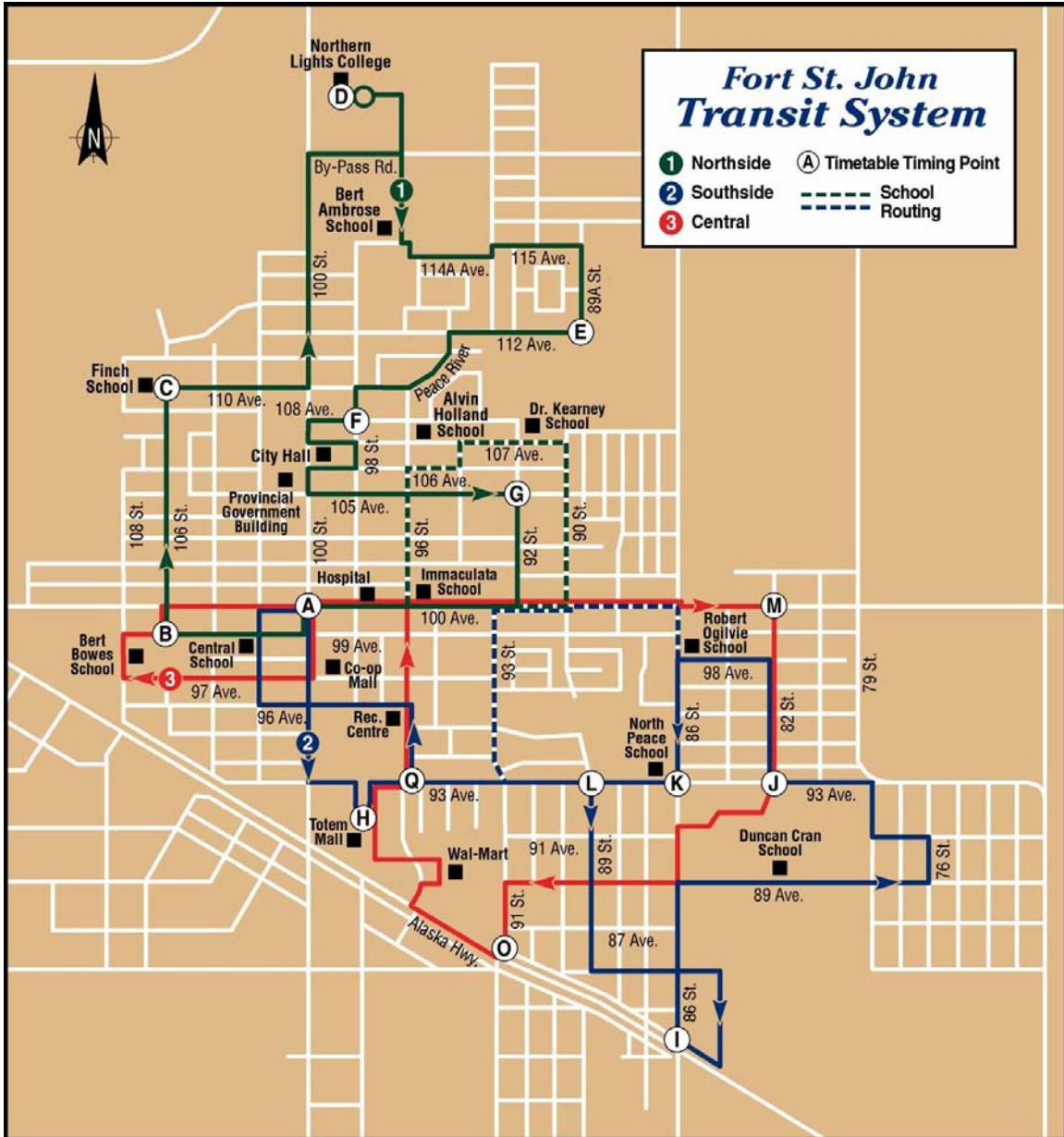
At the request of the City of Fort St. John, BC Transit has conducted a service review of the existing Fort St. John Conventional (fixed route) and Paratransit (door-to-door) systems. The following report examines the existing Fort St. John Transit Systems and presents options for expanded service as well as suggestions for any further improvements.

The findings of this report are based upon public feedback received from a formal public consultation process held from June 22/06 to July 31/06, discussions with management and operating staff of Nordbo Services Ltd., and the City of Fort St. John. Information presented is also based on two surveys which include a comprehensive two-week passenger count, and an on-board passenger survey.

Service Objectives:

1. To encourage ridership by providing more direct, convenient transit service;
2. To increase service frequency;
3. To consider the demand for evening and Saturday service.
4. To focus service improvements on meeting the needs of all market groups.

FORT ST. JOHN CONVENTIONAL TRANSIT SYSTEM
EXISTING ROUTE MAP



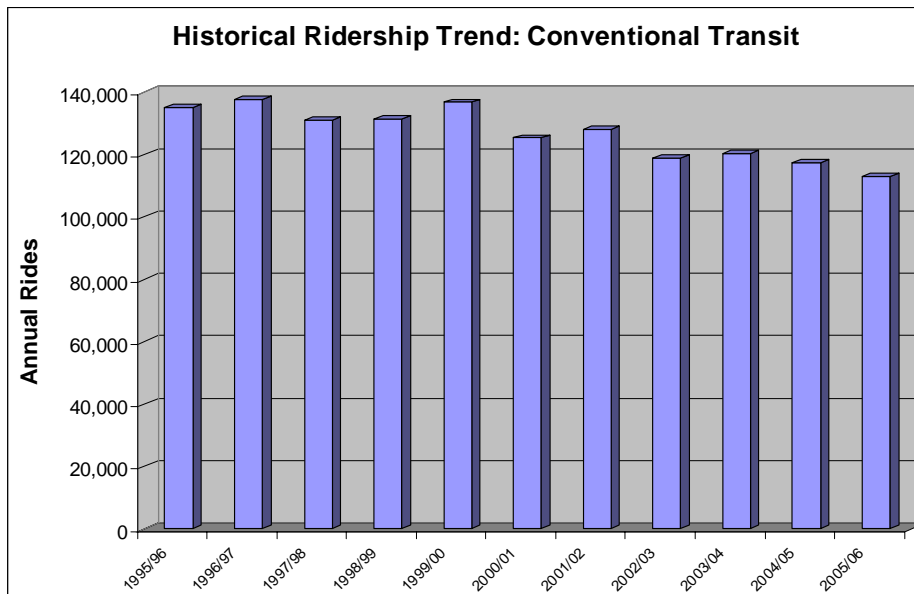
2.0 CONVENTIONAL TRANSIT CURRENT SERVICE AND MARKETS

Fort St. John Transit operates three buses providing service from 7:00 am to 6:45 pm Monday to Friday from September to June, and 8:15 am to 6:15 pm on Saturday year round and in July and August. Currently, there is no evening or Sunday/Holiday service. The system is comprised of 3 routes linking residential neighbourhoods of Fort St. John with malls, major activity centres and Downtown. In the mornings and afternoons, there are also two school special trips, linking the Northside and Southside neighbourhoods with the North Peace Secondary School, Dr. Kearney Middle School, Alwin Holland and Robert Ogilvie Elementary Schools. The three routes are each configured as one-way, circuitous loop routes. While this routing design provides for maximum service area coverage, passengers experience a more time-consuming trip when the bus travels long distances out of direction on any round trip.

For the most part, the three routes operate primarily on a 30-minute schedule Monday to Friday from September to June. However, inconsistencies in the schedule exist for all 3 routes throughout the day (some lower productive trips have been eliminated) in response to provincial funding restraints since 2001. A reduced level of service is provided on Saturdays year round and for the summer months of July and August.

