



REGIONAL DISTRICT OF BULKLEY-NECHAKO

REGIONAL TRANSIT COMMITTEE AGENDA

THURSDAY, OCTOBER 12, 2017

1:00 P.M.

Regional District of Bulkley-Nechako Boardroom

<u>PAGE NO.</u>		<u>ACTION</u>
	<u>AGENDA – October 12, 2017</u>	Approve
	<u>Supplementary Agenda</u>	Receive
	<u>MINUTES</u>	
3-8	Regional Transit Committee Meeting Minutes – September 7, 2017	Receive
	<u>REPORTS</u>	
9-11	Deneve Vanderwolf, Regional Transit Coordinator – Memorandum of Understanding to Amend the AOA Service Specifications	Recommendation (Page 9)
13-14	Deneve Vanderwolf, Regional Transit Coordinator – Winter Schedule Change	Receive
	<u>CORRESPONDENCE</u>	
15-18	Town of Smithers/BC Transit – Service Change	Receive
	<u>SUPPLEMENTARY AGENDA</u>	
	<u>NEW BUSINESS</u>	

SPECIAL IN-CAMERA MEETING

In accordance with Section 90(1)(c) of the *Community Charter*, it is the opinion of the Committee Members that matters pertaining to labour relations or other employee relations (Agriculture Coordinator Screening) be held in confidence, and therefore exercise their option of excluding the public for this meeting.

ADJOURNMENT

REGIONAL DISTRICT OF BULKLEY-NECHAKO**REGIONAL TRANSIT COMMITTEE MEETING**
(Committee Of The Whole)**Thursday, September 7, 2017**

PRESENT: Chair Taylor Bachrach

Directors Eileen Benedict
Shane Brienen
Mark Fisher
Tom Greenaway
Dwayne Lindstrom
Rob MacDougall
Bill Miller
Rob Newell
Mark Parker
Jerry Petersen
Darcy Repen
Gerry Thiessen

Directors John Illes, Village of Burns Lake
Absent Thomas Liversidge, Village of Granisle

Alternate Susan Schienbein, Village of Burns Lake
Director

Staff Melany de Weerd, Chief Administrative Officer
Cheryl Anderson, Manager of Administrative Services
Roxanne Shepherd, Chief Financial Officer
Deneve Vanderwolf, Regional Transit Service Coordinator
Wendy Wainwright, Executive Assistant

Other Gladys Atrill, Town of Smithers
Theresa Fresco, Regional Manager Upper Fraser, Fraser Basin
Council – arrived at 1:35 p.m.

Via Tele- Deborah Bowman, Assistant Deputy Minister, Transportation
Conference Policy and Programs, Ministry of Transportation and
Infrastructure
Tom Clement, Chief Administrative Officer, District of
Vanderhoof
Zoe Dhillon, Special Projects Coordinator, District of Vanderhoof
Lyn Hall, Mayor, City of Prince George
Linda Harmon, Transit Crown Agency Programs, Ministry of
Transportation and Infrastructure
Chris Fudge, Senior Regional Transit Manager, BC Transit
Art Kaehn, Chair, Regional District of Fraser-Fort George
Jim Martin, CAO, Regional District of Fraser-Fort George
Jillian Merrick, Councillor, City of Prince George
Dyra Pridham, Executive Assistant, City of Prince George
Tiina Schaeffer, Manager of Sustainable Community
Development and Transit, City of Prince George

Media Flavio Nienow, Lakes District News – left at 1:42 p.m.

CALL TO ORDER Chair Bachrach called the meeting to order at 1:03 p.m.

AGENDA

Moved by Director Repen
Seconded by Director Miller

RTC. 2017-3-1

"That the Regional Transit Committee Agenda for September 7, 2017 be adopted."

(All/Directors/Majority) CARRIED UNANIMOUSLY

MINUTES

Regional Transit Committee Meeting Minutes -April 20, 2017

Moved by Director Petersen
Seconded by Alternate Director Schienbein

RTC.2017-3-2

"That the Minutes of the Regional Transit Committee Meeting of April 20, 2017 be received as amended."

(All/Directors/Majority) CARRIED UNANIMOUSLY

DELEGATION

BC TRANSIT – Chris Fudge, Senior Regional Transit Manager, RE: Bulkley-Nechako Regional Transit RE: Update (Via-Teleconference)

Chair Bachrach welcomed Chris Fudge, Senior Regional Transit Manager, BC Transit.

Mr. Fudge provided an update of the Bulkley Nechako Regional Transit Service.

