

Elk Valley Transit System (EVTS)

Long-Range Plan – Report



August 25, 2011

Regional District
of East Kootenay



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EXECUTIVE SUMMARY

This Service Review proposes a long term vision for service improvements to the Elk Valley Transit System. The review highlights the need for attention to create a long term sustainable system. Currently the Elk Valley Transit System does not compare favorably to like systems outside of the East Kootenay. A key indicator of this is the high cost per ride which can largely be attributed to the significant distance required to transport a low number of riders.

Compounding this are two other financial impacts to consider. First, significant capital replacement costs will be incurred in the near future due to the pending replacement of a vehicle which was previously funded through a Public Transportation grant. This vehicle is coming to the end of its useful life and the replacement vehicle will come with new capital costs. The second challenge to be considered is the number of vehicles required to reliably deliver the service. Currently only one vehicle exists to provide service Monday to Friday. When this vehicle is out for scheduled or unplanned maintenance, the Health Connections bus is used. This poses a service issue on the two days a week Health Connections is provided. Additionally, on Thursdays service is provided to Jaffray using the Health Connections bus. This poses a serious service risk three days a week.

This report offers ways forward with suggestions for service improvements and cost saving measures. They include:

1. addressing service reliability issues by adding an additional vehicle as soon as possible
2. routing/scheduling changes to routes 1 and 2
3. introduction of a Winter and Summer schedule
4. working with the Regional District and local governments to improve signage and public information

An immediate priority must be the addition of a vehicle. Without this service reliability will suffer along with ridership. While this will require additional capital costs, some additional costs have already been incurred as a result of chartering a replacement vehicle to ensure the delivery of service.

BC Transit looks forward to working with the East Kootenay Regional District to discuss these options and implement improvements in a timely fashion with a continued effort to develop a sustainable system.

1.0 INTRODUCTION

This report examines the existing Elk Valley Transit System service and markets and outlines potential service change options for consideration. Included in this report are cost analyses for these options.

The service change proposals are based on discussions held with the following:

- The Regional District of East Kootenay
- Political appointees:
 - Directors, RDEK Electoral Areas A & B
 - RDEK Advisory Committee Members
 - Mayor, City of Fernie
 - CAO, City of Fernie
 - Council Representatives, City of Fernie
 - Director of Planning, City of Fernie
 - Mayor, District of Sparwood
 - CAO, District of Sparwood
 - Council Representatives, District of Sparwood
 - Director of Community Service, District of Sparwood
 - Superintendent of Public Works, District of Elkford
 - Director of Leisure Services, District of Elkford
- Interior Health Authority staff
- Community groups:
 - School District No. 5
 - Elk Valley Job Seekers
 - Fernie Chamber of Commerce
 - College of the Rockies, Fernie Campus
 - Rocky Mountain Village Seniors' Home, Fernie
 - The Fernie Academy
 - Lions Club, Sparwood
 - Lilac Terrace Seniors' Home, Sparwood
 - 50+ Club, Elkford
 - Sand Creek Seniors' Home, Jaffray
- Transit operating company staff

as well as reference to:

- the District of Sparwood's *Active Transportation Plan*
- the *Active Transportation in Sparwood* presentation at the 2010 BC Recreation and Parks Association Symposium

and data collected from:

- Two-week passenger counts (September & November 2009)
- A two-week stop activity count (January 2011)
- A residential survey (March 2010)
- An on-board passenger survey (December 2009)
- Operating company monthly ridership counts

Summaries of this data are presented in the body of the report, with full results included in the appendices.

2.0 BACKGROUND TO PRESENT SERVICE

The Elk Valley Transit System (EVTS) was implemented at the end of February 2008 and is operated by Sun City Coachlines, based in Cranbrook. It offers conventional-style, fixed-route, fixed-schedule service using primarily one 20-passenger minibus. The vehicle is lift-equipped to accommodate wheelchair passengers.

Additionally, a Health Connections service to Cranbrook, also operated by Sun City Coachlines, was implemented in April 2006. While Health Connections operations fall under the purview of the Interior Health Authority and are therefore outside the scope of this planning report, a basic overview is included.

2.1 History

The Elk Valley Transit Feasibility Study was completed in May 2002. The report recommended a local Monday-Saturday “Elk Valley Connector” transit system that would connect the communities of Fernie, Sparwood, and Elkford, with ski season service to Fernie Alpine Resort. The report additionally recommended a once-a-week transit health link to Cranbrook, with scheduled stops in Elko, Galloway and Jaffray as well as along the Elkford–Fernie corridor. The key markets identified in the study were seniors, people with a disability, students, and low-income residents in the Valley.

This system was one of several that the BC Transit Board targeted for implementation as part of a small town and rural transit strategy. Funding for the seven communities in this group was finally approved as part of the 2007/08 budget year.

The operator was selected through an RFP process to operate the service. Two vehicles were acquired through the PTA/PTIP gas tax funding available to new small towns and rural areas. The Regional District of East Kootenay (RDEK) initiated an alternative voter assent process to get local approval for the service and has set a limit on the amount of taxation for it.

The Health Connections portion of the service is funded 100% by the Interior Health Authority by way of a Community Transit Partnership Agreement with the Kootenay East Regional Hospital District.

2.2 Implementation

One conventional route was implemented on a weekday basis, serving Fernie north to Sparwood and Elkford. A second conventional route was implemented to operate on Tuesdays, serving Fernie south to Elko, Jaffray, Baynes Lake and Grasmere (the South Country area). This route’s service day was changed six months later to Thursdays in order to better fit medical appointment availability in Fernie. It should be noted that these South Country locations lie between thirty to sixty kilometres outside the service area suggested in the feasibility study, and that the study’s suggested Saturday service and ski season service to Fernie Alpine Resort were not implemented.

The Health Connections service operates two round-trips per week between Elkford and Cranbrook, on Wednesdays and Fridays, with scheduled stops in Sparwood and Fernie. Priority is given to passengers travelling to Cranbrook for medical appointments, but anyone is eligible to use the service if space is available. The scheduled stops in Elko, Galloway and Jaffray suggested in the feasibility study have been implemented on an as-needed basis, dependent on passenger bookings.

2.3 Historical Ridership Data

Appendix A shows the EVTS’s monthly ridership levels since inception and year-on-year monthly differences. In summary:

- Ridership in the first year of service was well below expectations.
- The second year showed a 19% year-on-year ridership increase.

- Ridership for the first ten months of fiscal 2010-11 shows a 9% increase from the same period in fiscal 2009-10.
- While for the first five months of the year 2010-11 ridership levels were higher than the previous two years', in four of the five following months they were lower than 2009-10's, or 2008-09's, or both years'.
- This decline in ridership in the latter part of the third year of service is cause for concern.

The Health Connections service's annual ridership increased 8% between 2007-2008 (the first year that full ridership numbers were available) and 2009-2010.

2.4 Other Performance Indicators

The table below shows performance indicators for the Elk Valley Transit System (EVTS) and a comparison to other similar-sized systems based on total cost. In its second year of service, despite a gain in ridership, the EVTS was towards the bottom of the group in terms of productivity, with a rides-per-hour ratio of 1.87. It consequently had one of the highest costs per ride compared to similar-sized systems. At 6.6%, it had the third lowest cost recovery of the group.

2009/10 INFORMATION & PERFORMANCE SUMMARY												
Year End Actuals												
Transit System	Municipal Population	Licensed Vehicles ²	Revenue Hrs of Service ³	Revenue Passengers ⁴	Total Revenue	Total Cost	Provincial Contribution	Local Govt. Contribution ⁵	Cost Recovery	Rides/Hour ⁶	Cost/Ride	Total Cost/Hour ⁶
Agassiz - Harrison	8,900	1	2,981	29,164	\$49,408	\$182,194	\$80,499	\$52,287	27.1%	9.71	\$6.25	\$60.14
Ashcroft-Cache Creek-Clinton	8,900	2	3,187	3,902	\$15,690	\$176,565	\$70,178	\$90,696	8.9%	0.72	\$45.25	\$55.41
Bella Coola	3,300	2	3,519	15,839	\$23,132	\$208,086	\$0	\$184,954	11.1%	4.50	\$13.14	\$59.13
Columbia Valley	9,500	2	3,257	10,592	\$15,630	\$241,515	\$88,416	\$137,469	6.5%	2.52	\$22.80	\$74.16
Elk Valley	12,800	2	3,512	8,353	\$14,257	\$214,482	\$75,375	\$124,851	6.6%	1.87	\$25.68	\$61.06
Hazletons' Regional	6,300	4	2,574	13,167	\$27,423	\$215,601	\$104,896	\$83,283	12.7%	5.12	\$16.37	\$83.68
Kicking Horse Country	7,500	2	3,873	8,868	\$10,046	\$292,004	\$111,569	\$170,389	3.4%	2.29	\$32.93	\$75.35
Kimberley	7,200	3	5,093	13,244	\$32,952	\$265,908	\$108,544	\$124,413	12.4%	2.07	\$20.08	\$52.21
Kootenay Lake West	3,100	4	3,531	20,026	\$35,174	\$267,385	\$53,488	\$178,723	13.2%	5.59	\$13.35	\$75.74
Mt Waddington	7,800	2	4,313	21,284	\$48,876	\$295,415	\$0	\$246,538	16.5%	4.93	\$13.88	\$68.49
100 Mile House	6,900	3	3,155	13,232	\$24,188	\$175,278	\$60,404	\$90,685	13.8%	3.66	\$13.25	\$55.55
Port Edward	700	1	1,926	31,917	\$42,552	\$194,662	\$80,653	\$71,458	21.9%	16.57	\$6.10	\$101.08
Powell River	21,100	3	4,136	13,985	\$23,082	\$274,118	\$133,822	\$117,215	8.4%	3.38	\$19.60	\$65.20
Salt Spring Island	10,500	3	4,084	56,760	\$104,259	\$281,677	\$135,805	\$41,613	37.0%	13.90	\$4.96	\$68.97
Skeena Regional	29,100	1	3,342	36,055	\$33,071	\$311,247	\$68,342	\$209,834	10.6%	10.70	\$8.63	\$93.14
Smithers and District	12,100	2	3,699	18,238	\$37,315	\$194,419	\$105,971	\$51,132	19.2%	4.93	\$10.66	\$52.56

Source: BC Transit Year End as of March 31, 2010

² Includes in-service & spare vehicles ³ Excludes deadhead hours ⁴ Includes Health Connections & Taxi passengers ⁵ Excludes revenue ⁶ Non-Taxi passengers only * Non-Taxi passengers only

2.5 Provincial Transit Greenhouse Gas (GHG) Emission Guidelines & EVTS GHG Emissions

In support of the Provincial Transit Plan target of 4.74 Mt of greenhouse gases avoided from the Plan's implementation by 2020, BC Transit has developed indicative greenhouse gas (GHG) emission targets for larger transit systems. These targets are benchmarked against GHG emissions from a representative light-duty vehicle with average occupancy. The average indicative GHG emissions for a light-duty vehicle in BC are estimated to be 320g CO₂/km.

Although these GHG emission targets for larger transit systems are unlikely to be met in smaller systems operating over greater distances, EVTS vehicles have a budgeted fuel consumption rate of 24.3 L/100 kms, giving a GHG footprint of 655g CO₂/km, more than twice the average light-duty vehicle GHG emissions in BC.

However, investing in transit does provide broader social and environmental benefits, including supporting transit and land use integration objectives of local government, social inclusion, and public health benefits.

2.6 Background to Present Service: Conclusions

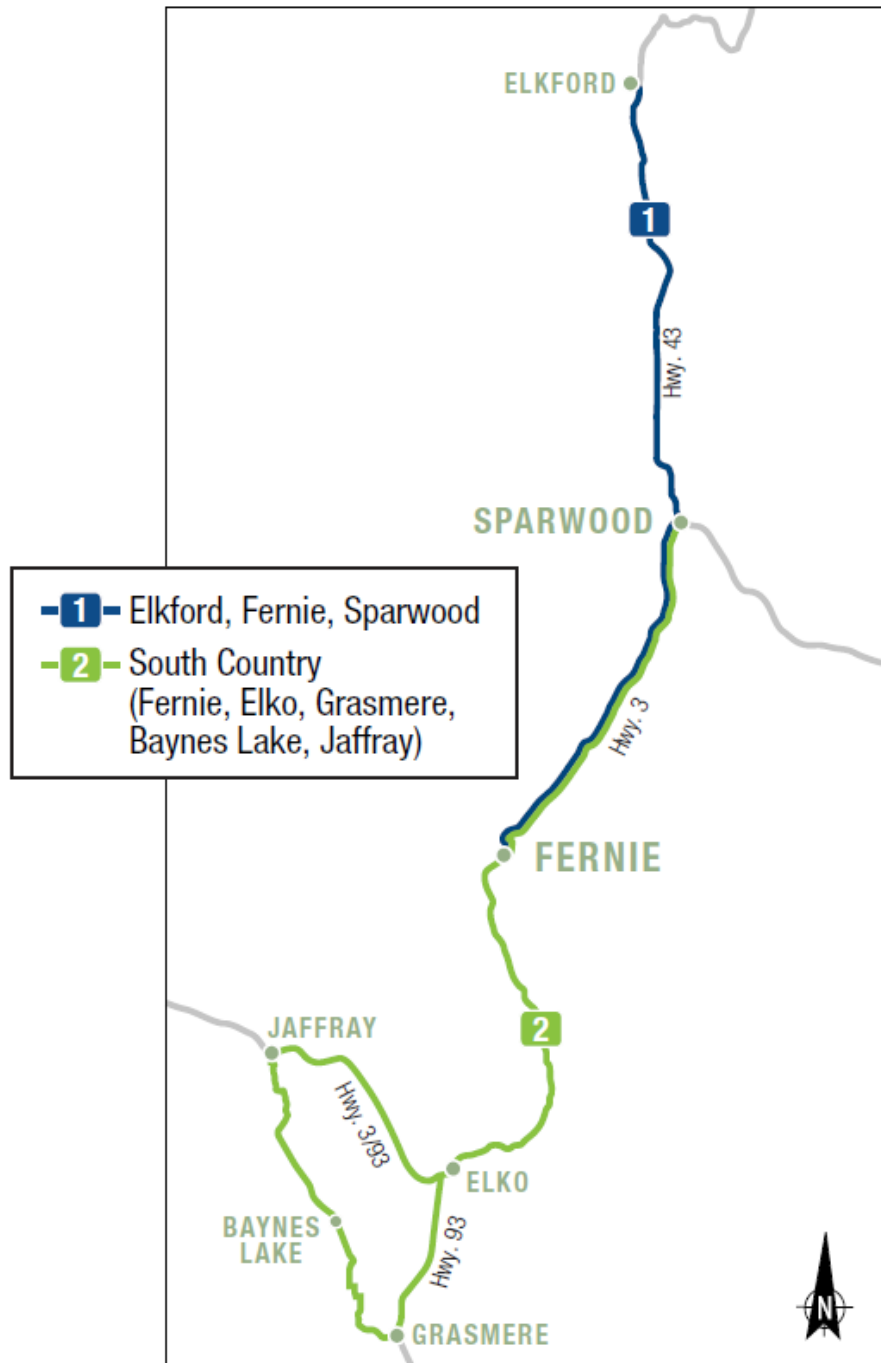
- The current service area reaches much farther south than outlined in the feasibility study.
- The feasibility study's suggested ski season service option to Fernie Alpine Resort was not implemented.
- EVTS ridership demonstrated a moderate increase in its second year but in recent months has been below that of previous years.
- Ridership is still low relative to similar-sized systems. As a result:
 - productivity is also relatively low
 - per-ride cost is high
 - cost recovery is low
- The EVTS fleet's GHG footprint is more than two times higher than the BC average of comparable vehicles.

3.0 PRESENT SERVICE AND MARKET ANALYSIS

Appendix C shows the Elk Valley Transit System's current schedules.

3.1 Present Service and Market Analysis

Currently, the EVTS operates one conventional route Monday to Friday from 7:00 a.m. to 6:55 p.m. between Elkford and Fernie. A second conventional route operates Thursdays only from 5:40 a.m. to 5:40 p.m. between Fernie and the South Country area. An area map displaying general routing is shown below.



Appendix D shows an analysis summary of two-week passenger count results and two-week stop activity count results, with full results available in Appendix E and Appendix F respectively.

The daily ridership averages of 28-36 passengers comprise approximately one fifth to one quarter of total system capacity. The passenger counts showed that the majority of riders were students, closely followed by adults – these two passenger types represented around 90% of ridership during the count periods. Seniors represented only 8% of total ridership, or about two passengers daily, while BC Bus Pass holders represented 2-5%, or about one passenger per day. 2011’s two-week count showed a slight decrease in ridership compared to November 2009’s but a slight increase compared to September 2009’s. Likewise, during the 2011 count period, the EVTS carried slightly fewer passengers per revenue hour than November 2009’s but slightly more than September 2009’s. Due in part to a 36% increase in operating

costs between 2009-10 and 2010-11, the average cost per ride during the 2011 count was 52% higher than during the November 2009 count and 17% higher than during the September 2009 count.

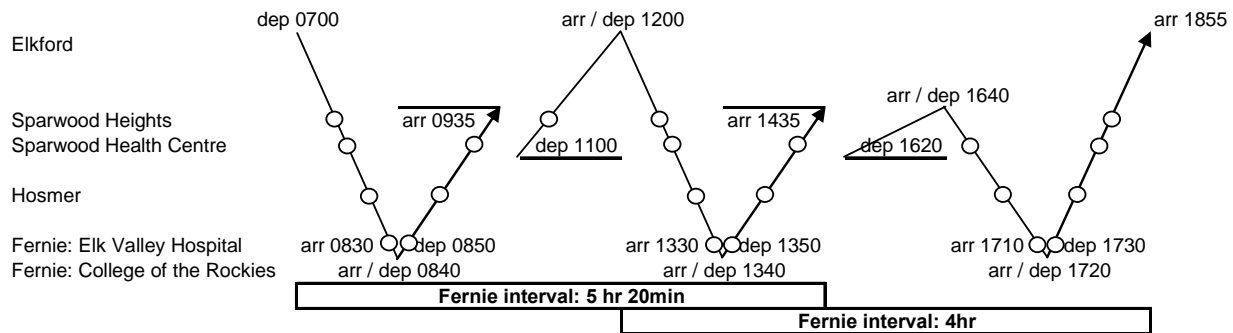
In terms of bus stop activity, the 2011 count results showed that the stops used the most frequently during the count period were located at the College of the Rockies and regional hospital in Fernie, and at the health care centre, Greenwood Mall, and Sparwood Heights Foods in Sparwood. Of the remaining twenty-seven stops, six had low activity (daily average combined boardings and alightings of less than 3.0 but greater than or equal to 1.0), sixteen had minimal activity (less than 1.0 but greater than or equal to 0.1), and five saw no activity at all.

According to additional information provided by the operator, the conventional routes do not carry any passengers with disabilities using wheelchairs. The Health Connections service carries on average about one such passenger every two months.

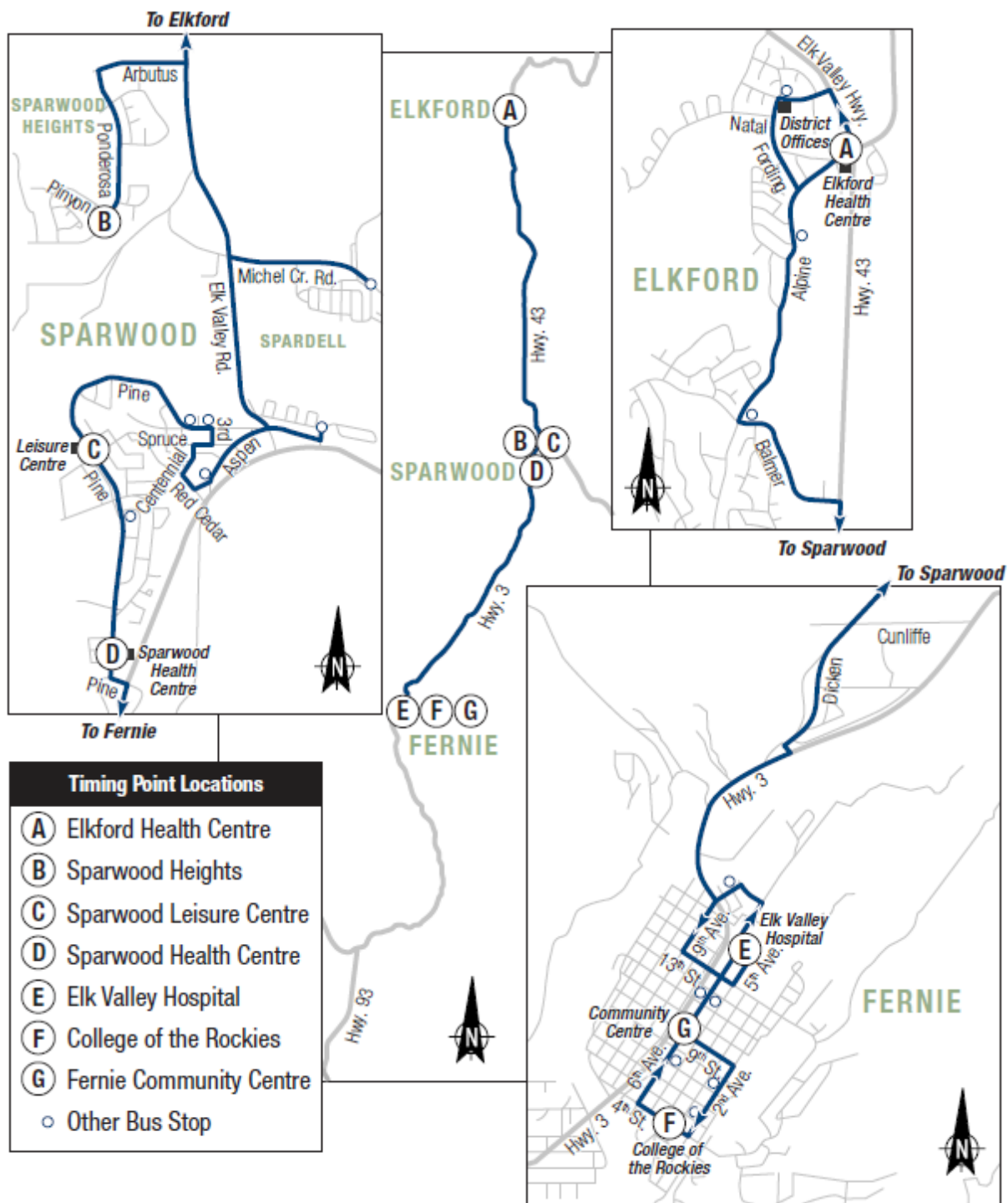
3.1.1 Route 1: Elkford, Sparwood, Fernie

Route 1 is a connector service operating between Elkford and Fernie from Monday to Friday. Its daily trips can be visualized as follows:

Route 1: Current Routing & Schedule



Based on current timings, one full round trip beginning and ending in Elkford and running through the various stop locations in Sparwood and Fernie would take 3 ¼ hours. Depending on the time of day, and departure and arrival locations within each community, a one-way trip from Elkford to Sparwood takes between 35-60 minutes, from Elkford to Fernie between 85-100 minutes, and from Sparwood to Fernie between 30-60 minutes. Trips operate between 7:00-9:35 a.m., 11:00 a.m. to 2:35 p.m., and 4:20-6:55 p.m. Its routing is shown below:



Route 1 mainly serves adults and students travelling from Sparwood to Elk Valley Hospital and other medical clinics, various workplaces near the hospital, Fernie Academy, and Fernie's College of the Rockies. Other passengers include high school students travelling to Fernie Secondary School from Hosmer (if they have missed the regular school bus) and Hosmer, and people travelling to Sparwood Hospital or to Sparwood's main shopping zone from other areas of Sparwood, from nearby mobile home parks, or from Elkford.

The current schedule accommodates commuters from Elkford to Sparwood starting work at 8:00 a.m., and commuters from Elkford and Sparwood to Fernie who start work between 8:30-9:00 a.m. It does not

accommodate commuters from Elkford and Sparwood to Fernie starting work at 8:00 a.m., or Fernie commuters to Sparwood. It suits people ending work in Fernie at 5:00 p.m. and returning to Sparwood and Elkford, and people ending work in Sparwood at 4:00-4:25 p.m. returning to Fernie, and people ending work in Sparwood 5:30-6:00 p.m. returning to Elkford. 2006 census data from Statistics Canada shows that there are over two hundred people residing in either Elkford or Sparwood whose usual place of work is in Fernie.

In terms of service for students, students in the public school system generally do not require transportation between EVTS communities as Elkford, Sparwood and Fernie all have their own elementary and secondary schools. Exceptions would be any students in the Sparwood catchment area who reside north or south of Sparwood, and any in the Fernie catchment area residing north or south of Fernie attending elementary school, or those attending Fernie Secondary School who miss the regular school bus it provides. For school start times, the current schedule suits Fernie Secondary and Isabella Dicken Elementary students, as well as Sparwood Secondary School students to a lesser extent (the bus arrives there 30 minutes before school start time). Some students residing in Sparwood attend the private Fernie Academy. The bus misses Fernie Academy's start time by 10 minutes – more, if it is running late due to weather conditions. The schedule is generally not well-suited to school end times unless students have after-school activities. This is indicated by the two-week count results (see Appendices D-F): while the trip departing Elkford at 7:00 a.m. carried a daily average of 8.8 and 10.8 students during the September and November counts respectively, the trip departing Fernie between 5:10-5:30 p.m. carried a daily average of only 0.9 and 1.8 students.

For people needing to attend medical appointments, the schedule accommodates those travelling from Sparwood to the hospital or medical clinics in Fernie, although there is a 5-hour interval in Fernie between the morning and afternoon trips and a 3½-hour interval in Fernie between the afternoon and evening trips. For people travelling from Elkford to Fernie, there is an 8½-hour interval between morning and evening trips and a 3½-hour interval between afternoon and evening trips. Sparwood has a primary health care centre and provides the only dialysis service in the Elk Valley. The schedule from Fernie to Sparwood does not allow enough time between trips for four-hour dialysis treatment, and while the two-hour interval between the outbound and inbound afternoon trips may be suitable for other medical appointments, the 3¾-hour interval between the outbound and inbound morning trips is too long to be convenient. The afternoon schedule from Elkford to Sparwood allows enough time between trips for dialysis treatment but not the morning schedule. For other medical appointments, the 5-hour interval between afternoon trips is too long, but the 3-hour interval in the morning may be convenient if combined with other errands.

In terms of convenience for people needing to shop and run other errands, for Sparwood residents the intervals in Fernie between the morning and afternoon trips and the afternoon and evening trips are too long to be conducive to transit use. For Elkford residents, the intervals between outbound and inbound trips in Sparwood and Fernie are also impracticable.

The two-week count results indicate that Route 1 had the highest rideshare of the EVTS's two routes, whether using Route 2's total ridership or prorating it to average daily ridership based on Route 2's number of service days. However, for the two 2009 counts, the rideshare difference decreased significantly when using prorated ridership. During the 2011 count period, Route 1's ridership and passenger-per-revenue-hour ratio was the same as November 2009's and 50% higher than September 2009's. Due to the operating cost increase between 2009-10 and 2010-11, its average cost per ride was about 36% higher than November 2009's and about the same as September 2009's.

Separating stop usage during the 2011 stop activity count into boardings and alightings produces the following top stop usage:

Stop Location	Average Daily Boardings:	Stop Location	Average Daily Alightings:
Sparwood - Sparwood Heights Foods	7.0	Fernie - College of the Rockies	7.9
Sparwood - Health Care Centre	4.3	Fernie - Hospital	5.1
Fernie - Hospital	3.4	Sparwood - Greenwood Mall	3.4
Sparwood - Leisure Centre	2.7	Sparwood - Sparwood Heights Foods	2.5
Fernie - College of the Rockies	2.7	Sparwood - Health Care Centre	2.4
Sparwood - Greenwood Mall	2.6	Sparwood - Leisure Centre	1.4

Of the remaining eighteen stops, four had low activity and fourteen had minimal activity. The stops with minimal activity were at the Sparwood and area mobile home parks, three of the four Elkford stops, in Hosmer, and five stops within Fernie. The latter may be indicative of the lack of publicity in the Riders Guide of stop locations within Fernie other than timing points. Passengers from all mobile home parks in and near Sparwood and near Fernie, combined, averaged 4.4 boardings and 2.6 alightings per day, indicating that lower-income residents are a source of ridership in the EVTS.

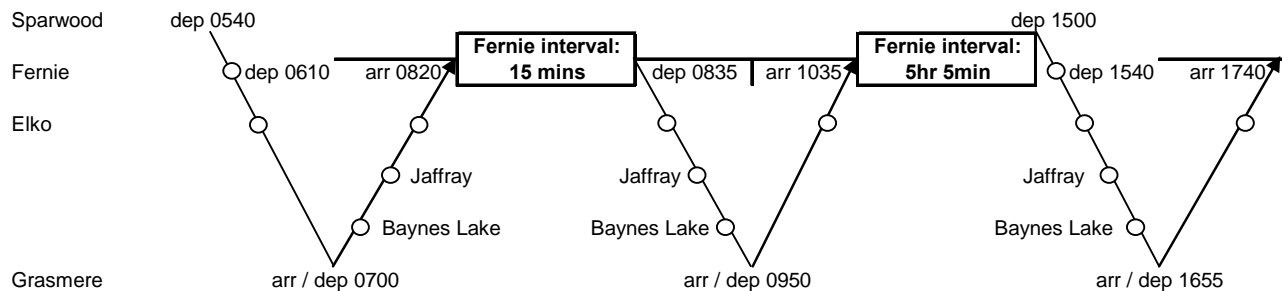
Route 1 meets up with the Health Connections vehicle at Elk Valley Hospital on its trip into Cranbrook, enabling passengers living in and around Sparwood to connect to this outbound Health Connections trip into Cranbrook. However, on the Health Connections' return trip, the vehicle arrives at Sparwood Health Centre 10 minutes after Route 1 departs from there, meaning that residents of other areas of Sparwood, including Sparwood Heights, and of the four mobile home parks north of Sparwood have no public transportation from Sparwood Health Centre back to their homes. The schedule refinements suggested in I-7. (Section 6.0) and II-1. and II-3. (Section 7.0) below take this into account.

According to the operator, there is one passenger using a walker who usually rides twice per week, and one passenger using a wheelchair who usually rides three times per week.

