
BC Community Bus Inventory



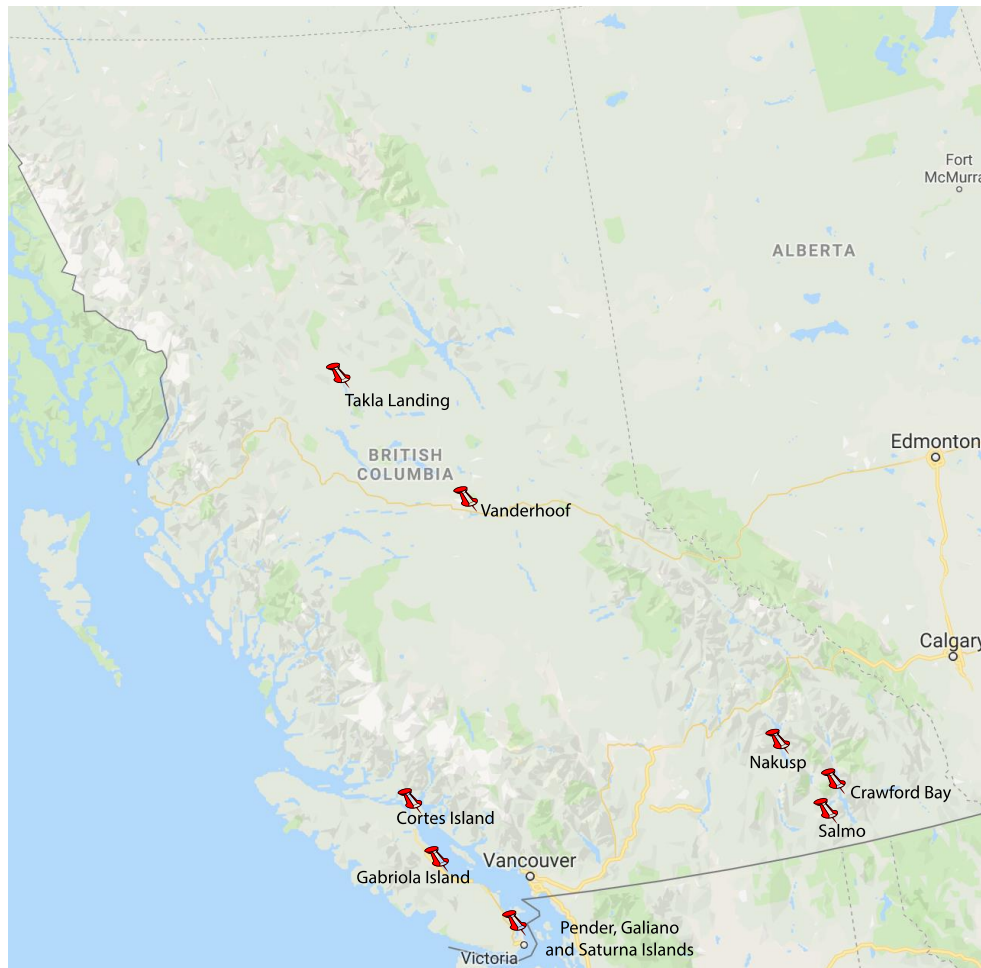
**BRITISH COLUMBIA COMMUNITY BUS
COALITION**

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Introduction

The British Columbian Community Bus Coalition (BCCBC) was formed in early 2019 in response to the need to encourage public transportation in rural communities of BC where BC Transit does not operate. The goal of the BCCBC is to promote funding and a positive regulatory framework for Community Buses in BC by the various levels of government. As a part of this effort the BCCBC has conducted this inventory of the existing community buses in BC to better understand the current extent of community initiatives and to assess the benefits of these bus systems and how they could be improved. What follows are the findings of this inventory.



Map showing location of communities that responded to the survey.

Method

The inventory was conducted by sending a questionnaire (Appendix A) to communities with community buses and allowing them to fill in the details on their own time. In an effort to increase the number of responses communities who did not initially respond were invited to participate in a phone interview instead. In total 10 Communities participated in the study and an additional 19 communities that have a community bus did not respond to the questionnaire.