Bulkley Nechako Regional Transit Service

- Very positive response;
- Good results in regard to ridership:
 - This indicates that public awareness for the service is fairly high and information is being provided to people;
- BC Transit reviewing - Is the service implementation meeting demand?
 - Who?
 - Where?
 - How often are people using Transit?
 - Why?
 - Reasons why people are taking transit.
- Information is being collected from a variety of resources:
 - Website;
 - Drivers;
 - Staff on buses;
 - All information collected is very valuable.
- In terms of ridership:
 - At the outset of the service there has been a request for ridership data;
 - Regular monthly reporting cycle;
 - Plan to have ridership for each calendar month:
 - Tabulate ridership;
 - By middle of month have ridership for the past month;
 - Master account sheet – single source of truth:
 - Very manual process;
 - Data includes:
 - Where are riders getting on the bus?
 - Number of riders for each day;
 - Not normal data collection for a transit service.

DELEGATION (CONT'D)

BC TRANSIT – Chris Fudge Senior Regional Transit Manager, RE: Bulkley-Nechako Regional Transit Update (Via Teleconference) (Cont'd)

- July 2017
 - **Route 161 Burns Lake to Prince George**
 - 261 passengers;
 - **Route 162 Burns Lake to Smithers**
 - 153 passengers;
- Will continue to analyze ridership;
- **August 2017 – Preliminary data**
 - **Route 161 Burns Lake to Prince George**
 - 316 passengers;
 - **Route 162 Burns Lake to Smithers**
 - 123 passengers;
- The Bulkley Nechako Regional Transit System is in its very early stages:
 - Service has been in place for under three months;
 - Beginning to have an understanding of trends;
 - BC Transit perspective – the number of passengers is higher than expected;
- **Route 161 Burns Lake to Prince George**
 - Awareness that it is a busy route;
 - Two incidents where bus was at capacity and there were pass ups;
 - Tuesday, August 15 – due to bus capacity - three passengers in Vanderhoof were unable to ride the bus;
 - Saturday, August 19 – due to bus capacity - 2 riders at Stellako and 2 riders in Fraser Lake were unable to ride the bus;
 - May have been due to the PG Exhibition taking place;
 - Be aware of large regional events;
 - Could address in the future by having an additional bus.
 - An incident where a passenger was missed due to visibility and BC Transit was made aware of the incident immediately and addressed the situation.
- BC Transit will continue to gather information to assist in determining how the service will evolve.
- **Scheduling**
 - Construction has caused 15-30 minute delays:
 - BC Transit has done its best to mitigate the delays;
 - BC Transit has provided communication to customers to expect delays due to unforeseen construction delays;
 - Slight modification required to address the need for bathroom breaks:
 - Consideration has been given to where bathroom breaks can be built into the schedule and how much time is required;
 - Implement early November, 2017;
 - Making slight adjustment to the schedule due to changing winter weather conditions;
 - Good time to make changes for bathroom breaks;
 - Find an opportunity to make changes that allows for passengers to adjust to the new transit system;
 - Planning in place for possible snow routing;
 - Heavy snow may impact communities and routes;
 - Plans will be implemented if required;
 - Schedulers will be on the ground the week of September 11, 2017 to determine feasibility of the potential changes.

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DELEGATION (CONT'D)

BC TRANSIT – Chris Fudge Senior Regional Transit Manager, RE: Bulkley-Nechako Regional Transit Update (Via Teleconference) (Cont'd)

- Work on bus stops continues:
 - BC Transit Planning staff will also be on the ground the week of September 11, 2017 in collaboration with Ministry of Transportation and Infrastructure staff to review the potential for additional stops that have been requested.
- **Media Awareness**
 - Article in the Canadian Urban Transit Association's latest Urban Mobility Forum Magazine Cover Story "Creating a Safer Transportation Option for BC Communities along Highway 16 – Implementing a New Transit System."
 - CBC National Reporter Briar Stewart, along with a news crew, travelled on the Bulkley Nechako Regional Transit Bus from Prince George to Burns Lake and Burns Lake to Smithers recently;
 - Interviewed passengers and elected officials;
 - The story will be featured mid-September, 2017.

Hazeltons and Terrace Transit Service

- Hoping to implement fall 2017;
- Awaiting final approval from Regional District of Kitimat-Stikine;
- BC Transit completing final works also.

Discussion took place in regard to the questions asked when CBC National interviewed riders on the Bulkley Nechako Regional Transit Bus during their recent ride along. The questions focused on the travel habits of transit riders prior to the implementation of the service and how the service benefited the riders.