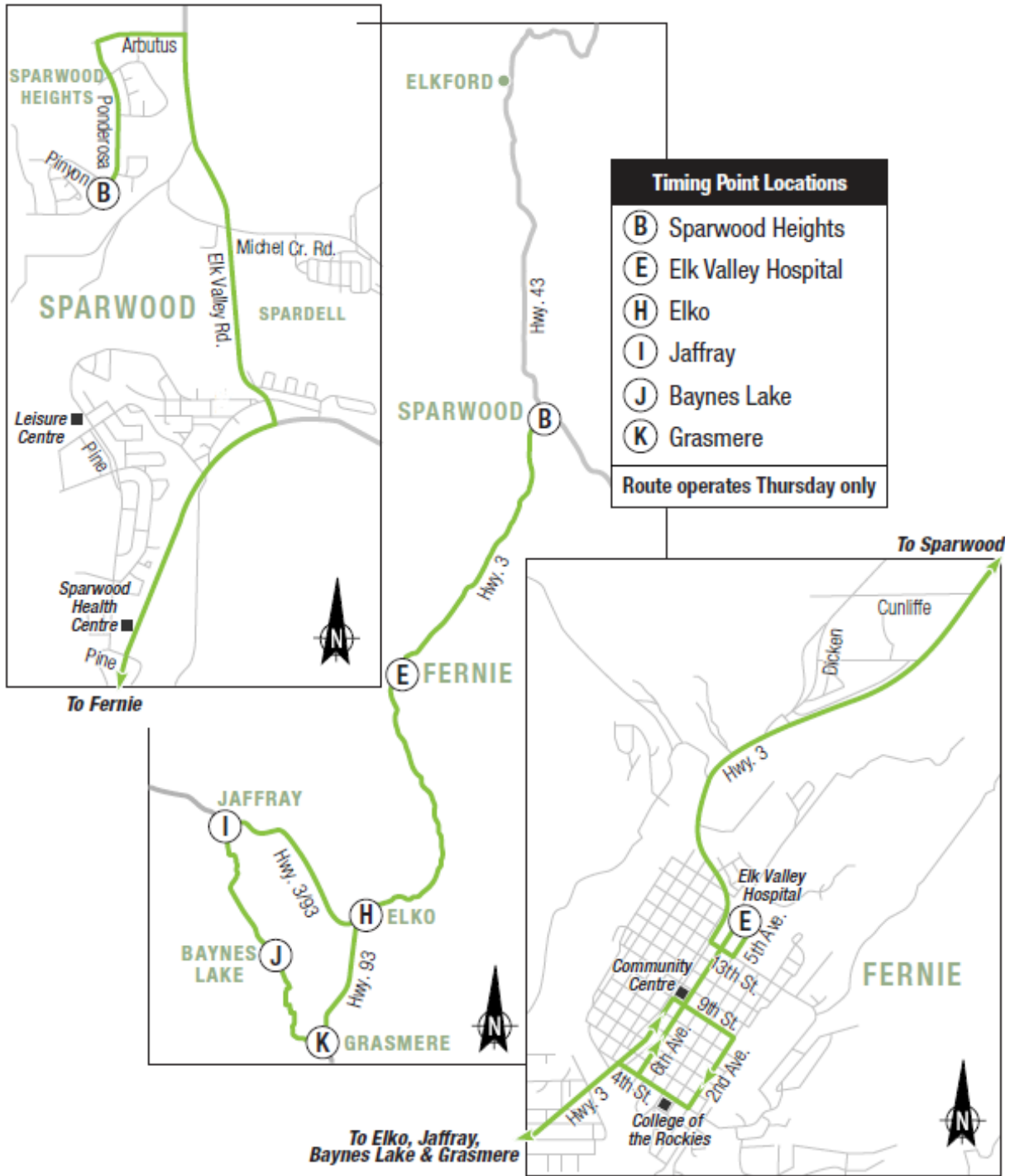
3.1.2 Route 2: Sparwood, Fernie, South Country

Route 2 is a loop service operating on Thursdays only. Its trips can be visualized as follows:

Route 2: Current Routing & Schedule



Route 2 provides three round trips to Grasmere via Elko, with stops in Jaffray and Baynes Lake on either the outbound or inbound trip depending on time of day. Trips run between 5:40-10:35 a.m. and 3:00-5:40 p.m. Its routing is shown below:



The biggest ridership source for Route 2 used to be students, who during the 2009 two-week counts averaged 17-20 rides, or 80% of ridership, per service day. As of July 2010, this ridership source has disappeared. According to the operator, this is due to a large number of students transferring from the private Fernie Academy, which has no school bus service, to Fernie Secondary School, which does provide bus service. The remaining passengers (an average of five per day counted during the January 2011 two-week count) are mainly College of the Rockies students, with one or two adults and seniors travelling to Fernie for shopping and other errands, according to the operator.

2006 census data from Statistics Canada shows that there are more than one hundred people residing in the RDEK's electoral area B, which includes Elko, Galloway, Jaffray, Baynes Lake and Grasmere, whose usual place of work is in Fernie. Route 2's morning trips accommodate workers who begin work in Fernie after 8:20 a.m., but the afternoon trip leaves Fernie too early to make commuting by transit from the South Country area feasible. The morning and afternoon trips accommodate school start and end times for all schools in Fernie, which explains the high student ridership shown during the 2009 two-week counts. The 7¼-hour interval in Fernie between the first morning outbound trip and the afternoon inbound trip, and the 5-hour interval there between the second morning outbound trip and the afternoon inbound trip, make it inconvenient for South Country residents attending medical appointments or going shopping to use.

A breakdown of Route 2 versus Route 1 ridership is shown in Appendix A, both as monthly rides totals and as average rides per service day. Route 2's ridership per service day in general lags far behind that of Route 1's, although it was almost as high as Route 1's during the period September-November 2009. The two-week count results show that Route 2's rideshare was the lowest of the two routes. However, during the 2009 counts, when ridership is prorated to the number of service days, its rideshare (46% and 43% in September and November 2009 respectively) is comparable to Route 1's. During the 2011 count period, Route 2's ridership and passenger-per-service-hour ratio averaged 77% lower than during 2009's counts, and the average cost per ride was 6-7 times higher than 2009's. This was due in part to the increase in operating costs between 2009-10 and 2010-11 but was attributable mainly to the dramatic decrease in ridership in the 2011 count relative to previous counts.

Route 2's most frequently used stops during the 2011 stop activity count were those at Fernie's College of the Rockies and in Elko. The stops at Fernie Hospital and Jaffray's I.D.E.A.L. Ranch and Shell gas station showed minimal activity. The majority of stops were not used at all, which is likely a reflection of the extremely low passenger numbers recorded on Route 2 during the count:

Stop Location	Average daily:		Combined
	Boardings	Alightings	Average:
Fernie - College of the Rockies	3.0	1.5	2.3
Elko - at/across from Kal Tire	1.0	2.0	1.5
Jaffray - I.D.E.A.L. Ranch	0.5	1.0	0.8
Fernie - Hospital	0.5	0.0	0.3
Jaffray - Shell Gas Station	0.0	0.5	0.3

Baynes Lake and Grasmere residents can connect with the Health Connections service by catching the early morning Route 2 trip into Fernie first, and on their return by picking up the afternoon Route 2 trip in either Elko or Jaffray.

According to the operator, there have never been any passengers using mobility aids on this route.

3.2 Present Service and Market Analysis: Conclusions

- Ridership on the EVTS is at most around 20-25% of capacity.
- If ridership can be increased within the existing level of service, productivity will increase, and the cost per ride will decrease.
- The transit system seems to be serving well two of the four key markets identified in the feasibility study (students and lower-income residents).
- Some of the working population is being served by the transit system, but ridership numbers among this passenger type are relatively very low, given the 2006 census number of adults residing in Elkford, Sparwood, and the South Country area whose usual place of work is in Fernie.
- As the system is carrying only around two seniors per day, it does not appear to be serving the seniors' market or meeting their needs. This can be explained by the long intervals between outbound and inbound trips in the different communities, and possibly as well by the lack of a local transit service within Fernie.
- The system is also not serving many passengers with disabilities.

3.3 Health Connections Service to Cranbrook

As it is funded entirely by the Interior Health Authority, the Health Connections service to Cranbrook is designed for people travelling there for non-emergency medical appointments. While people travelling for medical reasons are given priority, others wishing to use the service for shopping or other errands in Cranbrook can also book a seat, as long as there is space available. For the 2008-2009 and 2009-2010 fiscal years, 26% and 19% of passengers respectively were travelling for medical purposes.

4.0 VEHICLE REVIEW

The fleet consists of two Ford Polar minibuses seating twenty passengers and equipped with a wheelchair lift. One wheelchair occupies four seated spaces, so total passenger capacity varies depending on the number of wheelchairs carried. The vehicles are housed in Sparwood.

There are two in-service vehicles for the EVTS, the first of which is used on the Monday–Friday Route 1. The second vehicle is used to operate the Thursdays-only Route 2 as well as the Wednesday and Friday Health Connections service. The Health Connections service starts and ends in Elkford.

BC Transit's Fleet Department guidelines recommend that the annual vehicle mileage per licensed vehicle (for both in-service vehicles and spares) average a maximum of 70,000 kilometres. The EVTS fleet exceeds this guideline:

	Using:
	- 1 conventional-service vehicle (Route 1)
	- 1 conventional-service (Route 2) / Health Connections vehicle
	- EVTS + Health Connections kms
Average annual kilometres	99,000
Data source:	
- In-service vehicles:	
Data captured by GPS tracking unit placed on the vehicles for:	
(Route 1) July 15, 2011	
(Route 2) July 14, 2011	
- Health Connections vehicle:	
Average of July 27 & July 29, 2011 daily odometer readings reported by operator	

Solutions to this are presented in Section 6.0 (Phase I Proposal 8) and Section 7.0 (Phase II Proposal 2) below.

In the short term, the purchase of a spare vehicle is required in order to avoid service disruptions and ensure schedule reliability.

The current vehicle type is appropriate for the service in terms of capacity. However, in order to better serve the aging population, eventual replacement with similar-sized low-floor buses is recommended. BC Transit is undertaking an RFP process to acquire a new vehicle type suitable for replacing the current fleet of Polars. The current vehicle years and recommended replacement dates are:

	EVTS Rte 1 in-service vehicle	Health Connections / Rte 2 in-service vehicle
Year:	2005	2007
Replacement date:	2010	2012

It should be noted that due to the high vehicle mileages involved, these recommended replacement dates will need to be more closely adhered to than is sometimes the case in transit systems with lower-mileage fleets.

It needs to be emphasized that the current vehicles were purchased using PTA/PTIP funding and were thus obtained at no cost. When they are replaced or additional vehicles purchased, significant debt servicing will be incurred. This will result in a considerable financial burden to the RDEK.

5.0 RECOMMENDATIONS RECEIVED FOR IMPROVING THE EVTS

Recommendations for improving the EVTS were solicited from various sources, as outlined in Section 1.0. Appendix G details the public consultation methodologies used. It should be noted that there appeared to be little consensus among the different communities consulted by way of open houses on the changes desired for their transit system. Additionally, there was no strong consensus on desired changes across the different public consultation methodologies used. This presents a challenge to service change planning in terms of being able to respond effectively to public input and satisfy a majority of residents, in order to improve the amount of public support for, and thereby ensure the success of, their transit system, measured ultimately by ridership levels.

The requests from official stakeholders included the following:

- Improve public information about stop locations within Fernie: display all stop locations in the Riders Guide, not just the timing point locations displayed currently.
- Improve public information about rural flag stop service.
- Adjust the schedule to fit workers' start and end times, e.g. arriving in Fernie before 8:00 a.m.
- Adjust the schedule to suit Fernie Academy start and end times.
- Improve service for Elkford residents: the current schedule requires residents travelling to Fernie to leave Elkford at 7:00 a.m. and return to Elkford at 6:55 p.m. for a twelve-hour round trip. [It should be noted that Elkford residents have the option of a trip departing Elkford at 12:00 p.m. and returning on the 6:55 p.m. trip, allowing 3 hours 40 minutes in Fernie for a seven-hour round trip.]
- Add new stops [i.e. routing] to the industrial zone.
- Keep current routing direction on 4th Street in Fernie: the hill on this street renders it unsafe in snow conditions for bus travel in the opposite direction.
- Introduce local daytime service within Fernie, e.g. to help people travel between different medical appointments.
- Introduce service to Rocky Mountain Village seniors' home (Cokato area, just south of Fernie).
- Introduce service to Tom Uphill Memorial Home.
- Introduce service to Trinity Lodge seniors' home.
- Introduce evening and weekend service to Fernie Alpine Resort and weekend service to Elkford's Wapiti Ski Hill.
- Make Grasmere an on-request routing because ridership is minimal.
- Ensure Route 1's schedule meets the Health Connections schedule.
- Maintain service to South Country (as it contributes funding for the Elk Valley Transit System).
- Improve route and schedule adherence.

The most frequent responses from other public consultation sources that were different from official stakeholder responses were as follows:

- Provide more frequent service on the connector route (Route 1).
- Introduce evening and late-night service.
- Provide more service to South Country.
- Do not adjust the schedule to suit Fernie Academy start and end times.
- Introduce lower or free fares for seniors and the physically challenged.
- Introduce weekend service.
- Serve Calgary and Calgary Airport.

- Devolve the bus system, with separate buses operating around Elkford, Fernie, Sparwood, and South Country.
- Adjust the schedule to suit people commuting to Sparwood (and Elkford) from Fernie.
- Synchronize the bus schedule to meet mine shift start and end times.
- Have an earlier afternoon trip to Sparwood and Elkford from Fernie.
- Eliminate service to South Country.

The following service proposals take into account, where and as practicable, the above responses from official stakeholders, the residential surveys, passenger surveys, and public open houses. Again, the lack of strong consensus means that predictions on their level of success are relatively difficult to determine.

It should be noted that Phase II service proposals are based on the assumption that all proposed service enhancements in Phase I have been implemented. Likewise, Phase III service proposals are based on the assumption that all proposed service enhancements in Phases I and II have been implemented. As such, actual scheduling for Phase II and Phase III proposals will depend on factors determined during implementation of the previous phase(s), including the number of vehicles available and their storage locations, vehicle allocations, and the number of available drivers. The practical implementation details of Phase II and Phase III proposals may therefore differ from how these proposals are described here.

In order to give estimated ridership, revenue, and costing projections, various assumptions have been made, which are listed below each projection summary. Being based on assumptions, these projections are “best-guess” scenarios only and actual ridership, revenue, and costs will vary.

With the exception of Phase I Proposal 6, proposed by the District of Sparwood, scheduling examples are based on current, scheduled trip times for routings that exist presently, and on Google Maps™ calculations for new routings. Actual trip times would need to be verified by BC Transit’s Scheduling department during on-site runtime checks and would affect total revenue hours, additional revenue cost and additional net municipal share.

“Additional ridership” shown in the projection summaries is projected ridership over and above current ridership, and is defined as additional rides per day: for example, one round-trip passenger per day equals two rides per day. Estimates for additional ridership are conservative and are based on current usage of the EVTS. Actual additional ridership may prove higher in the long term as the various service enhancement proposals are implemented and, with effective public information, attract new transit users.

All costing projections are estimates based on the 2011-2012 costs of running the existing service.

The extent to which an individual proposal is recommended is based on its estimated viability level, assessed based on projected revenue hours, cost, ridership, revenue, and improvement in overall system functionality.

6.0 SERVICE ENHANCEMENT PROPOSALS – PHASE I

6.1 Service Enhancement Proposals - Phase I

Phase I service recommendations refer to short-range enhancements regarded both as the highest priority and/or achievable over the short term. As such, the following suggestions take into account the most frequent responses detailed in Section 5.0 above that could be accommodated within a relatively short time frame, depending on funding availability. The focus is on improving system efficiency, public information, routing efficiency, schedule attractiveness, and service reliability. All proposals from I-2 onwards are based on the assumption that the vehicle storage location is Elkford. Timings shown are approximate.

I-1. Vehicle Storage Relocation to Elkford

The Thursdays-only Route 2 begins revenue service in Sparwood and ends it in Fernie. However, both the daily Route 1 service and the Health Connections service (Wednesdays & Fridays) begin and end revenue service in Elkford. As the current vehicle storage location is in Sparwood, this results in annual deadheading of approximately 500 hours (30,000 kilometres) between Sparwood and Elkford. Options for the EVTS's vehicles to be relocated to Elkford could improve overall system efficiency. The deadhead increase on the Thursday South Country route would produce a net reduction of 400 hours (25,000 kilometres), resulting in an annual deadhead of approximately 60 hours (5,000 kilometres). There are currently 260 hours of deadhead in the EVTS's AOA's, meaning that 200 deadhead hours and their associated payroll hour costs could be eliminated. The fuel costs associated with the actual reduction by 400 deadhead hours would also be eliminated. These annual savings are estimated at \$12,000, which represents 4.5% of the EVTS's 2011-2012 total budgeted direct operating costs. There would be additional savings from reduced vehicle maintenance costs.

Another reason for relocating the vehicles to Elkford concerns vehicle mileage. In order to fall below the maximum recommended annual vehicle mileage of BC Transit's Fleet Department (see Section 4.0, Vehicle Review), the EVTS's vehicles will need to be relocated to Elkford and a spare vehicle purchased for the system. As vehicle relocation is far less costly and more feasible than purchasing an additional vehicle, this proposal is included at the beginning of this phase, while the purchase of a spare vehicle is included towards the end of this phase.

Vehicle relocation to Elkford would also greatly reduce the vehicle's GHG emissions and result in an annual reduction of approximately 20 tonnes of CO₂.

A location with a locked compound is the preferred option for vehicle storage, although other options can be considered for small rural systems like the EVTS. A maintenance facility in Elkford, while desirable, is not required as the vehicle could be serviced elsewhere.

The feasibility of this service enhancement must be reviewed with the successful proponent for operating the Elk Valley Transit System. Many other considerations impact the ability to make such a move.

Summary Information for	Vehicle Storage Relocation to Elkford
<i>Annual Impact:</i>	
Savings in Deadhead Hours:	200
Savings in Operating Cost:	\$12,000 (does not include additional savings in vehicle maintenance costs)
Savings in Municipal Share:	\$5,640

Assumptions:

- savings in operating cost based on:
 - Eliminating 30,200 out of 202,300 total annual system kms
 - fuel cost of \$1.10/L
 - ability for operator to start service from Elkford

Deadhead hour savings include Route 2's additional hours from vehicle deadheading Elkford <--> Fernie.
Vehicle kilometres calculated using Google Maps™.

I-2. Improved Stop Signage and Public Information

A common concern reported by official stakeholders and heard at the public open houses was that residents are unsure where bus stops are located, and unaware of the EVTS's flag-stop policy along rural highways. Improved stop signage, public information about the system and stop locations, and access to and understandability of Riders' Guides was also the most frequent self-generated system improvement request (26 respondents, or 18%) among residential survey respondents. Only 32% of respondents, when questioned, stated that they were aware of the rural highway flag-stop policy.

Subsequent inspection of Elk Valley’s bus stops noted that all of the EVTS’s bus stops are marked with on-street signage, with the exception of one stop in Sparwood. However, this signage follows the previous design, with signs that are small and non-reflective, and perhaps not readily identifiable as bus stops without some public education. In addition, there are no schedules or route maps at the stops. It is recommended that BC Transit issue new bus stop signs to the Regional District of East Kootenay for replacement of existing signage. While not currently a standard practice in BC Transit’s rural communities, having on-street schedules and maps at bus stops, equivalent to BC Transit’s Transit Information Post program in major urban centres, is the long-range goal.

Ensuring that Riders’ Guides are available at key community locations, such as healthcare facilities, community and leisure centres, seniors’ centres, post offices, and chambers of commerce, may help in advertising the transit system better. A bigger and more detailed Route 1 schedule has already been produced unofficially for current passengers by the operating company. Creating a similar schedule format for Route 2, adding rural flag-stop policy information from the existing Riders’ Guide, and posting these enhanced schedules in key community locations may do more to increase public awareness of the EVTS, including bus times and stop locations, and attract new ridership. Publishing these schedules periodically in the local press may also help to promote the system and increase ridership. BC Transit’s 2011-2012 and 2012-2013 marketing budgets for the EVTS will be approximately \$2,000, so any additional marketing materials will be limited to available funds once the standard materials (Riders’ Guides, bus stop signs, and fare products) have been produced. A half-page newspaper advertisement would cost approximately \$500 and can be looked into at that time.

A related concern raised previously by official stakeholders was that the Fernie map in older Riders’ Guide editions indicated timing point locations only, rather than all stop locations, as is the case in Sparwood and Elkford. This issue has since been resolved.

One other concern mentioned in the District of Sparwood’s *Active Transportation Plan* and in their related presentation at the 2010 BC Recreation and Parks Association Symposium is the lack of bus shelters in Sparwood. While not mentioned as an issue by any on-board or residential survey respondents, due to harsh weather conditions in the winter months especially shelters would be of benefit to passengers and may help to maintain ridership, if not actually increase it slightly. Shelters may be installed by individual municipalities, for which funding may be available through local community sponsorship. Alternatively, municipalities are able to apply to BC Transit’s new bus shelter program, implemented in April 2011, through which provincial funding may be available for cost sharing.

This service enhancement proposal is recommended. The estimated costing is as follows:

Summary Information for	Improved Stop Signage
Total Cost:	\$1,500
Municipal Share:	\$620

<i>Assumptions:</i>	
- Cost of bus stop signs:	\$40 per stop
- Cost of labour for replacing old signs:	\$20 per stop*
- Cost of bus stop poles and labour for installing signs at currently unmarked stops:	
- Municipal areas:	\$200 per stop*
- Unincorporated areas:	\$800 per stop*
	* Costs as per Shannon Moskal, RDEK

I-3. Introduction of Summer/Fall (May-Oct) and Winter/Spring (Nov-Apr) Schedules

The EVTS has a year-round schedule, with recovery time built in to account for snow conditions during the winter months. When roads are clear, the vehicle spends up to one hour each day waiting at timing points in order to not get ahead of schedule. Creating separate schedules for the November–April and May–October periods would eliminate these nonproductive service hours from the late spring, summer, and early fall months and produce a significant annual cost savings, as estimated below.

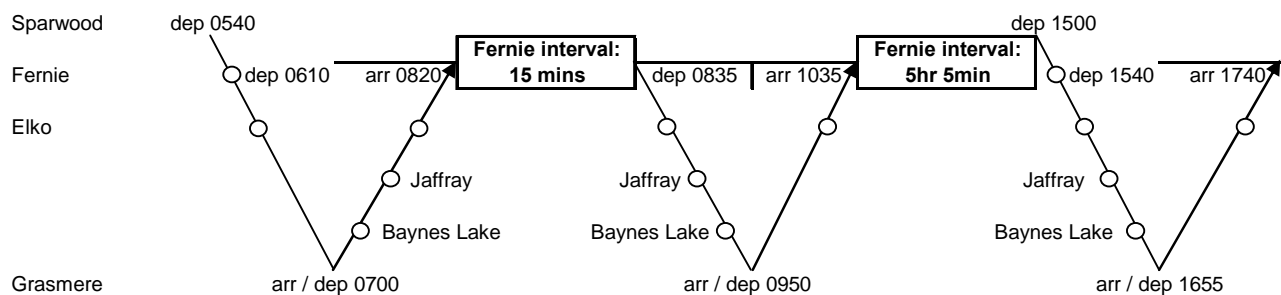
This service proposal is recommended.

Summary Information for	Introduction of May-Oct & Nov-Apr Schedules	
<i>Annual Impact:</i>		
Additional Revenue Hours:	-250	
Additional Operating Cost:	-\$24,800	
Municipal Share:	-\$12,200	

Assumptions:
 - Reduction by 1 service hour per day in May-Oct period

I-4. Routing/Scheduling Change for Route 2 – Step One: Elimination of Baynes Lake/Grasmere Detour

Route 2: Current Routing & Schedule



The results of the 2011 stop activity count show that on the two Route 2 service days during the count, there were no passenger boardings or alightings in either Baynes Lake or Grasmere. From anecdotal data received from the operating company, it appears that while there are two or three fairly regular riders between Grasmere and Fernie, historically there have never been any boardings or alightings in Baynes Lake. During the September 2009 site visit, low ridership on Route 2 in general was mentioned by the RDEK, and lack of ridership from and to Grasmere in particular was mentioned by the former operator, who suggested making this route segment an on-request service.

The Route 2 detour to Baynes Lake and Grasmere between Elko and Jaffray comprises approximately 60 minutes per trip. Converting the Baynes Lake-Grasmere route segment into on-request service would create a highly unreliable schedule, as times at stop locations later in the route could vary by one hour, and as such is not practicable.

Due to their locations, discontinuing service to Baynes Lake significantly impacts the validity of continuing service to Grasmere. The approximately three hours per day constituting the service to Baynes Lake and Grasmere could be used more profitably by putting them towards serving areas that have a proven demand for transit. It is suggested that for reasons of improved route rationalization and efficiency, Baynes Lake, Grasmere and the Tobacco Plains Indian Reserve officially opt out of the Elk Valley Transit System and service to this area be eliminated.

This service enhancement proposal is recommended. The estimated costing is as follows:

Summary Information for	Route 2 - Baynes Lake/Grasmere Detour Elimination	
<i>Annual Impact:</i>		
Additional Revenue Hours:	-310	Additional Revenue: -\$400
Additional Vehicles Required:	0	Additional Operating Cost: -\$26,600
Additional Ridership:	-150	Additional Net Municipal Share: -\$12,100

Assumptions:

- loss of an average of 1.5 passengers (= 3 rides) per service day

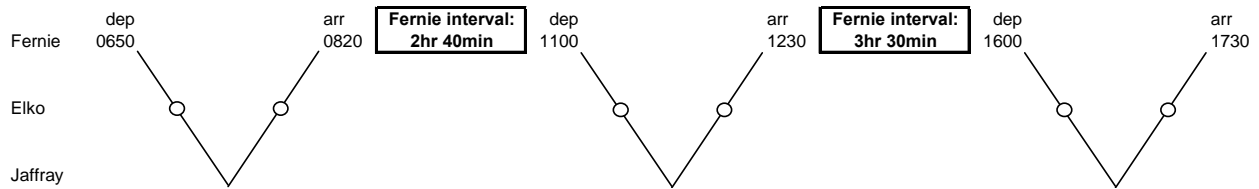
I-5. Routing/Scheduling Change for Route 2 – Step Two: Schedule Adjustment

While Route 2’s schedule currently meets school bell times at Fernie Secondary and Fernie Academy, the afternoon inbound trip returning to South Country departs too early to be convenient for commuters. Additionally, the uneven distribution of trips during the service day results in long intervals in Fernie between trips, which makes it inconvenient for people attending medical appointments or running errands. The schedule could be revised to make the day’s final trip slightly later, in order to better accommodate returning commuters and yet maintain a link to school end times. The second trip could be shifted to start a few hours later, to create an interval between the first and last trips that is sufficient for appointments and shopping and yet short enough to make transit a more attractive transportation option.

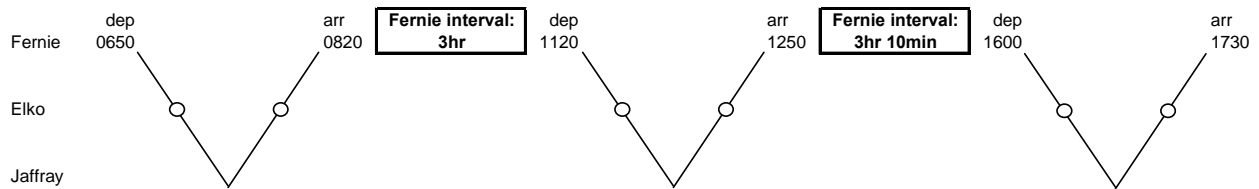
There were no passengers on the 5:40 a.m. trip from Sparwood to Fernie/South Country during the stop activity count, and according to the operator there have never been any. As there is also unlikely to be any future passenger demand for transportation on this trip segment, it is recommended that the vehicle deadhead during the first outbound morning trip between Elkford and Fernie to reduce costs. The deadhead segment between Fernie to Elkford on the last evening trip inbound should continue to be implemented as deadhead service, as there has been no passenger demand for this trip segment.

A visual representation of two sample schedule outlines is shown below. Both sample schedules maintain the current transferability between Route 2 and the Health Connections service.

Route 2: Proposed Routing & Schedule Option 1



Route 2: Proposed Routing & Schedule Option 2



This service enhancement proposal is recommended. Its estimated costing is shown below:

Summary Information for		Route 2 - Schedule Adjustment	
<i>Annual Impact:</i>			
Additional Revenue Hours:	0	Additional Revenue:	\$800
Additional Vehicles Required:	0	Additional Operating Cost:	\$0
Additional Ridership:	300	Additional Net Municipal Share:	\$0

Assumptions:

- revenue hour and operating cost savings are additional to those shown in I-4.
- revenue hour and operating cost savings based on:
 - vehicle located in Elkford (see I-1.)
 - Grasmere route segment eliminated
 - Thursday service only
- additional ridership based on 3 round-trip passengers (= 6 rides) per service day
- additional revenue based on a 1-way cash fare of \$2.50 per ride

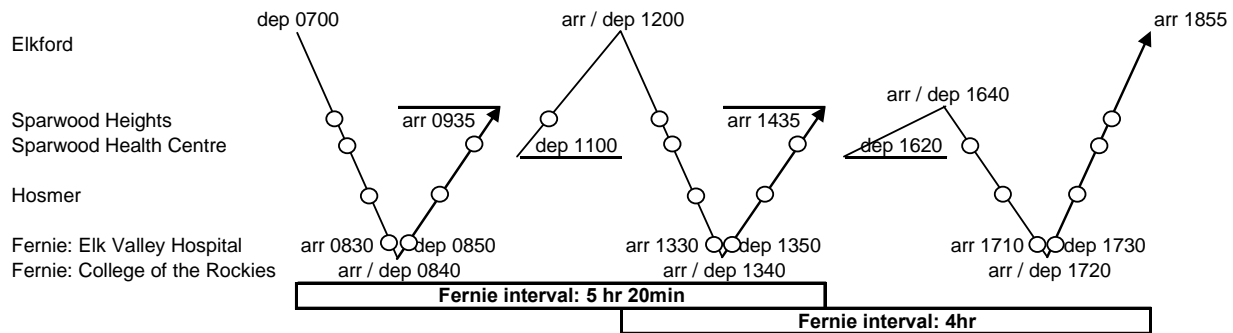
It should be noted that Route 2's average monthly ridership since July 2010 is 45% lower than that recorded up until September 2009, when the RDEK commented on its low ridership. Route 2's average cost per ride during the 2010 stop activity count was \$113, or forty-five times the actual fare paid (see Appendix D). If ridership levels on Route 2 do not improve within the first year after implementation of these schedule changes, and depending on future discussions with the RDEK, Area B may wish to consider opting out of the EVTS.

I-6. Routing/Scheduling Options for Route 1 – Option One: Local Service with Reduced Connector Service

More than twenty different service improvements have been requested for Route 1, the connector route. While these requests compete with each other for hours and funding, and some are in direct conflict with each other, proposals I-6. here and I-7. below suggest different options for responding to those requests that can be satisfied in the short-term.