Gabriola Island - GERTIE



Description of the Community

Gabriola Island is a community of about 4000 permanent residents located a 30-minute ferry ride away from the city of Nanaimo. As a result of their proximity to Nanaimo, many residents commute to work on the ferry. High school students also have to travel to Nanaimo for school. The work on Gabriola is retail, restaurants, farming and home businesses.

There was no history of public transit on the island before the community bus started and the options for non-drivers have been very limited. While there is a taxi service on the island the hours of operation are limited, and walking and biking trails are non-existent along the roads.

History

Gabriola began their community bus service after spending five years trying to get a bus service through the Regional District and BC Transit. A group of four which grew to eight began the project and received support from several non-profits as well as community members. The target users were commuters, seniors and those who wanted to reduce their carbon footprint.

The Gabriola residents were fairly supportive from the start and the Regional District of Nanaimo gave some funding to buy a couple of used buses. The bus started operating in June of 2013 as a pilot project. It took 5 years for the idea of a community bus to become a reality.

There were numerous challenges to overcome. A challenge throughout the history of the Community Bus on Gabriola is keeping old and new buses running and able to pass inspections. Another barrier in the early days was having enough volunteer drivers with their Class 4 license. Another challenge but also a victory for Gertie was when it received approval from the community to receive an allocation of property taxes in 2016.

Governance Structure

The board of the Gabriola Community Bus Foundation makes all important decisions about the bus. They are a non-hierarchical, consensus-based decision-making board.

The drivers for the bus have been paid since 2016, currently there are 9 drivers paid at a rate of \$20/hour. There is also a part time paid position of a bus coordinator.

The bus runs a regular route during the daytime and expands service hours to include some evenings in the summer. At the peak hours there are two buses on the road. In addition to the regular service the bus also offers charters and helps with some community events.

Funding

Funding for the bus is received through a number of different avenues including property taxes, fares, advertising in the Riders Guide, external grants and fundraising from the community. The main financial supporters have been the Regional District of Nanaimo, Island

Futures Society, Federal and Provincial governments through grants, taxpayers, riders the local supermarket and liquor store.

The cash fares for Gertie are \$2.50 for adults, \$1.50 for youth. There are also discounted ticket fares at \$2 for adults and \$1 for youth and discounted monthly passes also available.

Vehicles

Number of vehicles: 3

Fuel Type: Mix of Diesel and Biodiesel for all 3

Model: 2 Chevrolet 450s, Ford Transit

Seating Capacity: 19 and 11

Mileage when purchased: all had more than 100 000km

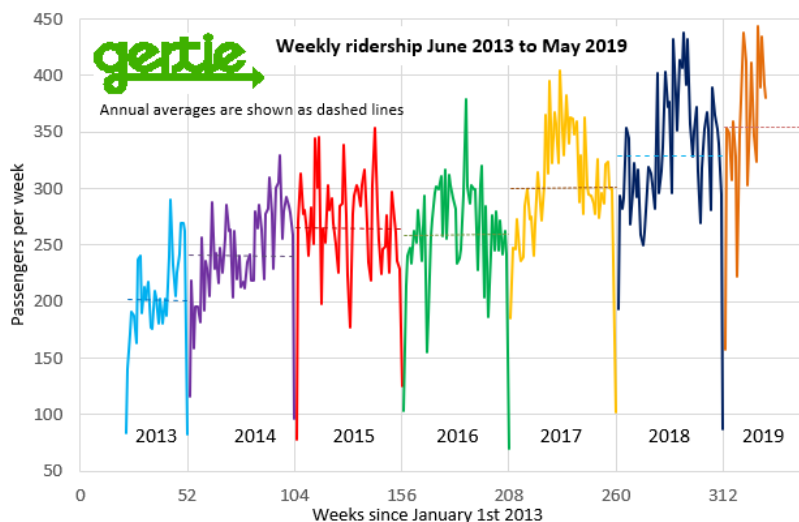
Wheelchair Access: No

Back-up plan: Since they have 3 vehicles, one is always available as a back-up.

Repairs Needed: Repairs for these vehicles have been needed frequently. Weekly there are small things to maintain and larger repairs are necessary every few months.

Routes

Gertie runs 2 routes 6 days per week. The bus goes from 6:45am to 6:20pm with some gaps in the middle. There is also an evening run from Thursday to Saturday in the summer. People learn about the bus through the newspaper, Google Transit and on their website.