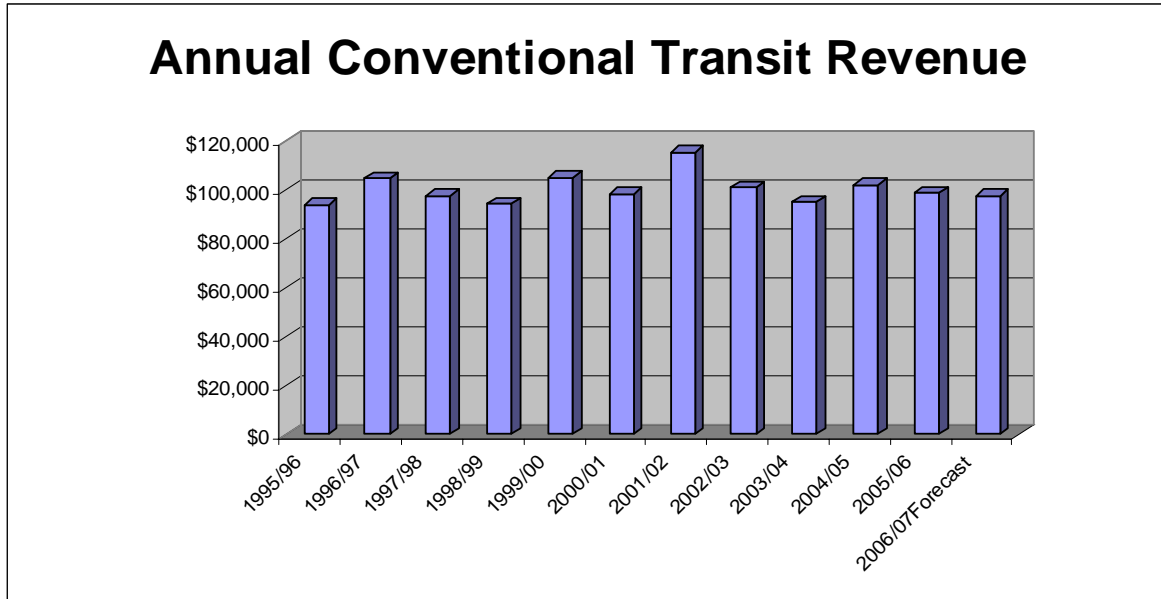
The Fort St. John Conventional Transit System began operating with three buses in 1981 serving three routes. A number of service adjustments have been made over time to match economic conditions, passenger demand and funding issues. The current configuration of the 3 routes was established in 1987. Historically, students make up the largest transit market group in the System. In fact, student-age population (5 to 22 years of age) in Fort St. John is one-third higher than the provincial average. The importance of the student market was identified early in the design of the Fort St. John Transit System and every effort has been made over the years to accommodate elementary, secondary and college students.

Ridership has fluctuated somewhat over the years, but since 2001 it has gradually declined from about 121,000 to 113,000 annual rides as the following ridership chart of the last 10 years demonstrates. It should be noted that this ridership decline may be explained, in part, by the implementation and continuous growth of the Fort St. John Paratransit system.



In 2005/06 Fort St. John conventional transit carried slightly less than 113,000 passengers, down about 4,000 passengers from the previous year. Based on the comprehensive count done in October 2005, the Fort St. John Conventional Transit System carried an average of about 500 passengers each weekday. Saturday, with no school and limited commuter market, averages about 150 passengers. Detailed ridership data, obtained from the two-week passenger count is outlined in Appendix A. It is forecast that the Fort St. John Conventional Transit System will carry approximately 115,000 passengers in 2006/07.

The following graph outlines transit revenues since 1995. Revenue has remained fairly consistent with ridership over the history of Fort St. John Transit. The average cost per ride over the past 5 years has varied slightly (low \$5.19, high \$6.72, average \$5.80).



2.1 Existing Route Analysis

Total weekday ridership is fairly evenly balanced between the #1 Northside and #2 Southside routes with the #3 Central carrying the lowest ridership.

The #2 Southside carries more than 38% of the total weekday ridership, averaging over 250 rides per day or 23 rides per hour. The peak times for this route are from 8:00 to 8:30 a.m. and from 2:30 to 3:30 p.m primarily due to student ridership. This route services the North Peace Secondary and Robert Ogilvie Elementary Schools, Wal-Mart, Totem Mall and the Downtown area.

The #1 Northside is slightly less busy, which carries 33% of the total weekday ridership, at an average of 21 passengers per hour or 225 per day. The peak times for this route are the same as the #2 Southside, as passengers return home from school and work. This route services Northern Lights College, Dr. Kearney Junior Secondary, Bert Bowes Junior Secondary, Finch Elementary, Alwin Holland Elementary, and Bert Ambrose Elementary Schools, the Hospital and Downtown.

The #3 Central has the lowest ridership of 186 passengers daily during the week or 21 rides per hour. The peak trip times for this route are at 8:00 a.m. and 3:15 p.m. Complete details of route and time specific ridership is outlined in the October 2005 passenger count in Appendix A.

2.2 Fort St. John Conventional Transit Market (who rides the bus?)

Analysis of the Fort St. John transit market is based on both the annual two-week passenger count carried out in October 2005 and an on-board passenger survey carried out in November 2004.

Highlights include:

- Students represent the largest segment of weekday rides at 76%, followed by Adults (17%), BC Bus Pass holders (4%) and Seniors (3%).
- Most passengers use the bus for school/college (46%), work (23%), followed by shopping (9%).
- The most popular destination is Downtown followed by Northern Lights College, and North Peace School area.
- 20% of all riders use transit at least 2 days a week with 74% using it at least 5 days a week.
- If public transit was not available, 44% of current riders would have to walk or stay at home.
- 43% of riders are neutral(23%), dissatisfied(14%) or very dissatisfied(6%) with the frequency of the current system.
- Over 60% of respondents requested more service including evening service (108 responses, 28%) more Saturday service (44 responses, 11.4%) more frequent service (27 responses, 7%) better Summer service (27 responses, 7%) and Sunday service (31 responses, 8%). In all, 6 out of the top 7 comments from the survey requested more service.

Detailed results from the on-board passenger survey are outlined in Appendix B including specific cross-references based on passenger origin/destination. Specific markets include:

Commuters -- This market segment represents over 69% of all riders. These riders use the system to travel to college, school or work. **Students make up two-thirds** of this commuter group.

Shoppers -- This group is a cross section of all passengers and make up 10% of all transit trips. Shoppers use transit from all residential areas to Downtown and Wal-Mart.

BC Bus Pass Holders -- This group represents 4% of ridership during the weekdays and nearly 6% on Saturdays. These persons are generally a captive market and use transit for most if not all their travel to shopping, medical and social/recreational activities. The BC Bus Pass Program provides a universal bus pass for low-income seniors and persons with disabilities which provides unlimited access on the Fort St. John Transit System.

Public Consultation Process:

As part of the public consultation process for the Fort St. John Transit Service Review, a public Open House was held on June 22/06 from 12 Noon until 6:00 p.m. at the North Peace Cultural Centre. The Open House was advertised in the newspaper, on the radio, on-board the buses and via the transit website. The Open House was attended by staff members of BC Transit and the Fort St. John Transit System. Residents were offered the opportunity to submit their transit concerns in person or via email/mail through a transit survey that was distributed on the buses or through the transit website. Public feedback was collected until July 31/06.

Approximately 30 people attended the Open House. Some of the key comments and suggestions are outlined below:

- There were several comments regarding the current bus schedule. There are gaps in the schedule up to two hours or more on the #3 Central during the week. Also on Saturday and during the summer months, service starts later and finishes earlier with only one bus scheduled from 10:15 to 4:15. There is a need for more consistent service on all routes during the week, on Saturdays and during the summer months.
- Attendees commented on the need for more shelters – i.e. at the Downtown Terminus – North Peace Cultural Centre, at Northern Lights College and at the Hospital.
- Attendees commented on the need to eliminate the long one-way circuitous loop routing. It was stated that a passenger could walk to their destination faster than taking the bus because of the long trip. There is a need for more convenient and direct, two-way service, particularly on 100th Street and up to the College.
- There were several comments expressed regarding later evening service for College students due to the fact that evening classes end around 9:00 p.m. Also, later evening service is requested for students and adults working part-time in the service industry.
- With the expansion of the Northern Lights College student residence buildings and the construction of the Oil and Gas Industry Training Centre of Excellence, the demand for public transit from the College student market will continue to increase.
- Other comments included the need for Sunday and Holiday service and improved early morning service to accommodate work trips. These service improvements are addressed in the plan.
- Support was expressed for new service to the commercial area South of Alaska Highway, i.e. Real Canadian Wholesale Club, and RONA.
- Those attending the Open House had a strong interest in the transit system and were happy to have the opportunity to provide suggestions and input into the planning process.