Deborah Bowman, Assistant Deputy Minister, Ministry of Transportation and Infrastructure mentioned that it may be beneficial to have regular monthly reporting that included data with the ridership for each day of the week and times to provide information in regard to the most travelled days and times. This information would provide the Regional Transit Committee with a complete overview of the growth of the service. Mr. Fudge commented that this information could be tabulated and provided to the committee.

Director Newell mentioned that on Route 162 Burns Lake to Smithers there was no riders for Electoral Area "G" (Houston Rural) due to most riders travelling to the District of Houston to board the bus. He spoke of the number of students riding the bus daily and with the recent closure of the college in Houston that may increase ridership from Houston to Smithers. He also noted that some riders have been able to adjust their work hours to fit the bus schedule. Director Newell spoke of the need to provide a commuter service between Houston and Smithers to allow for more people to utilize the bus service for work. Director Newell mentioned that the ability to provide a daily link between Smithers and Prince George would be beneficial along with increasing the number of commuter trips between Houston and Smithers. Chair Bachrach mentioned that he has received comments from riders in Smithers in regard to the lack of emergency accommodation in Burns Lake that would allow for them to travel from Smithers to Prince George with an overnight in Burns Lake to make the connection.

Concerns were discussed regarding the pass up of passengers and if there has been consideration given for options and solutions if the transit service becomes even more successful and the number of riders continues to increase. Mr. Fudge indicated that due to the higher than expected ridership options are currently being considered and if necessary moving forward restructuring of the service may and will be considered. In 2018 the 30 seat buses will be implemented in comparison to the 20 seat buses currently being utilized.

DELEGATION (CONT'D)

BC TRANSIT – Chris Fudge Senior Regional Transit Manager, RE: Bulkley-Nechako Regional Transit Update (Via Teleconference) (Cont'd)

Jillian Merrick, Councillor, City of Prince George thanked and congratulated the Regional Transit Committee members and stakeholders for the update provided. She noted that ridership may continue to grow as the service continues with college and university students returning to school, work schedules being adjusted where possible and safety concerns during winter driving months.

Mayor Hall brought forward concerns in regard to the safety of riders that are passed up due to the bus being at capacity. Mr. Fudge spoke of the issue being a top priority for BC Transit and noted that BC Transit has recognized the potential safety concern of bus stops located in rural areas if pass ups occur and will review when and why pass ups are occurring to determine potential options to best eliminate pass ups and not have stranded riders at a bus location.

The recent media release by Greyhound to reduce service levels along the Highway 16 corridor was discussed. Director Repen noted that discussions took place in regard to the potential impact of a transit service along the Highway 16 corridor to Greyhound services. Greyhound indicated in its media release that the Bulkley Nechako Regional Transit Service did have an impact on Greyhound ridership. He voiced concerns in regard to Greyhound reducing service levels. Ms. Bowman noted that Ministry staff is reviewing Greyhound's announcement that it plans to reduce service levels. She commented that the Ministry of Transportation and Infrastructure has been in conversation with Greyhound in the past and spoke to Greyhound's reduction to service on Vancouver Island and a smaller company implementing a successful service. Ms. Bowman spoke of the Ministry reviewing Greyhounds ridership numbers and that Greyhound must bring forward its request to the Passenger Transportation Board for review prior to any reduction in service. Greyhound's announcement to reduce service levels in areas throughout the Province will impact people trying to long haul travel throughout B.C. and other locations. Greyhound's middle of the night times for drop off of passengers in a number of communities in the region was discussed.

Chair Bachrach thanked Mr. Fudge for attending the meeting.

REPORT

July 2017 Ridership Breakdown Moved by Director Miller
Seconded by Director MacDougall

RTC.2017-3-3 "That the Regional Transit Committee receive the Regional Transit Coordinator's August 24, 2017 memo titled "July 2017 Ridership Breakdown."

(All/Directors/Majority) **CARRIED UNANIMOUSLY**

CORRESPONDENCE

Greyhound Canada Applies to Stop Serving Northern B.C., Including "Highway of Tears." Moved by Director Miller
Seconded by Director Petersen

RTC.2017-3-4 "That the Regional Transit Committee receive the correspondence from Greyhound Canada RE: Applies to Stop Serving Northern B.C., Including "Highway of Tears."

