



# REGIONAL DISTRICT OF BULKLEY-NECHAKO

## REGIONAL TRANSIT COMMITTEE SUPPLEMENTARY AGENDA

THURSDAY, OCTOBER 12, 2017

<u>PAGE NO.</u>	<u>REPORT</u>	<u>ACTION</u>
2	Deneve Vanderwolf, Regional Transit Coordinator – Passenger Pass-ups	Receive
<u>CORRESPONDENCE</u>		
3-6	BC Transit – Bulkley-Nechako Regional Transit – Winter Rider’s Guide – Effective November 6, 2017	Receive
<u>NEW BUSINESS</u>		
<u>ADJOURNMENT</u>		

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

**TO: Chair Bachrach and Regional Transit Committee**  
**FROM: Deneve Vanderwolf, Regional Transit Coordinator**  
**SUBJECT: Passenger Pass-ups**  
**DATE: October 5, 2017**

---

On Saturday, September 30, there was another incident of passenger pass-up. The pass-up occurred in Vanderhoof with two passengers left behind due to a full bus. This is the third recorded instance of pass-ups occurring since the service began, with the first two occurring on Tuesday, August 15 and Saturday, August 19. Based on ridership data for Route 161 to the end of August, the average ridership per trip is 10.5 on the Burns Lake to Prince George morning trip, and 11.0 on the Prince George to Burns Lake return trip.

The buses that are currently used on the 161 and 162 routes are from BC Transit's light duty category. They are 20 seat vehicles. The bus model that will replace the current bus has a seating capacity of 30. There are no confirmed delivery dates, but BC Transit estimates it will be early summer 2018.

The first two pass-up instances have been discussed at internal operational meetings at BC Transit and the third incidence will be discussed at the next operational meeting on October 10. Following the October 10 meeting, BC Transit will explore further possible solutions.

In a transit system as new as the Bulkley-Nechako system it is difficult to determine the most appropriate way to address the situation when there has only been 3 instances of pass-ups occurring. Two of the three instances have occurred on a Saturday, with the first instance likely attributed to the BC Northern Exhibition in Prince George. Beyond that, there is no pattern that can be identified from these few occurrences. However, BC Transit does want to reassure the members of the Transit Committee that they are closely monitoring the situation and are actively looking at solutions to address it as soon as possible.

I would be pleased to answer any questions.

**Recommendation**

**Receive.**

## Mobility Aids

BC Transit wants to transport all of our customers safely, however some mobility devices may not fit or secure properly. Mobility devices must have securements and functioning brakes. Maximum length is 120 cm (48 in.), maximum width 60 cm (24 in.), combined weight of mobility aid and customer cannot exceed 272 kg (600lbs). Our buses are equipped with a lift. Check [bctransit.com](http://bctransit.com), Rider Info, for more information.

## Strollers

- Should be collapsible
- Cannot exceed 2 feet by 4 feet (24" by 48" or 60.96 cm by 121.92 cm)
- Must be kept clear of the aisles (the width of the distance between the normal seats, not the width of the accessible area)
- For safety reasons, strollers are not permitted to use the lifts or securement devices. Securements on the buses are for scooters and wheelchairs only.

## Food and Beverages

To keep buses clean and safe, any food or drink you bring on board must be in a closed container that is spill-proof. Coffee and other beverages can be consumed on board provided the beverage is carried in a sturdy container with a lid that will prevent the liquid from spilling. Open alcohol is not permitted on the bus.

## Pets on Board

Assistance animals that are certified are allowed on public transit at all times. You may be asked to produce your Guide Animal Certificate.

Only small fur-bearing or feathered pets contained in secure, clean, hand-held cages are permitted on the bus. Cages (hard or soft shell pet carriers) must be small enough to fit on the owner's lap.

Passengers must hold onto their pet's cage at all times. If there is room, the passenger may place and hold the cage beside them on the floor. The cage should not block the aisle or restrict other passengers.

## Fares

Effective June 19, 2017  
all fares subject to change

### Cash

All passengers	\$ 5.00
Child, 5 or under	free

### Tickets (10)

\$ 45.00

### Fare

Have your correct fare ready so that you can get seated as quickly as possible. Fareboxes or drivers do not provide change.

Fare is for one-way travel only.

### Transfers

There are no transfers between routes 161 and 162. These routes operate on separate days requiring separate fare payment. Service in Prince George and Smithers have separate transit systems requiring separate fare payment.

### Ticket Vendors

Ticket sheets are available at the eight municipal offices in the Regional District of Bulkley Nechako:

District of Vanderhoof	160 Connaught St
District of Fort St. James	477 Stuart Dr W
Village of Fraser Lake	210 Carrier Crescent
Village of Burns Lake	15-3 Ave
Village of Granisle	1 McDonald
District of Houston	3367-12 St
Village of Telkwa	1415 Hankin Ave
Town of Smithers	1027 Aldous St

BE PART OF THE SOLUTION...

REUSE YOUR RIDER'S GUIDE.

Transit Info 1-855-499-1119  
[www.bctransit.com](http://www.bctransit.com)

This guide is printed on environmentally responsible paper.