Route 1's current routing and schedule are shown again below:

Route 1: Current Routing & Schedule

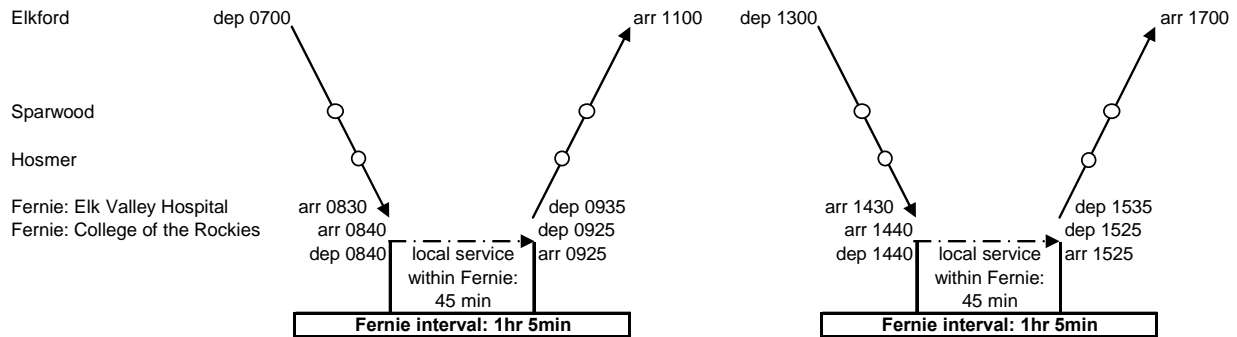


A new sample schedule option has been proposed by the District of Sparwood. It combines routes 1 and 2 and has several advantages over the current schedule. These include:

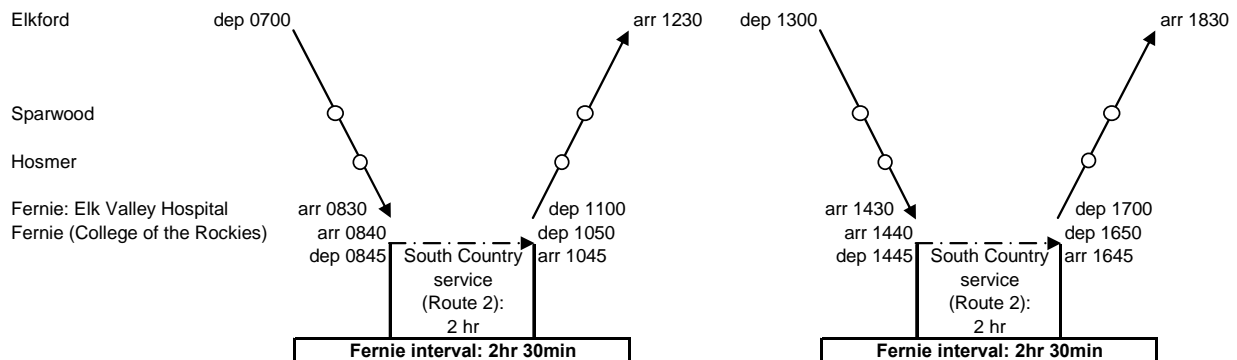
- a service hour reduction of around 460 hours per year with a corresponding cost reduction
- direct connector service between Fernie and Elkford on all trips
- introduction of local service within Fernie
- an interval in Fernie, in the form of local (Monday, Tuesday, Wednesday and Friday) or South Country (Thursday) service, between outbound and inbound trips, enabling passengers travelling there for medical appointments or errands to return on the inbound segment of the same round trip
- simplification and improved understandability of the schedule display in the Riders' Guide

Adapting schedule times to current runtimes, this sample proposal can be visualized as follows:

Route 1: Proposed Schedule Option 1 - Mon, Tue, Wed & Fri



Route 1: Proposed Schedule Option 1 - Thu



However, based on current ridership patterns and statistics, and feedback from residential and on-board surveys and public open houses, there appear to be several serious disadvantages to this sample option, despite the service hour and cost savings that would result:

- There were more self-generated residential survey respondent requests for increased frequency (12 requests) than for local service within Fernie (8 requests). There were no on-board survey respondent requests or public open house requests for local service, but there were for increased frequency (at the open house in Fernie, and 4 requests in the on-board survey).
- These requests for increased service frequency were for increased frequency specifically between Sparwood and Fernie. This option would decrease service frequency between these two points, from three daily round trips to two, whereas trips between these two communities currently provide the largest source of ridership (around 80% of ridership, according to the 2011 stop activity count).
- It would reduce the amount of service through Sparwood from eight trips to four. From the 2011 stop activity count, it can be estimated that up to six rides per day comprise journeys within Sparwood. Operating company staff have confirmed that travel within Sparwood is a significant trip generator.
- Only two, or 1.4% of, residential survey respondents requesting system improvements requested more trips to or from Elkford. Both respondents requested it for occasional use only (once every few weeks or months).
- On Mondays, Tuesdays, Wednesdays and Fridays, this example provides only 45 minutes of local service on each trip, for a total interval time in Fernie of one hour five minutes per trip. This is likely to be too short of a time interval both for connector passengers travelling to Fernie, and for local passengers, to complete medical appointments and/or errands.
- Passengers unable to complete medical appointments and/or errands in Fernie before the bus finishes local service on Mondays, Tuesdays, Wednesdays and Fridays would face, in this example, a 7-hour wait for the next trip back to Sparwood and Elkford.
- The last connector trip on Mondays, Tuesdays, Wednesdays and Fridays would depart Fernie too early for commuters. The last connector trip on Thursdays would depart too late for students.

- Potential ridership gains from introducing local service are unlikely to equal actual ridership losses from the service reductions between Sparwood and Fernie and locally around Sparwood.
- Thursday's schedule would differ from the schedule during the rest of the week. Riders would need to remember that on Thursdays there is no local service and that inbound trip times are much later. Having different schedules on different days is known to be potentially problematic for existing users and a deterrent to new riders.
- Thursday trip times on the South Country service would no longer suit work or school schedules.

Various options using this base pattern have been investigated to see whether, for example, a schedule adjustment could mitigate these disadvantages, but none has proven practicable. This option is therefore not recommended. However, its estimated costing would be as follows:

Summary Information for		Route 1 - Local Service with Reduced Connector Service	
<i>Annual Impact:</i>			
Additional Revenue Hours:	-420	Additional Revenue:	-\$5,300
Additional Vehicles Required:	0	Additional Operating Cost:	-\$36,100
Additional Ridership:	-3200	Additional Net Municipal Share:	-\$11,700

Assumptions:

- revenue hour and operating cost savings based on:
 - vehicle located in Elkford (see I-1.)
 - 2 connector round trips per service day, including
 - 2x45 mins of local service on Mon, Tue, Wed & Fri
 - 2x2 hours of South Country service on Thu
 - weekday service only
- ridership loss based on additional:
 - 6 inbound rides/day by Fernie Academy students (Mon/Tue/Wed/Fri)
 - 2 one-way local service passengers (Thurs)
- subtracting**
 - rides lost from
 - 6 round-trip commuters
 - 4 one-way trips around Sparwood
 - 2 one-way trips between Sparwood and Fernie
 - 2 one-way trips between South Country and Fernie
- revenue loss based above projected ridership losses

I-7. Routing/Scheduling Options for Route 1 – Option Two: Schedule Adjustment (alternative to I-6. above)

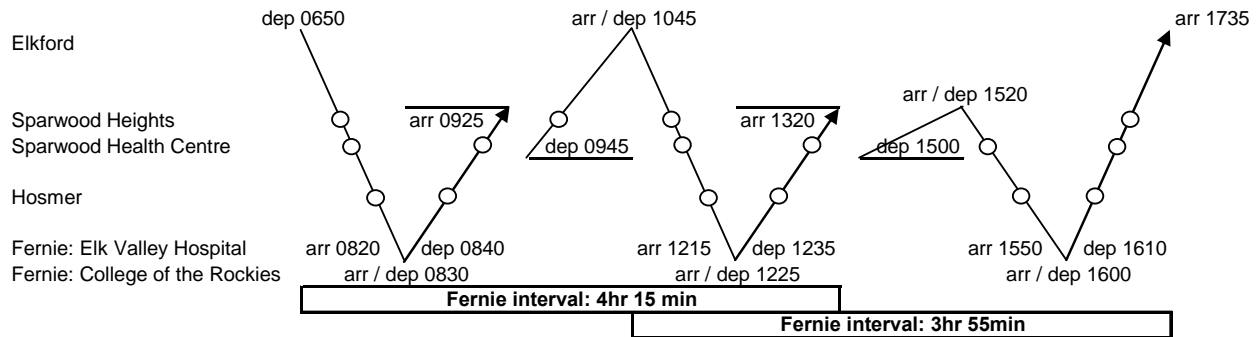
The ideal schedule for Route 1 would maintain the three daily round trips between Sparwood and Fernie and the eight local trips through Sparwood, and increase frequency between Sparwood and Fernie. It would also perhaps provide local service within Fernie and possibly increased frequency between Elkford and Fernie. This would require a significant increase in revenue hours and a second in-service vehicle for Route 1.

An interim solution, until funding for increased revenue hours may be available, would be to adjust the current schedule so that trips are better timed for work and school start and end times and the interval in Fernie between trips is made a more reasonable length. This would provide the potential to capture the maximum ridership possible using the current revenue hours.

When asked in the Elk Valley residential survey (see Appendices G and H) to state a time preference for transit to arrive in Fernie in the mornings and depart Fernie in the afternoons, the most frequent responses were an 8:30 a.m. arrival and a 4:00 p.m. departure (35% and 32% respectively of people stating a time preference). Indications are that these are the times that would best suit not just students but workers and other transit users as well: when compared with respondents' household member ages, where given, this time preference applied across all age demographics, i.e. there was no correlation solely to households with members of high-school age.

This option can be visualized as follows:

Route 1: Proposed Schedule Option 2



Assumptions

Vehicle in continuous operation
 1st driver shift: 0650-1045
 2nd driver shift: 1045-1735
 (Shifts are required to start and end at the same location.)

This proposal is recommended as a short-term service improvement. Its estimated costing is shown below:

Summary Information for	Route 1 - Schedule Adjustment		
<i>Annual Impact:</i>			
Additional Revenue Hours:	0	Additional Revenue:	\$800
Additional Vehicles Required:	0	Additional Operating Cost:	\$0
Additional Ridership:	1600	Additional Net Municipal Share:	-\$800

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - current trip pattern and number of trips
 - weekday service only
- additional ridership based on additional:
 - 8 rides/day from current 1-way passengers on first a.m. trip becoming round-trip passengers (now returning on more conveniently-timed afternoon trip)
 - average of 0.5 rides/day due to shorter wait time in Fernie between trips
- additional revenue based on:
 - 8 rides/day currently pay 1-way cash fare of \$2
 - These will switch to round-trip riders purchasing \$42 monthly pass
 - 5 student rides/day paying cash 170 days/year switching to purchasing passes 10 months/year
 - 3 worker rides/day paying cash 230 days/year switching to purchasing passes 12 months/year
 - Current 1-way cash revenue deducted from future monthly pass revenue
 - 0.5 "new" rides/day paying 1-way cash fare of \$2

I-8. Spare Vehicle Purchase for Schedule Reliability

The EVTS service is currently operating without a spare vehicle. This means that in case of vehicle breakdown, there is no backup vehicle available to prevent disruption of service. In order to improve schedule reliability, a key factor in both maintaining current and attracting new ridership, a spare vehicle will need to be purchased. Acquisition of a spare vehicle is strongly recommended before commencing any increases in service in the proposals following.

An incidental effect of implementing this proposal would be the reduction of the EVTS's average annual vehicle mileage to within BC Transit Fleet Department guidelines, as mentioned in Section 4.0 and Proposal I-1. above.

This service proposal is recommended, albeit with the understanding that it represents a significant financial investment. The estimated costs for this purchase are shown below:

Summary Information for	Spare Vehicle Purchase
<i>Annual Impact:</i>	
Additional Vehicle Cost:	\$38,000
Additional Net Municipal Share:	\$17,900

Assumptions:

- new-style low-floor vehicle
- using 2010-11 costs. Actual costs will be higher depending on year of purchase.
- annual additional vehicle cost and additional net municipal share based on projected total vehicle cost divided by projected 10-year vehicle lifespan.

6.2 Conclusions

The proposals described above are those most required in order to improve the efficiency and functionality of the EVTS. Overall, they offer the best opportunity to increase ridership with minimal expenditure – implemented in total, they would in fact provide a significant cost savings. Proposals I-6. and I-7. are alternatives to each other, although I-6. is not recommended. If Proposal I-6. is selected, the total annual cost savings for Phase I are estimated at \$60,000, with a net annual municipal share savings of \$23,000, a net annual ridership decrease of 3,000 rides and a net revenue decrease of \$5,000. If Proposal I-7. is selected instead of I-6., the total annual cost savings for Phase I are estimated at \$24,000, with a net annual municipal share savings of \$11,000, a net annual ridership increase of 1,800 rides and a net revenue increase of \$1,200.

7.0 SERVICE ENHANCEMENT PROPOSALS – PHASE II

7.1 Service Enhancement Proposals - Phase II

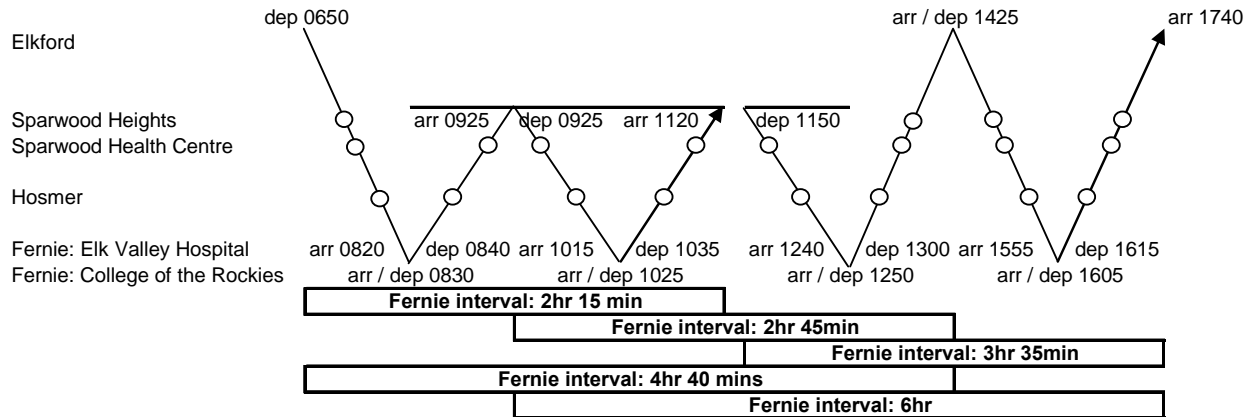
Phase II service enhancements refer to possible options that could be planned and implemented in the medium term, depending upon funding resources and demand for expanded services, once Phase I enhancements have been successfully implemented and productivity has increased to viable levels. These medium-range plans feature a further two different options for improving Route 1 service as well as acquisition of a third in-service vehicle, required for the implementation of one of these two options. Of ten different options investigated, those presented here are considered optimal, as judged against the various transit needs and desires of the communities served by this route, efficient use of vehicles, employment standards requirement, and cost. All the following proposals are based on the assumption that the vehicle storage location is Elkford. Timings shown are approximate.

II-1. Routing/Scheduling Changes for Route 1 – Option Three: Increased Service between Fernie and Sparwood (alternative to I-6. & I-7.above)

An alternative to proposals I-6. and I-7. above is the routing option shown visually below. This option would increase the number of daily round trips between Fernie and Sparwood to four and satisfy residential survey and public open house requests for increased frequency while maintaining the current

number of local trips through Sparwood. It would also significantly reduce interval times in Fernie, making the schedule more convenient for seniors and shoppers. In order to limit additional costs, this option would not provide for local service or increased frequency to/from Elkford. It would entail increasing the Fernie interval time for Elkford residents travelling to Fernie for appointments or shopping from 7 hours to 7½ hours but would maintain trip times for Elkford commuters, providing for an earlier return trip from Fernie than currently as in Option Two (I-7.) above.

Route 1: Proposed Schedule Option 3



Assumptions

1st driver shift: 0650-1425 (break between 1120-1150)
 2nd driver shift: 1425-1740
 (Shifts are required to start and end at the same location.)

This service proposal is recommended as a more cost-effective alternative to Proposal //3. following.

Summary Information for		Route 1 - Increased Service between Fernie and Sparwood	
<i>Annual Impact:</i>			
Additional Revenue Hours:	400	Additional Revenue:	\$4,600
Additional Vehicles Required:	0	Additional Operating Cost:	\$34,400
Additional Ridership:	3500	Additional Net Municipal Share:	\$11,600

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - additional daily trip between Fernie <-> Sparwood
 - weekday service only
- additional ridership based on additional:
 - 8 rides/day from current 1-way passengers on first a.m. trip becoming round-trip passengers (now returning on more conveniently-timed afternoon trip)
 - 10 rides/day from increased frequency Fernie <-> Sparwood and reduced interval time in Fernie
 - includes projected loss of 2 rides/day due to changes in trips to/from Elkford
- additional revenue based on:
 - 8 rides/day currently pay 1-way cash fare of \$2
 - These will switch to round-trip riders purchasing \$42 monthly pass
 - 5 student rides/day paying cash 170 days/year switching to purchasing passes 10 months/year
 - 3 worker rides/day paying cash 230 days/year switching to purchasing passes 12 months/year
 - Current 1-way cash revenue deducted from future monthly pass revenue
 - 10 "new" rides/day paying 1-way cash fare of \$2
 - includes projected loss of two 1-way cash fares/day to/from Elkford

II-2. Third In-Service Vehicle Purchase

While a considerable cost, as shown below, a third in-service vehicle is a prerequisite for the introduction of local service while maintaining current Route 1 service levels (Phase II Proposal 3 below). Further storage capacity in Elkford for this third vehicle would need to be located. This proposal should be reviewed once Phase I proposals have been implemented and annual productivity statistics are available for their performance monitoring. It would need to be reconsidered should productivity remain low after Phase I implementation.

An incidental effect of implementing this proposal would be the reduction of the EVTS's average annual vehicle mileage to within BC Transit Fleet Department guidelines, as mentioned in Section 4.0 and proposals I-1. and I-8. above.

An estimated costing is provided below:

Summary Information for	3rd In-Service Vehicle Purchase
<i>Annual Impact:</i>	
Additional Vehicle Cost:	\$38,000
Additional Net Municipal Share:	\$17,900

Assumptions:

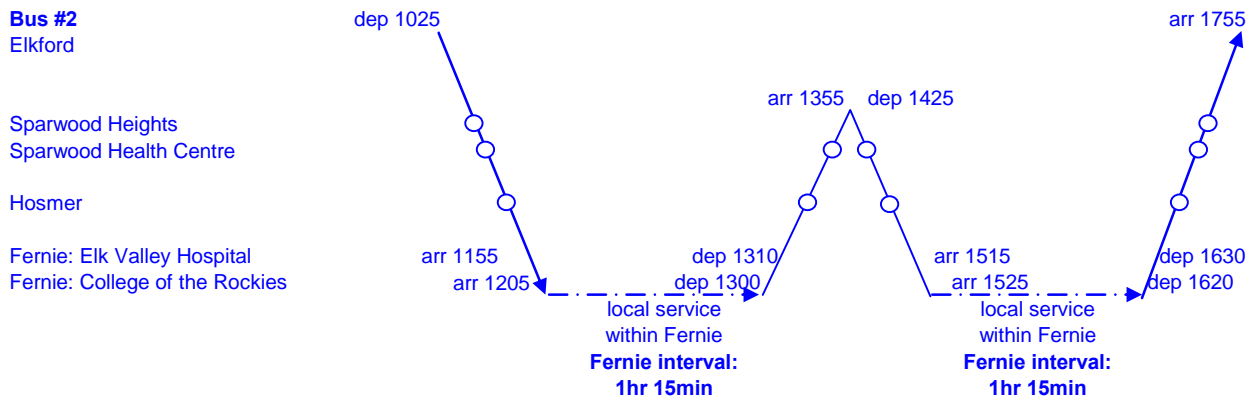
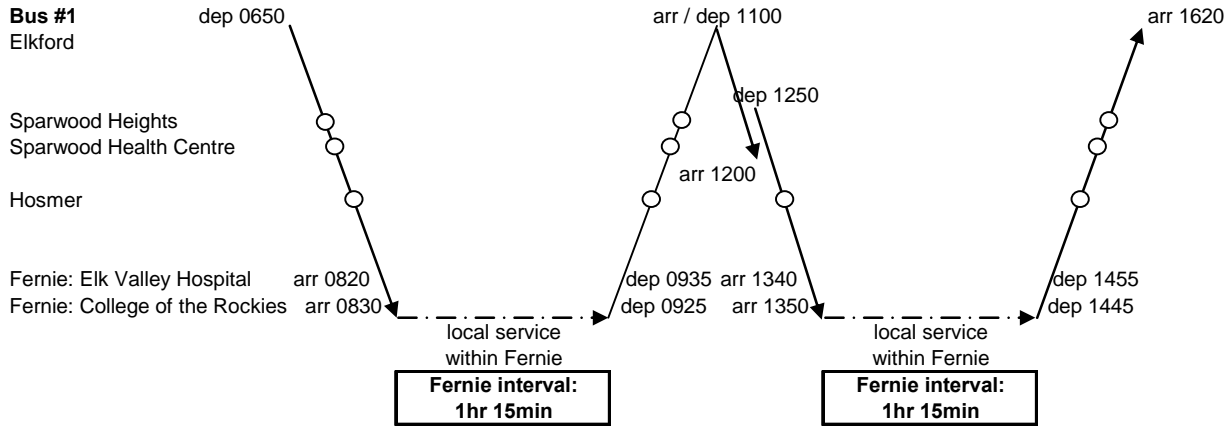
- new-style low-floor vehicle
- using 2010-11 costs. Actual costs will be higher depending on year of purchase.
- additional driver available
- annual additional vehicle cost and additional net municipal share based on projected total vehicle cost divided by projected 10-year vehicle lifespan.

II-3. Scheduling Changes for Route 1 – Option Four: Introduction of Fernie Local Service with Elkford Service Improvement (alternative to I-6., I-7, and II-1. above) (dependent on II-2. above)

With a third in-service vehicle, Fernie local service could be introduced, covering a wider area than is provided for by the existing schedule, without diminishing current Route 1 service levels. This would address residential survey respondent requests for increased service within Fernie, service to the Cokato area in general and to Rocky Mountain Village seniors' home in particular, and service to Tom Uphill Manor senior's home (requests for these services total 22, or 15% of survey respondents requesting system improvements). Actual routings will depend ultimately on on-street parking, road width, accessibility, and gradient, and possible vehicle turnaround locations but it is likely that most, if not all, of these requests could be satisfied in an efficient and cost-effective manner. This proposal would also provide the same number of direct trips between Elkford and Fernie as proposals I-6. and II-1. above, and one more than the current service and Proposal I-7. provide.

This proposal is illustrated below, with sample timings shown:

Route 1: Proposed Schedule Option 4



Assumptions

1st driver shift: 0650-1620 (break between 1200-1230)
2nd driver shift: 0955-1755 (break between 1340-1410)

This proposal is recommended should sufficient funding become available. Its estimated costing is shown below.

Summary Information for		Route 1 - Fernie Local Service with Improved Elkford Service	
<i>Annual Impact:</i>			
Additional Revenue Hours:	1740	Additional Revenue:	\$10,100
Additional Vehicles Required:	1 ^{11-2. above}	Additional Operating Cost:	\$149,500
Additional Ridership:	6800	Additional Net Municipal Share:	\$60,200

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - introduction of local service
 - weekday service only
- additional ridership based on additional:
 - 8 rides/day from current 1-way passengers on first a.m. trip becoming round-trip passengers (now returning on more conveniently-timed afternoon trip)
 - 15 rides/day from increased frequency Fernie <-> Sparwood, increased frequency through Sparwood by 1 trip, reduced interval time in Fernie, and 7 different choices of interval in Fernie
 - 2 rides/day from Elkford due to shorter interval time in Fernie
 - 4 rides/day from local service
- additional revenue based on:
 - 8 rides/day currently pay 1-way cash fare of \$2
 - These will switch to round-trip riders purchasing \$42 monthly pass
 - 5 student rides/day paying cash 170 days/year
 - switching to purchasing passes 10 months/year
 - 3 worker rides/day paying cash 230 days/year
 - switching to purchasing passes 12 months/year
 - Current 1-way cash revenue deducted from future monthly pass revenue
 - 17 "new" rides/day paying 1-way cash fare of \$2
 - 4 new local rides/day paying 1-way cash fare of \$1

Note: The additional operating cost and net municipal share above are inclusive of the projected annual costs of an additional vehicle over its lifespan.

7.2 Conclusions

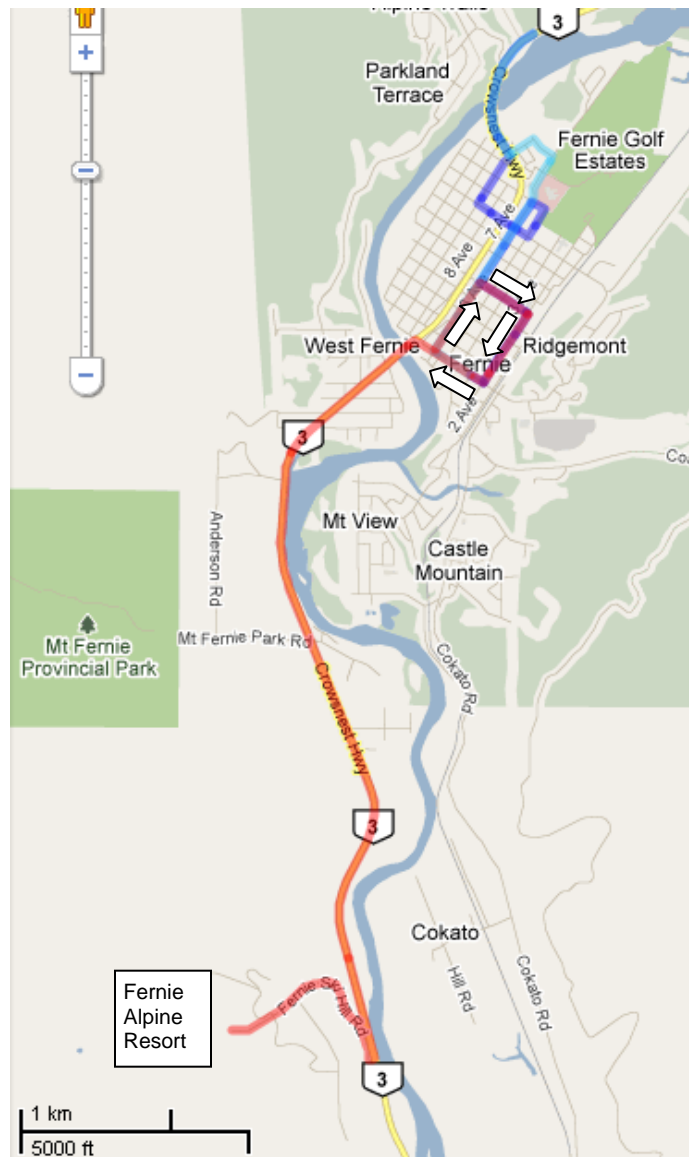
The proposals described above are those that would best provide the opportunity to improve EVTS ridership and system functionality, providing Phase I implementation has resulted in an increase in system cost recovery and productivity. Phase II will entail intermediate- to high-level costs. Proposal II-3. is a higher-cost alternative to Proposal II-1 and requires the purchase of a second in-service vehicle in Proposal II-2. As such, II-3. is only recommended in the event that sufficient funding becomes available. If II-1. is implemented, the total annual costs for this phase are estimated at \$34,000, with a net annual municipal share of \$12,000, an annual ridership increase of 3,500 rides, and an annual revenue increase of \$4,600. If II-2. and II-3. are implemented instead, the total annual costs for this phase are estimated at \$222,000, with a net annual municipal share of \$90,000, an annual ridership increase of 10,000 rides, and an annual revenue increase of \$15,000. Implementation of any of these proposals will be dependent upon funding availability at the time.

8.0 SERVICE ENHANCEMENT PROPOSALS - PHASE III

8.1 Service Enhancement Proposals - Phase III

Phase III service enhancements depend on the success of Phase I and Phase II enhancements in increasing the EVTS's productivity and strengthening its ridership base. They entail substantial additions to the existing service, and may be implemented over the long term, depending on ridership levels after Phases I and II, and on available funding. Phase III enhancements feature weekend and evening service as well as route extensions to Elk Valley's two ski hills. As in Section 7.0 above, these proposals are all based on the assumption that the vehicle storage location is Elkford.

III-1. New Route: Weekend Service to Fernie Alpine Resort (Ski Season)



Service to Fernie Alpine Resort (FAR) was requested by several official stakeholders, and was also the second most frequent self-generated request (9.5% of, or 14, requests) by residential survey respondents making service improvement requests. In a separate non-commitment question on personal usage of a potential evening and weekend service to FAR, 25% of residential survey respondents stated that they would use it.

This proposal has been assigned to Phase III since public transit service to ski hills can be perceived as a “luxury” service rather than a necessity, especially if the regular system, designed to serve the traditional rural transit markets of low-income residents, seniors, persons with disabilities, and students, needs funding for improvements. It can be considered lower priority than the proposals in Phase II, as it would be for leisure purposes rather than for getting the transit dependent to work, school, medical appointments or shopping destinations. As such, it can be considered as an “add-on” discretionary service, once the regular routes serving non-choice riders have received more investment in Phase II.

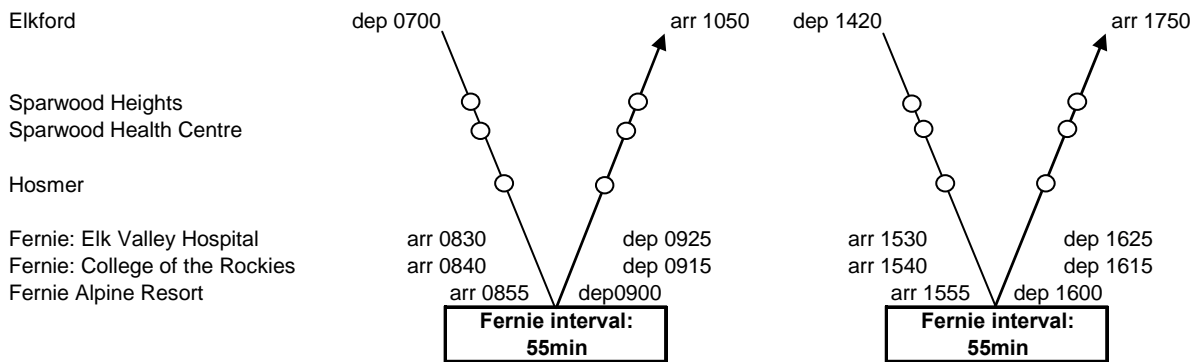
A frequent shuttle service has been operating daily between Fernie and Fernie Alpine Resort since the 2009/2010 winter season. Daytime service (eight round trips per day) is operated by Smokey Mountain Charters & Tours, and evening service (generally, 30-minute frequency between 6 p.m. and 12 a.m./1 a.m., depending on the day of the week) by Leyden Bus Lines. The one-way cash fare is \$3.

As residents of Fernie and of Fernie Alpine Resort are served by these private shuttles, the remaining Elk Valley service area population that may require access to Fernie Alpine Resort by public transit are people residing along the Elkford-Fernie corridor and those residing in South Country. There were 6 residential survey respondents residing in the Elkford-Fernie corridor requesting service to FAR, making it the eighth most frequent request and representing 4.1% of service improvement requests. There were no South Country respondents requesting service to FAR. In the non-commitment question on potential evening and weekend service to FAR, 131 (21% of) residential survey respondents residing in the Elkford-Fernie corridor stated that they would use it. Seventeen, or 11% of, respondents from the South Country area stated that they would use it.

A pilot service between Elkford and FAR could be implemented and ridership levels monitored to determine whether it should continue. Trip times to and from FAR would need to be coordinated with its lift operation start and end times of 9 a.m. and 4 p.m., and it is suggested that the initial level of service provide one morning trip and one afternoon trip at these times. If service were routed via downtown Fernie rather than directly along Highway 3, and if passenger destination statistics were collected, this service could coincidentally provide data on actual demand (rather than non-commitment requests) for Saturday service outside of ski season (see III-3. below).

This service proposal is illustrated below with sample timings. The total Fernie interval time is only 55 minutes as this proposal is anticipating additional service to Elkford's ski hill and the sample schedule maximizes recreational periods at either ski hill. If a longer interval in Fernie is desired over longer time intervals at the Fernie and Elkford ski hills, an unpaid break in Fernie could be provided to drivers. If local service around Fernie is desired over longer time intervals at the ski hills, this could be incorporated into the timings shown below, with associated increases in ridership, revenue, operating cost and net municipal share figures.