(All/Directors/Majority) **CARRIED UNANIMOUSLY**

ADJOURNMENT

Moved by Director Parker
Seconded by Director Miller

RTC.2017-3-5

"That the meeting be adjourned at 1:45 p.m."

(All/Directors/Majority)

CARRIED UNANIMOUSLY

Taylor Bachrach, Chair

Wendy Wainwright, Executive Assistant



REGIONAL DISTRICT OF BULKLEY-NECHAKO

Memorandum

TO: Chair Bachrach and Regional Transit Committee

FROM: Deneve Vanderwolf, Regional Transit Coordinator

SUBJECT: Memorandum of Understanding to Amend the AOA Service Specifications

DATE: Oct 3, 2017

Attached is the Memorandum of Understanding (MOU) that defines the scope of work to be completed for schedule changes to the Bulkley-Nechako Regional Transit system.

This agreement will request that BC Transit proceed with the implementation of this schedule change within the timeline noted.

I would be pleased to answer any questions.

Recommendation

That the Regional District of Bulkley-Nechako Board of Directors receive the Memorandum of Understanding and that the Regional District of Bulkley-Nechako Board of Directors approve signing the document.



Memorandum of Understanding to Amend the AOA Service Specifications

Date	October 4, 2017	Prepared by	Chris Fudge
Expiry	October 13, 2017		Senior Regional Transit Manager, BC Transit
System	Bulkley-Nechako	Duplicate Sent to	PW Transit
Work Order ID	ID #17_60		Dave Wilson, Operations Manager

As per the requirements of our Operating Agreements, this document serves as notification to amend or modify schedules within the Annual Operating Agreement and seeks consent by the Local Government to proceed with the service changes detailed below within the scope identified.

Scope of Amendment

The following provides a scope to which the Specification Amendment will work within. It should be noted that revenue hours and fleet requirements are based on best estimates. Only following the detailed scheduling work can these be accurately provided to inform funding requirements. In the event there is a change that forces the scope defined for the "Schedule C" to be exceeded, a new Notification of Intent to Amend the Service Specifications must be completed and agreed to by all parties.

AOA Schedule	The service changes noted below required the following considerations of amendments
"Tariff and Fares"	No Changes
"Service Specifications"	Forecasted to require an additional 109 revenue hours of service, and a reallocation of 87 hours from time currently allocated for layover at destinations.
"Budget"	Estimated increase annually to the local share of costs before revenue of \$1900

Service Changes to be Implemented

Guiding Documents and Consultations

The following service changes are guided by ongoing monitoring of the new Bulkley-Nechako Transit service which launched in June 2017. Based on an evaluation of system performance, as well as feedback from the operating company and from customers, it was determined that minor schedule adjustments are necessary to incorporate additional load/mid-route recovery time. This is primarily due to the need for break time at certain locations to allow customers to use restroom facilities.

The following schedule changes are recommended:

Route 161 – To Prince George

- Add 10 minutes at Fraser Lake (Chevron Town Pantry)
- Add 10 minutes at Vanderhoof (Co-op/7-11)
- Arrival time in Prince George will change from 11:02 to 11:22

Route 161 – To Burns Lake

- Add 10 minutes at Fraser Lake (Chevron Town Pantry)
- Add 10 minutes at Vanderhoof (Co-op/7-11)

- Add 5 minutes at Beaverley (Petro-Canada)
- Arrival time at Wet’suwet’en (Tom Dr. at Hwy 16) will change from 18:56 to 19:25

Route 162 – To Smithers

- Add 15 minutes at Houston Leisure Facility
- Arrival time in Smithers will change from 9:38 to 9:53

Route 162 – To Burns Lake

- Add 10 minutes at Houston Leisure Facility
- Add 5 minutes at Burns Lake
- Arrival time in Burns Lake (Government at Gilgan) to change from 17:53 to 18:08

Current layover time in Prince George to be reduced from 3:58 to 3:38. Current layover time (morning) in Smithers to be reduced from 1:52 to 1:37.

These changes adjust arrival times only; no changes to departure times for Route 161 or Route 162.

A Routing & Scheduling Change Sheet is attached requiring separate sign-off

Yes No

Timeline

The service change is estimated to take 3 weeks following local consent to amend the Service Specifications of the Annual Operating Agreement. Subject to consent being received, implementation of these changes could occur as early as November 6, 2017.

The timeline considers only the Service Changes noted above. Significant alterations to the service changes outlined in this agreement or sign off not occurring by the expiry date could result in delays or a need to re-initiate a new Implementation Agreement and timeline.