Additionally, a total of 260 surveys were completed and returned to BC Transit staff by July 31/06. The detailed results of the Public Feedback survey are included in Appendix C. Some highlights include:

- Most important improvements that need to be made: 35% would like extended/expanded or later evening service, 10% responded “more frequent service”, 10% favored Sunday service, 6% favored Saturday service. In all, the top 7 comments from the public feedback survey requested more service.
- If additional service were available, 51% would prefer evening service, 21% noted early morning, and 28% noted Sunday service.
- With respect to trip purpose, 35% indicated shopping/errands, 28% indicated School/College and 25% indicated work.
- Over 80% of respondents typically take the bus at least 2 to 3 times per week. (40% take the bus every weekday).
- Destinations that need more service: commercial area South of Alaska Highway, Northern Lights College, Oriented Strand Board plant.
- 88% ride the bus during the summer months.
- Over 45% of all transit clients have no other means of travel within the community.
- The most common comment for what passengers like best about the current system is the friendly, helpful Drivers (42%).

2.3 How Fort St. John Transit Compares to Similar Communities:

The following table summarizes 2005/06 performance statistics (actuals) for conventional transit systems in BC communities with populations or systems similar in size to that of the City of Fort St. John.

Comparison to Similarly Sized Transit Systems Based on 2005/06 Year End Actuals											
	Pop. Served	# of Vehicles in	Annual Revenue Hours	Annual Rides	Total Revenue	Total Cost	Net Municipal Share	Cost Recovery	Rides per Hour	Cost per Ride	Adult Pass. Fare
Fort St. John *	15,700	3	8,234	112,937	\$99,182	\$758,872	\$324,751	13.1%	13.7	\$6.72	\$1.25
Dawson Creek	10,600	2	5,942	120,573	\$122,285	\$540,722	\$179,914	22.6%	20.3	\$4.48	\$1.50
Nelson	13,700	5	11,827	242,483	\$219,963	\$1,038,360	\$352,126	21.2%	20.5	\$4.28	\$1.50
Powell River	13,500	3	7,769	140,823	\$158,881	\$722,102	\$257,532	22.0%	18.1	\$5.13	\$1.25
Squamish *	14,300	2	7,848	158,947	\$175,348	\$608,255	\$192,765	28.8%	20.3	\$3.83	\$1.75
Terrace Regional *	14,900	2	7,332	174,682	\$129,192	\$496,924	\$149,403	26.0%	23.8	\$2.84	\$1.25

* Conventional portion only of Annual Operating Agreements that also include a custom or paratransit portion.

As shown above, ridership on the Fort St. John Transit System is the lowest among the group, as is productivity in terms of passengers per hour of service and cost recovery. This is partially due to the fact that the system does not carry as many commuters for work or seniors/BC Bus Pass holders to the same degree as other systems. As of September, 2006, there were 30 active BC Bus Passes in the Fort St. John area, well below the average of 74 passes for Conventional Transit Systems serving populations of less than 25,000. As per the 2001 Census, seniors made up 6.2% of the Fort St. John area’s population, meaning that their numbers are under represented in ridership totals.

2.4 Conventional Transit Current Service and Market Conclusions

- **Student commuter trips are the transit system’s “bread and butter” and every effort should be made to ensure that existing school special trips are maintained.** Students represent the largest segment of weekday rides at 76% of total ridership and they account for 37% of the City of Fort St. John population. The Manager of the Fort St. John Transit System has reported student passenger loads between 70 and 80 on school days with poor weather conditions.
- **Already well represented in current ridership and the on-board passenger survey, the College student market has much ridership potential.** Possible measures to increase ridership in this group include:
 - Ensure that the Northern Lights College can be easily accessed by transit from all areas
 - Maintain a consistent schedule throughout the day since classes end and start at different times for different students
 - The transit system should be streamlined to accommodate easy movement between the College and Fort St. John’s Southside.
- **While walking is a viable transportation alternative for some City of Fort St. John residents during fair weather months, every effort should be made to enhance the convenience and frequency of the transit service to encourage potential ridership growth in the work commuter market.** Possible measures to increase ridership from this market group include:
 - Restructure the route design to incorporate streamlined, two-way directional routes in key regions of the City.
 - Increase AM and PM peak commuter service on all routes and maintain consistent frequency throughout the midday.
- **Seniors and persons with a disability are under served by the current**

conventional system and should be considered as potential growth markets.

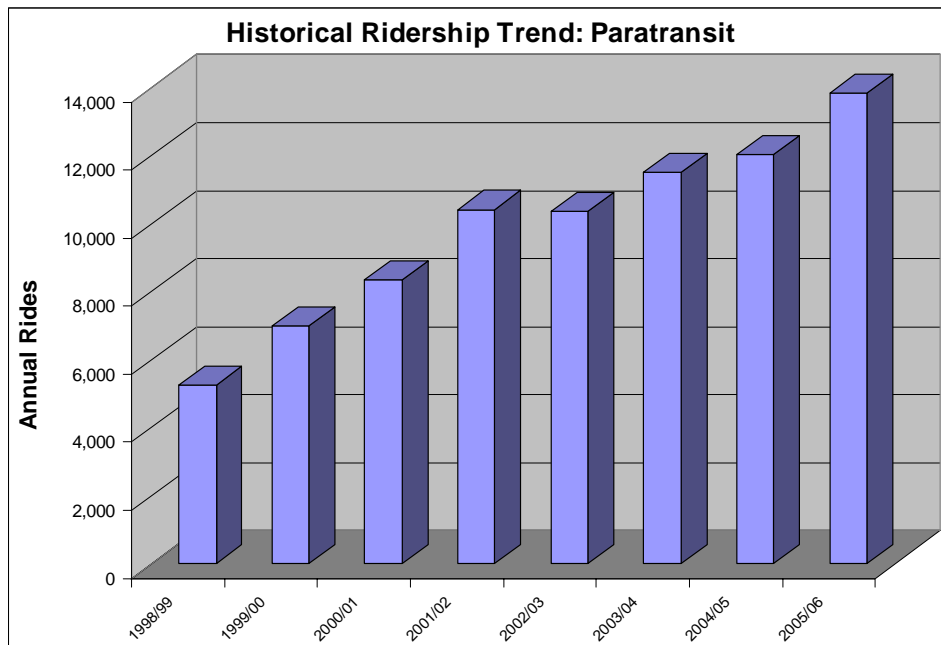
Possible measures to increase ridership among these groups:

- Ensure that the transit system's routes adequately serve Senior's residences and medical facilities. Restructure the route design to incorporate a "Shopper's Shuttle" fixed route with deviations using an accessible minibus to provide door-to-door access when necessary.
- Maintain a consistent, easy to use schedule throughout the day.
- Ensure that the City's social service providers are aware of the BC Bus Pass Program. The program provides an annual bus pass to seniors and persons with a disability on restricted incomes. Users pay an annual fee for the card, currently \$45, which entitles them to unlimited ridership all year on the conventional transit system. A good deal for transit partners as well as passengers, the BC Bus Pass program credits the City of Fort St. John with \$357 per year for each pass in use. It is in the best interests of passengers and transit partners to promote this program.

3.0 PARATRANSIT CURRENT SERVICE AND MARKETS

“Paratransit” is a class of transit service offering more flexible service than conventional fixed route transit. This service provides accessible transportation to able-bodied transit passengers as well as passengers with mobility difficulties (handyDART). Presently, the Fort St. John Paratransit System operates primarily as a demand responsive, door-to-door (handyDART) service within the municipal boundaries of the City of Fort St. John and to the nearby Peace River Regional District areas of Taylor and Charlie Lake. Passengers must first register for the service and pre-book their travel. Accessible minibuses are equipped with lifts to accommodate passengers with mobility difficulties. The Fort St. John Paratransit System provides service Monday to Friday from 8:00 a.m. to 4:30 p.m. and is operated by Nordbo Services Ltd. Daily service to Taylor is provided and two days per week (Mondays and Fridays) to Charlie Lake. Registration of eligible users is currently managed by the Fort St. John Association for the Community Living.