Route 1: Fernie Ski Service



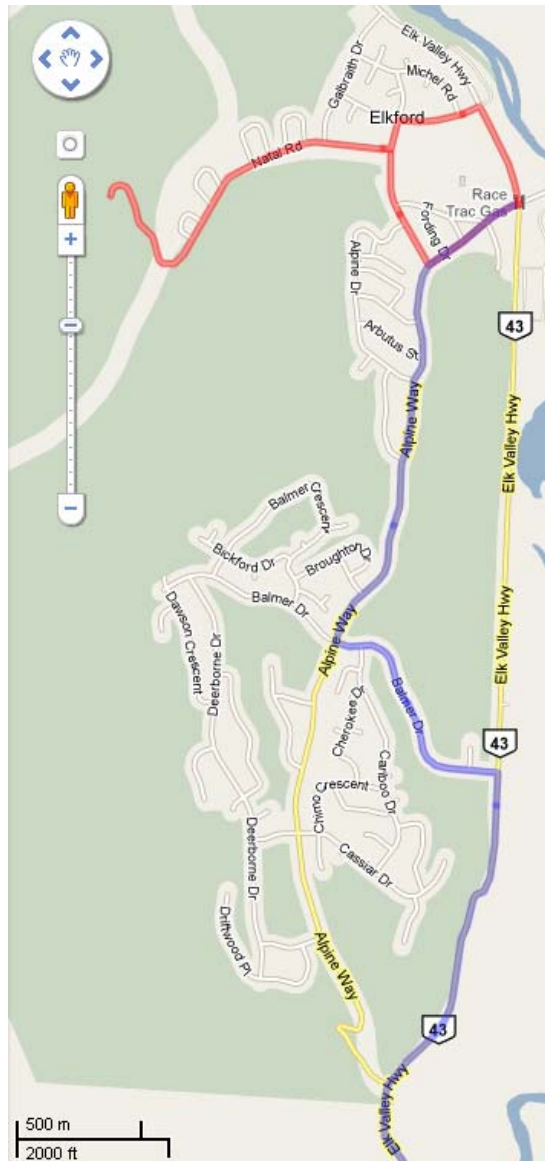
This proposal is not recommended in the short or medium term. The estimated costing for this service would be as follows:

Summary Information for		Weekend Service to Fernie Ski Hill – Ski Season	
<i>Scenario 1: Saturday service only</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	130	Additional Revenue:	\$1,200
Additional Vehicles Required:	0	Additional Operating Cost:	\$11,200
Additional Ridership:	400	Additional Net Municipal Share:	\$4,100
<i>Scenario 2: Saturday & Sunday service</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	260	Additional Revenue:	\$1,400
Additional Vehicles Required:	0	Additional Operating Cost:	\$22,300
Additional Ridership:	500	Additional Net Municipal Share:	\$9,100

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - 2 round trips (a.m. and p.m.) per service day
 - trips operate normal Mon-Fri Route 1 routing, adding deviation to ski hill
- additional ridership based on:
 - Scenario 1: - 10 round-trip skiers per service day
 - 4 round-trip shoppers per service day
 - Scenario 2: - 10 round-trip skiers per Saturday service day
 - 4 round-trip skiers per Sunday service day
- additional revenue based on a one-way fare of \$2 to Fernie, \$3 to ski hill

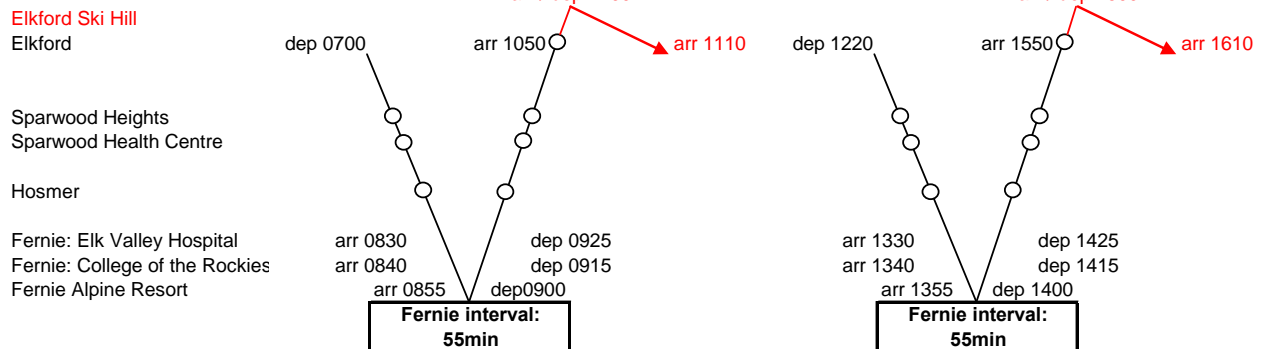
III-2. New Route: Weekend Service to Wapiti Ski Hill (Ski Season)



Service to the Wapiti Ski Hill in Elkford was requested by several official stakeholders. Among self-generated service improvement requests made by residential survey respondents, it ranked fifteenth-equal (2%, or 3, requests). As with Proposal III-1. above, it has been assigned to Phase III as an “add-on”

discretionary service and can be combined with service to Fernie Alpine Resort, as illustrated in the sample timings below. Wapiti Ski Hill lift operation start and end times are 10 a.m. and 4 p.m., and these timings allow for five hours of skiing at either Fernie Alpine Resort or the Wapiti Ski Hill.

Route 1: Elkford Ski Service



This proposal is not recommended in the short or medium term. The estimated costing for this service would be as follows:

Summary Information for Weekend Service to Elkford Ski Hill – Ski Season			
<i>Scenario 1: Saturday service only</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	10	Additional Revenue:	\$300
Additional Vehicles Required:	0	Additional Operating Cost:	\$900
Additional Ridership:	170	Additional Net Municipal Share:	\$100
<i>Scenario 2: Saturday & Sunday service</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	20	Additional Revenue:	\$400
Additional Vehicles Required:	0	Additional Operating Cost:	\$1,700
Additional Ridership:	230	Additional Net Municipal Share:	\$400

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - 2 round trips (a.m. and p.m.) per service day
- additional ridership based on:
 - Scenario 1: - 5 round-trip skiers per service day
 - Scenario 2: - 5 round-trip skiers per Saturday service day
 - 2 round-trip skiers per Sunday service day
- additional revenue based on a one-way fare of \$2.50 from Fernie/Sparwood, \$1 from Elkford

III-3. Route 1 Saturday Service (outside of ski season)

Along with more frequent service, the introduction of weekend service was the most frequent request from on-board survey respondents, with 4 requests (18% of all requests and from 24% of respondents). In the residential survey, it was the twelfth most frequent request, again with 4 requests (or 2.7% of all system improvement requests). As Saturday service and Sunday service have different characteristics, they are handled in this report under separate proposals.

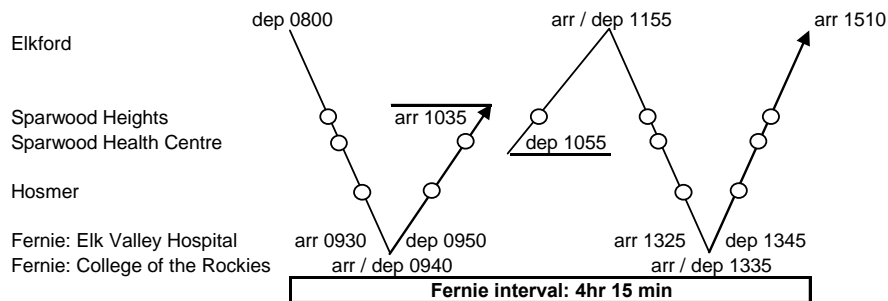
Generally, rural transit systems within B.C. have Saturday service if they are linked to an urban transit system or are already generating strong weekday ridership. While the Elk Valley is somewhat atypical in that its seasonal population increases greatly in winter with tourists and FAR staff, this population is already served by the private shuttles operating between Fernie and FAR. Introducing Saturday service in

addition to proposals III-1. and III-2. above, i.e. outside of ski season, would be for the purpose of transporting people between Elkford, Sparwood and Fernie for work, shopping, or social activity.

If Saturday service to FAR during ski season were implemented, this could be used to gauge demand for Saturday service along the Elkford-Fernie corridor among non-skiers and perhaps any FAR staff living between Fernie and Sparwood. To provide a comparative benchmark, rural transit systems in BC that operate Saturday service average a minimum of 10 rides per service hour annually, including Saturday service.

The two options for Saturday service outside of ski season would be a curtailed version (as is usual in transit systems) of the current weekday service or a modified version of ski season service. These are illustrated below with sample timings:

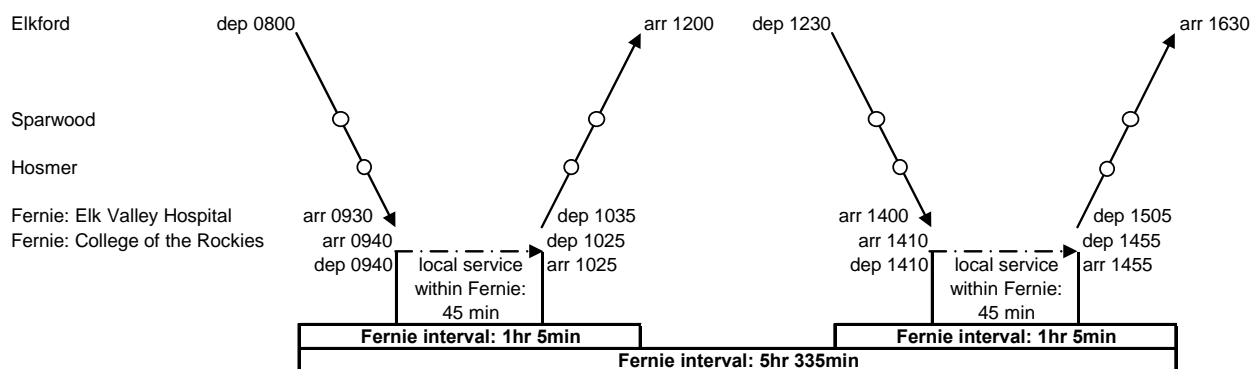
Route 1: Saturday Service - Option 1



Assumptions

Vehicle in continuous operation
 1st driver shift: 0800-1155
 2nd driver shift: 1155-1510
 (Shifts are required to start and end at the same location.)

Route 1: Saturday Service - Option 2



Assumptions

Driver lunch break 1200-1230

Option 1 provides more service through Sparwood than Option 2 and has the same routing pattern as current weekday service and the pattern of Proposal I-7. It would be a less costly alternative to Option 2. However, its routing differs from those presented in this report's medium-range proposals, and thus would likely be less user-friendly if implemented after these proposals. In addition, it does not provide local service, and the interval in Fernie is relatively long – in order to minimize this, two driver shifts would be required. Option 2, which would be more expensive, has the same routing pattern as would be implemented for Saturday ski season service. This consistency would be a benefit to passengers. It also provides local service, with a more reasonable interval time in Fernie for quick errands.

This proposal is not recommended in the short or medium term. It could be considered once weekday ridership exceeds ten passengers per revenue hour. The estimated costing for the two options illustrated above would be as follows:

Summary Information for		Route 1 Saturday Service (outside of ski season)	
<i>Option 1: Current weekday routing but with 2 fewer daily service hours</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	240	Additional Revenue:	\$140
Additional Vehicles Required:	0	Additional Operating Cost:	\$20,600
Additional Ridership:	70	Additional Net Municipal Share:	\$9,500
<i>Option 2: Ski season routing</i>			
<i>Annual Impact:</i>			
Additional Revenue Hours:	280	Additional Revenue:	\$210
Additional Vehicles Required:	0	Additional Operating Cost:	\$24,100
Additional Ridership:	140	Additional Net Municipal Share:	\$11,100

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - 2 round trips per service day
 - 2 different options for trip routing
- additional ridership based on:
 - Option 1: 2 rides per service day
 - Option 2: 4 rides per service day (2 connector rides, 2 local rides)
- additional revenue based on:
 - Connector service: \$2 per ride
 - Local service: \$1 per ride

III-4. Route 1 Evening Service

Evening service was the third-highest request for service improvement received from the residential surveys, from twelve respondents (8% of improvement requests). However, half of these respondents mentioned they would like to use it occasionally to attend concerts, plays, or hockey games, for example – in other words, they would not require it every day, or even every week. Only one out of seventeen on-board survey respondents requested evening service. In the vast majority of transit systems with evening service, ridership during this time period is significantly lower than during the morning peak, midday, and afternoon peak periods. As the EVTS’s daytime ridership is already low, evening service should be considered only after daytime productivity has strengthened to viable levels and the system has a larger passenger base to draw on.

This service proposal is not recommended. However, its estimated costing is shown below. This is based on one Route 1 round trip between Elkford and Fernie, and perhaps including an unpaid driver break in Fernie to increase the interval time there in line with durations of evening activities.

Summary Information for		Route 1 Evening Service	
<i>Annual Impact:</i>			
Additional Revenue Hours:	820	Additional Revenue:	\$500
Additional Vehicles Required:	0	Additional Operating Cost:	\$70,400
Additional Ridership:	250	Additional Net Municipal Share:	\$32,600

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - 1 round trip per service day
 - weekday service only
- additional ridership based on 1 ride per service day
- additional revenue based on 1-way cash fare of \$2

III-5. Route 1 Sunday Service

As mentioned above, four residential survey respondents (2.7% of system improvement requests) and four (24% of) passenger survey respondents requested weekend service. Due to low demand and high costs, Sunday service is not currently provided to rural areas in BC (with the exception of Pemberton because of the daily commuter market to Whistler). It can be considered, however, if Saturday service is already in place and generating viable ridership levels.

This service proposal is not recommended. However, based on one Route 1 round trip per service day, the estimated costing for this service would be as follows:

Summary Information for		Route 1 Sunday Service (outside of ski season)	
<i>Annual Impact:</i>			
Additional Revenue Hours:	180	Additional Revenue:	\$50
Additional Vehicles Required:	0	Additional Operating Cost:	\$15,500
Additional Ridership:	40	Additional Net Municipal Share:	\$7,200

Assumptions:

- additional revenue hours and operating cost based on:
 - vehicle located in Elkford (see I-1.)
 - 1 round trip, including 90 minutes of local service within Fernie, per service day
- additional ridership based on:
 - average of 1 ride per day
- additional revenue based on:
 - 50% of rides paying 1-way cash fare of \$2
 - 50% of rides paying 1-way local cash fare of \$1

8.2 Conclusions

The proposals described above are those that would be desirable to have if both Phase I and Phase II have been successfully implemented and have generated a significant improvement in cost recovery and productivity. Three of these five Phase III proposals present different scenario alternatives. Selecting the alternatives with the lowest costs would result in estimated total annual costs for Phase III of \$119,000, with a net annual municipal share of \$54,000, an annual ridership increase of 900 rides, and an annual revenue increase of \$2,200. Selecting the alternatives with the highest costs would result in estimated total annual costs for Phase III of \$134,000, with a net annual municipal share of \$60,000, an annual ridership increase of 1,200 rides, and an annual revenue increase of \$2,600. Due to the high costs involved, with the exception of weekend service during ski season to the Fernie and Elkford ski hills, implementation of these proposals is not recommended based on current cost recovery and productivity levels.

9.0 SUMMARY OF PHASE I, PHASE II & PHASE III PROPOSALS

The tables below provide summaries of the estimated costs of the various Phase I, Phase II, and Phase III service enhancement proposals for the Elk Valley Transit System. Each table lists the service enhancements discussed in this review in order of current priority. These priorities may change, depending on those of the Regional District of East Kootenay, funding resources, and demand.

Viability levels have been determined by assessing a combination of different factors, including projected revenue hours and cost, projected ridership and revenue, and projected improvement in overall system functionality.

Replacement of current vehicles recommended for:	2010 (overdue) - Route 1 vehicle
	2012 - Route 2 / Health Connections vehicle

Viability level assessments are based on a combination of projected revenue hours, cost, ridership, revenue, and improvement in overall system functionality.
Viability levels range from "Very High" through to "Low" and "--".

Summary of Proposed Phase I Service Enhancements

I-7. is an alternative to I-6.

Proposal No.	Description	Additional Annual:						Viability Level
		Revenue Hours	Vehicles	Ridership	Revenue	Cost	Net Municipa I Share	
I-1.	Vehicle Storage Relocation to Elkford	0	0	n/a	n/a	-\$12,000	-\$5,640	Medium
I-2.	Improved Stop Signage	n/a	0	difficult to quantify		\$1,500	\$620	High
I-3.	Introduction of May-Oct & Nov-Apr Schedules	-250	0	n/a	n/a	-\$24,800	-\$12,200	Very High
I-4.	Route 2 - Baynes Lake/Grasmere Detour Elimination	-310	0	-150	-400	-\$26,600	-\$12,100	Very High
I-5.	Route 2 - Schedule Adjustment	0	0	300	\$800	\$0	\$0	Very High
I-6.	Route 1 - Local Service with Reduced Connector Service	-420	0	-3200	-\$5,300	-\$36,100	-\$11,700	--
I-7.	Route 1 - Schedule Adjustment	n/a	0	1600	\$800	\$0	-\$800	High
I-8.*	Spare Vehicle Purchase	n/a	1	n/a	n/a	\$38,000	\$17,900	Medium
Total Phase I Service Enhancement Proposals:		-310 to -560		-150 to 1,750	-400 to 1,200	-\$26,600 to -23,900	-\$12,200 to -12,220	

* Will incur significant debt service

Summary of Proposed Phase II Service Enhancements (Phase I to be completed first)

II-1. and II-3. are alternatives to each other and to I-6. and I-7. above.

Proposal No.	Description	Additional Annual:						Viability Level
		Revenue Hours	Vehicles	Ridership	Revenue	Cost	Net Municipa I Share	
II-1.	Route 1 - Increased Service between Fernie and Sparwood	400	0	3500	\$4,600	\$34,400	\$11,600	High
II-2.*	3rd In-Service Vehicle Purchase	n/a	1	n/a	n/a	\$38,000	\$17,900	Medium
II-3.^	Route 1 - Fernie Local Service with Improved Elkford Service	1740	1	6800	\$10,100	\$149,500	\$60,200	Low
Total Phase II Service Enhancement Proposals:		400 to 1,740		3,500 to 6,800	\$4,600 to \$10,100	\$34,400 to \$149,500	\$11,600 to \$60,200	

* Will incur significant debt service

^ Implementation of II-3. (3rd in-service vehicle purchase) a prerequisite for this service proposal

Summary of Proposed Phase III Service Enhancements (Phases I & II to be completed first)

Proposal No.	Description	Additional Annual:						Viability Level
		Revenue Hours	Vehicles	Ridership	Revenue	Cost	Net Municipa I Share	
III-1.	Weekend Service to Fernie Ski Hill – Ski Season							
	Scenario 1: Saturday service only	130	0	400	\$1,200	\$11,200	\$4,100	Medium
	Scenario 2: Saturday & Sunday service	260	0	500	\$1,400	\$22,300	\$9,100	Medium
III-2.**	Weekend Service to Elkford Ski Hill – Ski Season							
	Scenario 1: Saturday service only	10	0	170	\$300	\$900	\$100	Medium
	Scenario 2: Saturday & Sunday service	20	0	230	\$400	\$1,700	\$400	Medium
III-3.	Route 1 Saturday Service (outside of ski season)							
	Option 1: Current weekday routing	240	0	70	\$140	\$20,600	\$9,500	Low
	Option 2: Ski season routing	280	0	140	\$210	\$24,100	\$11,100	Low
III-4.	Route 1 Evening Service	820	0	250	\$500	\$70,400	\$32,600	--
III-5.	Route 1 Sunday Service (outside of ski season)	180	0	40	\$50	\$15,500	\$7,200	--
Total Phase III Service Enhancement Proposals:		10 to 1,560		40 to 1,160	\$50 to \$2,560	\$900 to \$134,000	\$100 to \$60,400	

** Low cost due to vehicle storage relocation to Elkford.

10.0 FARE STRATEGIES

The fares implemented with the system's startup are in line with those of transit systems with similar levels of service. The fare structure differentiates between local travel, between Elkford, Sparwood and Fernie, and regional travel, to and from the South Country area. The fares were set to be affordable and to provide a reasonable cost recovery. Due to lower-than-expected ridership, the cost recovery is currently only 6.6%.

The EVTS carries the full suite of fare products: passengers can purchase discounted tickets (\$5 discount on a sheet of 10 local tickets, \$7 discount on a sheet of 10 regional tickets) or monthly passes as an alternative to the full cash fare. Monthly passes are available from bus drivers, while sheets of tickets are sold at a number of locations throughout the Elk Valley. Including the cash-only Health Connections service, EVTS revenue to date since April 2009 averages 91% cash fares versus 9% monthly passes. No ticket sales have been reported since service began.

A fare increase in the conventional system will most likely have a negative impact on ridership, and thus would not increase cost recovery. The EVTS is still a new service and as such the focus at this time should be on improving the service and increasing ridership. A fare increase is not recommended at the present time but could be reconsidered when Phase III, or possibly Phase II, service enhancements are implemented.

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Appendix F: January 2011 Two-Week Stop Activity Count Results

Appendix G: Public Consultation Methodologies

Appendix H: March-August 2010 Residential Survey

Appendix I: October 2009 On-Board Survey Summary

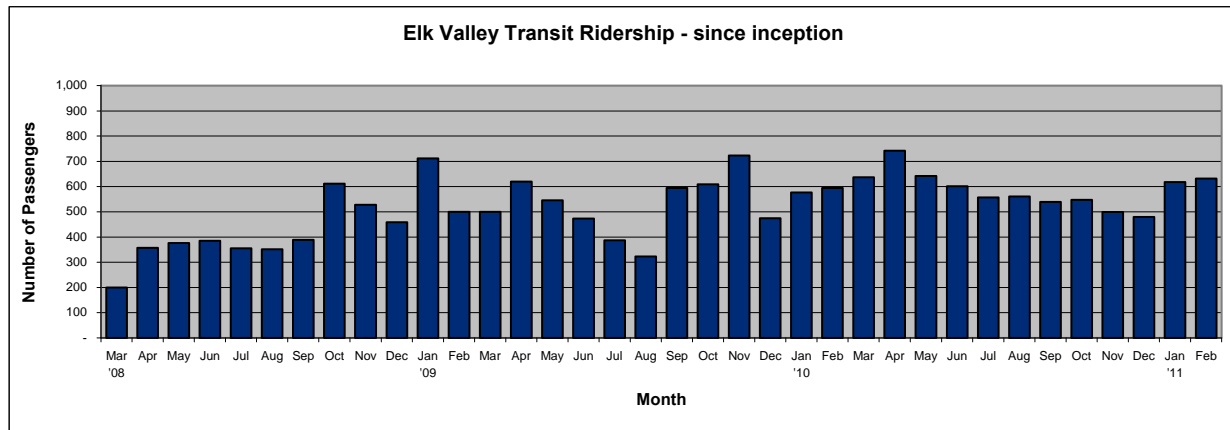
Appendix J: Fare Structure

APPENDICES

Appendix A: Historical Ridership Statistics

Historical Ridership Statistics

The chart below show monthly ridership levels since inception:

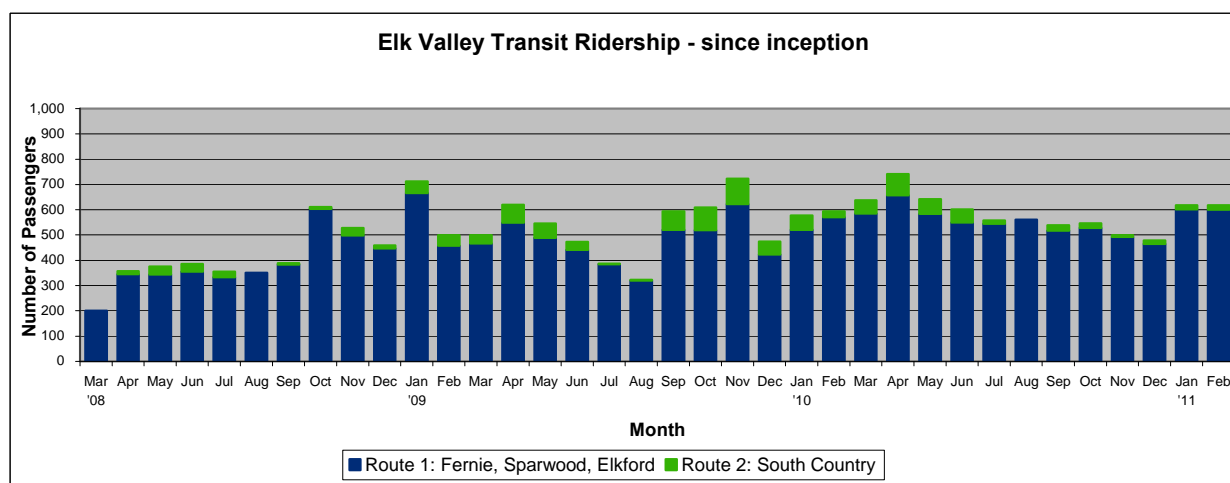


* Conventional service only: does not include Health Connections ridership

Analysis Summary:

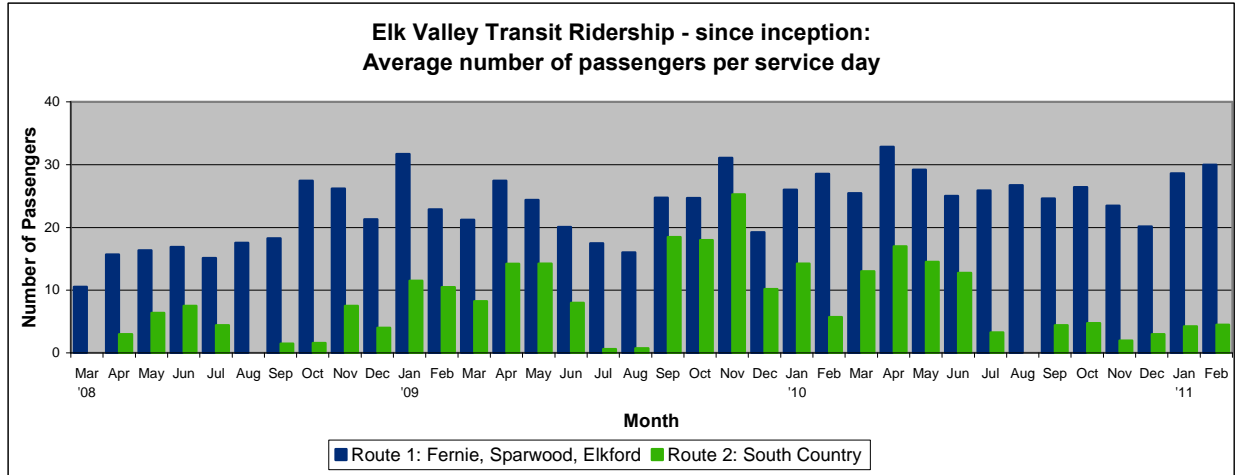
- Ridership for the 2008-2009 fiscal year was just over 5,500. This was well below expectations, as the 2008-09 AOA had estimated an initial 12-month ridership of 12,000.
- Ridership for the 2009-2010 fiscal year showed a moderate recovery at nearly 6,600, representing a 19% year-on-year increase.
- Ridership for the first eleven months of fiscal 2010-11 shows an 8% increase from the same period of the previous fiscal year:
 - The first quarter began well but showed a downward trend in ridership within that quarter and over the next two quarters.
 - July and August 2010 showed a dip in ridership, normal for the season across most transit systems in BC.
 - The usual fall recovery did not occur, with ridership for each of September, October, November and December all lower than July's and August's.
 - The first two months of the final quarter show a reversal of this downward trend.

The following charts show monthly ridership levels broken down by route:



* Conventional service only: does not include Health Connections ridership

Appendix A: Historical Ridership Statistics

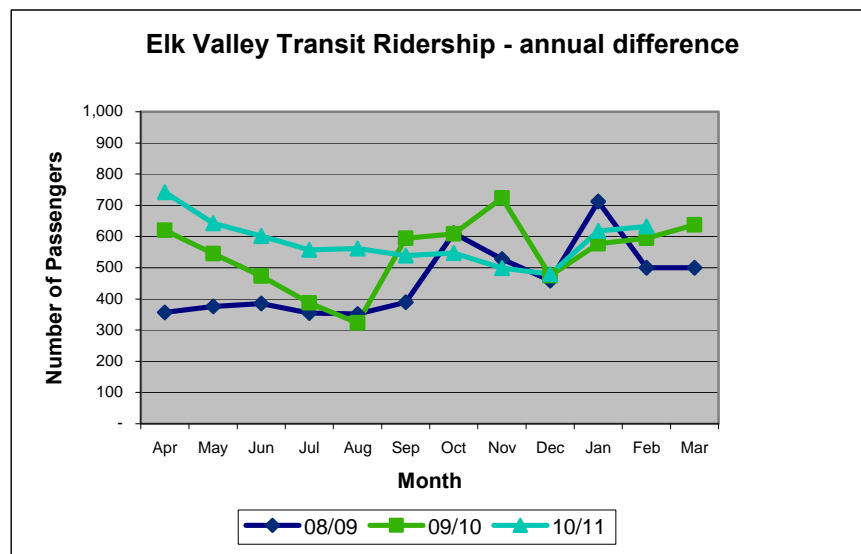


* Conventional service only: does not include Health Connections ridership

Analysis Summary:

- Route 1 provides the majority of ridership on the EVTS. This is to be expected when looking at absolute ridership, given that Route 1 has five service days per week versus the one weekly service day of Route 2. However, this holds true even when ridership is pro-rated based on the number of service days operated by each route.
- Route 2 has carried minimal ridership (<5 passengers per day) during fifteen out of the thirty-six months of service since inception.
- Route 2 ridership drops dramatically during the months of July and August, reflecting the heavy use of this route by students registered in the 2009 two-week counts.
- The most ridership carried by Route 2 was during the 2009-10 school year. Ridership in the first six months of the 2010-11 school year is 75% and 37% lower than the same periods in the 2009-10 and 2008-09 school year respectively. This indicates that student ridership has dropped, either because the students previously using the bus have since graduated or because they have found alternative means of getting to school.

The following chart shows the year-on-year monthly differences in ridership since inception:



* Conventional service only: does not include Health Connections ridership

Appendix A: Historical Ridership Statistics

Analysis Summary:

- Ridership in 2008-2009 grew, somewhat erratically, after the first six months. There was a very small drop in July and August, which is typical of most transit systems in BC, and a sharp drop in November, December, February and March, which is abnormal for BC transit systems. This may be contrasted with the noticeable peaks in ridership in October and January.
- Ridership in 2009-2010 showed a slight general overall improvement on 2008-2009's: it was higher than 2008-2009's in eight out of twelve months, peaking in November.
- Ridership for the first eleven months of fiscal 2010-11 shows a slight overall increase from the same period of the previous fiscal year:
 - 2010-11's ridership was higher than 2009-10's for the first five months of the year.
 - It was lower than 2009-10's in three of the following six months and about the same as 2009-10's in the other six months.
 - In three particular months (October, November and January), 2010-11's ridership was lower than 2008-09's. One of these was a peak ridership month for the 2008-09 fiscal year.
 - The latest two months of ridership data are showing a reversal of the downward trend between April–December 2010.