7289 - 3K

# Bulkley-Nechako Regional Transit

WINTER

## RIDER'S GUIDE

Effective November 6, 2017



 BC Transit

## Welcome Aboard

Your transit system serves the area from Burns Lake to Prince George and Burns Lake to Smithers, serving all community members along Highway 16 between these destinations.

This service has a fixed-route and schedule. Buses are accessible and equipped with a lift.

### About your transit system

Funding for this service on Highway 16 is provided through a partnership with the government of British Columbia and BC Transit. Ongoing funding for Bulkley-Nechako is cost shared between the Regional District of Bulkley-Nechako and BC Transit.

Decisions on fares, routes and service levels are made by the Regional District of Bulkley-Nechako based on public feedback and information provided by BC Transit. Buses are operated by Pacific Western Transportation.

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

## Contact

Transit Information	1-855-499-1119
Lost and Found	Monday to Friday 8:00 am – 4:30 pm
Web	<a href="http://www.bctransit.com">www.bctransit.com</a> > Bulkley-Nechako Transit
Address	1041 Great St. Prince George, BC V2N 2K8

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

Regional District of Bulkley-Nechako  
Location: 37-3rd Avenue, PO Box 820  
Burns Lake, British Columbia V0J 1E0  
1-800-320-3339

### 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.

## Holiday Service

There is no transit service on the following holidays:

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

Subject to change. Check online at [www.bctransit.com](http://www.bctransit.com) for special event service.

## 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](http://www.buspass.gov.bc.ca) or call 1-866-866-0800.

## Flagging the Bus

In some rural communities that do not have physical bus stops, customers can "wave" down the bus from a safe location. A safe location is one where visibility is good and where the bus can easily pull off the road.

A driver may not be able to safely stop for you if the posted speed limit exceeds 60 km/hr.

As this service operates primarily on the highway where the posted speed limit exceeds 60km/hr, it is **strongly recommended** that customers use designated bus stops.

## 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, use a flashlight or use the light from your mobile phone to signal the driver that you are at the stop.

## Winter and Web Updates

Winter road conditions may affect the schedule and possibly the routing, particularly within Burns Lake.

For the latest information, check the website for Trip Alerts, found on the Bulkley-Neckako home page and under Schedules and Maps.

## Riding the Bus

- Seats are for customers, not bags, feet or wet umbrellas. Please allow others to make use of the seats. Hold your bag on your lap or on the floor where it will not obstruct aisles or other customers.
- We appreciate your help in keeping the bus clean. Take your garbage with you when you leave.
- A bus ride is a great time to listen to music, but please be considerate — loud music coming from a headset can bother others.

### Always

- Always arrive at the bus stop a few minutes early
- Always have your correct fare ready before boarding
- Always take a seat as soon as possible
- Always hold on while the bus is in motion
- Always keep your head, hands and arms inside the bus
- Always remind your driver, before you leave the bus, if you need to remove your bike from the bike rack
- Always hold on to your children, strollers, parcels, luggage and sports equipment
- Always assist your children on and off the bus

### Never

- Never allow your children to stand or kneel on the seat while riding the bus
- Never enter the street in front of or directly behind a stopped bus--make sure traffic can see you
- Never use offensive or abusive language on the bus

## 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. Electronic and gas-powered bikes cannot be transported on the bike rack for safety reasons.

Bike racks on community buses can only be used during daylight hours as bikes can block the headlights.

Visit *Rider Info* at [www.bctransit.com](http://www.bctransit.com) for an instructional video.

162 Smithers		To Smithers
Monday, Wednesday, Friday		
Burns Lake: Government at Gilgan	6:46 am	—
Wet'suwet'en: Tom Dr at Hwy 16	7:00	—
Burns Lake: Government at Gilgan	7:14	—
Burns Lake: 3rd Ave at Kerr	7:24	—
Burns Lake: Centre St at 10th Ave	7:30	—
Decker Lake: Trading Post	7:38	—
Broman/Duncan: Hwy 16 at Duncan Lk Rd	7:58	—
Topley: Rest Area	8:10	—
Houston: Leisure Facility	8:33 Ar	—
Houston: Leisure Facility	8:48 Lv	1:00 pm
Telkwa: Post Office	9:33	1:45
Smithers: 8th Ave at Columbia Dr	9:49	—
Smithers: Roi Theatre	9:53 am	2:00 pm

162 Burns Lake		To Burns Lake
Monday, Wednesday, Friday		
Smithers: Roi Theatre	11:30 am	3:00 pm
Smithers: 8th Ave at Columbia Dr	—	3:04
Telkwa: Post Office	11:45	3:20
Houston: Leisure Facility	12:30 pm	4:05 Ar
Houston: Leisure Facility	—	4:15 Lv
Topley: Rest Area	—	4:38
Broman/Duncan: Hwy 16 at Duncan Lk Rd	—	4:50
Wet'suwet'en: Tom Drive at Hwy 16	—	5:07
Decker Lake: Trading Post	—	5:12
Burns Lake: Government at Gilgan	—	5:20 Ar
Burns Lake: Government at Gilgan	—	5:25 Lv
Burns Lake: 3rd Ave at Kerr	—	5:35
Burns Lake: Centre St at 10th Ave	—	5:41
Decker Lake: Trading Post	—	5:49
Wet'suwet'en: Tom Dr at Hwy 16	—	5:54
Burns Lake: Government at Gilgan	—	6:08 pm