Consent to Amend

Recommendation

That *Regional District of Bulkley-Nechako* agrees to amend the Service Specifications of the Annual Operating Agreement as outlined above and requests BC Transit to proceed with the implementation of the service changes.

Name _____ Position _____

Signature _____ Date _____

**REGIONAL DISTRICT OF BULKLEY-NECHAKO****Memorandum**

TO: Chair Bachrach and Regional Transit Committee
FROM: Deneve Vanderwolf, Regional Transit Coordinator
SUBJECT: Winter Schedule Change
DATE: Oct 3, 2017

The attached tables highlight the winter schedule change. The proposed date for the change is Monday, November 6.

I would be pleased to answer any questions.

Recommendation

Receive.

2017 Winter Schedule

Bulkley-Nechako Regional Transit Service

161 Prince George			161 Burns Lake		
	Current Schedule	Winter Schedule		Current Schedule	Winter Schedule
Wet'suwet'en: Tom Dr at Hwy 16	7:00 AM	7:00 AM	Prince George: Downtown 7th at Dominion	3:00 PM	3:00 PM
Decker Lake: Trading Post	7:05	7:05	Prince George: Edmonton at 13th Ave (Hospital)	3:04	3:04
Burns Lake: Government at Gilgan	7:13	7:13	Prince George: Pine Centre	3:14	3:16
Burns Lake: 3rd Ave at Kerr	7:23	7:23	Prince George: Westgate Mall	3:22	3:26
Burns Lake: Centre St at 10th Ave	7:29	7:29	Beaverly: Petro Canada	3:32	Arrive 3:36 Leave 3:41
Burns Lake: Government at Gilgan	7:33	7:33	Mid Route Recovery Time Added 5 Min		
Tintagel: Rest Area Hwy 16 at Tintagel	7:44	7:44			
Endako: Endako Pub	8:14	8:14	Vanderhoof: Co-op	4:30	Arrive 4:39 Leave 4:49
Stellaquo: Slenyah Store	8:21	8:21	Mid Route Recovery Time Added 10 Min		
Fraser Lake: Fraser Lake Mall	8:27	Arrive 8:27	Hospital Rd at Health Care Ave	4:35	4:54
Mid Route Recovery Time Added 10 Min		Leave 8:37	Vanderhoof: Co-op	4:39	4:58
Nautley: Nadleh Whut'en Store	8:44	8:54	Fort Fraser: Community Hall	5:09	5:28
Fort Fraser: Community Hall	8:51	9:01	Nautley: Nadleh Whut'en Store	5:16	5:35
Vanderhoof: Co-op	9:21	Arrive 9:31	Fraser Lake: Fraser Lake Mall	5:33	Arrive 5:52 Leave 6:02
Mid Route Recovery Time Added 10 Min		Leave 9:41	Mid Route Recovery Time Added 10 Min		
Hospital Rd at Health Care Ave	9:26	9:46	Stellaquo: Slenyah Store	5:39	6:08
Vanderhoof: Co-op	9:30	9:50	Endako: Endako Pub	5:46	6:15
Beaverly: Petro Canada	10:28	10:48	Tintagel: Rest Area Hwy 16 at Tintagel	6:16	6:45
Prince George: Westgate Mall	10:38	10:58	Burns Lake: Government at Gilgan	6:27	6:56
Prince George: Pine Centre	10:46	11:06	Burns Lake: 3rd Ave at Kerr	6:37	7:06
Prince George: Edmonton at 13th Ave (Hospital)	10:55	11:15	Burns Lake: Centre St at 10th Ave	6:43	7:12
Prince George: Downtown 7th at Dominion	11:02 AM	11:22 AM	Decker Lake: Trading Post	6:51	7:20
			Wet'suwet'en: Tom Dr at Hwy 16	6:56 PM	7:25 PM

Highlighted times represent changes to the current schedule

162 Smithers	Current Schedule		Winter Schedule	
Burns Lake: Government at Gilgan	6:46 AM	-	6:46 AM	-
Wet'suwet'en: Tom Dr at Hwy 16	7:00	-	7:00	-
Burns Lake: Government at Gilgan	7:14	-	7:14	-
Burns Lake: 3rd Ave at Kerr	7:24	-	7:24	-
Burns Lake: Centre St at 10th Ave	7:30	-	7:30	-
Decker Lake: Trading Post	7:38	-	7:38	-
Wet'suwet'en: Tom Dr at Hwy 16	7:40	-	7:40	-
Broman/Duncan: Hwy 16 at Duncan Lk Rd	7:58	-	7:58	-
Topley: Rest Area	8:10	-	8:10	-
Houston: Leisure Facility Mid Route Recovery Time Added 15 Min	8:33	1:00 PM	Arrive 8:33 Leave 8:48	1:00 PM
Quick: Quick Road West (On Request)	9:08	1:35	9:23	1:35
Telkwa: Post Office	9:18	1:45	9:33	1:45
Smithers: 8th Ave at Columbia Dr	9:34		9:49	
Smithers: Roi Theatre	9:38 AM	2:00 PM	9:53 AM	2:00 PM