Appendix B: 2008/09-2010/11 Budgeted Fuel Consumption & GHG Emission Calculations

Budget									
2008/09			2009/10			2010/11			
litres	kms	Consumption Rate (L/100 kms)	litres	kms	Consumption Rate (L/100 kms)	litres	kms	Consumption Rate (L/100 kms)	
EVTS	34,396	149,646	23.0	37,756	155,632	24.3	37,934	156,364	24.3

1 litre of diesel produces approximately 2.7 kg CO₂

$$\text{EVTS produces } \frac{24.3 \text{ L} \times 2.7 \text{ kgs}}{100 \text{ kms}} \text{ kg CO}_2 \text{ per km}$$

$$= 0.655 \text{ kg CO}_2 \text{ per km}$$

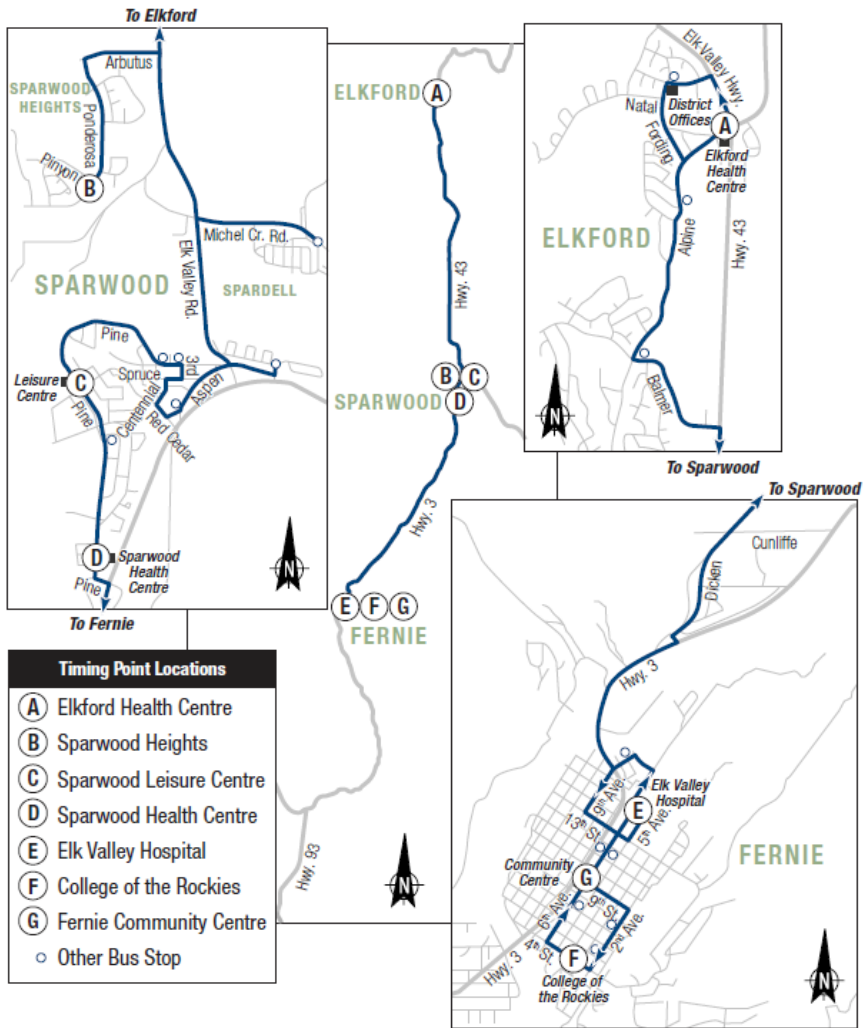
$$\text{or } 655 \text{ g CO}_2 \text{ per km}$$

Vehicle relocation to:

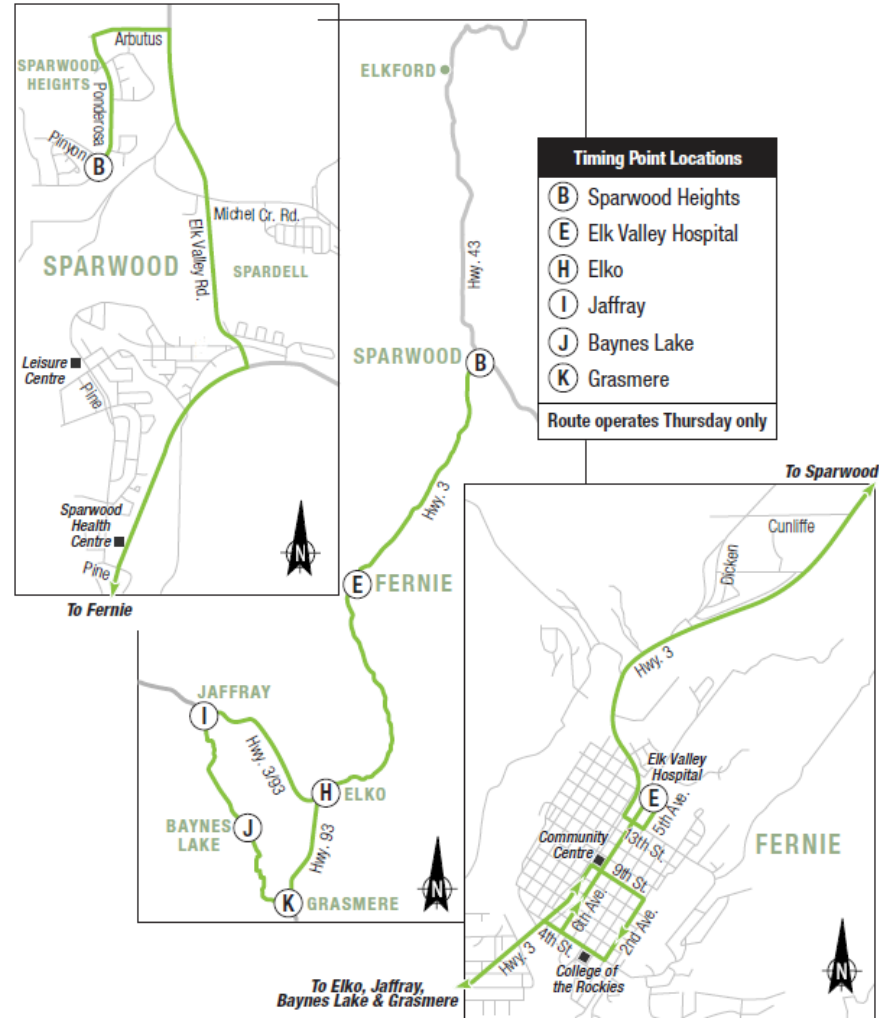
- Elkford → Savings of **30,204** km per year results in an annual CO₂ reduction of **19,784** kg or **19.78** t

Appendix C: Current Route Maps & Schedules

Route 1: Elkford, Sparwood, Fernie



Route 2: Sparwood, Fernie, South Country



Appendix C: Current Route Maps & Schedules

1 Fernie, Sparwood, Elkford - from Elkford						
Monday - Friday						
(A)	(B)	(C)	(D)	(E)	(G)	(F)
Lv. Elkford Health Centre	Lv. Sparwood Heights	Lv. Sparwood Leisure Centre	Lv. Sparwood Health Centre	Lv. Elk Valley Hospital	Lv. Fernie Community Centre	Ar. College of the Rockies
7:00	7:40	7:55	8:00	8:30	8:35	8:40
12:00	12:40	12:55	1:00	1:30	1:35	1:40

1 Fernie, Sparwood, Elkford - from Fernie/Sparwood						
Monday - Friday						
(F)	(G)	(E)	(D)	(C)	(B)	(A)
Lv. College of the Rockies	Lv. Fernie Community Centre	Lv. Elk Valley Hospital	Lv. Sparwood Health Centre	Lv. Sparwood Leisure Centre	Lv. Sparwood Heights	Ar. Elkford Health Centre
8:40	8:45	8:50	9:15	9:20	9:35	-
-	-	-	11:00	11:05	11:20	12:00
1:40	1:45	1:50	2:15	2:20	2:35	-
-	-	-	4:20	4:25	4:40	-
5:20	5:25	5:30	5:55	6:00	6:15	6:55

2 South Country												
Thursdays												
(B)	(E)	(K)	(J)	(I)	(H)	(E)	(E)	(I)	(J)	(K)	(H)	(E)
Lv. Sparwood Heights	Lv. Elk Valley Hospital	Lv. Grasmere	Lv. Baynes Lake	Lv. Jaffray	Lv. Elko	Ar. Elk Valley Hospital	Lv. Elk Valley Hospital	Lv. Jaffray	Lv. Baynes Lake	Lv. Grasmere	Lv. Elko	Ar. Elk Valley Hospital
5:40	6:10	7:00	7:15	7:40	7:55	8:20	8:35	9:10	9:30	9:50	10:10	10:35
3:00	3:40	-	-	-	4:00	-	-	4:15	4:40	4:55	5:15	5:40

September & November 2009 and January 2011 Two-Week Count Summaries

Passenger counts were conducted in September and November 2009 and a stop activity count was conducted in January 2011, each count over a period of two weeks. (Counts were originally conducted in November of 2008, 2009 and 2010, but the 2008 and 2010 counts were redone at later dates due to data collection errors.) All counts collected data on ridership, and thus productivity and cost. Additionally, the passenger counts collected information on passenger type, and the stop activity count captured passenger boarding and alighting locations.

While two-week count statistics may not be representative of system activity over an entire year, they provide a useful snapshot of activity during specific periods which may be compared in order to track ridership trends. When supported by other general ridership data like the monthly statistics shown in Appendix A, these snapshots can be extrapolated to approximate annual patterns.

Count results are summarized in the tables below, with the stop activity data shown where possible in the same format as the passenger count data. The tables show data on route rideshare, productivity and cost, passenger numbers, and passenger types and individual stop activity as available. An analysis summary follows each data table.

1. Combined Totals for Routes 1 & 2

Average daily revenue rides

	Daily avg.	Time Period Distribution			Passenger Type			
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders
2009 - Sep	28	15.6	6.7	5.7	11.2	13.4	2.0	1.4
2009 - Nov	36	18.4	10.7	7.3	15.8	17.6	2.2	0.8
2011 - Jan	33	15.2	10.7	7.5				

	Daily avg.	Time Period Distribution			Passenger Type			
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders
2009 - Sep	28	56%	24%	20%	40%	48%	7%	5%
2009 - Nov	36	51%	29%	20%	43%	48%	6%	2%
2011 - Jan	33	46%	32%	22%				

Analysis Summary:

- 2011's two-week count showed an 18% increase and an 8% decrease in ridership respectively compared to the September and November 2009 counts.
- The morning peak period consistently had the highest ridership share, followed by the midday period, while the afternoon peak period had the lowest.
- In terms of passenger type, the 2009 counts showed that students comprised the most frequent passenger type, closely followed by adults, but that seniors represented only 6-7% of total ridership.
- The BC Bus Pass, an annual pass administered by BC's Ministry of Housing and Social Development and available to seniors and persons with a disability on a restricted income, had an average of eleven subscribers in the Elk Valley in the 2009 calendar year. Both of the 2009 count periods included a welfare cheque issue day. The count results show that Elk Valley's BC Bus Pass subscribers are not a major source of ridership.
- The daily passenger averages during the three count periods were between 28-36 passengers.
- The minimum trip capacity is 20 passengers—a minimum as most passengers do not ride from route start to route end. With the number of daily trips offering a minimum daily capacity of 140 passengers (including Route 2's one-day-per-week trips calculated as a daily average capacity), these daily averages comprise a maximum of approximately one fifth to one quarter of total system capacity.

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

Productivity and cost

	Daily avg.	Rides/Revenue Hour				Cost/Ride*			
		AM Peak	Midday	PM Peak	Avg.	AM Peak	Midday	PM Peak	Avg.
2009 - Sep	28	4.4	1.9	1.8	2.7	\$12.45	\$29.53	\$30.19	\$20.14
2009 - Nov	36	5.2	3.0	2.3	3.6	\$10.55	\$18.49	\$23.57	\$15.50
2011 - Jan	33	4.3	3.0	2.4	3.3	\$17.76	\$25.86	\$31.94	\$23.53

Analysis Summary:

- Of the three count periods, overall:
 - November 2009's showed the highest productivity and the lowest average cost per ride.
 - September 2009's showed the lowest productivity.
 - January 2011's showed the highest average cost per ride.
- 2011's cost-per-ride increase was influenced by a 39% increase in operating cost between 2009-10 and 2010-11.
- The time period and count period with the lowest productivity was September 2009's afternoon peak.
- The time period and count period with the highest cost per ride was January 2011's afternoon peak.
- The time period and count period with the highest productivity and lowest cost per ride was November 2009's morning peak period.
- These results suggest that the afternoon inbound trip times do not work for the majority of people taking transit outbound in the morning to work or school.

2011 Bus Stop Activity Count Results

Stop Location	Average daily*:		Combined
	Boardings	Alightings	Average:
Fernie - College of the Rockies	2.7	7.9	5.3
Sparwood - Sparwood Heights Foods	7.0	2.5	4.8
Fernie - Hospital	3.4	5.1	4.3
Sparwood - Health Care Centre	4.3	2.4	3.3
Sparwood - Greenwood Mall	2.6	3.4	3.0
Sparwood - Leisure Centre	2.7	1.4	2.1
Elko - at/across from Kal Tire	1.0	2.0	1.5
Fernie area - Dicken Rd (White Spruce Mobile Home Park)	1.5	1.1	1.3
Sparwood - Lilac Terrace	1.2	1.3	1.3
Elkford - Alpine & Balmer (Lamplighter Pub & Grill)	1.0	1.1	1.1
Fernie - 2nd Ave & 5th St (CIBC)	0.0	2.0	1.0
Sparwood - Mountain View Mobile Home Park	1.1	0.7	0.9
Fernie - Community Centre	0.8	0.9	0.9
Jaffray - I.D.E.A.L. Ranch	0.5	1.0	0.8
Sparwood area - Whispering Winds/Little Acres mobile home parks	1.1	0.2	0.6
Fernie - 9th Ave & 18th St (Canadian Tire)	1.1	0.0	0.6
Hosmer	0.6	0.4	0.5
Fernie - 2nd Ave & 7th St (Sears)	0.2	0.7	0.5
Elkford - Alpine @ Almond	0.4	0.3	0.4
Sparwood - Spardell Mobile Home Park	0.3	0.3	0.3
Sparwood - Elk Valley Mobile Home Park	0.4	0.1	0.3
Fernie - 6th Ave & 11th St (Trinity Lodge)	0.2	0.3	0.3
Jaffray - Shell Gas Station	0.0	0.5	0.3
Elkford - Michel & Fording (District Office)	0.2	0.2	0.2
Elkford - Health Centre	0.2	0.1	0.2
Sparwood - Lodgepole Mobile Home Park	0.1	0.2	0.2
Fernie - 6th Ave & 8th St (Park Place Lodge)	0.1	0.0	0.1
Jaffray - Seniors' Centre	0.0	0.0	0.0
Jaffray - Race Trac Gas	0.0	0.0	0.0
Baynes Lake - Kikomun Crossing	0.0	0.0	0.0
Grasmere - Tobacco Plains Hall	0.0	0.0	0.0
Grasmere - Grasmere General Store	0.0	0.0	0.0
Total	34.6	36.0	

* Route 2 averages expressed as the average of the two service days during the count period

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

Grouping all of the EVTS's stop locations by community gives the following results:

2011 Bus Stop Activity Count Results - by Community

Stop Location	Average daily*:		Combined Average:
	Boardings	Alightings	
Sparwood & area	20.8	12.5	16.6
Fernie & area	10.0	18.0	14.0
Elkford	1.8	1.7	1.8
Elko	1.0	2.0	1.5
Jaffray	0.5	1.5	1.0
Hosmer	0.6	0.4	0.5
Baynes Lake	0.0	0.0	0.0
Grasmere	0.0	0.0	0.0

Analysis Summary:

- The most frequently used stops during the count period were located in Sparwood and Fernie.
- This reflects the relatively high ridership between these two communities and also internally within Sparwood.
- The least frequently used stops during the count period of the stops that were actually used were located in Elkford, Elko, Jaffray and Hosmer.
- The stops not used at all during the count period were located in Baynes Lake and Grasmere.
- These stops are both served by Route 2. While the lack of ridership could be attributed to the extremely low ridership on this route in general since summer 2010, anecdotal information from the operator suggests that these stops historically have shown minimal to zero activity (see 3. *Route 2: Sparwood, Fernie, South Country* below).

2. Route 1: Elkford, Sparwood, Fernie

Route 1 rideshare - using total ridership:	
2009 - Sep	85%
2009 - Nov	87%
2011 - Jan	97%

Route 1 rideshare - using avg. daily ridership*:	
2009 - Sep	54%
2009 - Nov	57%
2011 - Jan	87%

* per service day

Analysis Summary:

These results indicate that:

- Route 1 was the EVTS's most frequently used route in all three count periods.
- The above was true whether calculating from total ridership or from average daily ridership per service day. However, when using average daily ridership, Route 1's rideshare dropped, significantly so for the 2009 count periods.
- Route 1's rideshare during the 2011 count period was significantly higher than during the 2009 count periods.

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

Average daily revenue rides

	Daily avg.	Time period distribution			Passenger Type				
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders	
Rte 1	2009 - Sep	24	13.7	6.7	3.5	10.6	10.1	1.8	1.4
	2009 - Nov	32	16	10.7	5	15.1	13.7	2.0	0.8
	2011 - Jan	32	14.8	10.7	6.9				

	Daily avg.	Time period distribution			Passenger Type				
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders	
Rte 1	2009 - Sep	24	57%	28%	15%	44%	42%	8%	6%
	2009 - Nov	32	50%	34%	16%	48%	43%	6%	3%
	2011 - Jan	32	46%	33%	21%				

Analysis Summary:

- During the 2011 count period, Route 1's daily average ridership was identical to that during the November 2009 count period and 33% higher than during September 2009's.
- The uneven time-period distribution in all three count periods between the morning and afternoon peaks suggests that the majority of workers and students commuting and travelling to school by bus return home in the evening using other means of transportation.
- The majority of Route 1's passengers during the 2009 count periods were adults, closely followed by students who comprised 42-43% of riders. Seniors represented minimal ridership only, as did BC Bus Pass subscribers.

Productivity and cost

	Daily avg.	Rides/Revenue Hour				Cost/Ride*				
		AM Peak	Midday	PM Peak	Avg.	AM Peak	Midday	PM Peak	Avg.	
Rte 1	2009 - Sep	24	5.3	1.9	1.4	2.7	\$10.41	\$29.53	\$40.75	\$20.21
	2009 - Nov	32	6.2	3.0	1.9	3.6	\$8.97	\$18.49	\$28.52	\$15.29
	2011 - Jan	32	5.7	3.0	2.7	3.7	\$13.40	\$25.86	\$28.77	\$20.77

Analysis Summary:

- 2011's count period showed Route 1 averaging about the same number of passengers per revenue hour as during November 2009's count period and 37% more than during September 2009's.
- Route 1's morning peak and afternoon peak productivity was lowest in the September 2009 count period. November 2009's count had the highest productivity in the morning peak and 2011's count had the highest in the afternoon peak.
- Of the three count periods, 2011's average cost per ride was the highest, although it was only marginally higher than September 2009's. Compared to November 2009's, it was 36% higher.
- In terms of individual service periods, the cost per ride in the morning peak was highest in 2011's count period. This was due more to 2010-11's operating cost increase than to lower ridership. In the midday and afternoon peak periods, the cost per ride was highest in September 2009's count period.

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

2011 Bus Stop Activity Count Results - Route 1

Stop Location	Average daily:		Combined
	Boardings	Alightings	Average:
Fernie - College of the Rockies	2.7	7.9	5.3
Sparwood - Sparwood Heights Foods	7.0	2.5	4.8
Fernie - Hospital	3.4	5.1	4.3
Sparwood - Health Care Centre	4.3	2.4	3.3
Sparwood - Greenwood Mall	2.6	3.4	3.0
Sparwood - Leisure Centre	2.7	1.4	2.1
Fernie area - Dicken Rd (White Spruce Mobile Home Park)	1.5	1.1	1.3
Sparwood - Lilac Terrace	1.2	1.3	1.3
Elkford - Alpine & Balmer (Lamplighter Pub & Grill)	1.0	1.1	1.1
Fernie - 2nd Ave & 5th St (CIBC)	0.0	2.0	1.0
Sparwood - Mountain View Mobile Home Park	1.1	0.7	0.9
Fernie - Community Centre	0.8	0.9	0.9
Sparwood area - Whispering Winds/Little Acres mobile home parks	1.1	0.2	0.6
Fernie - 9th Ave & 18th St (Canadian Tire)	1.1	0.0	0.6
Hosmer	0.6	0.4	0.5
Fernie - 2nd Ave & 7th St (Sears)	0.2	0.7	0.5
Elkford - Alpine @ Almond	0.4	0.3	0.4
Sparwood - Spardell Mobile Home Park	0.3	0.3	0.3
Sparwood - Elk Valley Mobile Home Park	0.4	0.1	0.3
Fernie - 6th Ave & 11th St (Trinity Lodge)	0.2	0.3	0.3
Elkford - Michel & Fording (District Office)	0.2	0.2	0.2
Elkford - Health Centre	0.2	0.1	0.2
Sparwood - Lodgepole Mobile Home Park	0.1	0.2	0.2
Fernie - 6th Ave & 8th St (Park Place Lodge)	0.1	0.0	0.1
Total	33.1	32.5	

Analysis Summary:

- Route 1's most frequently used stops during the count period were the same as for Routes 1 and 2 combined: those at the College of the Rockies and the regional hospital in Fernie, and at Sparwood Heights Foods, the health care centre and Greenwood Mall in Sparwood.
- The most frequent boarding locations were at Sparwood Heights Foods, Sparwood Health Care Centre and Fernie Hospital. The most frequent alighting locations were at Fernie's College of the Rockies, Fernie Hospital and Sparwood's Greenwood Mall.
- This suggests that this route is mainly used by residents of Sparwood travelling to and from Fernie's College of the Rockies and Fernie Hospital. Anecdotal information from the operator as well as on-site research indicate that passengers travelling to the College of the Rockies are a mixture of College students and Fernie Academy students, and that passengers travelling to Fernie Hospital are hospital visitors and patients, students at Fernie Secondary School, and employees of nearby businesses, rather than Hospital employees.
- The least frequently used stops were at Elkford District Office, Elkford Health Centre, Sparwood's Lodgepole Mobile Home Park, and 6th Avenue and 8th Street in Fernie.

3. Route 2: Sparwood, Fernie, South Country

Route 2 rideshare - using total ridership:	
2009 - Sep	15%
2009 - Nov	13%
2011 - Jan	3%

Route 2 rideshare - using avg. daily ridership*:	
2009 - Sep	46%
2009 - Nov	43%
2011 - Jan	13%

* per service day

Analysis Summary:

Route 2's rideshare results from the two-week counts show that:

- This route was used less than Route 1 in all three count periods.
- The above was true whether looking at total ridership or average daily ridership per service day.
- Its rideshare was significantly lower in the 2011 count period than in 2009's two count periods.

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

Average daily revenue rides

	Daily avg.*	Time period distribution			Passenger Type				
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders	
Rte 2	2009 - Sep	21	9.5	no service	11	3.0	16.5	1.0	0.0
	2009 - Nov	24	12.5	no service	11.5	3.5	19.5	1.0	0.0
	2011 - Jan	5	2.0	no service	3.0				

	Daily avg.*	Time period distribution			Passenger Type				
		AM Peak	Midday	PM Peak	Adults	Students	Seniors	BC Bus Pass holders	
Rte 2	2009 - Sep	21	46%	no service	54%	15%	80%	5%	0%
	2009 - Nov	24	52%	no service	48%	15%	81%	4%	0%
	2011 - Jan	5	40%	no service	60%				

Analysis Summary:

- The two-week count results show that Route 2's average ridership during the 2011 count period was 76% and 79% lower than during September and November 2009's count periods respectively.
- The 2011 count period's morning peak ridership was the lowest of the three years' count periods, around one fifth of September 2009's and one sixth of November 2009's.
- Its afternoon peak ridership was around one quarter that of September and November 2009's.
- Students comprised the majority (four fifths) of passengers in 2009's count periods. Adults represented the next most frequent passenger category, at 15%. As with Route 1, seniors represented minimal ridership only. BC Bus Pass subscribers did not constitute any Route 2 ridership during the count periods.

Productivity and cost

	Daily avg.*	Rides/Revenue Hour				Cost/Ride*				
		AM Peak	Midday	PM Peak	Avg.	AM Peak	Midday	PM Peak	Avg.	
Rte 2	2009 - Sep	21	2.0	no service	4.1	2.8	\$27.12	n/a	\$13.38	\$19.75
	2009 - Nov	24	2.7	no service	4.3	3.3	\$20.61	n/a	\$12.80	\$16.87
	2011 - Jan	5	0.4	no service	1.1	0.7	\$179.33	n/a	\$68.32	\$112.72

Analysis Summary:

- 2011's count period showed Route 2 averaging far fewer passengers per revenue hour than during 2009's count periods.
- During the 2011 count, Route 2's productivity was approximately 25% of September 2009's and 20% of November 2009's.
- Route 2's morning peak and afternoon peak productivity was lowest, by a considerable margin, in the 2011 count period. November 2009's count had the highest productivity in both the morning peak and afternoon peak periods.
- During the three count periods, Route 2's 2011 average cost per ride was significantly higher than September and November 2009's. It was approximately:
 - seven times higher than September 2009's
 - six times higher than November 2009's
 While this was due mainly to 2011's significantly lower ridership and productivity, the increase in operating costs in 2010-2011 was a contributing factor as well.
- In terms of individual service periods, this held true for both the morning peak and afternoon peak service periods.

Appendix D: September & November 2009 & January 2011 Two-Week Count Analysis Summaries

2011 Bus Stop Activity Count Results - Route 2

Stop Location	Average daily:		Combined
	Boardings	Alightings	Average:
Fernie - College of the Rockies	3.0	1.5	2.3
Elko - at/across from Kal Tire	1.0	2.0	1.5
Jaffray - I.D.E.A.L. Ranch	0.5	1.0	0.8
Fernie - Hospital	0.5	0.0	0.3
Jaffray - Shell Gas Station	0.0	0.5	0.3
Sparwood - Sparwood Heights Foods	0.0	0.0	0.0
Jaffray - Seniors' Centre	0.0	0.0	0.0
Jaffray - Race Trac Gas	0.0	0.0	0.0
Baynes Lake - Kikomun Crossing	0.0	0.0	0.0
Grasmere - Tobacco Plains Hall	0.0	0.0	0.0
Grasmere - Grasmere General Store	0.0	0.0	0.0
Fernie - 2nd Ave & 7th St (Sears)	0.0	0.0	0.0
Fernie - 2nd Ave & 5th St (CIBC)	0.0	0.0	0.0
Fernie - 6th Ave & 8th St (Park Place Lodge)	0.0	0.0	0.0
Fernie - Community Centre	0.0	0.0	0.0
Fernie - 6th Ave & 11th St (Trinity Lodge)	0.0	0.0	0.0
Total	5.0	5.0	

Analysis Summary:

- Route 2's most frequently used stops during the 2011 count period were at Fernie's College of the Rockies and, to a lesser extent, in Elko. Other stops used during the count period were at Fernie Hospital and at the Shell gas station and I.D.E.A.L. Ranch in Jaffray.
- The stops not used during the count period were in Sparwood, at Jaffray's Seniors' Centre and Race Trac Gas, Kikomun Crossing, Tobacco Plains Hall, Grasmere, and all stops in Fernie apart from those at the College of the Rockies and the hospital.
- This shows that the majority of passengers on this route are travelling between Elko and Fernie's College of the Rockies.

**ELK VALLEY TRANSIT SYSTEM
RIDERSHIP AND PERFORMANCE SUMMARY**

**Based on two week count done
Sep. 09**

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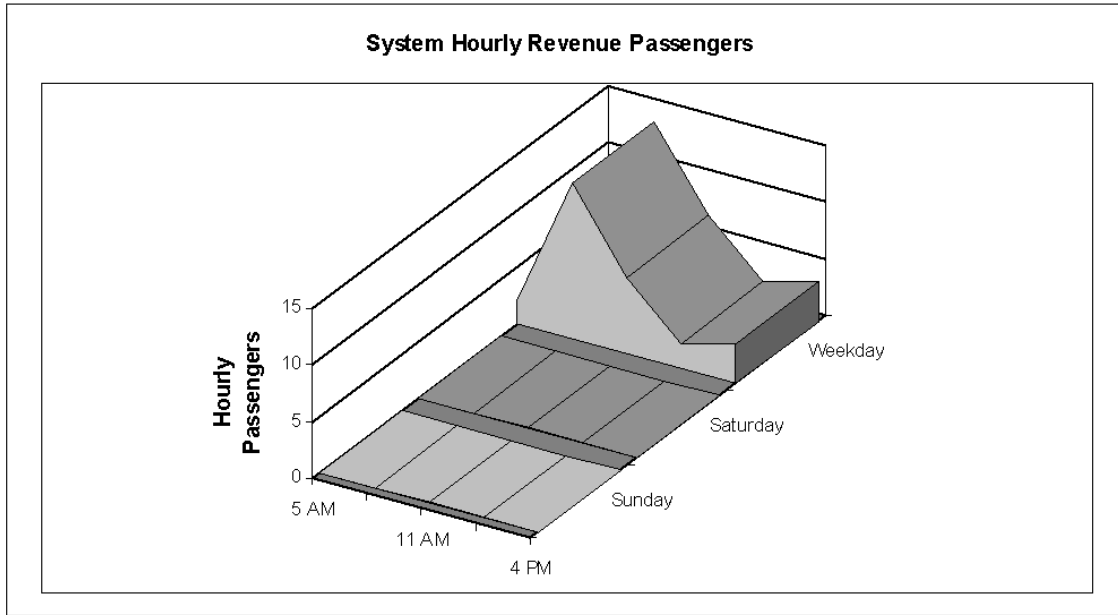
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Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

1.0 SYSTEM PROFILE

1.1 Ridership Overview



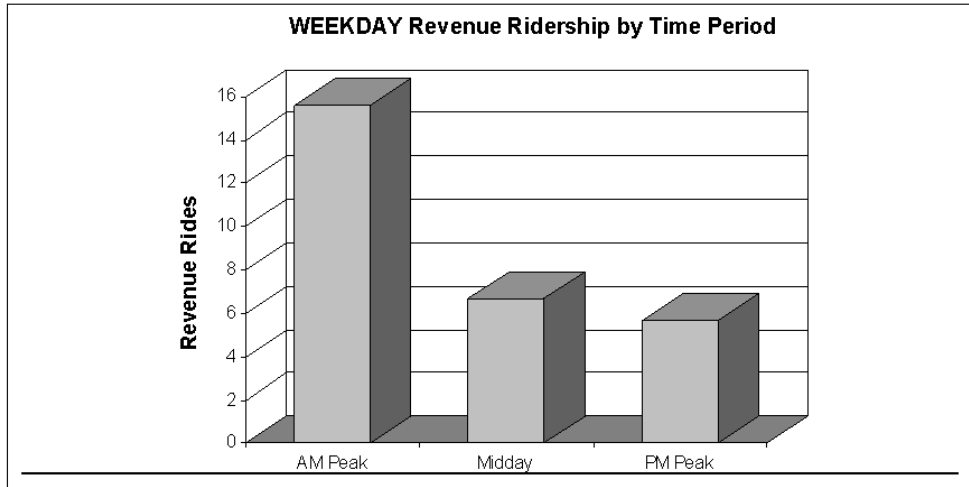
Hourly Revenue Passengers

	Mon	Tue	Wed	Thu	Fri	Weekday Average	Sat	Sun
5 am	0	0	0	10	0	2	0	0
7 am	14	12	15	16	13	14	0	0
11 am	7	7	4	9	8	7	0	0
3 pm	0	0	0	11	0	2	0	0
4 pm	3	4	4	3	4	4	0	0

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

1.2 Weekdays

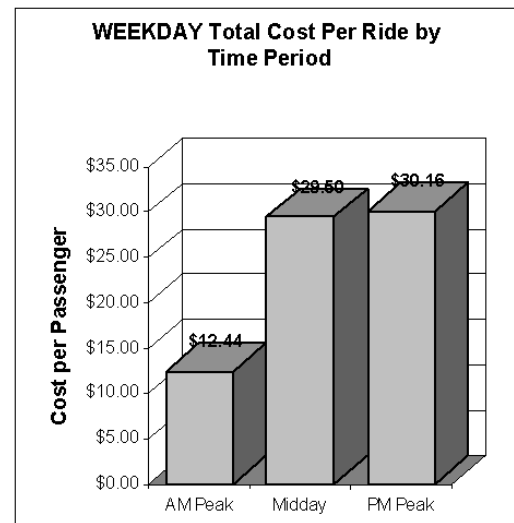
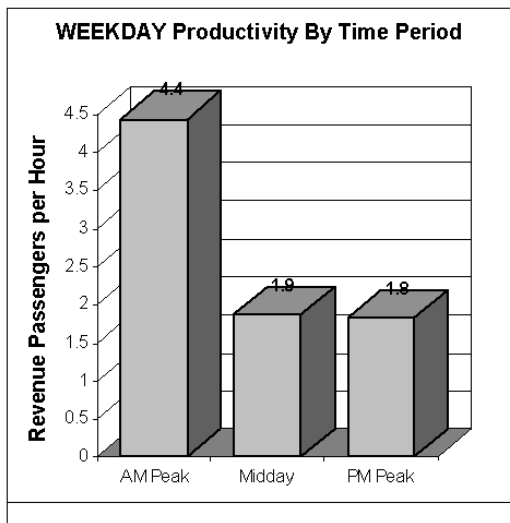


Weekday Revenue Ridership by Time Period

	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	14	12	15	25	13	16
Midday	7	7	4	9	8	7
PM Peak	3	4	4	14	4	6
Total	24	22	22	48	25	28