Ridership has steadily improved since Gertie began operating. In the beginning it was mostly used by commuters and gradually students also began using it. Now there is a strong mid-day ridership of community members. From May to September there are a lot of tourists who boost the ridership. To respond to the ridership patterns more mid-day service has been added.

Future plans

In the short term the Gabriola Bus will continue to try and increase their service and possibly begin operating on Sundays. Long term they would like to secure provincial government funding and funding through the BCCBC. They would also like to continue to expand service so that the bus is operating all day long. An electric bus is also a long-term goal.

Provincial finding, increasing their tax allocation, increasing fares and doing more charter services are all ways in which the community bus can receive more funds to put into growing and sustaining their current service.

Cortes Island



Description of the Community

Cortes Island is located in the Strathcona Regional District and has a population of about 1000. The nearest large city is Campbell River which is a challenge to reach since the ferry requires passengers to transfer at Quadra Island in order to continue to Campbell River. There is no taxi service on the island. In the past something called the Cortes Connection was available to carry freight and passengers from Cortes to Campbell River and back but has been out of business since 2017.

History

Friends of Cortes Island, a non-profit society, did a transportation demand study in 2017 with the support of their Regional Director. In this study 21% of people said they would use a cross Quadra shuttle.

One of the aims right now is to convince the Strathcona Regional District to fund a transportation director. There is currently a Transportation Committee through the Friends of Cortes organization.

Funding has been a challenge so far. Initially the strategy was to try and get Quadra residents interested since they might benefit from a community bus as well. However, the advocates of a bus have since shifted aims to the goal of bus travel across Quadra between the ferry terminals so that there is easier car free access to Campbell River from Cortes Island.

Pender Island – Moving Around Pender



Description of the Community

Pender is made up of two islands; North Pender with a permanent population of around 2300 and South Pender with a population of about 300. The islands are joined by a bridge. There has been a volunteer-run scheduled bus service for between 2-4 days per week since 2016. This has operated as a pilot project to show feasibility and demand. The service is limited to the more populated North Pender Island.

Most of those who do work, do so on the island but there are limited employment options. Retired people make up the majority of the island's population. There is a relatively small population of people who commute daily to Victoria, but it is more common for people to

leave the island for longer periods of work as the distance to Victoria or Vancouver is long (4 hours to Vancouver 1.5 hours to Victoria). The main industry on Pender is summer tourism.

There are trails on Pender but mainly they are for recreation, not transportation. They take you to viewpoints or beaches instead of shops and services. There are no bike lanes or sidewalks and while some people choose to bike anyways it is perceived as dangerous. Aside from personal cars there is also a taxi and sanctioned hitchhiking (Car Stops) to help transport people around the island.

History

BC Transit did a study of the Southern Gulf Islands (Appendix D) and found that the population of Pender was borderline sufficient to support the BC Transit model. This prompted the 3 year pilot project to demonstrate the feasibility of a bus. This was started in September of 2016 after applying for a Community Works Fund grant to purchase a vehicle in April 2016. The challenges were finding a working bus for \$25 000, recruiting and training volunteer drivers, maintaining the bus and funding operations.

The bus was started by Moving Around Pender (MAP), an alternative transportation society. They had conducted a survey in 2015 and 62% of respondents said they would use a bus if one was available. The aims of the pilot project were to reduce the island's carbon footprint by taking vehicles off the road as well as providing a service for seniors who can't drive. While seniors were a target group the bus has actually been infrequently used by them and through the 3-year pilot project. Young people used it more and more. Tourists, in particular those who come by boat to the island, are also common users.

Governance Structure

The bus is operated by MAP, a non profit society, and their board makes decisions regarding the bus. A bus coordinator has been provided a small stipend of \$400-500 per month and the drivers are all volunteers except for when the bus is chartered or if they drive for more than 3 shifts in a month.

Funding

The money to run the bus has come from grants from the CRD and other agencies as well as donations from individuals and businesses. The bus also makes some money from charters but is limited somewhat by an agreement with the local cab company. The \$2 suggested fare also contributes a small amount towards the bus costs.

Vehicles

Number of vehicles: 1, originally purchased 2 but sold one after a couple of years.