The Fort St. John Paratransit system began operating in April 1998 with the use of one vehicle and 8 service hours per weekday. Since its inception, due to population growth, passenger demand and significantly increased ridership, the service has doubled. The Paratransit System currently provides 16 hours of service per weekday utilizing two in-service accessible vehicles. This service provided approximately 14,000 rides in 2005/06. The annual trend in ridership is displayed below.



In particular, ridership has doubled in the past six years, ranging from almost 7,000 passengers in 1999/2000 to just under 14,000 passengers in 2005/06. Currently about 24% of all trips are provided to passengers who use wheelchairs for mobility, 10% for passengers using walkers and 73% ambulatory. About 1,000 people have registered to use the service since 2003, with 150 clients classified as “regularly active users” of the service.

Of the trips handled through dispatch, it is estimated that almost one-half of all trips are “re-occurring” subscription trips, about 45% are on-demand trips, and about 10% are group trips. The majority of subscription trips are provided for residents attending Adult Day Care Programs at Peace Lutheran Care Home as well as Association for Community Living Programs in various locations throughout the region. Group trips are mostly provided for Special Education students for Life Skills training (school, recreation, shopping).

The service is busiest between 8:00am-10:30am, 12:30am-1:30pm and between 2:00pm-3:30pm primarily due to subscription trips and group travel and the provision of other non-discretionary trips such as for work, education and medical purposes. Through discussions with the dispatcher, it was noted that it is often difficult to book other on-demand trips at these times. Unmet trip requests (requested trips during regular service hours which can not be served due to vehicles being fully booked) have been gradually increasing to a current total of about 100 in 2005. It was further noted that there is an ability to include additional non-handydART eligible passengers on the regional trips from Charlie Lake and Taylor. One-way passenger fares are \$2.00 within Fort St John and \$4.00 for passengers traveling to/from Taylor and Charlie Lake.

3.1 How Fort St. John Paratransit Compares to Similar Communities

The following table compares the Fort St. John Paratransit System with other similar sized systems within the Municipal Systems Program. The Fort St. John system is in the middle or better than the group when it comes to performance measures such as cost recovery, rides per hour, and cost per ride.

Comparison to Selected handyDART/Paratransit Systems Based on 2005/06 Actuals												
	Pop. Served	User s	# of Vehicles in Service	Annual Revenue Hours	Total Annual Rides	Total Revenue	Total Cost	Net Municipal Share	Cost Recovery	Rides per Hour	Cost per Ride	Pass. Fare
Cranbrook *	19,700	440	2	3,762	9,103	\$16,706	\$184,252	\$50,966	9.1%	2.42	\$17.27	\$1.75
Fort St. John	25,000	150	2	4,064	13,851	\$29,820	\$188,095	\$40,508	15.9%	3.41	\$13.58	\$2.00
Alberni - Clayoquot	25,700	450	3	5,228	20,425	\$32,356	\$260,456	\$51,640	12.4%	3.91	\$12.55	\$1.50
Penticton *	32,600	425	1	1,984	5,060	\$11,048	\$110,429	\$23,773	10.0%	2.55	\$9.01	\$1.50
Campbell River *	34,900	397	3	5,425	21,259	\$52,952	\$316,078	\$70,681	16.8%	3.92	\$13.33	\$2.00

* Revenue and costs may include Taxi Saver and/or Taxi Supplement programs.

3.2 Paratransit Current Service and Markets Conclusions

- Fort St. John Paratransit ridership continues to show steady growth. In particular, ridership has doubled in the past six years, ranging from almost 7,000 passengers in 1999/2000 to just under 14,000 passengers in 2005/06.
- In comparison to similar sized Paratransit and handyDART Systems in the Municipal Systems Program, the Fort St. John Paratransit System rates in the middle or better than the group when it comes to performance measures such as cost recovery, rides per hour, and cost per ride.
- There is currently an opportunity to promote service to include additional non-handydART eligible passengers on the regional trips from Charlie Lake and Taylor.
- Through discussions with the dispatcher, it was noted that it is often difficult to book other on-demand trips at peak trip times such as 8:00am-10:30am, 12:30am-1:30pm and between 2:00pm-3:30pm primarily due to subscription trips and group travel and the provision of other non-discretionary trips such as for work, education and medical purposes.
- Unmet trip requests (requested trips during regular service hours which can not be served due to vehicles being fully booked) have been gradually increasing to a current total of about 100 in 2005.

4.0 SERVICE PLAN PROPOSALS: PROPOSALS FOR IMMEDIATE CONSIDERATION

To offer improved service, gain identified growth markets, and attract more customers, it is proposed that the Fort St. John Transit System be modified in the following ways:

Service Proposal Option #1: Bus Shelters and Bus Stops

Through the Public Consultation Process, it was noted by passengers that there are a number of bus stop locations in the City which require shelters for passenger convenience and safety. The locations noted are: at Northern Lights College, the Downtown terminus at the North Peace Cultural Centre, and at the Hospital. Under the terms of the Master Operating Agreement, the responsibility for improving bus stops and bus shelters is with the local municipality. The City may wish to create a bus stop and shelter inventory on a convenient data base for easy access by the City and transit staff. This will aid in guaranteeing that stops are maintained and fixed in short order. Further, bus stops are one way of putting the City's "footprint" on the transit system. As an example, the City of Revelstoke has bus stop signs painted in colours unique to their City, which allows residents to associate transit as an integral part of their community.

Service Proposal Option #2: Restructure Routes

It is proposed that routes be restructured to the configuration shown on the following map. A map of the existing route on page 4 can be viewed for comparison. Advantages of this route restructuring include:

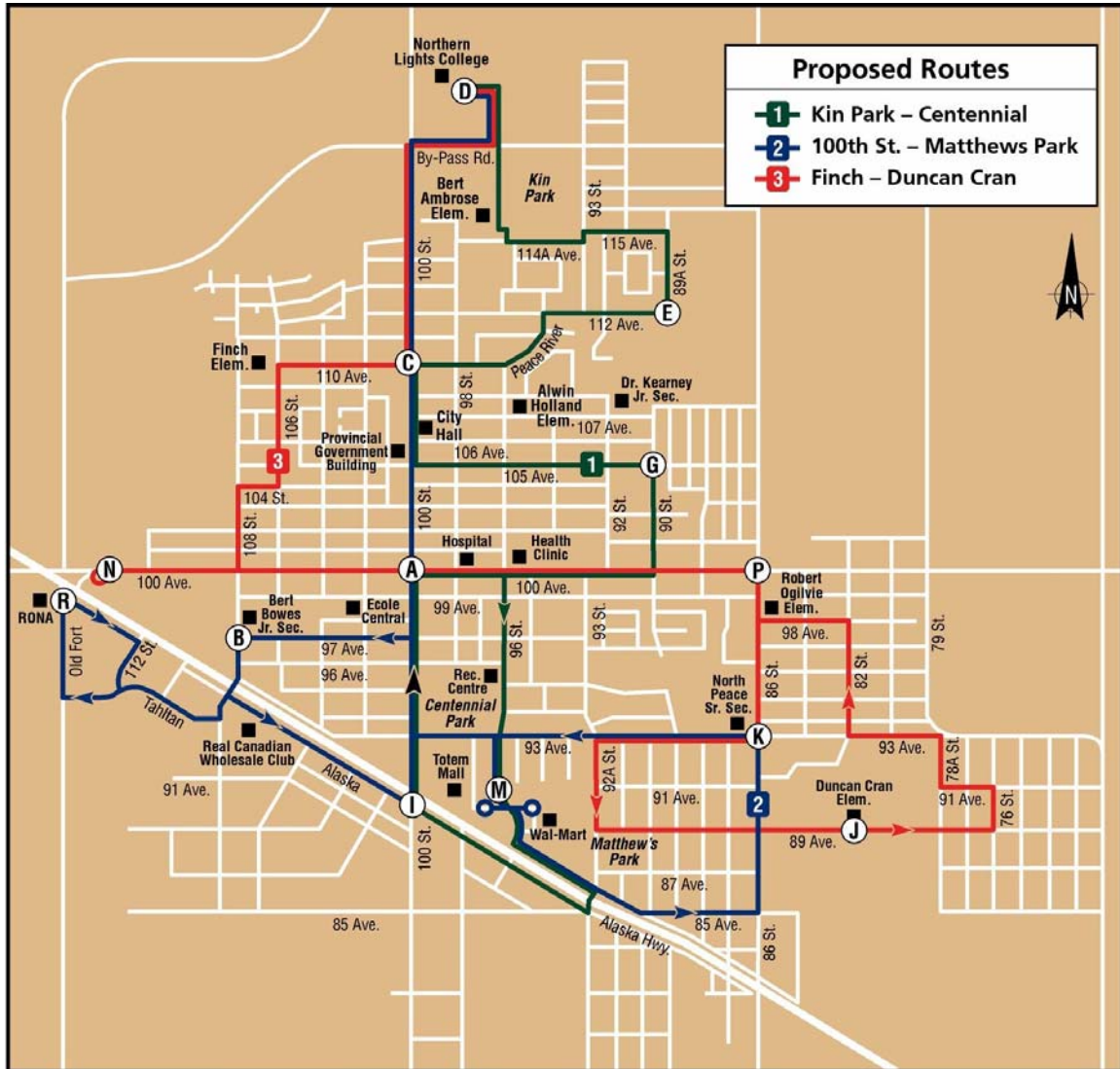
- **Consistent routing Downtown and at Northern Lights College: Consistent "clockface headway" schedules:** the route restructuring allows for routes to have a regular leave time throughout the day. "Clockface headway" means that passengers can easily describe routes as leaving every hour or half hour at a specified time: 9:10am, 10:10 am, 11:10am etc. This style of schedule dramatically improves transit system ease of use.
- **Introduction of service to new areas:** the restructured routes allow for extension of service to the following new areas/destinations:
 - Commercial area south of Alaska Highway (west and east of 100th Street)
 - Real Canadian Wholesale Club
 - RONA
 - New Gaming Centre on 100th Avenue – planned opening Summer 2007
- **Streamlined or consistent routing:** all three routes will now travel in a two-way direction on all route sections north of 100th Avenue between Downtown and the College. The revised routes would provide more direct and faster travel times for passengers to key destinations and eliminate time-consuming one-way loop routes. They would also make the schedule easier to read and understand. Some specifics include:
 - Direct service from Northern Lights College to Downtown and South of Alaska Highway along 100th Street
 - All three routes provide consistent service between the north end of the City (from Northern Lights College) through Downtown to destinations in the south-end of the City (south of 100th Avenue as well as Alaska Highway).
 - Routing and schedules are consistent all year (elimination of summer and winter schedules)
- **Names of route designations:** Routes have been given names that easily identify with the route destination. For example, the #1 Kin Park-Centennial travels from Kin Park (north end of town) to the Centennial Park area (south end of town) as far south as Alaska Highway South

Cost for Option #2

There would be no additional costs for routing changes in and of themselves. Please see the

following Options for associated costs.

FORT ST. JOHN TRANSIT SYSTEM CONCEPT EXPANSION PLAN



Service Proposal Option #3: Addition of 1 Vehicle and Expansion Hours

In order to meet the service objective of improving the convenience and frequency of service, it is proposed that a fourth bus be added to the Fort St. John Conventional Transit System fleet and service hours be expanded by 10 hours per weekday (6:00a.m. to 7:30p.m.) and 1.0 hour per Saturday (7:00a.m. to 7:30 p.m.).

The additional vehicle and expanded service would be used to:

- **Provide for direct, two-way service on all route sections north of 100th Avenue.** The service increase would eliminate time-consuming, one-way circuitous loop routings and create reduced travel times.
- **Provide for a slightly earlier service start and later finish.** An earlier start time and later finish would provide better passenger flexibility, particularly for commuters for work and College. Service is proposed from 6:00 a.m. to 7:30 p.m. on Monday to Friday and 7:00 a.m. to 7:30 p.m. on Saturday.
- **Increase commuter trip frequency on all routes during peak hours.** The service increase would add two additional commuter trips and would offer better capability to meet all regular work and school start and end times.

The advantages of this expansion include:

- **Improved overall marketability** of the transit system since schedules on all routes are more consistent throughout the day all year long.
- **Half hourly service to all areas during morning and afternoon peak times** (6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m.) and hourly service in the midday. Key destinations such as Downtown and Northern Lights College will receive less than half hourly service during peak times. This change makes regular commuting by transit more enticing and it also addresses current passenger concerns by making the level of service more consistent throughout the day and during the summer months. Appendix E presents samples of what the revised schedules could look like with expansion.

This service expansion will attract several transit markets including commuters to work and College, shoppers and staff of Home Hardware, RONA and the Real Canadian Wholesale Club, plus adults and seniors attending the proposed new Gaming Centre expected to be completed by Summer 2007. It is estimated that the new service would generate an additional 42,000 rides annually.

Fort St. John Conventional Transit Expansion

One Additional Vehicle for Route Restructuring and Expansion	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex-funded)
Monday to Saturday Expansion Proposal * (Option #3)	1	2,900	\$248,000*	42,000**	\$36,100***	\$211,900

*- Based on overall cost of \$85.50 per service hour (includes local share of Vehicle Debt Service)

**- Based on a range of 13 to 19 new rides per hour

***- Based on current fare structure

4.1 Proposals for Short Term and Longer Term Consideration

To continue the positive momentum in the Fort St. John Transit System and to meet growing needs, the following transit service options are proposed.

These options offer something for all market groups: improved midday service for seniors and discretionary trip makers; flexible routing trips for persons with disabilities; and increased evening service to build regular ridership among youth and younger adults.

The options outlined below would increase the overall level of service, providing Fort St. John area residents with comparable revenue service hours per person to that already experienced in similarly sized communities.

Service Proposal Option #4: Shopper Shuttle Service

In order to maintain a half hourly service throughout the midday, to provide improved service to seniors and others residing in the dense residential core, and provide a better link between commercial centres, it is proposed that a “Shopper Shuttle” paratransit route be implemented in Fort St. John. This route would add provide 5 service hours daily and would operate hourly between the times of 9:30 am and 2:30 pm, Monday to Saturday. The fixed route with deviations would provide service to the higher density residential area in the Southeast sector, major seniors residences, the Recreation Centre, Downtown, Wal-Mart, and Totem Mall.

Highlights of the proposal are as follows:

- The service would be operated by a smaller community bus, enabling the route to more directly serve passenger’s homes and destinations. For instance, the bus would be able to pick up and drop off passengers directly in front of the Safeway store or Wal-Mart.
- Besides serving locations identified above, the smaller bus and extra time built into the schedule would allow trips to deviate off route within a defined service area (essentially the medium density residential core). This would mean that registered handyDART passengers would be able to call handyDART dispatch to request a pick up at their door.
- Similarly, on the return trip these passengers could request a drop off at their door from the driver. Time permitting, the transit driver would also have the ability to offer door-to-door drop off for other passengers, especially those with small children, grocery bags, etc.
- Since the type of service offered is new, and has clear benefits for people with disabilities and other passengers, it is expected that the vehicle used (minibus with wheelchair lift versus larger capacity vehicle) will be less of an issue than it would under different circumstances. Depending on route performance, it may be possible to look at a different type of vehicle at some future point.
- Proposed fares for the shopper shuttle route would be identical to those on the conventional transit system. Since conventional transit fares are lower than handyDART fares, it provides incentive for handyDART customers to use the shuttle for shopping related trips, freeing up handyDART time for other passengers.

Fort St. John Paratransit Expansion

New Shopper Shuttle Service	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex-funded)
Shopper Shuttle Service (Option #4)	0.5	1,500	\$75,750	11,000	\$9,900	\$65,850

Service Proposal Option #5: Paratransit Expansion

Option #5 builds on Option #4 by providing an additional 4 hours of paratransit service daily in order to meet the increasing level of unmet service requests identified by the dispatcher. This additional service would be scheduled during current peak demand times (i.e. 7:30 am to 9:30 am and 2:30 pm to 4:30 pm) in order to accommodate more on-demand service requests. This service would also be provided by the minibus described in the previous section.