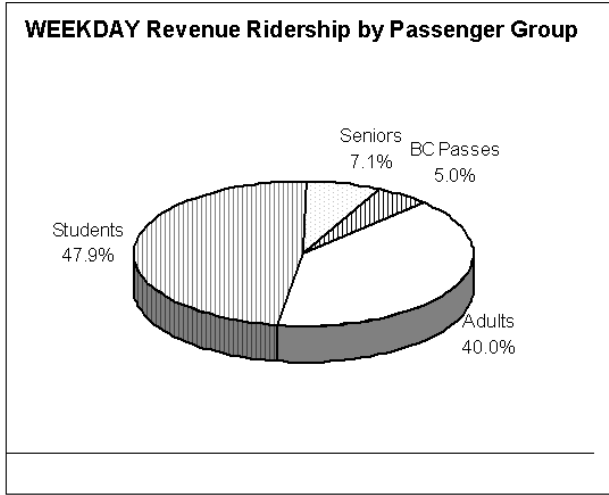
Percent Distribution

	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	59.6%	52.3%	65.9%	52.6%	52.0%	56.5%
Midday	27.7%	29.5%	15.9%	18.9%	32.0%	24.8%
PM Peak	12.8%	18.2%	18.2%	28.4%	16.0%	18.7%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09



Weekday Total Ridership by Passenger Group

Adults	11	40.0%
Students	13	47.9%
Seniors	2	7.1%
BC Passes	1	5.0%
Total Rev. Pass.	28	100.0%

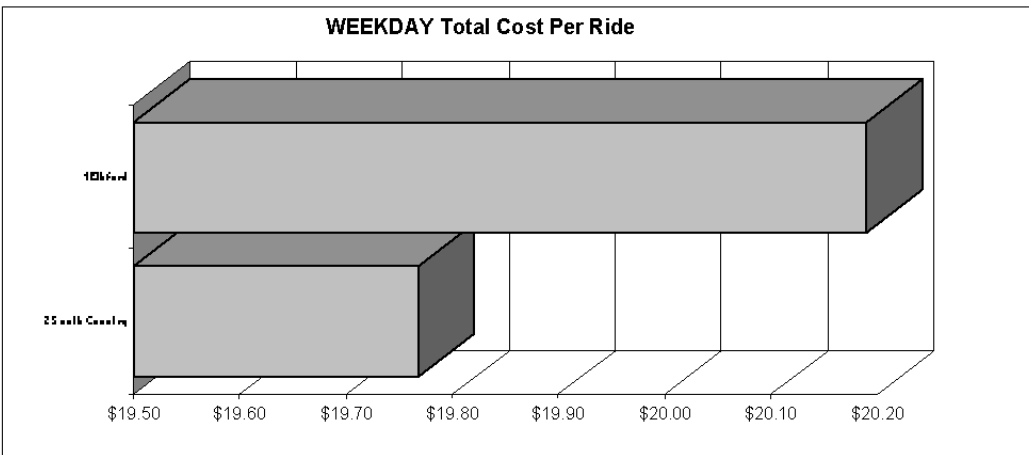
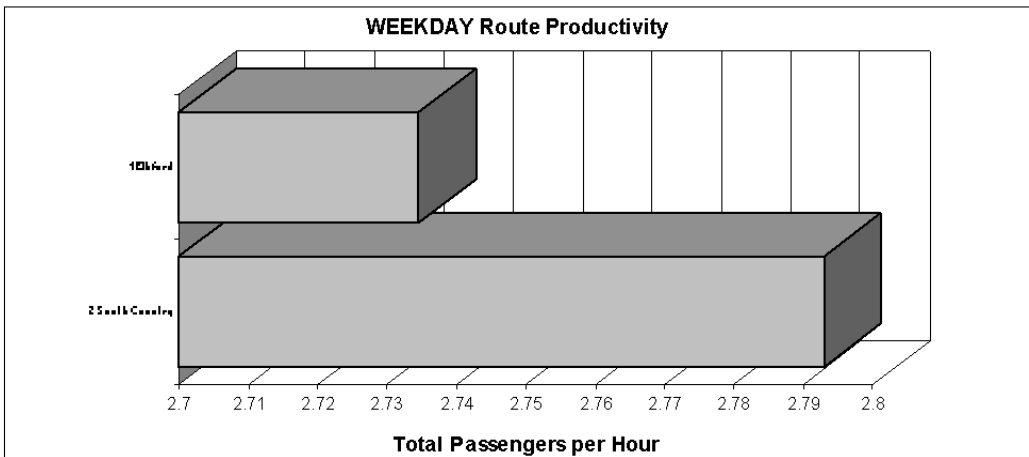
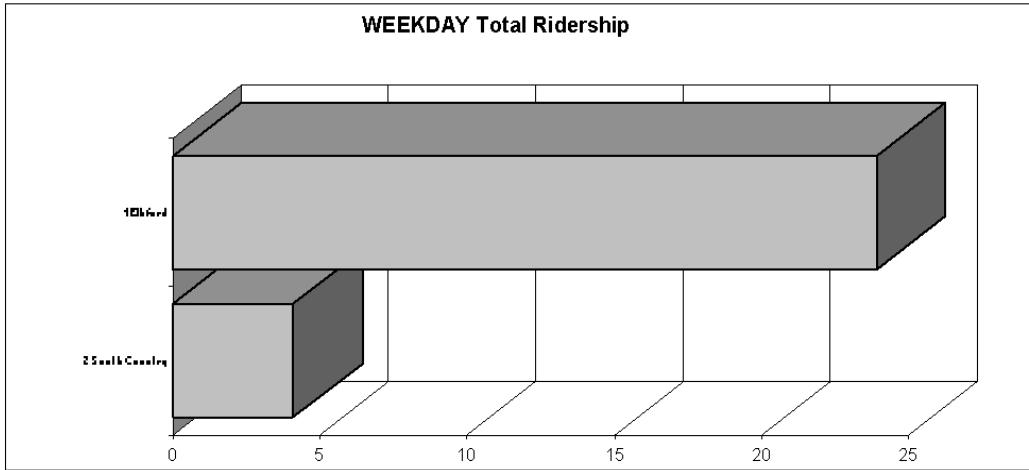
Rev. Passengers	28	100.0%
Transfers		
Total Pass.	28	100.0%

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

2.0 ROUTE PROFILE

2.1 Weekday



Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

Weekday

Total Ridership by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Total	% of Total
1 Elkford	0	14	7	4	0	24	85.4%
2 South Country	0	2	0	2	0	4	14.6%
Total	0	16	7	6	0	28	100.0%

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

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
1 Elkford	0.0	5.3	1.9	1.4	0.0	2.7
2 South Country	0.0	2.0	0.0	4.1	0.0	2.8
Total	0.0	4.4	1.9	1.8	0.0	2.7

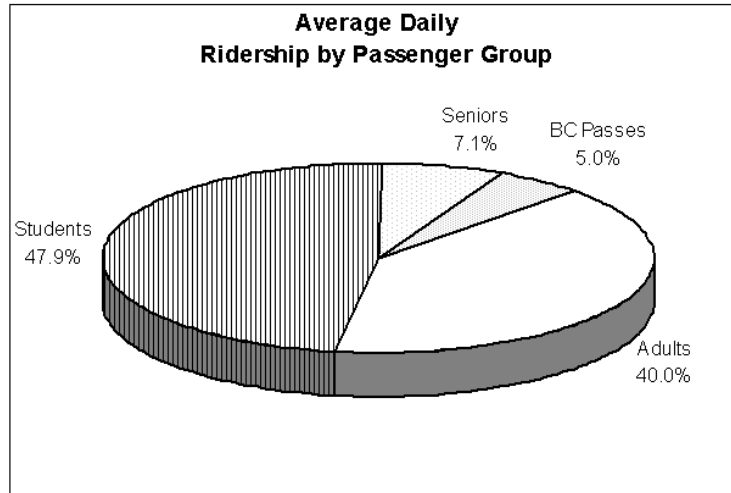
Total Cost Per Ride by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
1 Elkford	\$0.00	\$10.40	\$29.50	\$40.70	\$0.00	\$20.19
2 South Country	\$0.00	\$27.14	\$0.00	\$13.40	\$0.00	\$19.77
Total	\$0.00	\$12.44	\$29.50	\$30.16	\$0.00	\$20.13

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

2.2 Passenger Groups



Total Ridership by Route and Passenger Group

Average Daily

	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
1 Elkford	11	10	2	1	24	0	24
2 South Country	1	3	0	0	4	0	4
Total	11	13	2	1	28	0	28

Percent Distribution

	% of Revenue Passengers				% of Total Passengers		
	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
1 Elkford	44.4%	42.3%	7.5%	5.9%	100.0%	0.0%	100.0%
2 South Country	14.6%	80.5%	4.9%	0.0%	100.0%	0.0%	100.0%
Total	40.0%	47.9%	7.1%	5.0%	100.0%	0.0%	100.0%

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Sep. 09

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.

Appendix E: September & November 2009 Two-Week Passenger Count Results

Bi-Weekly Ridership Count System (BRICS) Two Week Ridership Count Total Passengers By Route And Time

Elk Valley
Starting Date 9/28/2009

Route Number 001 1 Elkford

	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Time	12/28/2009	12/29/2009	1/30/2009	01/1/2009	01/2/2009	01/5/2009	01/6/2009	01/7/2009	01/8/2009	01/9/2009
700	13	13	11	18	16	15	10	18	13	10
1100	11	6	5	12	11	2	7	2	6	5
1620	3	5	6	2	6	3	3	2	3	2
Totals:	27	24	22	32	33	20	20	22	22	17

Route Number 002 2 South Country

	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Time	12/28/2009	12/29/2009	1/30/2009	01/1/2009	01/2/2009	01/5/2009	01/6/2009	01/7/2009	01/8/2009	01/9/2009
540	0	0	0	11	0	0	0	0	8	0
1500	0	0	0	11	0	0	0	0	11	0
Totals:	0	0	0	22	0	0	0	0	19	0

Bi-Weekly Ridership Count System (BRICS) Two Week Ridership Count Average Passengers By System And Hour

Elk Valley
Starting Date 9/28/2009

Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Average Mon-Fri	Weekly Total
5	0.0	0.0	0.0	0.0	9.5	0.0	0.0	1.9	9.5
7	0.0	14.0	11.5	14.5	15.5	13.0	0.0	13.7	68.5
11	0.0	6.5	6.5	3.5	9.0	8.0	0.0	6.7	33.5
15	0.0	0.0	0.0	0.0	11.0	0.0	0.0	2.2	11.0
16	0.0	3.0	4.0	4.0	2.5	4.0	0.0	3.5	17.5
Totals	0.0	23.5	22.0	22.0	47.5	25.0	0.0	28.0	140.0
% of Week	0.0%	16.8%	15.7%	15.7%	33.9%	17.9%	0.0%	17.1%	100.0%
AM Peak	0.0	14.0	11.5	14.5	25.0	13.0	0.0	15.6	
% Of Total							0.0%	55.7%	
Midday	0.0	6.5	6.5	3.5	9.0	8.0	0.0	6.7	
% Of Total							0.0%	23.9%	
PM Peak	0.0	3.0	4.0	4.0	13.5	4.0	0.0	5.7	
% Of Total							0.0%	20.4%	

**ELK VALLEY TRANSIT SYSTEM
RIDERSHIP AND PERFORMANCE SUMMARY**

**Based on two week count done
Nov. 09**

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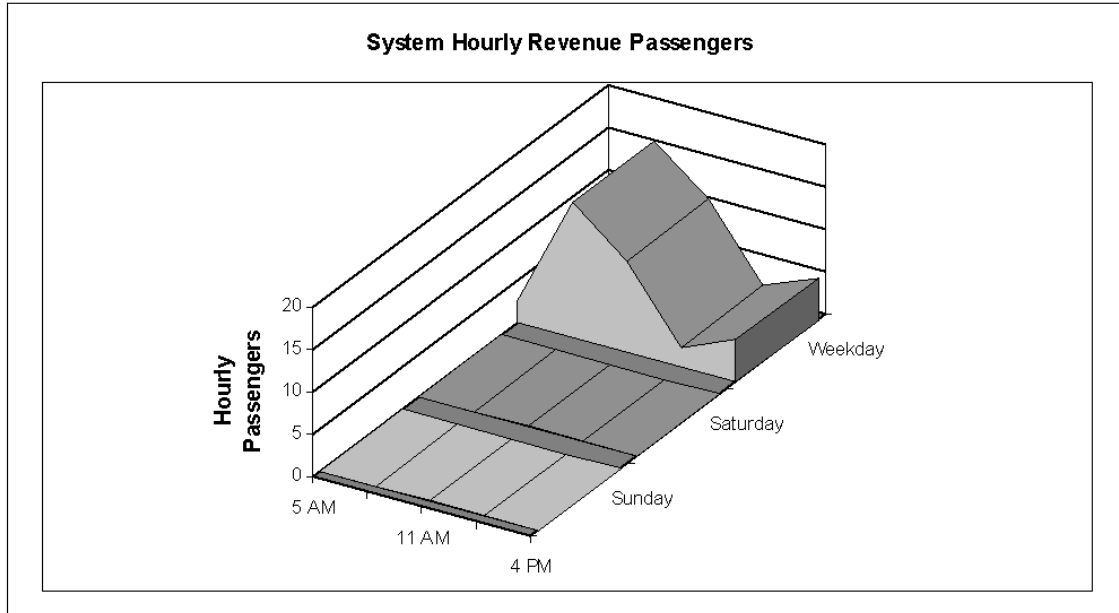
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Elk Valley Two Week Count - Nov. 09

1.0 SYSTEM PROFILE

1.1 Ridership Overview



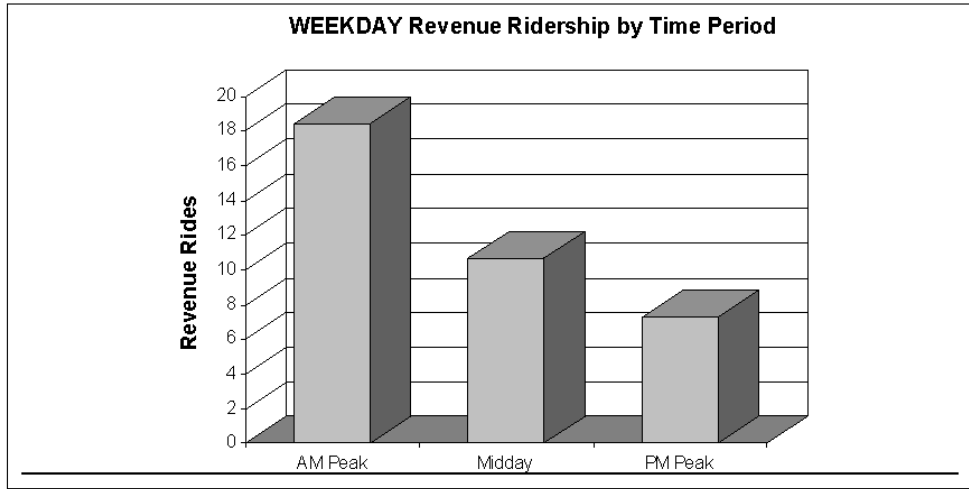
Hourly Revenue Passengers

	Mon	Tue	Wed	Thu	Fri	Weekday Average	Sat	Sun
5 am	0	0	0	13	0	3	0	0
7 am	19	16	15	12	18	16	0	0
11 am	9	12	14	9	10	11	0	0
3 pm	0	0	0	12	0	2	0	0
4 pm	5	10	3	5	4	5	0	0

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09

1.2 Weekdays

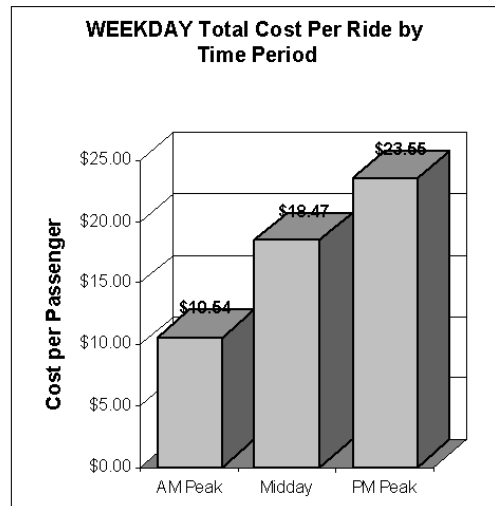
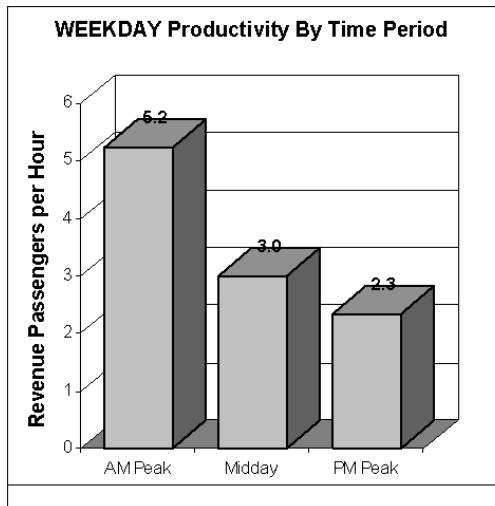


Weekday Revenue Ridership by Time Period

	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	19	16	15	25	18	18
Midday	9	12	14	9	10	11
PM Peak	5	10	3	17	4	7
Total	33	37	31	50	32	36

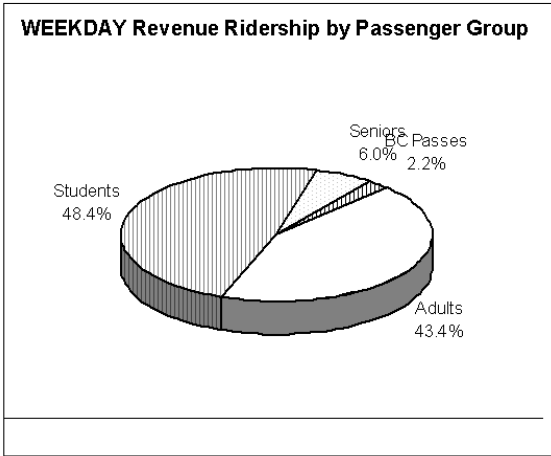
Percent Distribution

	Mon	Tue	Wed	Thu	Fri	Weekday
AM Peak	58.5%	41.9%	48.4%	49.0%	57.1%	51.0%
Midday	27.7%	32.4%	43.5%	18.0%	31.7%	30.7%
PM Peak	13.8%	25.7%	8.1%	33.0%	11.1%	18.3%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%



Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09



Weekday Total Ridership by Passenger Group

Adults	16	43.4%
Students	18	48.4%
Seniors	2	6.0%
BC Passes	1	2.2%
Total Rev. Pass.	36	100.0%

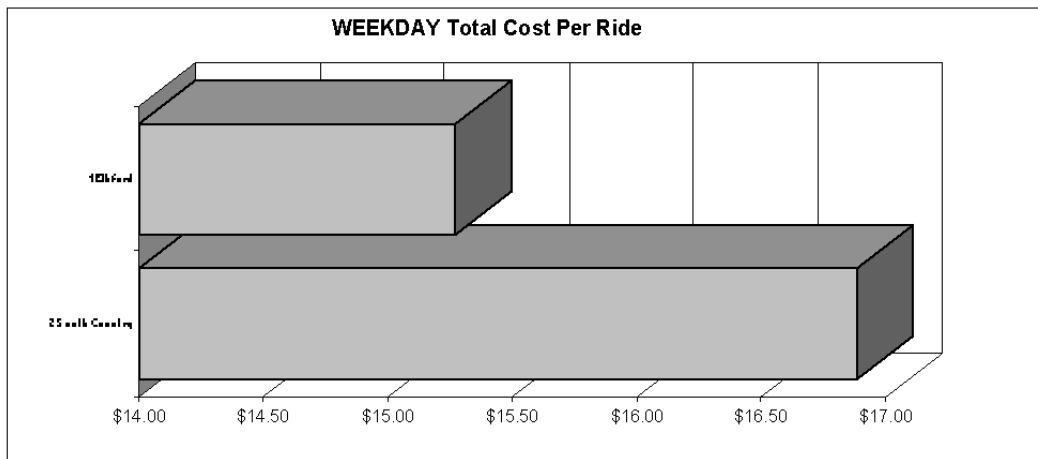
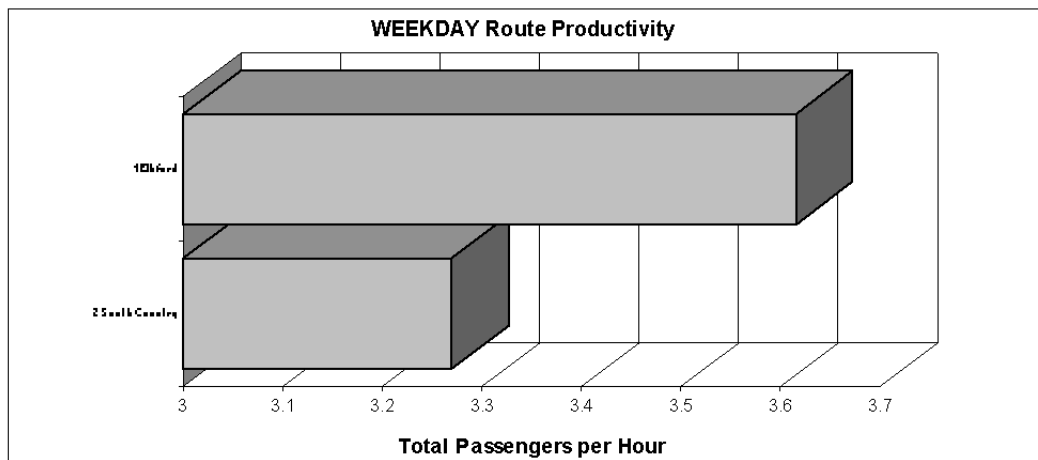
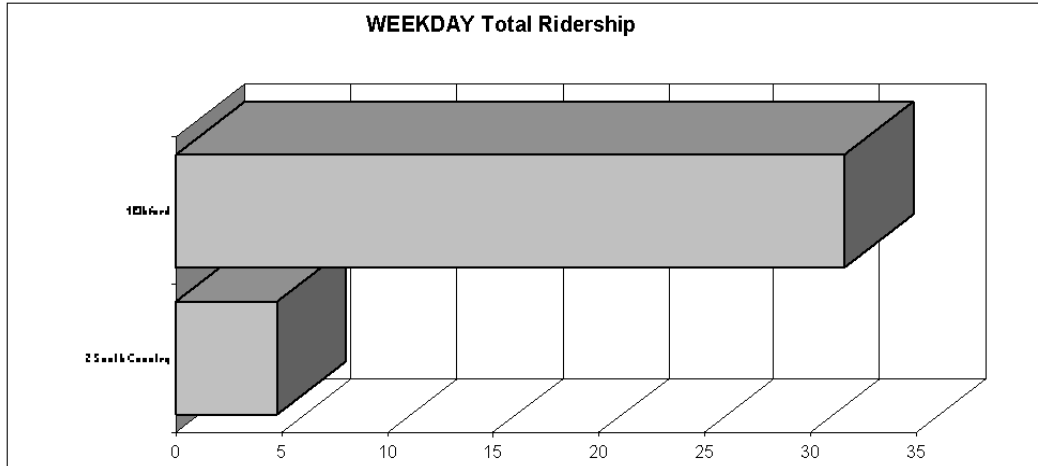
Rev. Passengers	36	100.0%
Transfers		
Total Pass.	36	100.0%

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09

2.0 ROUTE PROFILE

2.1 Weekday



Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09

Weekday

Total Ridership by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Total	% of Total
1 Elkford	0	16	11	5	0	32	86.8%
2 South Country	0	3	0	2	0	5	13.2%
Total	0	18	11	7	0	36	100.0%

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

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
1 Elkford	0.0	6.2	3.0	1.9	0.0	3.6
2 South Country	0.0	2.7	0.0	4.3	0.0	3.3
Total	0.0	5.2	3.0	2.3	0.0	3.6

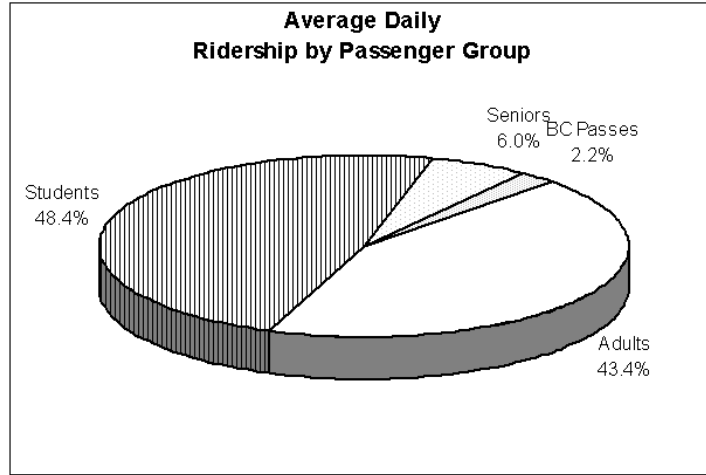
Total Cost Per Ride by Route and Time Period

	Late Night	AM Peak	Midday	PM Peak	Evening	Daily Total
1 Elkford	\$0.00	\$8.96	\$18.47	\$28.49	\$0.00	\$15.27
2 South Country	\$0.00	\$20.63	\$0.00	\$12.82	\$0.00	\$16.89
Total	\$0.00	\$10.54	\$18.47	\$23.55	\$0.00	\$15.48

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09

2.2 Passenger Groups



Total Ridership by Route and Passenger Group

Average Daily

	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
1 Elkford	15	14	2	1	32	0	32
2 South Country	1	4	0	0	5	0	5
Total	16	18	2	1	36	0	36

Percent Distribution

	% of Revenue Passengers				% of Total Passengers		
	Adults	Students	Seniors	BC Passes	Total Rev. Pass.	Transfers	Total
1 Elkford	47.8%	43.4%	6.3%	2.5%	100.0%	0.0%	100.0%
2 South Country	14.6%	81.3%	4.2%	0.0%	100.0%	0.0%	100.0%
Total	43.4%	48.4%	6.0%	2.2%	100.0%	0.0%	100.0%

Appendix E: September & November 2009 Two-Week Passenger Count Results

Elk Valley Two Week Count - Nov. 09

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.

Appendix E: September & November 2009 Two-Week Passenger Count Results

Bi-Weekly Ridership Count System (BRICS) Two Week Ridership Count Total Passengers By Route And Time

Elk Valley
Starting Date 11/16/2009

Route Number 001 1 Elkford

	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Time	11/16/2009	11/17/2009	11/18/2009	11/19/2009	11/20/2009	11/23/2009	11/24/2009	11/25/2009	11/26/2009	11/27/2009
700	15	16	12	12	23	23	15	18	12	13
1100	7	12	10	9	10	11	12	17	9	10
1620	2	10	1	5	5	7	9	4	5	2
Totals:	24	38	23	26	38	41	36	39	26	25

Route Number 002 2 South Country

	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri
Time	11/16/2009	11/17/2009	11/18/2009	11/19/2009	11/20/2009	11/23/2009	11/24/2009	11/25/2009	11/26/2009	11/27/2009
540	0	0	0	13	0	0	0	0	12	0
1500	0	0	0	13	0	0	0	0	10	0
Totals:	0	0	0	26	0	0	0	0	22	0

Bi-Weekly Ridership Count System (BRICS) Two Week Ridership Count Average Passengers By System And Hour

Elk Valley
Starting Date 11/16/2009

Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Average Mon-Fri	Weekly Total
5	0.0	0.0	0.0	0.0	12.5	0.0	0.0	2.5	12.5
7	0.0	19.0	15.5	15.0	12.0	18.0	0.0	15.9	79.5
11	0.0	9.0	12.0	13.5	9.0	10.0	0.0	10.7	53.5
15	0.0	0.0	0.0	0.0	11.5	0.0	0.0	2.3	11.5
16	0.0	4.5	9.5	2.5	5.0	3.5	0.0	5.0	25.0
Totals	0.0	32.5	37.0	31.0	50.0	31.5	0.0	36.4	182.0
% of Week	0.0%	17.9%	20.3%	17.0%	27.5%	17.3%	0.0%	17.4%	100.0%
AM Peak	0.0	19.0	15.5	15.0	24.5	18.0	0.0	18.4	
% Of Total							0.0%	50.5%	
Midday	0.0	9.0	12.0	13.5	9.0	10.0	0.0	10.7	
% Of Total							0.0%	29.4%	
PM Peak	0.0	4.5	9.5	2.5	16.5	3.5	0.0	7.3	
% Of Total							0.0%	20.1%	

Appendix F: January 2011 Two-Week Stop Activity Count Results

Average daily passenger boardings and alightings - by route

ROUTE 1			ROUTE 2		
Stop Location	ONs	OFFs	Stop Location	ONs	OFFs
Elkford - Health Centre	0.2	0.1	Sparwood - Sparwood Heights Foods		
Elkford - Michel & Fording (District Office)	0.2	0.2	Elko - at/across from Kal Tire	1.0	2.0
Elkford - Alpine @ Almond	0.4	0.3	Jaffray - Seniors' Centre		
Elkford - Alpine & Balmer (Lamplighter Pub & Grill)	1.0	1.1	Jaffray - Race Trac Gas		
Sparwood area - Whispering Winds/Little Acres Mobile Home Park	1.1	0.2	Jaffray - Shell Gas Station		0.5
Sparwood - Lodgepole Mobile Home Park	0.1	0.2	Jaffray - I.D.E.A.L. Ranch	0.5	1.0
Sparwood - Elk Valley Mobile Home Park	0.4	0.1	Baynes Lake - Kikomun Crossing		
Sparwood - Sparwood Heights Foods	7.0	2.5	Grasmere - Tobacco Plains Hall		
Sparwood - Spardell Mobile Home Park	0.3	0.3	Grasmere - Grasmere Store		
Sparwood - Mountain View Mobile Home Park	1.1	0.7	Fernie - 2nd Ave & 7th St (Sears)		
Sparwood - Lilac Terrace	1.2	1.4	Fernie - 2nd Ave & 5th St (CIBC)		
Sparwood - Greenwood Mall	2.6	3.4	Fernie - College of the Rockies	3.0	1.5
Sparwood - Leisure Centre	2.7	1.4	Fernie - 6th Ave & 8th St (Park Place)		
Sparwood - Health Care Centre	4.3	2.4	Fernie - Community Centre		
Hosmer	0.6	0.4	Fernie - 6th Ave & 11th St (Trinity Lodge)		
Fernie area - Dicken Rd (White Spruce Mobile Home Park)	1.5	1.1	Fernie - Hospital	0.5	
Fernie - Hospital	3.3	5.1		Total	5.0
Fernie - 6th Ave & 11th St (Trinity Lodge)	0.2	0.3			5.0
Fernie - Community Centre	0.8	0.9			
Fernie - 2nd Ave & 7th St (Sears)	0.2	0.7			
Fernie - 2nd Ave & 5th St (CIBC)		2.0			
Fernie - College of the Rockies	2.1	7.6			
Fernie - 6th Ave & 8th St (Park Place)	0.1				
Fernie - 9th Ave & 18th St (Cdn. Tire)	1.1				
Total	32.4	32.3			

Appendix G: Public Consultation Methodologies

1. Official Stakeholders

In September 2009, BC Transit staff visited the Elk Valley in order to meet with official stakeholders. Input was received from the RDEK, the directors of electoral areas A and B, the Mayor of Fernie, staff from the District of Elkford, the District of Sparwood, and the City of Fernie, and operating company staff. Suggestions brought up included the following:

- Adjust the schedule to fit workers' start and end times, e.g. arriving in Fernie before 8:00 a.m.
- Adjust the schedule to suit schools' – especially Fernie Academy's – start and end times [*incompatible with suggestion above without an additional vehicle available*].
- Have an earlier trip returning to Elkford: the current schedule results in a 7- or 12-hour interval in Fernie for Elkford residents for the return bus.
- Ensure Route 2 schedule meets the Health Connections schedule.
- Improve public information about stop locations within Fernie: display all stop locations in the Riders Guide, not just the timing point locations displayed currently.
- Improve public information about rural flag stop service.
- Add new stops to the industrial zone and outside Jaffray Seniors' Centre.
- Make Grasmere an on-request routing because ridership is minimal [*not practicable due to the significant schedule impact this would cause: Grasmere would be a 25-minute, or 32-kilometre, route detour. It needs to be either maintained as part of a fixed routing, or removed from routing permanently.*].
- Keep current routing direction on 4th Street in Fernie: the hill on this street renders it unsafe in snow conditions for bus travel in the opposite direction.
- South Country contributes funding for the Elk Valley Transit System so service to it must be maintained.
- Introduce local daytime service within Fernie, e.g. to help people travel between different medical appointments.
- Introduce service to Rocky Mountain Village seniors' home, in the Cokato area just south of Fernie.
- Introduce service to Tom Uphill Memorial Home [*currently half a block from the bus route, but nearest stop is 200m away at Fernie Hospital*].
- Introduce service to Trinity Lodge seniors' home [*currently a stop on the bus route but not marked as such on the ground or in the Riders Guide*].
- Introduce evening and weekend service to Fernie Alpine Resort and weekend service to Elkford's Wapiti Ski Hill.
- Improve route and schedule adherence.