162 Burns Lake	Current Schedule		Winter Schedule	
Smithers: Roi Theatre	11:30 AM	3:00 PM	11:30 AM	3:00 PM
Smithers: 8th Ave at Columbia Dr		3:04		3:04
Telkwa: Post Office	11:45	3:20	11:45	3:20
Quick: Quick Road West (On Request)	11:55	3:30	11:55	3:30
Houston: Leisure Facility Mid Route Recovery Time Added 10 Min	12:30 PM	4:05	12:30 PM	Arrive 4:05 Leave 4:15
Topley: Rest Area	-	4:28	-	4:38
Broman/Duncan: Hwy 16 at Duncan Lk Rd	-	4:40	-	4:50
Wet'suwet'en: Tom Drive at Hwy 16	-	4:57	-	5:07
Decker Lake: Trading Post	-	5:02	-	5:12
Burns Lake: Government at Gilgan Mid Route Recovery Time Added 5 Min	-	5:10	-	Arrive 5:20 Leave 5:25
Burns Lake: 3rd Ave at Kerr	-	5:20	-	5:35
Burns Lake: Centre St at 10th Ave	-	5:26	-	5:41
Decker Lake: Trading Post	-	5:34	-	5:49
Wet'suwet'en: Tom Dr at Hwy 16	-	5:39	-	5:54
Burns Lake: Government at Gilgan	-	5:53 PM	-	6:08 PM

Highlighted times represent changes to the current schedule

H

Service Change

Effective October 2, 2017



- ▶ **22 Smithers/Telkwa**
 - Route name change with number
 - **New** evening trip to Telkwa
 - Same service every weekday
 - Two **new** trips daily to Telkwa House

- ▶ **23 Smithers/Moricetown:** expanded routing in Moricetown

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Transit Info
250-847-4993 • bctransit.com

Town of Smithers



Smithers & District Transit

Service Change

Effective **October 2, 2017**



▶ **22 Smithers/Telkwa**

- Route name change with number
- **New** trip to Telkwa, leaves Smithers 6:40 pm
- Same service every weekday
- Two **new** trips daily to Telkwa House

▶ **23 Smithers/Moricetown:** expanded routing in Moricetown

Town of
Smithers



7239

Transit Info 250-847-4993 • bctransit.com

7239_BLK BC Transit
Smithers Interior News
5.81" x 6"
Insertion Date: Sept. 20 and 27, 2017

Reber Creative for BC Transit
250-383-5255

Welcome Aboard

Your local transit system runs six days a week. Buses serve the Town of Smithers, the Village of Telkwa and Electoral Area A of the Regional District of Bulkley-Nechako.

Fixed-route service – scheduled service to major destinations and residential areas.

On-Request – curb-to-curb service, Monday to Saturday within a designated zone.

About Your Transit System

Funding for your local transit system is cost shared between the Town of Smithers and BC Transit, in partnership with the Village of Telkwa and the Regional District of Bulkley-Nechako.

Decisions on fares, routes and service levels are made by the Town Council based on public feedback and information provided by BC Transit. Buses are operated by the Smithers Community Services Association.

Operating costs are met by a combination of farebox revenues and local government and provincial funding.

Contact

Customer Information 250-847-4993
 Lost and Found 250-847-4993
 Community Bus 250-847-4993
 Email smithers.transit@scsa.ca
 Web bctransit.com
 Address 3815-B Railway Avenue
 PO Box 3759
 Smithers, BC V0J 2N0

If you have comments about service in general or suggestions for improvements, contact:

Town of Smithers
 1027 Aldous Street, Box 879
 Smithers, BC V0J 2N0
 250-847-1600

On-Request Zone Service

Bus service includes a curb-to-curb, shared transit service on-request to and from destinations in the Smithers and regional district areas.

On-request service operates six days a week, Monday through Saturday, between 8:00 a.m. and 4:00 p.m.