Fuel Type: Diesel

Model: 2008 Ford E450

Seating Capacity: 21

Mileage when Purchased: 200 000km

Wheelchair Access: Yes

Back-up plan: Rent a 15-passenger van from the local taxi service

Repairs Needed: It has needed major repairs a number of times including a new engine, major work on the transmission and cooling system repairs.



Routes

The bus is not able to run a passenger directed service. It runs a route 2-4 days per week for 10-12 hours each day. The bus is busiest in the summer months and ridership has increased since service started from around 2 passenger/hour to 5/hour.

The bus is regularly advertised in a local newspaper, on their Facebook page and by distributing schedules to bulletin boards and businesses around the island.

Future plans

The goal of the bus was to show that there is an appetite for public transit on Pender. In the summer of 2019, they did a 2-month supplement to the pilot project but for the bus to run long term it has been determined that there needs to be public funding.

The Capital Regional District is planning a Transportation Commission for the Southern Gulf Islands and the bus on Pender island is hoping to transition to a model similar to Gabriola Island where funding is supplemented from taxes.

Saturna Island – Saturna Lions Shuttles



Description of the Community

Saturna Island is a small island of about 35 square kilometers with about 350 permanent residents. Most of those living on Saturna are retired and only a small portion of those with jobs can commute off island since there is limited ferry service to the island. It is a 2-hour ferry ride to Sidney. On island the main industries are contracting work and the tourism industry.

There is currently no taxi service on the island although there was one in the 1990s. There are few walking trails and no bike lanes leaving private vehicles as the only option.

History

In 2013 the Saturna Lions noticed the lack of transportation options aside from private cars and took action. They purchased a bus to allow seniors and students to get around the island and to provide transportation for events with alcohol. A community bus was the only way to provide public transportation on the island since the study of the Southern Gulf Islands by BC Transit (Appendix D) concluded Saturna could not support public transit of any type.

The process was quick for Saturna who had the idea for a community bus in October 2013 and the bus started running with passengers April 2014 after some testing had been completed.

Governance Structure

The bus is run by the Lions Club who take on all the administration and organization of the bus service. Drivers and the Bus Coordinator are all volunteers.

Funding

The main supporters of the bus financially are the donors to the Lions club. In the first year close to \$18 000 was raised to support the operation of the bus. Aside from this, fares are another way the bus is funded.

The fare system is unique in that there is no charge to passengers but if they like the concept of what the Lions Club does for the community it is asked that they contribute to the Lions donation boxes located on Saturna.

Vehicles

Number of vehicles: 3

Fuel Type: 1 Diesel and 2 Gas

Model: 1998 Ford E350, 2001 Pontiac Montana, 2011 Toyota Sienna

Seating Capacity: 21, 7 and 7

Mileage when Purchased: Bus had 235 000km. Both vans had over 160 000km when purchased.

Wheelchair Access: Yes, on the Ford E350

Back-up plan: Since they have 3 vehicles if one needs repairs, they can use the other as a backup.

Repairs Needed: No major repairs have been needed on their vehicles but they are older, so upkeep is estimated at about \$2000 plus the mandatory commercial vehicle inspections.



Routes

Saturna experimented with a running a regular route but found that demand was insufficient. They now run a passenger directed service which has generated far more demand although it can be challenging to arrange as demand varies by time of year and time of day depending on what is happening on the island. Summer is a busy time of year and sometimes a couple of hundred passengers are carried in a day for certain events. About 3 trips per week in the summer is an average. The length of the trips can vary significantly between 15 minutes and 6 hours.

Ridership has slowly grown over the years. This seems mainly due to a shift in visitor habits than increased use from locals. Increasingly the bus is doing more tours and dropping people off around the island as they come to the island car free. More visitors are using the bus

to get to major events and many bikers are taken over the steep and hilly areas of the island to the flatter riding areas.

Since demand is lower in the winter only 1 vehicle is insured to save money, while in the summer the other two vehicles are added to the fleet in order to meet the higher demand.

Future plans

The Lions hope to continue to provide a needed service that promotes safe, car-free travel. In the long term their goal is to provide an Uber-style service with electric vehicles although there is some concern that this will be prohibited by government.

Galiano Island – Galiano Island Community Transportation Society



Description of the Community

Galiano is one of the Southern Gulf Islands that are located off the Saanich Peninsula of Vancouver Island. It has many residents who are retired, those who are working age mostly work on the island. The main source of work on the island is tourism but there is some employment available through the school district, BC Ferries, retail businesses, non-profit organizations and health centre. There is also a large artist component to the local economy.