Fort St. John Paratransit Expansion

Expanded Paratransit	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex-funded)
Expanded Paratransit (Option #5)	0.5	1,200	\$61,750	4,000	\$8,500	\$53,250

Service Proposal Option #6: Implementation of Evening Service Monday to Saturday

Currently, the Fort St. John Transit System does not offer Evening or Sunday/Holiday service. As shown in the Public Transit Survey Feedback, approximately 51% of the respondents commented they would prefer evening service if additional service were available. It has been Municipal Systems’ experience that, in the long run, it is more effective to offer evening service on multiple nights as opposed to Friday night only. Additionally, regular evening service would provide one more convincing argument to someone contemplating purchasing a bus pass.

While some stores offer extended evening hours on Fridays, many other transit user destinations operate on evenings throughout the week. Such varied destinations as Wal-Mart, Canadian Tire, Northern Lights College, the new Gaming Centre (will be) and movie theatres are all open nightly. Additionally, many youth and adults work in service industry jobs where part-time shifts may run into the evening (i.e. Tim Horton’s, A&W, Safeway, McDonald’s). Specific student market demands for evening service were reinforced by the Campus Administrator and Director, International Education of Northern Lights College at the Open House in response to students needing to travel home from evening classes which currently finish as late as 9 p.m.

To address the needs of present and future transit markets, it is suggested that a pilot project could be implemented to introduce evening service. This service would operate for six months and then be evaluated. Should the service show promise, as it can take up to a year before any new service becomes established, then it could be extended for six more months. At the end of a year, the service would be fully evaluated and direction provided whether to continue or discontinue the expanded service. The cost of evening service expansion does not have the same impact as expanded daytime service because it does not require the expense of an additional bus.

It is therefore proposed that the conventional transit system be expanded by 6.5 additional hours of service Monday to Saturday for the purpose of providing consistent evening service throughout the week and is proposed to run from 7:30 p.m. to 10:30 p.m. . The following table outlines a cost comparison for both a Friday only option as well as Monday through Saturday service.

Fort St. John Conventional Transit Expansion

Evening Service Proposal	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex Funded)
Friday Evening Only	0	300	\$22,000	3,000	\$2,600	\$19,400
Monday through Saturday Evening (Option #6)	0	2,000	\$147,000	20,000	\$17,200	\$129,800

Service Proposal Option #7: Implementation of Sunday and Holiday Service

Currently, the Fort St. John Transit System does not offer Sunday/Holiday service. This option would provide service on Sundays as well as on Statutory Holidays from approximately 8:00 a.m. to 6:00 p.m. (Normally, Holiday Service is consistent with that provided on Sundays). 28% of the respondents to the Public Transit Survey commented they would prefer Sunday service implemented in the future if additional service were available. Sunday service would focus on providing basic service to shoppers, seniors/BC Bus Pass holders, churchgoers, and youth/adults working in part-time service industry job.

Fort St. John Conventional Transit Expansion

Sunday Service Proposal	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex Funded)
Sunday/Holiday Service Proposal (Option #7)	0	1,500	\$111,000	17,000	\$14,600	\$96,400

Service Proposal Option #8: Oriented Strand Board Commuter Shuttle

As noted in the feedback from the Public Consultation process, there was some interest identified for service to/from the Oriented Strand Board plant. The OSB plant employs 300 people. Mill workers are on a rotating 12-hour shift between 7:00 a.m. and 7:00 p.m. It is proposed that the OSB Commuter Shuttle service would run 2.5 hours per weekday between 6:30a.m.-7:30 a.m. and between 6:00 pm.-7:30 pm. The paratransit vehicle could be used to provide these commuter trips.

Fort St. John Conventional Transit Expansion

OSB Commuter Shuttle Service Proposal	Additional Vehicle Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex Funded)
OSB Commuter Shuttle Service Proposal (Option #8)	0	1,500	\$74,000	10,000	\$10,200	\$63,800

4.2 Fort St. John Transit Fare Proposals:

Transit fares in Fort St. John have not been increased since September 1999. Student monthly passes have been available for several years, but adult and senior monthly passes were only recently introduced. Just over half of all Fort St. John transit riders used prepaid fares (tickets and passes) in 2005/06. This is one of the lowest proportions of prepaid fares among the Municipal Systems. On average, about 70% of transit users in the Municipal Systems use prepaid fares. Ticket and, especially, pass use is encouraged because it tends to encourage more regular transit use and increased ridership.

If the City would like to consider a fare increase to coincide with planned service expansion, two options are proposed, as outlined in the table below.

	Current	Option 1	Option 2
Cash fares			
Adult	\$1.25	\$1.50	\$1.50
Senior	\$1.00	\$1.25	\$1.25
Student	\$1.00	\$1.25	\$1.25
Tickets			
Adult	\$1.13	\$1.35	\$1.35
Senior/student	\$0.90	\$1.13	\$1.13
Monthly passes			
Adult	\$30.00	\$30.00	\$35.00
Senior	\$26.00	\$26.00	\$30.00
Student	\$26.00	\$26.00	\$30.00

Option 1 – Under this option, cash and ticket fares would be increased by 20-25%, but monthly passes would remain at the current price. With these changes, monthly passes would cost the equivalent of about 20 cash fares, making them very attractive for regular users. This should encourage more transit riders to use monthly passes. In turn, this will tend to encourage more regular transit use. It is estimated that this option would result in a 10% increase in revenue. However, ridership is forecast to be 4% lower compared with a no fare change scenario.

Option 2 – Under this option, cash and ticket fares would be increased by 20-25% while monthly passes would be increased by 15-17%. With these changes, monthly passes would be 23-24 times the cash fare. This option might still encourage a small shift from cash and tickets to monthly passes, but not as much as in Option 1. It is estimated that this option would result in a 13% increase in revenue. However, ridership is forecast to be 5% lower compared with a no fare change scenario.

4.3 Service Plan Options Summary

The following table summarizes the short term and long term service options presented above. All figures are annual. The route restructuring (Option #2) is included in all figures.

Fort St. John Transit Expansion						
Service Proposal Expansion	Additional Vehicles Required	Service Hours	Total Cost	Additional Ridership	Revenue Impact	Local Share (Flex Funded)
One Additional Bus Route Restructuring and Expanded Monday to Saturday Service (Options #2 + #3)	1	2,900	\$248,000*	42,000**	\$36,100***	\$211,900
Shopper's Shuttle Service (Option #4)	0.5	1,500	\$75,750	11,000	\$9,900	\$65,850
Expanded Paratransit Service (Option #5)	0.5	1,200	\$61,750	4,000	\$8,500	\$53,250
Evening Service Monday thru Saturday (Option #6)	0	2,000	\$147,000	20,000	\$17,200	\$129,800
Evening Service – Friday only	0	300	\$22,000	3,000	\$2,600	\$19,400
Sunday and Holiday Service (Option #7)	0	1,500	\$111,000	17,000	\$14,600	\$96,400
OSB Commuter Shuttle Service (#8)	0	1,000	\$74,000	10,000	\$10,200	\$63,800

*- Based on overall cost of \$85.50 per service hour (includes local share of Vehicle Debt Service)

**- Based on a range of 13 to 19 new rides per hour

***- Based on current fare structure

4.4 Service Plan Options Conclusions

The purpose of the Fort St. John Transit Service Review is to provide a foundation on which to base future public transportation decisions. The report is intended to provide information and direction to municipal staff and elected officials to respond to present and future transit issues and service expansion requests.

Any service expansion is subject to local and provincial approval. Currently provincial funding is limited to existing core service levels. Municipalities may use the current flex funding system whereby individual municipalities contribute 100% of the cost to maintain or expand service levels.

It is recommended that Service Options #1 through #3 be considered for approval and immediate implementation as they provide the best level of service at an appropriate cost, subject to local funding and public consultation. It is recommended that Service Options #4 and #5 be considered for approval for short term implementation and Options #6 through #8 be considered for longer term implementation.