161 Prince George		To Prince George
Tuesday, Thursday, Saturday		
Wet'suwet'en: Tom Dr at Hwy 16	7:00 am	—
Decker Lake: Trading Post	7:05	—
Burns Lake: Government at Gilgan	7:13	—
Burns Lake: 3rd Ave at Kerr	7:23	—
Burns Lake: Centre St at 10th Ave	7:29	—
Burns Lake: Government at Gilgan	7:33	—
Tintagel: Rest Area Hwy 16 at Tintagel	7:44	—
Endako: Endako Pub	8:14	—
Stellaquo: Slenyah Store	8:21	—
Fraser Lake: Fraser Lake Mall	8:27 Ar	—
Fraser Lake: Fraser Lake Mall	8:37 Lv	—
Nautley: Nadleh Whut'en Store	8:54	—
Fort Fraser: Community Hall	9:01	—
Vanderhoof: Co-Op	9:31 Ar	—
Vanderhoof: Co-Op	9:41 Lv	—
Hospital Rd at Health Care Ave	9:46	—
Vanderhoof: Co-Op	9:50	—
Beverly: Petro Canada	10:48	—
Prince George: Westgate Mall	10:58	—
Prince George: Pine Centre	11:06	—
Prince George: Edmonton at 13th Ave (Hospital)	11:15	—
Prince George: Downtown 7th at Dominion	11:22 am	—

Ar means arrival time      All other times  
Lv means leaving time      are leave times.

### Bus Stops

Most bus stops are listed in the schedule, but not all of them. Some bus stops have shelters, marked with this icon ☐. Bus stop signs at bus stops in Prince George and Smithers will list other routes using that bus stop.

### On Request

Service to/from Quick and the Fraser Lake Health Unit are On Request. Pick-up: call 24 hours ahead to book. Drop-off: ask the driver when you board.

161 Burns Lake		To Burns Lake
Tuesday, Thursday, Saturday		
Prince George: Downtown 7th at Dominion	3:00 pm	—
Prince George: Edmonton at 13th Ave (Hospital)	3:04	—
Prince George: Pine Centre	3:18	—
Prince George: Westgate Mall	3:28	—
Beverly: Petro Canada	3:38	—
Beverly: Petro Canada	3:41	—
Vanderhoof: Co-Op	4:39 Ar	—
Vanderhoof: Co-Op	4:49 Lv	—
Hospital Rd at Health Care Ave	4:54	—
Vanderhoof: Co-Op	4:58	—
Fort Fraser: Community Hall	5:28	—
Nautley: Nadleh Whut'en Store	5:35	—
Fraser Lake: Fraser Lake Mall	5:52 Ar	—
Fraser Lake: Fraser Lake Mall	6:02 Lv	—
Stellaquo: Slenyah Store	6:08	—
Endako: Endako Pub	6:15	—
Tintagel: Rest Area Hwy 16 at Tintagel	6:45	—
Burns Lake: Government at Gilgan	6:56	—
Burns Lake: 3rd Ave at Kerr	7:06	—
Burns Lake: Centre St at 10th Ave	7:12	—
Decker Lake: Trading Post	7:20	—
Wet'suwet'en: Tom Dr at Hwy 16	7:25 pm	—

### Connections to Other Transit Systems

Each separate transit system requires separate fare payment.

For schedule, route and fare information, visit [bctransit.com](http://bctransit.com), under each system, or phone Transit Info below.

**Prince George Transit:** 250-563-0011

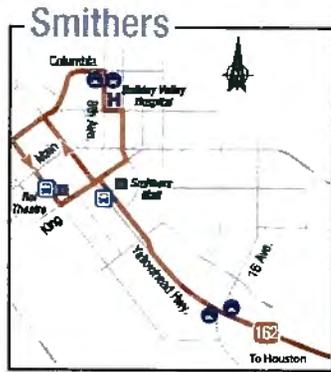
**Smithers & District Transit:** 250-847-4993

- Including service to Telkwa and Moricetown

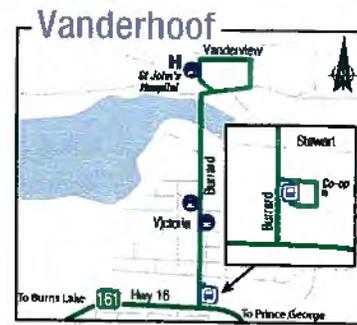
**Hazelton Regional Transit:** 1-877-842-2131

- Including service from Smithers to Moricetown, Hazelton, Kispiox, and Gitsegukla.

# 162 Burns Lake-Smithers



# 161 Burns Lake-Prince George



### Bulkley-Nechako

- 161 Burns Lake to Prince George
- 162 Smithers to Burns Lake
- - - On request
- Bus stop
- Bus shelter