To book a ride, or for more information, call 250-847-4993.

Zone A and B fares apply.

Pass Programs

Tax Exemption

You do not pay tax when you purchase your transit fare. Transit fares are exempt from federal and provincial tax.

Government of BC Bus Pass Program

The BC Bus Pass Program is offered by the Ministry of Social Development and Social Innovation. The annual bus pass is valid for the eligible rider on any fixed-route transit service. The pass is non-transferable.

For information on criteria for eligibility, visit www.buspass.gov.bc.ca or call 1-866-868-0800.



Bike Racks

Most bikes can be accommodated on BC Transit buses. If you're considering travelling by bike and transit, instructions are posted on the bike racks.

Before your bus arrives, make sure that saddlebags, antennas, child carriers or any other item that could interfere with the driver's vision are removed from the bike.

Bike racks on community buses can only be used during daylight hours. Bikes block the headlights at night.

Visit [RiderInfo at bctransit.com](http://RiderInfo.at.bctransit.com) for an instructional video.

Safety

The Bus is a Safe Place

Transit drivers can contact local police, ambulance and other emergency services. Transit drivers are also trained to assist a child or adult in need. Tell the driver if you are concerned about your safety.

BC Transit's safety and security practices uphold the *British Columbia Transit Act* and the *B.C. Motor Vehicle Act*.

Be Safe and Be Seen

Sometimes it is difficult for transit drivers to see you at bus stops, especially along unlit roads. Wear light coloured clothing, wear a reflective strip or use a flashlight or the light from your mobile phone to signal the driver that you are at the stop.

Accessibility

Mobility Aids

Your mobility aid must not exceed 2 feet by 4 feet (61 cm by 122 cm). If your mobility aid is larger, please contact your local transit office for an assessment.

Mobility aids include scooters, wheelchairs, baby strollers and pediatric strollers.

Family Travel Program

With the purchase of a monthly pass, adults over the age of 19 can bring up to 4 children under the age of twelve on board for free. This program does not apply to cash fares and tickets.

Fares

all fares subject to change

Cash	Zone A	Zone B
All fares	\$ 2.25	\$ 2.75
Child, 4 or under*	free	free

Tickets (10)

All tickets	20.00	25.00
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Monthly Pass

	Fixed-route only
Adult	50.00
Student/Senior**	42.00

* When accompanied by a fare-paying passenger.
 ** Reduced fare with valid I.D. for persons 65 or over and students to Grade 12.

Ticket and Pass Outlets

Tickets and monthly passes are available from your driver.

Sundays and Holidays

Service is not available on Sunday and the following holidays.

- New Year's Day
- Family Day
- Good Friday
- Easter Monday
- Victoria Day
- Canada Day
- B.C. Day
- Labour Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day
- Boxing Day

Subject to change. Check online at bctransit.com for special event service.

BE PART OF THE SOLUTION...
 REUSE YOUR RIDER'S GUIDE.

Transit Info 250-847-4993
bctransit.com

This guide is printed on environmentally responsible paper.

2016-16

Smithers & District Transit

RIDER'S GUIDE

Effective October 2, 2017



22 Smithers to Telkwa					
Monday to Friday					
(A)	(M)	(B)	(D)	(U)	(E)
Downtown Smithers (Pick Up Stop)	Smithers Mall	Mountain View Middle School Park	Telkwa (From Office)	Telkwa (To and From)	Whistler (To and From)
8:00	8:01	8:07	8:15	—	8:20
8:40	8:40	8:52	9:00	—	9:05
9:35	9:36	9:42	9:50	—	9:55
1:15	1:16	1:22	1:30	—	1:35
2:05	2:06	2:12	2:20	2:45	2:55
4:30	4:31	4:37	4:45	—	4:50
5:25	5:26	5:32	5:40	—	5:45
6:45	6:46	6:52	7:00	—	7:05
Saturday					
10:40	10:41	10:47	10:55	—	11:00
1:05	1:06	1:12	1:20	—	1:25
2:30	2:31	2:37	2:45	—	2:50
5:25	5:26	5:32	5:40	—	5:45