5.0 RECOMMENDATION

It is recommended that the City of Fort St. John:

1. Receive this report as information;
2. Approve the Transit Service Plan options presented in Section 4.0 Proposals for Immediate Consideration, subject to local funding and public consultation; and
3. Approve in principle the expansions outlined in Section 4.1 Proposals for Short and Longer Term Considerations

NEXT STEPS:

Following approval of the proposed service changes and expansion, a public information open house would be held prior to finalizing operational details. Public response to the proposed service changes would be summarized in a final report to Council and suggested adjustments to the plan would be brought forward for discussion. Should the City wish to proceed with the expansion plan for conventional transit, then a detailed service specification including a new public timetable will be prepared as well as a detailed description of routing changes. The current AOA budget, "Schedule C" will then be amended to include additional costs. At this point, the amended AOA will be presented to the BC Transit Board of Directors for approval and forwarded to the City for final approval. Should the City of Fort St. John wish to proceed with the recommended options, BC Transit staff can assist with the administrative and marketing details to implement the program. At this time, the additional cost would be "flex-funded" with a higher local percentage share, whereby the City would contribute 100% of the cost to expand service levels.

Appendix A: – Two-Week Passenger Count – October, 2005

Appendix B: – On-Board Survey – November, 2004

Appendix C: – Public Consultation Process Feedback – June/July 2006

**Fort St. John Passenger Feedback
July 2006**

Total returned surveys = 261

1. How often do you typically take the bus?

Every weekday or more	121	47%
2 - 3 times per week	90	35%
2 -3 times per month	25	10%
Less than once a month	22	9%
Total	258	99%
No response	3	1%

2. What is your main reason for taking a trip by transit?

Travel to work	98	25%
Travel to middle/high school	68	17%
Travel to Northern Lights College	44	11%
Going shopping or doing errands	140	35%
Going to medical/dental appointments	45	11%
Total*	395	100%

*If respondents selected more than one choice, all were counted.

3. What do you like best about the current system?

Drivers (friendly, helpful, nice, kind etc.)	117	42%
Service reliability	23	8%
Service/schedule	7	3%
Low fares/cost	24	9%
Route/convenience	72	26%
Frequency of service	7	3%
Transfers	2	1%
Buses (clean, comfortable, nice etc.)	7	3%
Punctuality/promptness	4	1%
Safe	2	1%
Don't like/very little/nothing	7	3%
It's good/everything	2	1%
It's there	3	1%
Other	2	1%
Total*	279	100%

*If respondents selected more than one choice, all were counted.

4. Do you ride the bus during the summer months?

Yes	230	88%
No	28	11%
Not answer	3	1%
Total	261	100%

If yes, what is the main purpose:

Shopping	133	35%
Work	101	26%
Social/Recreational	76	20%
Medical/Dental	30	8%
High School	6	2%
Other	39	10%
Total*	385	100%

*If respondents selected more than one choice, all were counted.

5. Is there a location or destination that you think needs more service?

OSB	3	2%
College	11	7%
New Mall	9	5%
Airport	6	4%
Across highway/Real Canadian Wholesales/Safeway/fast food outlets/industrial area	34	21%
Cultural Centre	3	2%
WalMart	4	2%
Southside route	4	2%
Charlie Lake	2	1%
Taylor	2	1%
North end of town	4	2%
Central route	3	2%
Northside route	3	2%
Robert Ogilvie School (closer bus stop)	2	1%
Outskirts of town/new housing areas	6	4%
Everywhere/lots of places/every location	21	13%
No/not really/seems good	26	16%
100th Ave	2	1%
North end of Alaska Hwy/Rona	2	1%
Other	17	10%
Total*	164	100%
Not answered	114	41%

*If respondents selected more than one choice, all were counted.

6. If additional service were available, what would you prefer?

Early Morning	65	21%
Evening	160	51%
More Saturday	1	0%
Sunday	90	28%
Total*	316	100%

*If respondents selected more than one choice, all were counted.

7. What are the most important improvements that need to be made?

More frequent service	30	9.6%
More early service	17	5.5%
More late service	42	13.5%
Improve bus shelters/put benches at stops	13	4.2%
Lower bus fares	4	1.3%
New bus stop/additional stops	8	2.6%
More special school service	1	0.3%
Earlier/later/more/summer buses to College	9	2.9%
Sunday service	32	10.3%
Good/happy with service as is	3	1.0%
Improve drivers' attitude	1	0.3%
Run buses on time/schedule reliability	8	2.6%
New routes/extend existing routes/expanded service	18	5.8%
Make Riders' Guide/schedule easier to understand	2	0.6%
Bigger buses	3	1.0%
Ensure that schedules/updated schedules are posted at stops	2	0.6%
Cleanliness of buses	6	1.9%
Saturday service	20	6.4%
Extended/expanded hours	50	16.1%
Improved summer schedule	10	3.2%
Seats	8	2.6%
Pave/improve roads where buses run	2	0.6%
Shorter/quicker/more direct routes	6	1.9%
Air-conditioned buses	4	1.3%
More room/accessibility for handicapped persons/persons with walkers	2	0.6%
Watching out for people at bus stops	2	0.6%
Other	8	2.6%
Total*	311	100.0%
Not answered	52	14%

*If respondents made more than one comment, all were included.

Appendix D: – Demo Revised Schedules

1 Kin Park - Centennial To Totem Mall						
Monday to Friday						
Lv. Northern Lights College	Lv. 112 Ave & 89A St	Lv. 110 Ave & 100 St	Lv. 105 Ave & 90 St	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Ar. Totem Mall
6:40	6:44	6:46	6:52	6:55	6:56	7:00
7:10	7:14	7:16	7:22	7:25	7:26	7:30
7:40	7:44	7:46	7:52	7:55	7:56	8:00
8:10	8:14	8:16	8:22	8:25	8:26	8:30
8:40	8:44	8:46	8:52	8:55	8:56	9:00
9:20	9:24	9:26	9:32	9:35	9:36	9:40
10:20	10:24	10:26	10:32	10:35	10:36	10:40
11:20	11:24	11:26	11:32	11:35	11:36	11:40
12:20	12:24	12:26	12:32	12:35	12:36	12:40
1:20	1:24	1:26	1:32	1:35	1:36	1:40
2:20	2:24	2:26	2:32	2:35	2:36	2:40
3:30	3:34	3:36	3:42	3:45	3:46	3:50
4:00	4:04	4:06	4:12	4:15	4:16	4:20
4:30	4:34	4:36	4:42	4:45	4:46	4:50
5:00	5:04	5:06	5:12	5:15	5:16	5:20
5:30	5:34	5:36	5:42	5:45	5:46	5:50
6:00	6:04	6:06	6:12	6:15	6:16	6:20
6:30	6:34	6:36	6:42	6:45	6:46	6:50
7:00	7:04	7:06	7:12	7:15	7:16	7:20
7:30	7:34	7:36	7:42	7:45	7:46	7:50
8:30	8:34	8:36	8:42	8:45	8:46	8:50
9:30	9:34	9:36	9:42	9:45	9:46	9:50

1 Kin Park - Centennial To Northern Lights College							
Monday to Friday							
Lv. Totem Mall	Lv. Alaska Rd S & 100 St	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Lv. 105 Ave & 90 St	Lv. 110 Ave & 100 St	Lv. 112 Ave & 89A St	Ar. Northern Lights College
6:32	6:35	6:38	6:39	6:42	6:47	6:49	6:53
7:01	7:04	7:07	7:08	7:11	7:16	7:18	7:22
7:31	7:34	7:37	7:38	7:41	7:46	7:48	7:52
8:01	8:04	8:07	8:08	8:11	8:16	8:18	8:22
8:31	8:34	8:37	8:38	8:41	8:46	8:48	8:52
9:01	9:04	9:07	9:08	9:11	9:16	9:18	9:22
9:41	9:44	9:47	9:48	9:51	9:56	9:58	10:02
10:41	10:44	10:47	10:48	10:51	10:56	10:58	11:02
11:41	11:44	11:47	11:48	11:51	11:56	11:58	12:02
12:41	12:44	12:47	12:48	12:51	12:56	12:58	1:02
1:41	1:44	1:47	1:48	1:51	1:56	1:58	2:02
2:41	2:44	2:47	2:48	2:51	2:56	2:58	3:02
3:21	3:24	3:27	3:28	3:31	3:36	3:38	3:42
3:51	3:54	3:57	3:58	4:01	4:06	4:08	4:12
4:21	4:24	4:27	4:28	4:31	4:36	4:38	4:42
4:51	4:54	4:57	4:58	5:01	5:06	5:08	5:12
5:21	5:24	5:27	5:28	5:31	5:36	5:38	5:42
5:51	5:54	5:57	5:58	6:01	6:06	6:08	6:12
6:21	6:24	6:27	6:28	6:31	6:36	6:38	6:42
6:51	6:54	6:57	6:58	7:01	7:06	7:08	7:12
7:51	7:54	7:57	7:58	8:01	8:06	8:08	8:12
8:51	8:54	8:57	8:58	9:01	9:06	9:08	9:12
9:51	9:54	9:57	9:58	10:01	10:06	10:08	10:12