2. On-Board Passenger Survey

In order to gather input from current users of the EVTS in particular, a passenger survey was conducted on board on December 2-3, 2009. Every passenger who boarded the bus was asked to fill out a survey, unless they had already done so. There were 19 respondents, which is about the number expected, based on daily EVTS ridership numbers and the fact that many would be homeward-bound riders who would have completed a survey card on their outbound journey. When asked how the EVTS could be improved, the following were the most frequent comments:

- Increase service frequency (4 passengers)
- Introduce weekend service (4 passengers)
- Provide easier access to schedules (2 passengers)
- Schedule an earlier morning arrival in Sparwood or Fernie (from Elkford/Sparwood) (2 passengers)

It should be noted that two passengers commented that the service was perfect the way it is, while two did not provide comments.

3. Residential Household Surveys

Appendix G: Public Consultation Methodologies

A residential household survey was conducted in March 2010, with survey and reply-paid envelopes delivered to all residential addresses consenting to receive Unaddressed Admail™. The survey was also available online on BC Transit's website to anyone accessing the EVTS webpage, and the mailed residential survey provided this URL for people preferring to complete it online.

1,299 people from 583 households responded to the survey, with 85% of them replying by mail and 15% replying online. The overall survey response rate was 9.2%, well above the usual rate of 1% to 2%. This high response rate indicates a keen interest on the part of Elk Valley residents in the EVTS and that the survey results are statistically significant. However, it should be noted that residential survey respondents are self-selecting and the results are not from a random sample, with a consequent voluntary response bias affecting the results.

One section of the survey asked about residents' interest in specific service proposals suggested at previous stakeholder meetings. The results can be summarized as follows:

<i>If the following were provided, when/how often would your household use them?</i>		% Wouldn't Use / Never	% No Response	% Would Use														
Q11	For a weekday morning bus trip to Fernie, from Sparwood and Elkford, what time would they prefer to arrive in Fernie?	47.4%	28.9%	23.7%														
	Respondents were given the following choices: <table border="1"> <thead> <tr> <th>Choice</th> <th>Response rate:</th> </tr> </thead> <tbody> <tr> <td>7:45 a.m.</td> <td>2.6%</td> </tr> <tr> <td>8:00 a.m.</td> <td>2.3%</td> </tr> <tr> <td>8:15 a.m.</td> <td>1.8%</td> </tr> <tr> <td>8:30 a.m.</td> <td>8.3%</td> </tr> <tr> <td>Other*</td> <td>8.6%</td> </tr> <tr> <td>use it)</td> <td>47.4%</td> </tr> </tbody> </table> A total of 7.2% gave a preferred time of between 9:00-11:00 a.m.	Choice	Response rate:	7:45 a.m.	2.6%	8:00 a.m.	2.3%	8:15 a.m.	1.8%	8:30 a.m.	8.3%	Other*	8.6%	use it)	47.4%			
Choice	Response rate:																	
7:45 a.m.	2.6%																	
8:00 a.m.	2.3%																	
8:15 a.m.	1.8%																	
8:30 a.m.	8.3%																	
Other*	8.6%																	
use it)	47.4%																	
Q12	For a weekday afternoon bus trip from Fernie, to Sparwood and Elkford, what time would they prefer to leave Fernie?	45.7%	29.1%	25.2%														
	Respondents were given the following choices: <table border="1"> <thead> <tr> <th>Choice</th> <th>Response rate:</th> </tr> </thead> <tbody> <tr> <td>3:30 p.m.</td> <td>6.4%</td> </tr> <tr> <td>4:00 p.m.</td> <td>8.2%</td> </tr> <tr> <td>4:30 p.m.</td> <td>3.1%</td> </tr> <tr> <td>5:00 p.m.</td> <td>2.2%</td> </tr> <tr> <td>Other*</td> <td>5.3%</td> </tr> <tr> <td>use it)</td> <td>45.7%</td> </tr> </tbody> </table> Answers ranged all the way from 6:35 a.m. to 10:30 p.m.	Choice	Response rate:	3:30 p.m.	6.4%	4:00 p.m.	8.2%	4:30 p.m.	3.1%	5:00 p.m.	2.2%	Other*	5.3%	use it)	45.7%			
Choice	Response rate:																	
3:30 p.m.	6.4%																	
4:00 p.m.	8.2%																	
4:30 p.m.	3.1%																	
5:00 p.m.	2.2%																	
Other*	5.3%																	
use it)	45.7%																	
Q13	If there was an evening and weekend bus to Fernie ski hill, how often would they use it?	60.0%	15.3%	24.7%														
	Respondents were given the following choices: <table border="1"> <thead> <tr> <th>Choice</th> <th>Response rate:</th> </tr> </thead> <tbody> <tr> <td>Never</td> <td>60.0%</td> </tr> <tr> <td>month</td> <td>13.9%</td> </tr> <tr> <td>1-2 days/ week</td> <td>7.2%</td> </tr> <tr> <td>3-4 days/ week</td> <td>3.6%</td> </tr> <tr> <td>No response</td> <td>15.3%</td> </tr> </tbody> </table>	Choice	Response rate:	Never	60.0%	month	13.9%	1-2 days/ week	7.2%	3-4 days/ week	3.6%	No response	15.3%					
Choice	Response rate:																	
Never	60.0%																	
month	13.9%																	
1-2 days/ week	7.2%																	
3-4 days/ week	3.6%																	
No response	15.3%																	
Q15	If there was an evening and weekend bus to Elkford ski hill, how often would they use it?	71.6%	16.0%	12.4%														
	Respondents were given the following choices: <table border="1"> <thead> <tr> <th>Choice</th> <th>Response rate:</th> </tr> </thead> <tbody> <tr> <td>Never</td> <td>71.6%</td> </tr> <tr> <td>month</td> <td>7.5%</td> </tr> <tr> <td>1-2 days/ week</td> <td>1.6%</td> </tr> <tr> <td>3-4 days/ week</td> <td>3.2%</td> </tr> <tr> <td>No response</td> <td>16.0%</td> </tr> </tbody> </table>	Choice	Response rate:	Never	71.6%	month	7.5%	1-2 days/ week	1.6%	3-4 days/ week	3.2%	No response	16.0%					
Choice	Response rate:																	
Never	71.6%																	
month	7.5%																	
1-2 days/ week	1.6%																	
3-4 days/ week	3.2%																	
No response	16.0%																	
Q17	If there was daily weekday bus service, from Grasmere, Baynes Lake, Jaffray and Elko, to Fernie, how often would they use it?	69.4%	16.7%	13.9%														
	Respondents were given the following choices: <table border="1"> <thead> <tr> <th>Choice</th> <th>Response rate:</th> </tr> </thead> <tbody> <tr> <td>Never</td> <td>69.4%</td> </tr> <tr> <td>month</td> <td>8.4%</td> </tr> <tr> <td>1 day/ week</td> <td>1.9%</td> </tr> <tr> <td>2-3 days/ week</td> <td>1.6%</td> </tr> <tr> <td>4-5 days/ week</td> <td>1.9%</td> </tr> </tbody> </table>	Choice	Response rate:	Never	69.4%	month	8.4%	1 day/ week	1.9%	2-3 days/ week	1.6%	4-5 days/ week	1.9%					
Choice	Response rate:																	
Never	69.4%																	
month	8.4%																	
1 day/ week	1.9%																	
2-3 days/ week	1.6%																	
4-5 days/ week	1.9%																	

Due to the inherent bias in non-commitment responses, these survey results are not indicative of actual future usage of these hypothetical services. More reliable are self-generated requests that require more effort on the part of the respondent. When asked if they had comments on transit service in their area, 260 (45% of) households responding to the survey provided them, with some households providing up to four comments. There were a total of 146 comments requesting various service improvements to the EVTS. These fell into twenty-three general categories, with the most frequent responses as follows:

- Improve public information: advertise the transit system, where to access Riders Guides and how to read them (26 respondents)
- Introduce service to Fernie Alpine Resort (14 respondents)
- Increase service frequency (12 respondents)

Appendix G: Public Consultation Methodologies

- Introduce evening and late night service (12 respondents)

It should be noted that the same number of respondents (6) opposed schedule changes to better serve Fernie Academy start and end times as the number requesting such changes.

4. Public Open Houses

Lastly, public open houses were organized as another method of consulting with area residents. Initially, specific community groups identified as having a particular stake in transit were targeted, but due to low uptake, the open houses were then advertised through the local media as being open to the general public. The open houses took place on June 10-11, 2010 in Fernie, Sparwood, Elkford, and Jaffray with a total of 53 attendees, including political appointees, local employers, school district staff, health system employees, community resource group representatives, and interested residents.

It was noteworthy that there was barely any consensus produced between the four public open houses or, in most cases, between the different discussion groups at the same open house within the same community. The sole point of consensus between different communities was a request to improve stop signage and public information (raised by both Fernie discussion groups and one out of three Sparwood discussion groups). Two out of three Sparwood discussion groups requested discontinuation of routes with low ridership and provision of a trip to Sparwood for Fernie Academy students leaving Fernie between 3:30-4:00 p.m.

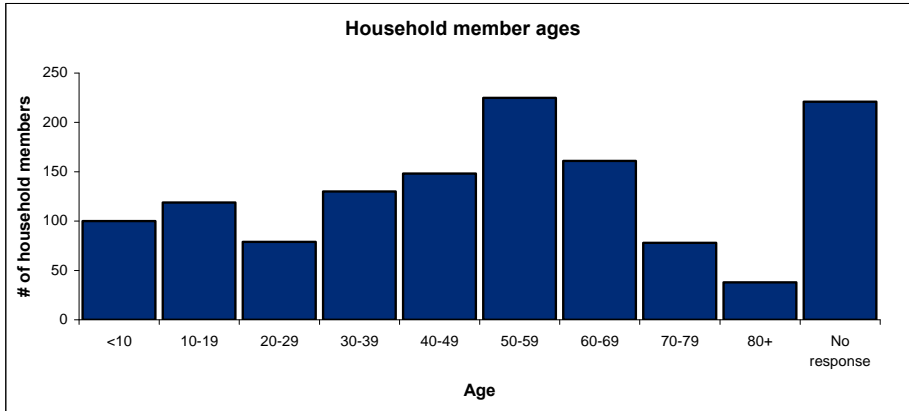
It should be noted that public open house participants in general have a self-selecting bias and participant opinions may not be representative of those of area residents as a whole.

Appendix H: March-August 2010 Residential Survey Summary

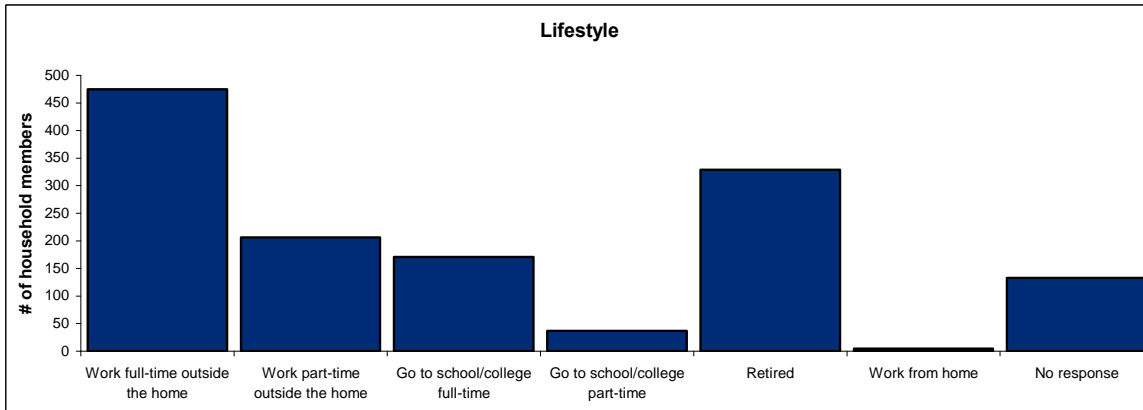
**Elk Valley Resident Survey
Conducted: March-August 2010**

Number of household responses: 583
Number of people responses: 1299

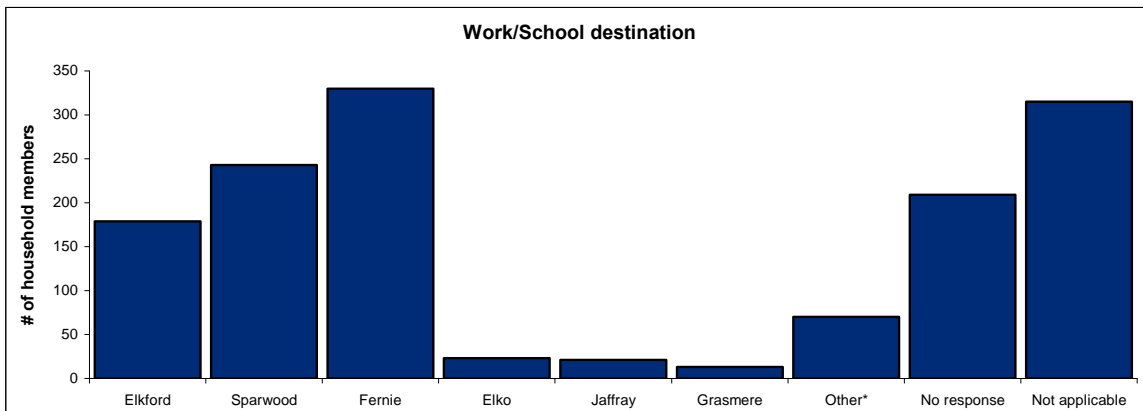
1. What is their age?



2. Lifestyle

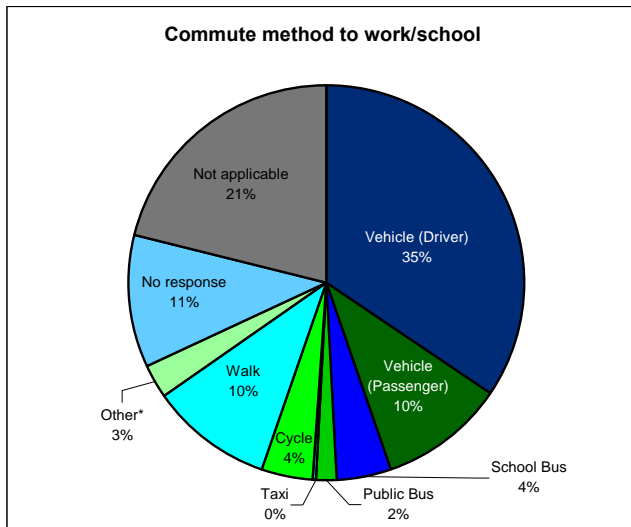


3. If they go to work/school, where do they go?

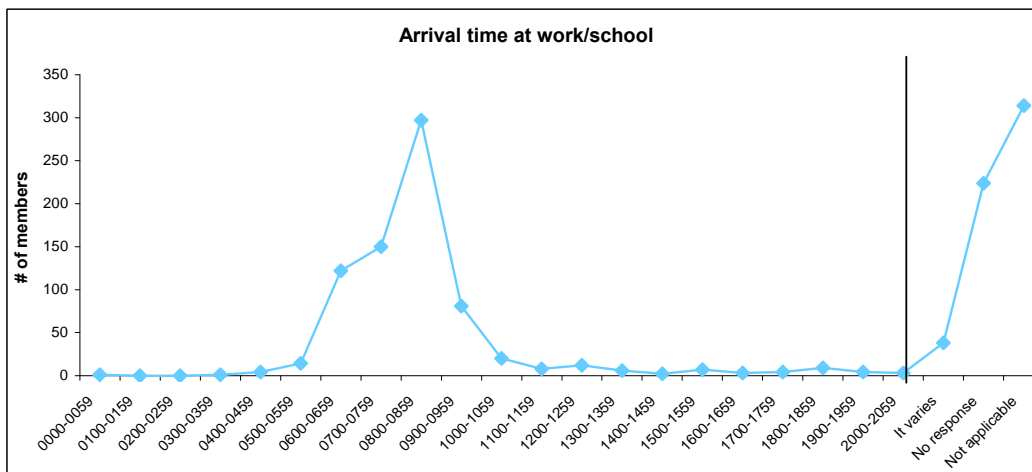


Appendix H: March-August 2010 Residential Survey Summary

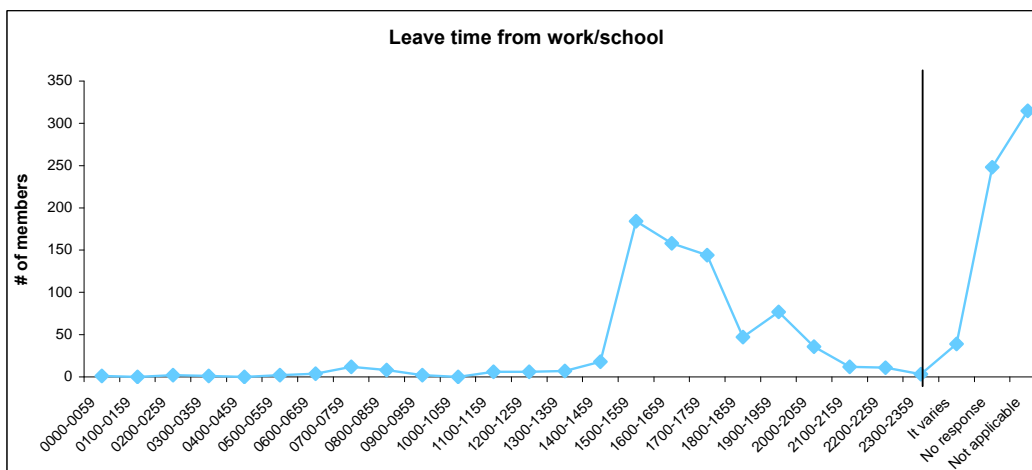
4. If they go to work/school, how do they go?



5. What time do they arrive at work/school?

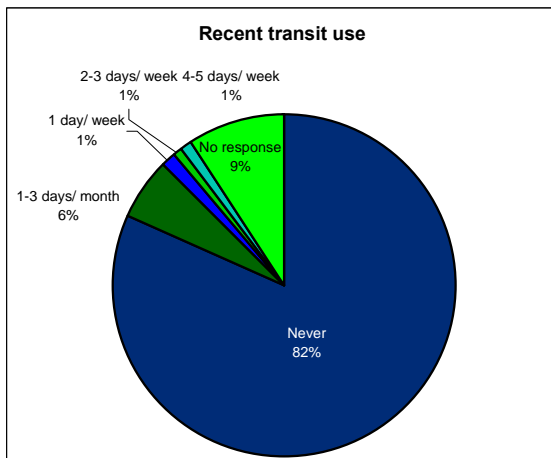


6. What time do they leave work/school?

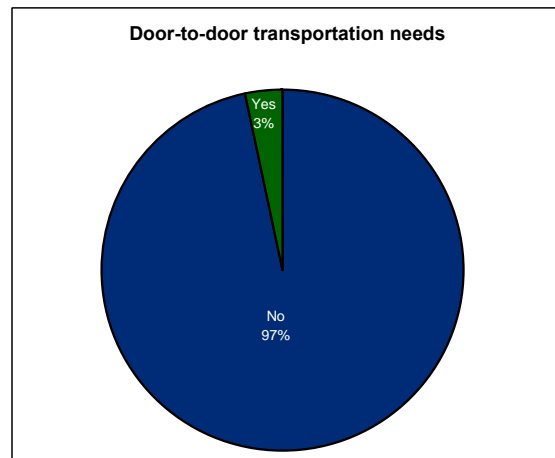


Appendix H: March-August 2010 Residential Survey Summary

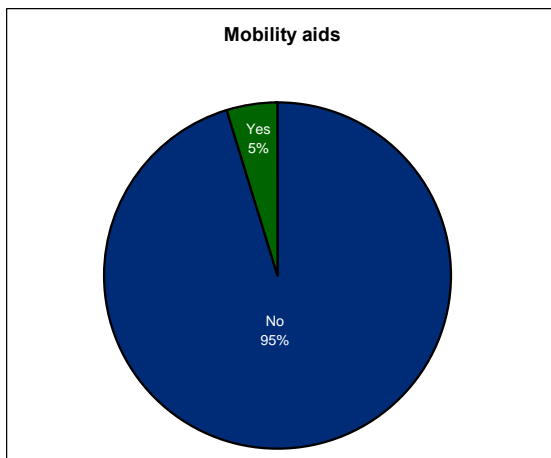
7. In the past 3 months, how often has each person in your household taken a public bus?



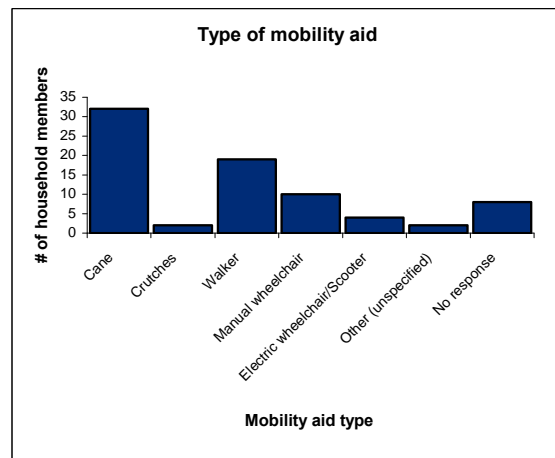
8. Do they need door-to-door transportation because of a disability?



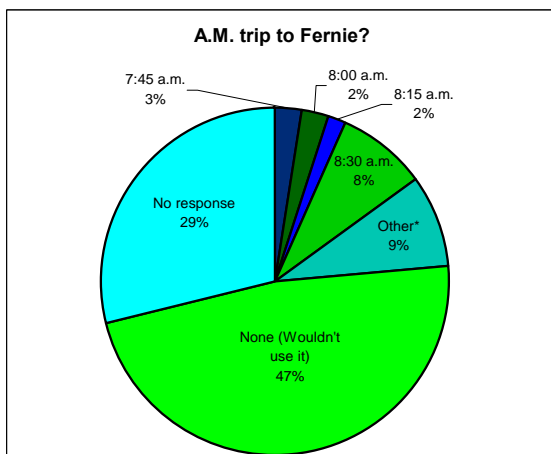
9. Do they use mobility aids?



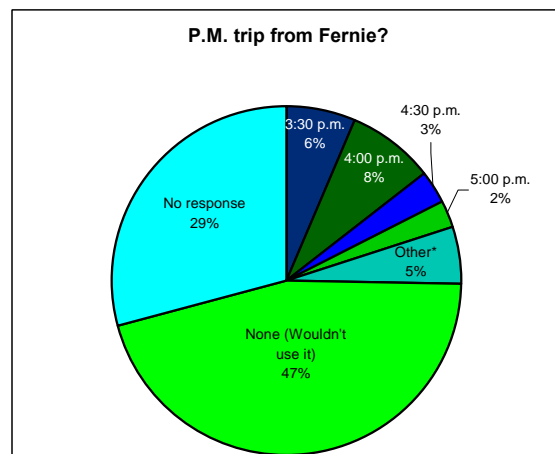
10. If they use mobility aids, do they use...



11. For a weekday morning bus trip to Fernie, from Sparwood and Elkford, what time would they prefer to arrive in Fernie?

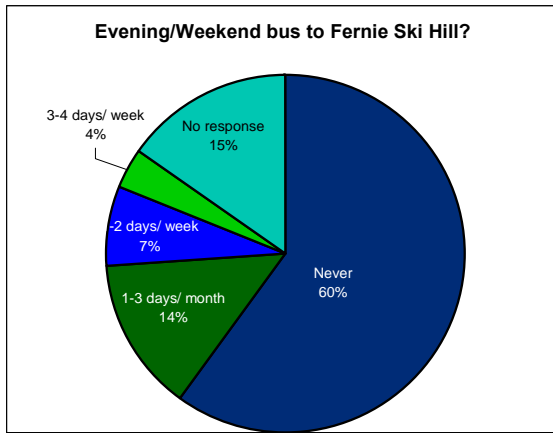


12. For a weekday afternoon bus trip from Fernie, to Sparwood and Elkford, what time would they prefer to leave Fernie?

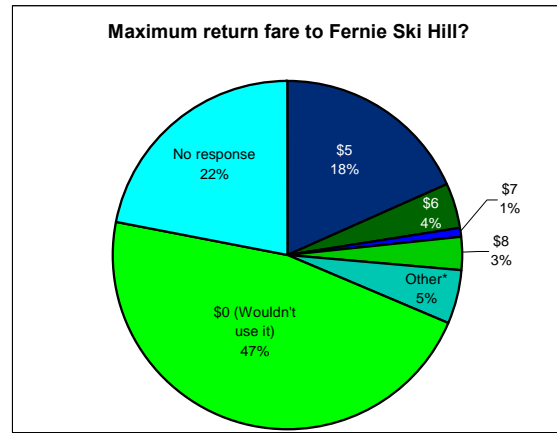


Appendix H: March-August 2010 Residential Survey Summary

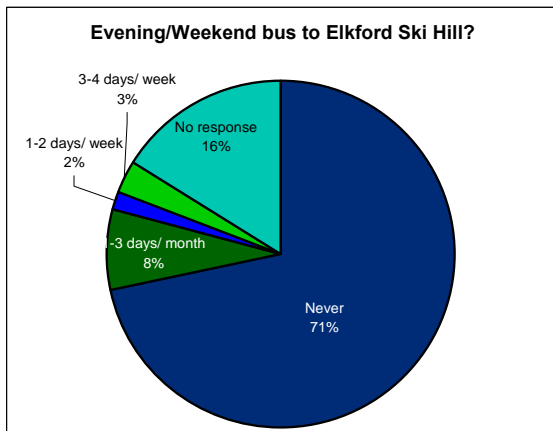
13. If there was an evening and weekend bus to Fernie Ski Hill, how often would they use it?



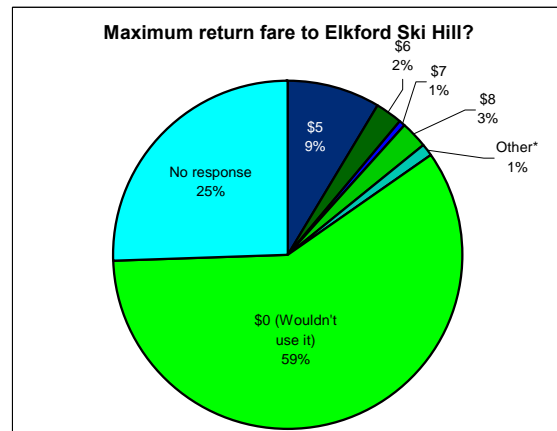
14. What is the maximum they would pay for a return trip to Fernie Ski Hill?



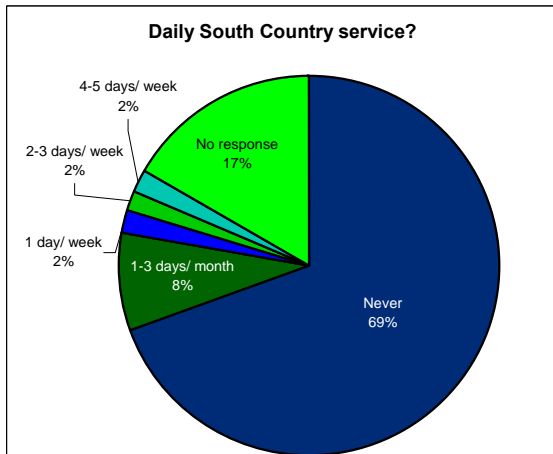
15. If there was an evening and weekend bus to Elkford Ski Hill, how often would they use it?



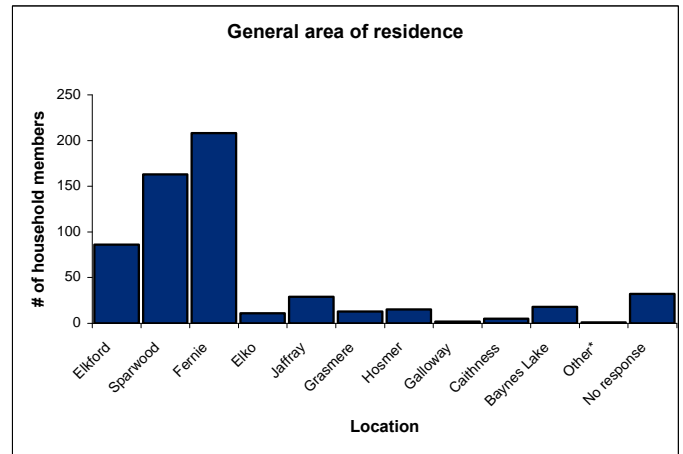
16. What is the maximum they would pay for a return trip to Elkford Ski Hill?



17. If there was daily weekday bus service, from Grasmere, Baynes Lake, Jaffray and Elko, to Fernie, how often would they use it?

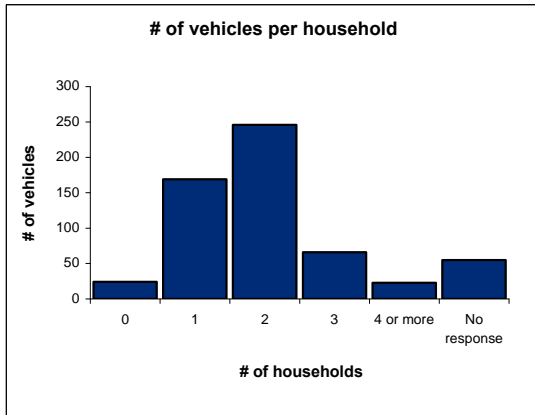


18. What general area do you live in?



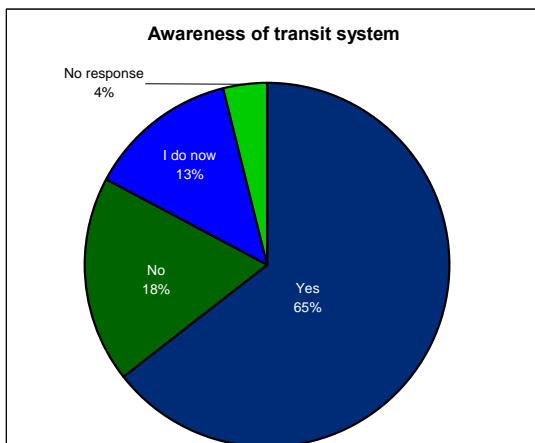
Appendix H: March-August 2010 Residential Survey Summary

19. How many registered, licensed vehicles does your household have?

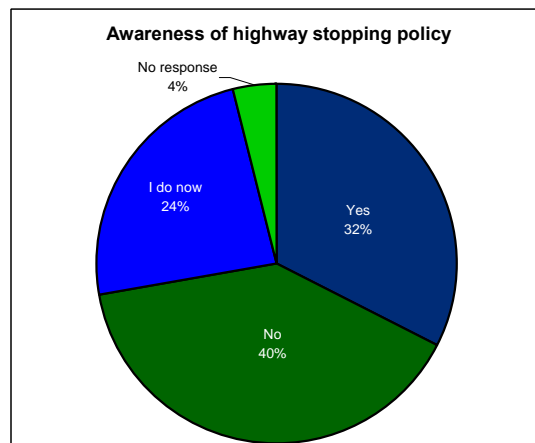


24. Did you already know that Elk Valley has a public bus system?

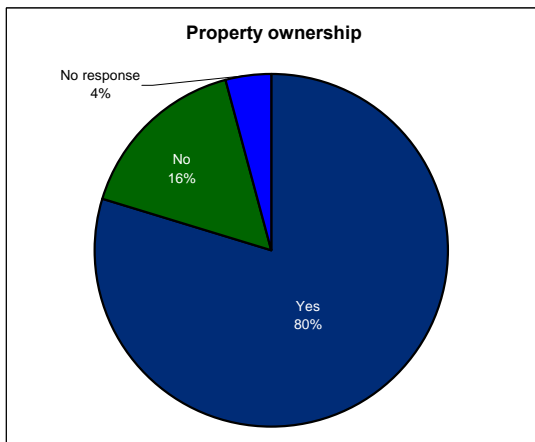
Residential survey question had a typo ("Columbia Valley")
Online survey question (correct) had a Yes response of 81%.