22 Telkwa to Smithers					
Monday to Friday					
(E)	(D)	(U)	(B)	(M)	(A)
Whistler (To and From)	Telkwa (To and From)	Telkwa (From Office)	Mountain View Middle School Park	Smithers Mall	Downtown Smithers (Pick Up Stop)
7:55	—	7:10	7:17	7:24	7:25
7:30	—	7:35	7:42	7:49	7:54
8:20	—	8:25	8:32	8:39	8:41
9:10	—	9:15	9:22	9:29	9:31
10:00	10:00	10:13	10:20	10:27	10:29
1:35	—	1:40	1:47	1:54	1:55
4:30	—	4:35	4:42	4:49	4:54
6:30	—	6:35	6:42	6:49	6:54
Saturday					
8:00	—	8:05	8:12	8:19	8:23
11:00	—	11:05	11:12	11:19	11:23
1:25	—	1:30	1:37	1:44	1:46
5:25	—	5:30	5:37	5:44	5:49

* Trip travels via King St., along Alfred, down Main St. 4th Ave. to Downtown Smithers (Red Theatre).



Bulkley-Nechako Regional Transit
 On June 19, 2017, new transit service started with two routes. Route 161 leaves Burns Lake for Prince George and returns the same day, on Tuesday, Thursday and Saturday. Route 162 provides service between Burns Lake and Smithers, on Monday, Wednesday and Friday. One-way fare is \$5.
 The routes are part of the Province of B.C.'s Highway 16 Transportation Action Plan.
 For more information, visit bctransit.com/Bulkley-Nechako or call 1-855-496-1119.

23 Moricetown to Moricetown				23 Smithers to Smithers			
Monday to Friday				Monday to Friday			
(A)	(T)	(F)	(A)	(A)	(T)	(F)	(A)
Downtown Smithers (Pick Up Stop)	Mountain View Middle School Park	Smithers Mall	Downtown Smithers (Pick Up Stop)	Downtown Moricetown (Pick Up Stop)	Mountain View Middle School Park	Smithers Mall	Downtown Moricetown (Pick Up Stop)
7:30	8:00	8:10	8:41	8:25	10:01	10:06	10:36
8:30	9:00	9:10	9:41	9:15	10:51	10:56	11:26
Saturday							
8:25	10:01	10:06	10:36	8:25	10:01	10:06	10:36

Hazelton Regional Transit
 For Hazelton Regional Transit service between Moricetown and Smithers on 2 Kispiox/Smithers, fares are \$2.75. For more information, visit bctransit.com/Hazelton or phone 1-877-842-2131.

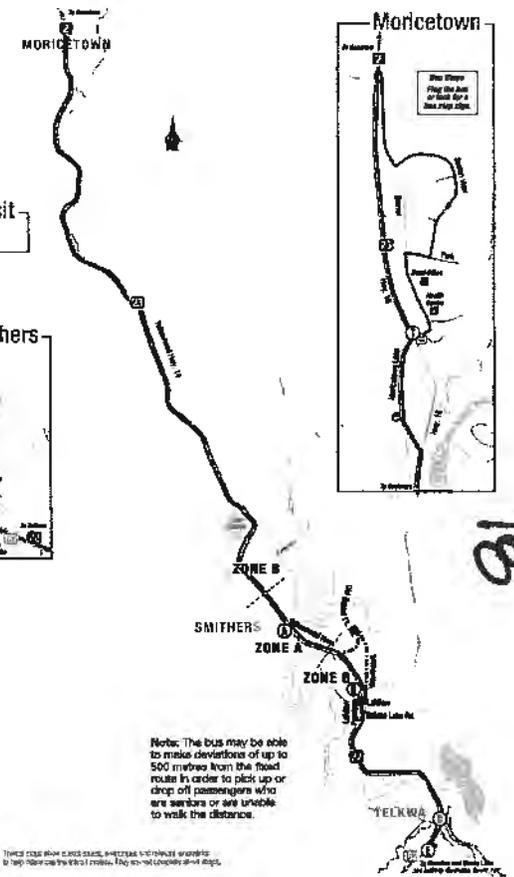
Flagging the Bus
 Some rural community systems do not have physical bus stops. In these communities, customers "wave" a bus down on designated roads.
 When you want to flag the bus, find a safe location along the route and wave at the bus. A safe location is one where visibility is good and where the bus can easily pull off the road, such as a driveway.
 The driver may not be able to safely stop for you if the posted speed limit exceeds 60 km/hr.



Smithers Transit
 - (A) Smithers/Telkwa
 - (M) Smithers/Moricetown
 - (B) Limited Service
 - (U) On-Request
 - (E) On-Request Zone
 - (S) Bus Stop
 - (B) Bus Shelter

Hazelton Regional Transit
 - (K) Kispiox/Smithers

Bulkley-Nechako
 - (16) Smithers to Burns Lake



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