2 100th St. - Matthew's Pk To Totem Mall							
Monday to Friday							
Lv. Northern Lights College	Lv. 110 Ave & 100 St	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Lv. Bert Bowes School	Lv. Alaska Hwy & Old Fort (near Rona)	Lv. Alaska Rd S & 100 St	Ar. Totem Mall
6:55	6:58	7:01	7:02	7:04	7:08	7:11	7:14
7:25	7:28	7:31	7:32	7:34	7:38	7:41	7:44
7:55	7:58	8:01	8:02	8:04	8:08	8:11	8:14
8:25	8:28	8:31	8:32	8:34	8:38	8:41	8:44
8:55	8:58	9:01	9:02	9:04	9:08	9:11	9:14
9:25	9:28	9:31	9:32	9:34	9:38	9:41	9:44
10:05	10:08	10:11	10:12	10:14	10:18	10:21	10:24
11:05	11:08	11:11	11:12	11:14	11:18	11:21	11:24
12:05	12:08	12:11	12:12	12:14	12:18	12:21	12:24
1:05	1:08	1:11	1:12	1:14	1:18	1:21	1:24
2:05	2:08	2:11	2:12	2:14	2:18	2:21	2:24
3:15	3:18	3:21	3:22	3:24	3:28	3:31	3:34
3:45	3:48	3:51	3:52	3:54	3:58	4:01	4:04
4:15	4:18	4:21	4:22	4:24	4:28	4:31	4:34
4:45	4:48	4:51	4:52	4:54	4:58	5:01	5:04
5:15	5:18	5:21	5:22	5:24	5:28	5:31	5:34
5:45	5:48	5:51	5:52	5:54	5:58	6:01	6:04
6:15	6:18	6:21	6:22	6:24	6:28	6:31	6:34
6:45	6:48	6:51	6:52	6:54	6:58	7:01	7:04
7:15	7:18	7:21	7:22	7:24	7:28	7:31	7:34
8:15	8:18	8:21	8:22	8:24	8:28	8:31	8:34
9:15	9:18	9:21	9:22	9:24	9:28	9:31	9:34
10:15	10:18	10:21	10:22	10:24	10:28	10:31	10:34

2 100th St. - Matthew's Pk To Northern Lights College						
Monday to Friday						
Lv. Totem Mall	Lv. North Peace School	Lv. Totem Mall	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Lv. 110 Ave & 100 St	Ar. Northern Lights College
6:15	6:20	6:23	6:25	6:26	6:29	6:32
6:45	6:50	6:53	6:55	6:56	6:59	7:02
7:15	7:20	7:23	7:25	7:26	7:29	7:32
7:45	7:50	7:53	7:55	7:56	7:59	8:02
8:15	8:20	8:23	8:25	8:26	8:29	8:32
8:45	8:50	8:53	8:55	8:56	8:59	9:02
9:15	9:20	9:23	9:25	9:26	9:29	9:32
10:25	10:30	10:33	10:35	10:36	10:39	10:42
11:25	11:30	11:33	11:35	11:36	11:39	11:42
12:25	12:30	12:33	12:35	12:36	12:39	12:42
1:25	1:30	1:33	1:35	1:36	1:39	1:42
2:25	2:30	2:33	2:35	2:36	2:39	2:42
3:05	3:10	3:13	3:15	3:16	3:19	3:22
3:35	3:40	3:43	3:45	3:46	3:49	3:52
4:05	4:10	4:13	4:15	4:16	4:19	4:22
4:35	4:40	4:43	4:45	4:46	4:49	4:52
5:05	5:10	5:13	5:15	5:16	5:19	5:22
5:35	5:40	5:43	5:45	5:46	5:49	5:52
6:05	6:10	6:13	6:15	6:16	6:19	6:22
6:35	6:40	6:43	6:45	6:46	6:49	6:52
7:35	7:40	7:43	7:45	7:46	7:49	7:52
8:35	8:40	8:43	8:45	8:46	8:49	8:52
9:35	9:40	9:43	9:45	9:46	9:49	9:52

3 Finch - Duncan Cran				To Duncan Cran		
Monday to Friday						
Lv. Northern Lights College	Lv. 110 Ave & 100 St	Lv. Gaming Centre	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Lv. North Peace School	Ar. Duncan Cran School
6:35	6:38	-	6:41	6:42	6:46	6:51
7:05	7:08	-	7:11	7:12	7:16	7:21
7:35	7:38	-	7:41	7:42	7:46	7:51
8:05	8:08	-	8:11	8:12	8:16	8:21
8:35	8:38	-	8:41	8:42	8:46	8:51
9:05	9:08	-	9:11	9:12	9:16	9:21
9:45	9:48	9:51	9:53	9:54	9:58	10:03
10:45	10:48	-	10:51	10:52	10:56	11:01
11:45	11:48	11:51	11:53	11:54	11:58	12:03
12:45	12:48	-	12:51	12:52	12:56	1:01
1:45	1:48	1:51	1:53	1:54	1:58	2:03
2:55	2:58	-	3:01	3:02	3:06	3:11
3:25	3:28	-	3:31	3:32	3:36	3:41
3:55	3:58	4:01	4:03	4:04	4:08	4:13
4:25	4:28	-	4:31	4:32	4:36	4:41
4:55	4:58	5:01	5:03	5:04	5:08	5:13
5:25	5:28	-	5:31	5:32	5:36	5:41
5:55	5:58	6:01	6:03	6:04	6:08	6:13
6:25	6:28	-	6:31	6:32	6:36	6:41
6:55	6:58	7:01	7:03	7:04	7:08	7:13
7:55	7:58	-	8:01	8:02	8:06	8:11
8:55	8:58	9:01	9:03	9:04	9:08	9:13
9:55	9:58	-	10:01	10:02	10:06	10:11

3 Finch - Duncan Cran				To Northern Lights College			
Monday to Friday							
Lv. Duncan Cran School	Lv. 98 Ave & 82 St	Ar. Downtown: 100 Ave & 100 St	Lv. Downtown: 100 Ave & 100 St	Lv. Gaming Centre	Lv. 110 Ave & 100 St	Ar. Northern Lights College	
6:51	6:55	6:59	7:00	-	7:03	7:06	
7:21	7:25	7:29	7:30	-	7:33	7:36	
7:51	7:55	7:59	8:00	-	8:03	8:06	
8:21	8:25	8:29	8:30	-	8:33	8:36	
8:51	8:55	8:59	9:00	9:02	9:05	9:08	
9:21	9:25	9:29	-	-	-	-	
10:04	10:08	10:12	10:13	-	10:16	10:19	
11:01	11:05	11:09	11:10	11:12	11:15	11:18	
12:04	12:08	12:12	12:13	-	12:16	12:19	
1:01	1:05	1:09	1:10	1:12	1:15	1:18	
2:04	2:08	2:12	2:13	-	2:16	2:19	
3:11	3:15	3:19	3:20	3:22	3:25	3:28	
3:41	3:45	3:49	3:50	-	3:53	3:56	
4:14	4:18	4:22	4:23	-	4:26	4:29	
4:41	4:45	4:49	4:50	4:52	4:55	4:58	
5:14	5:18	5:22	5:23	-	5:26	5:29	
5:41	5:45	5:49	5:50	-	5:53	5:56	
6:14	6:18	6:22	6:23	-	6:26	6:29	
6:41	6:45	6:49	6:50	6:52	6:55	6:58	
7:14	7:18	7:22	7:23	-	7:26	7:29	
8:11	8:15	8:19	8:20	8:22	8:25	8:28	
9:14	9:18	9:22	9:23	-	9:26	9:29	