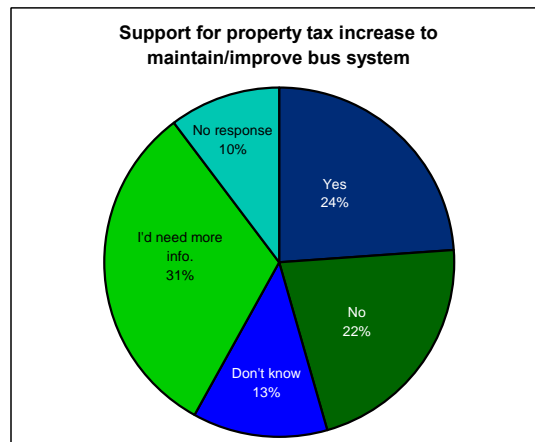
25. The bus can pick you up and let you off in rural areas along Highways 3, 3/93, and 43, even if there is no bus stop. Did you already know this?



26. Are you a property owner?



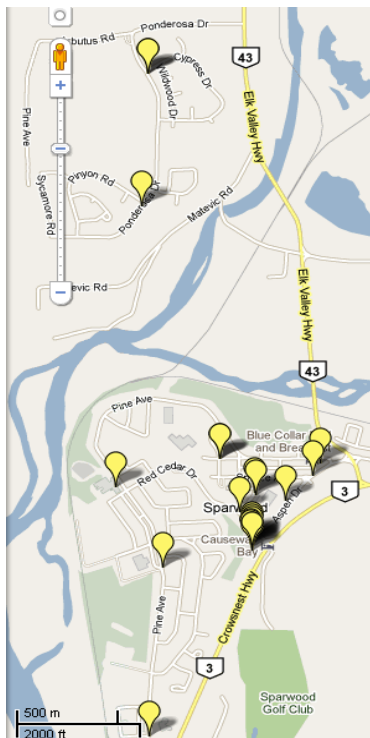
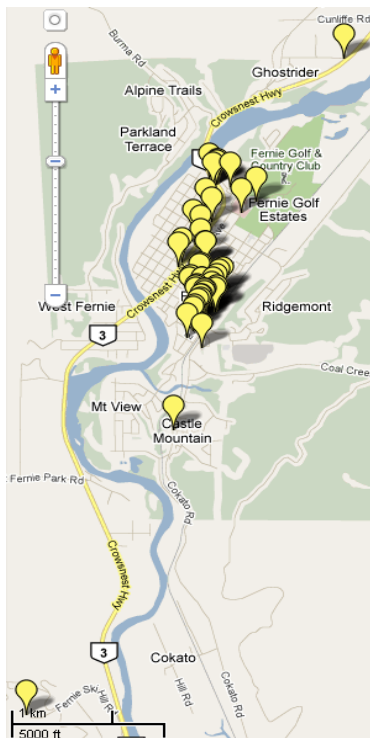
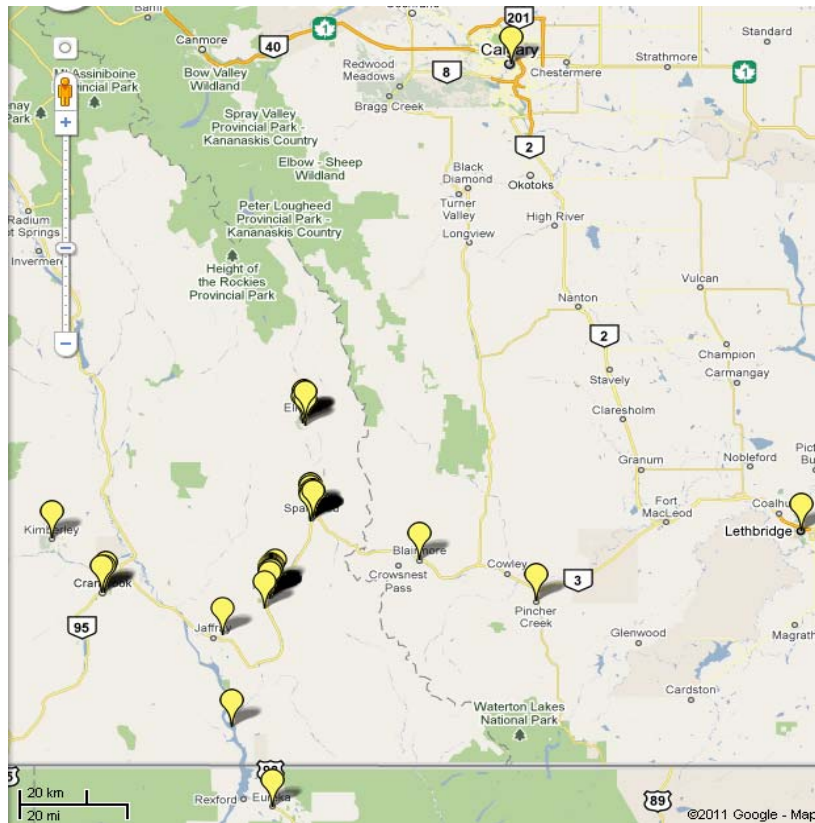
26. A portion of property tax funds your public bus system. Would you support an increase in property tax to maintain or improve your bus system?

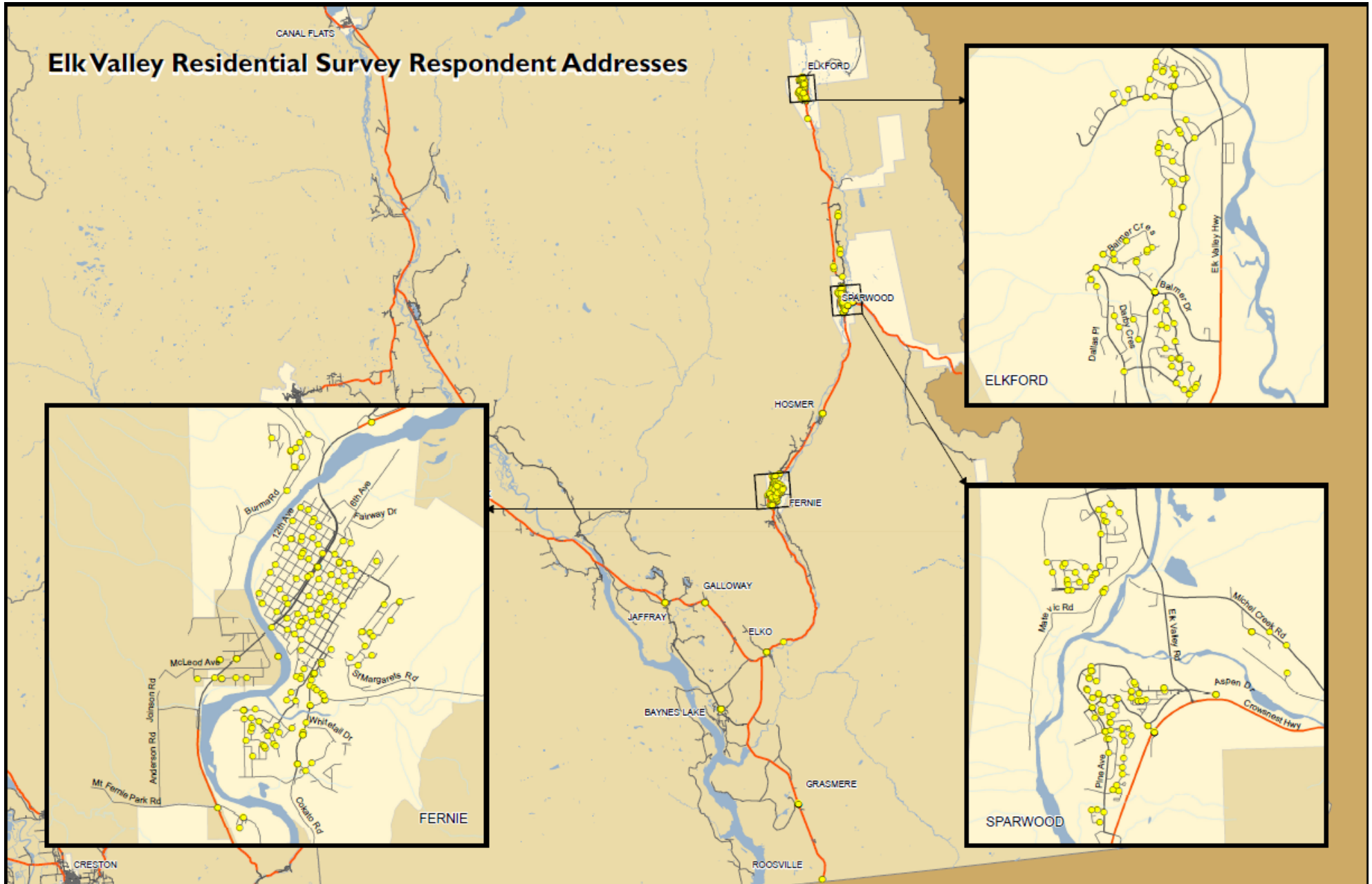


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20. Which shopping, recreation, or medical facilities does your household go to each week?

Fernie:	55.4%
Sparwood:	21.6%
Elkford:	6.7%
Jaffray:	0.4%
Cranbrook:	9.3%
Kimberley:	0.1%
Calgary:	0.4%
Blairmore:	0.4%
Lethbridge:	0.3%
Pincher Cree	0.2%
Montana:	0.1%
Other:	0.3%
No response:	4.9%





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27. Do you have any other comments on public transit in your area?

Top 10 responses:

1	Transit is valuable for our community	68	22.4%
2	May need it / Will use it in future	35	11.5%
3	Improve public info., stop signage, and explain how to read/access the Riders C	26	8.6%
4	Serve Fernie Ski Hill	14	4.6%
5=	Increase service frequency	12	3.9%
5=	Should be 100% user-pay / Waste of our tax \$\$	12	3.9%
5=	Introduce evening / Late-night service	12	3.9%
8	Implement a handyDART-type/off-route pick-up/door-to-door service	9	3.0%
9	Increase service within Fernie (frequency, coverage)	8	2.6%
10	Serve Rocky Mountain Village seniors' home	7	2.3%
Total		203	66.8%

Requests for service improvements to the EVTS:

1	Improve public information, stop signage, and how to read/access the Riders G	26	8.6%
2	Serve Fernie Ski Hill	14	4.6%
3=	Increase service frequency	12	3.9%
3=	Introduce evening / Late-night service	12	3.9%
5	Implement a handyDART-type/off-route pick-up/door-to-door service	9	3.0%
6	Increase service within Fernie (frequency, coverage)	8	2.6%
7	Serve Rocky Mountain Village seniors' home	7	2.3%
8=	Provide more / daily service to South Country	6	2.0%
8=	Serve Fernie Academy start/end times better	6	2.0%
8=	Against any changes to serve Fernie Academy	6	2.0%
8=	Make fares lower / free for seniors/physically challenged	6	2.0%
12=	Introduce weekend service	4	1.3%
12=	Serve Cokato area	4	1.3%
12=	Serve Calgary (Airport)	4	1.3%
15=	Devolve bus system (run separately around Elkford, Fernie, South Country)	3	1.0%
15=	Serve Elkford Ski Hill	3	1.0%
15=	Serve Tom Uphill Manor seniors' home	3	1.0%
15=	Change schedule to suit commuters into Sparwood/(Elkford) from Fernie	3	1.0%
15=	Synchronize with mine shift start/end times	3	1.0%
20=	Provide more frequency between Elkford and Fernie	2	0.7%
20=	Earlier a.m. service to Fernie	2	0.7%
20=	Earlier p.m. return from Fernie	2	0.7%
20=	More stop locations (Elkford, Baynes Lake)	2	0.7%
Total		147	43.8%

Responses 11-21:

11=	Wouldn't use the transit system	6	2.0%
11=	Provide more / daily service to South Country	6	2.0%
11=	Serve Fernie Academy start/end times better	6	2.0%
11=	Against any changes to serve Fernie Academy	6	2.0%
11=	Make fares lower / free for seniors/physically challenged	6	2.0%
16	It's more convenient to drive	5	1.6%
17=	Introduce weekend service	4	1.3%
17=	Serve Cokato area	4	1.3%
17=	Serve Calgary (Airport)	4	1.3%
17=	Customer service complaints (on-time performance, driver attitudes)	4	1.3%
17=	Won't pay more taxes for it	4	1.3%
Total		55	18.1%

Appendix H: March-August 2010 Residential Survey Summary

Responses 22-31:

22=	Would pay more taxes to keep or improve the service	3	1.0%
22=	Alternative taxation/funding suggestions	3	1.0%
22=	Questions / Requests for public information re: costs, ridership	3	1.0%
22=	Devolve bus system (run separately around Elkford, Fernie, South Country)	3	1.0%
22=	Serve Elkford Ski Hill	3	1.0%
22=	Serve Tom Uphill Manor seniors' home	3	1.0%
22=	Would be great if people could transport bikes & skis on the bus	3	1.0%
22=	Change schedule to suit commuters into Sparwood/(Elkford) from Fernie	3	1.0%
22=	Synchronize with mine shift start/end times	3	1.0%
22=	Trip times don't work for me/my community (what would work unspecified)	3	1.0%
	Total	30	9.9%

Responses 32-39:

32=	Provide more frequency between Elkford and Fernie	2	0.7%
32=	More stop locations (Elkford, Baynes Lake)	2	0.7%
32=	Area is too rural to support a transit system	2	0.7%
32=	Ensure buses/drivers can accommodate wheelchairs/walkers	2	0.7%
32=	BC Transit should contract out to private bus operator (unaware it does)	2	0.7%
32=	Earlier a.m. service to Fernie	2	0.7%
32=	Earlier p.m. return from Fernie	2	0.7%
32=	Survey does not address seniors' needs	2	0.7%
	Total	16	3.9%

Appendix I: Dec 2-3 2009 On-Board Passenger Survey Summary

1) What time did you board this bus?

6:00 - 6:59	0	0.0%
7:00 - 7:59	5	29.4%
8:00 - 8:59	1	5.9%
9:00 - 9:59	0	0.0%
10:00 - 10:59	0	0.0%
11:00 - 11:59	0	0.0%
12:00 - 12:59	5	29.4%
13:00 - 13:59	4	23.5%
14:00 - 14:59	1	5.9%
15:00 - 15:59	0	0.0%
16:00 - 16:59	0	0.0%
17:00 - 17:59	1	5.9%
No response	0	0.0%
Total	17	100.0%

2) What is the main purpose of this trip?

Work	5	23.8%
Shopping	6	28.6%
Medical / Dental	2	9.5%
College / University	2	9.5%
Middle / High School	1	4.8%
Social / Recreation	3	14.3%
Other Personal Errands	2	9.5%
No response	0	0.0%
Total*	21	100.0%

* Multiple responses allowed

3) Where did you start this trip?

Elkford	3	17.6%
Sparwood	9	52.9%
Fernie	5	29.4%
Hosmer	0	0.0%
Elko	0	0.0%
Grasmere	0	0.0%
Baynes Lake	0	0.0%
Jaffray	0	0.0%
No response	0	0.0%
Total	17	100.0%

4) On which bus route did you start your trip?

1 Elkford, Fernie, Sparwood	17	100.0%
2 South Country	0	0.0%
No response	0	0.0%
Total	17	100.0%

Appendix I: Dec 2-3 2009 On-Board Passenger Survey Summary

5) Where will you end this trip?

Elkford	1	5.9%
Sparwood	8	47.1%
Hosmer	1	5.9%
Fernie	7	41.2%
Elko	0	0.0%
Grasmere	0	0.0%
Baynes Lake	0	0.0%
Jaffray	0	0.0%
No response	0	0.0%
Total	17	100.0%

6) On average, how frequently do you ride the bus?

Every day	6	35.3%
2-3 days a week	9	52.9%
2-3 times a month	2	11.8%
Less than 2-3 times a month	0	0.0%
No response	0	0.0%
Total	17	100.0%

7) What other transportation options are usually available to you?

Vehicle (Driver)	1	3.4%
Vehicle (Passenger)	5	17.2%
Taxi	4	13.8%
Walk	8	27.6%
Bicycle	4	13.8%
Hitchhike	3	10.3%
None, the bus is my only option	4	13.8%
Other	0	0.0%
No response	0	0.0%
Total*	29	100.0%

* Multiple responses allowed

8) If additional service were available, which would you prefer?

Weekday daytime	5	13.2%
Weekday early morning	3	7.9%
Weekday evening	10	26.3%
Saturday	11	28.9%
Sunday	9	23.7%
Other	0	0.0%
No response	0	0.0%
Total*	38	100%

* Multiple responses allowed

Appendix I: Dec 2-3 2009 On-Board Passenger Survey Summary

9) How satisfied are you with the following:

- Frequency of service?

Very satisfied	4	23.5%
Satisfied	8	47.1%
Neutral	3	17.6%
Dissatisfied	2	11.8%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Convenience of routes?

Very satisfied	3	17.6%
Satisfied	9	52.9%
Neutral	3	17.6%
Dissatisfied	2	11.8%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Location of stops?

Very satisfied	4	23.5%
Satisfied	10	58.8%
Neutral	0	0.0%
Dissatisfied	3	17.6%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Comfort and cleanliness of buses?

Very satisfied	8	47.1%
Satisfied	7	41.2%
Neutral	2	11.8%
Dissatisfied	0	0.0%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Courtesy of drivers?

Very satisfied	10	58.8%
Satisfied	5	29.4%
Neutral	2	11.8%
Dissatisfied	0	0.0%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

Appendix I: Dec 2-3 2009 On-Board Passenger Survey Summary

- Personal security?

Very satisfied	11	64.7%
Satisfied	4	23.5%
Neutral	1	5.9%
Dissatisfied	1	5.9%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Fares?

Very satisfied	11	64.7%
Satisfied	4	23.5%
Neutral	2	11.8%
Dissatisfied	0	0.0%
Very dissatisfied	0	0.0%
No response	0	0.0%
Total	17	100.0%

- Access to schedule information?

Very satisfied	8	47.1%
Satisfied	4	23.5%
Neutral	2	11.8%
Dissatisfied	2	11.8%
Very dissatisfied	0	0.0%
No response	1	5.9%
Total	17	94.1%

- Overall, how satisfied are you with the transit service?

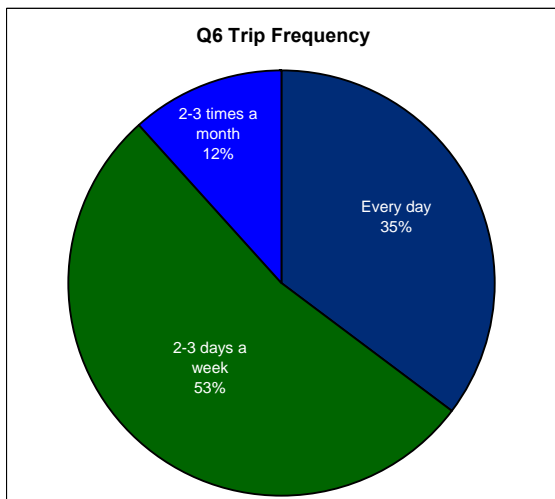
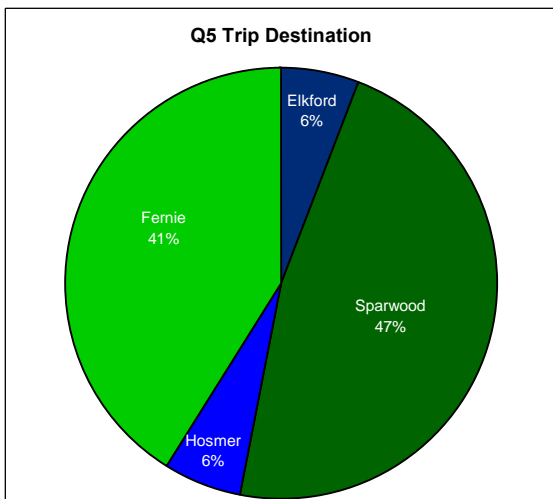
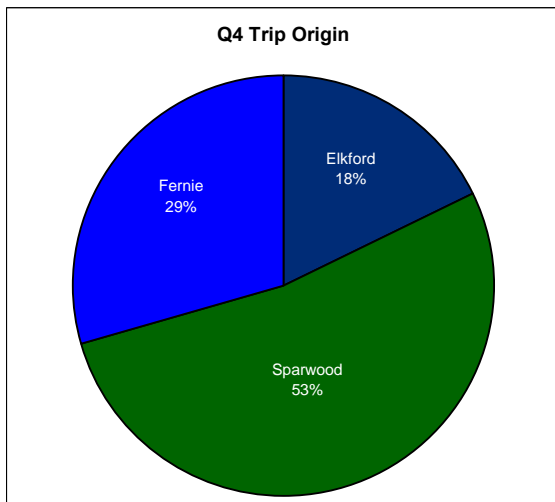
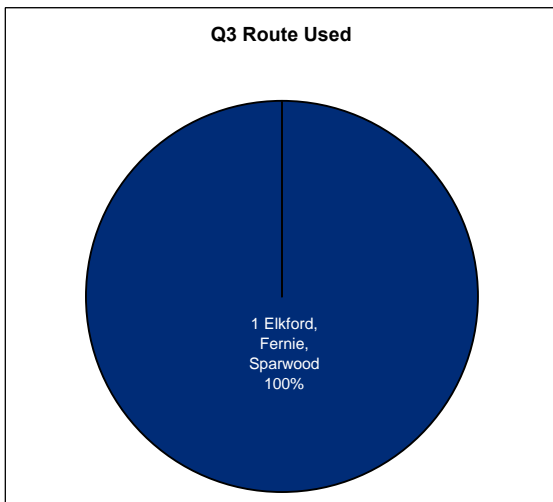
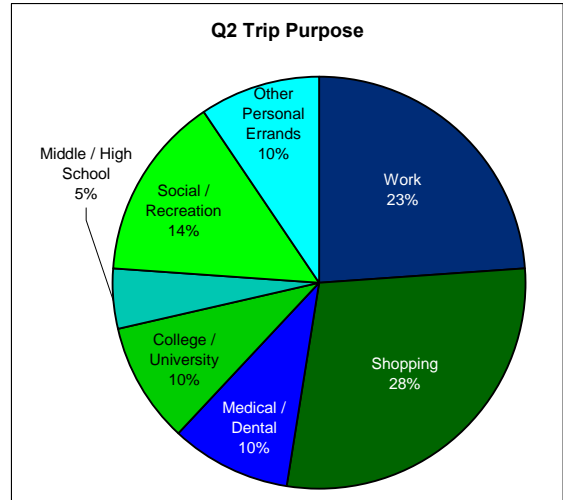
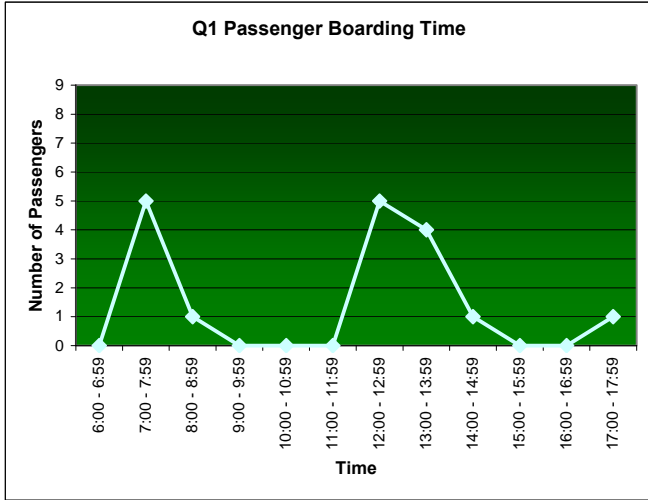
Very satisfied	6	35.3%
Satisfied	8	47.1%
Neutral	0	0.0%
Dissatisfied	1	5.9%
Very dissatisfied	1	5.9%
No response	1	5.9%
Total	17	94.1%

10) How can we make the bus service better for you?

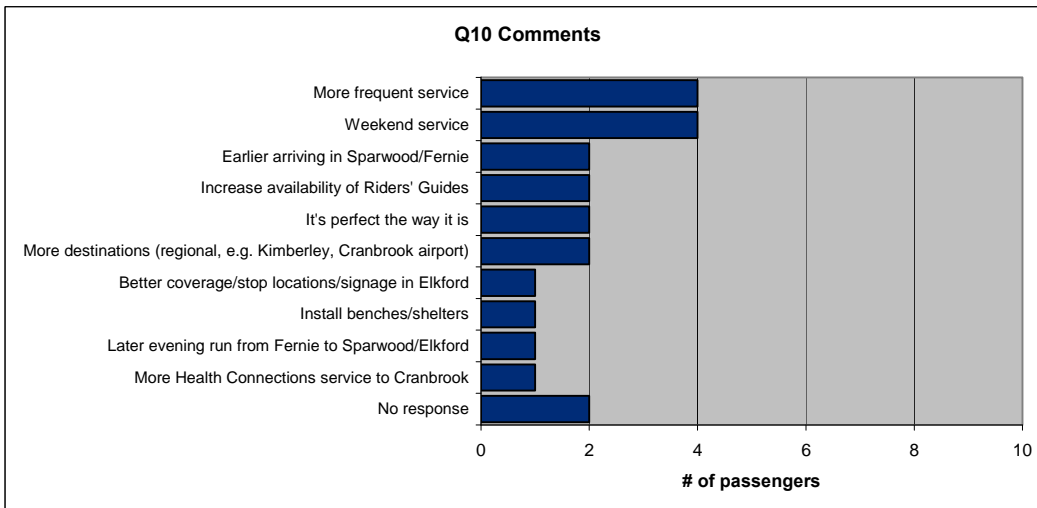
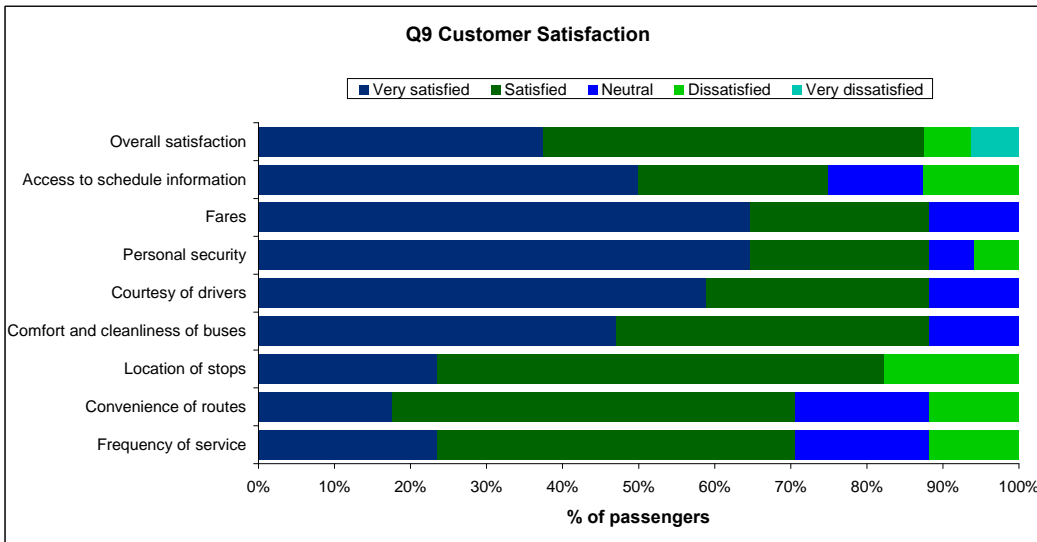
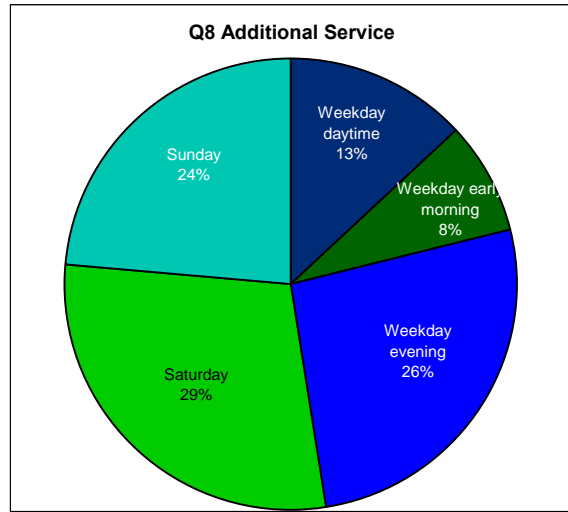
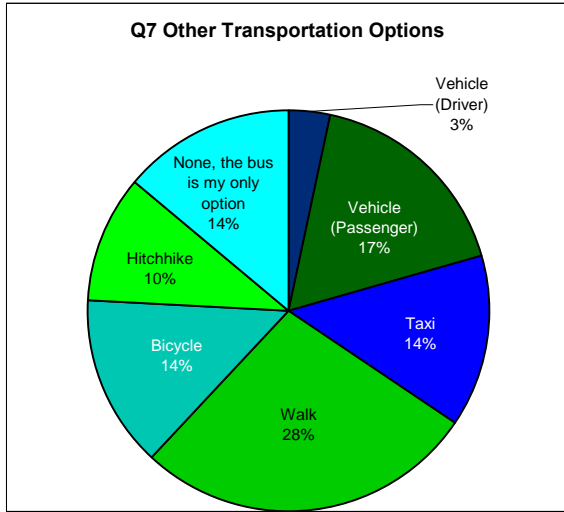
More frequent service	4	18.2%
Earlier arriving in Sparwood/Fernie	2	9.1%
Later evening run from Fernie to Sparwood/Elkford	1	4.5%
Weekend service	4	18.2%
Better coverage/stop locations/signage in Elkford	1	4.5%
Increase availability of Riders' Guides	2	9.1%
More destinations (regional, e.g. Kimberley, Cranbrook airport)	2	9.1%
Install benches/shelters	1	4.5%
More Health Connections service to Cranbrook	1	4.5%
It's perfect the way it is	2	9.1%
No response	2	9.1%
Total*	22	100%

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

Appendix I : Dec 2-3 2009 On-Board Passenger Survey Summary



Appendix I : Dec 2-3 2009 On-Board Passenger Survey Summary



Appendix J: Fare Structure

Conventional System

Fare Information

Elk Valley Fare Information		
Cash Fare		
	Local*	Regional*
Everyone age five and over	\$2.00	\$2.50
Child under 5 years	no charge	
Sheet of 10 Tickets		
All Passengers	\$15.00	\$18.00
Monthly Pass (available from bus operator)		
All Passengers		\$42.00

Fare Zones

Local Service: Elkford, Sparwood, Fernie

Regional Service: Elko, Grasmere, Baynes Lake, Jaffray

Ticket Outlets

Area	Vendor
Fernie	City Hall
Sparwood	Leisure Centre
Elkford	District Office
South Country	Baynes Lake General Store
	Grasmere Country Treasures
	Jaffray General Store

Health Connections Service

Fare Information

Health Connections Fare Information	
One-way to Cranbrook	
Cash Fare - all passengers	\$2.50