There is an extensive trail system on Galiano Island and many people choose to cycle throughout the island. However, there are no bike lanes and no other options for travel besides personal vehicles.

History

BC Transit has determined that while Galiano is marginally viable for transit it would require a local taxpayer subsidy that would not be possible (Appendix D). So, after two years of general discussion the Galiano Island Community Transportation Society was formed. They are a non-profit society. Soon after beginning they applied for a grant to purchase used vehicles to initiate the service. The bus started running in 2017.

Some challenges were finding operational and maintenance funding and finding drivers who are qualified. The community has been supportive from the beginning and the original concept was to provide service for the residents of Galiano. However, visitors represent more than 90% of the ridership.

Governance Structure

The board of directors for the Galiano Island Community Transportation Society is responsible for keeping the bus in operation and makes decisions related to the bus. Drivers are

paid when the bus is chartered, but when the bus is being used for regular service drivers are volunteers.

Funding

Fares, donations and grants fund the operation of the bus. Fares vary depending on the route from \$3-\$15.

Vehicles

Number of vehicles: 2

Fuel Type: Gas

Model: 1999 Ford Shuttle Bus, 2004 Toyota Sienna

Seating Capacity: 18 and 7

Mileage when Purchased: Bus 363 429km, Van 166 344km

Wheelchair Access: No

Repairs Needed: As both vehicles are older, they have required costly major repairs despite being driven relatively little. This has been a challenge as they do not have a backup vehicle. They have two vehicles:



Routes

Regular service on Friday evenings from 5-9pm and Saturdays from 9am to 1:30pm beginning in April and continuing until September. Their General Authorization license does not allow for passenger directed service, but they can schedule additional runs as needed based on passenger demand and make driver-directed stops along the route.

The bus also is available for charters and they use their vehicles for special community events.

In 2018 from April to September they had about 600 passengers. Extra runs from passenger demand, charters and community events accounted for another 800 riders. The route runs primarily between Sturdies Bay and Montague Harbour and occasionally goes to the north part of the island from the ferry terminal as well.

Most successful advertising has been through Facebook, but the bus has also been advertised in the local magazine and with posters.

Future plans

Three years of the pilot project on Galiano have demonstrated that a community bus service for residents of this island is not financially viable without a significant public subsidy. Residents won't use a service that doesn't operate more frequently and cover more of the island. Providing service to visitors via meeting ferry arrivals and charters for large visiting groups has potential for expansion, but that will also need financial subsidy. One great possible benefit is reducing the number of cars coming to the island.

Kootenay Lake/Crawford Bay – East Shore Transportation Society

Description of the Community

The East Shore of Kootenay Lake consists of five communities along highway 3A. This area is situated between Creston and Nelson in the West Kootenays of Southern BC. Many of the residents are retired, the main industries for those who work are construction and tourism. Others travel by ferry to Nelson to work or are employed at nearby mines.

Overall the area is fairly remote, it is over an hour to get to either Creston or Nelson that have more services, shopping and jobs. Furthering the challenge of getting around is a lack of taxi or bus service. This leaves those without a vehicle to rely on neighbourly good will.



History

For a few years the health society and others have been interested in getting a bus on the road to prove its viability to BC Transit and to train residents to use public transit. In the fall of 2018, a used bus was purchased using money fundraised from the community. The East Shore Transportation Society was then formed and is currently fundraising more money to get the bus on the road and in service.

Ideally, the bus will be used by seniors who need more social inclusion, those with health issues who need to go to Nelson or Creston and students who attend school in Nelson. Additionally, the bus could be used by businesses and tourism companies as well as for special events such as weddings.

A community bus has been chosen as a public transit solution in this area since BC Transit has not committed to starting service in the area. This is due to low numbers and the fact that the area falls into two different transit areas (East and West Kootenays). The bus will be used as a pilot project to learn more about transit in the area. The initiators of this project were a combination of individuals, non-profit organizations and government. Individuals fundraised money for the bus and have started a non-profit society (Kootenay Lake/Crawford Bay – East Shore Transportation Society). They have experienced great support from other non-profits in the area. The Regional Director has also been very supportive.

The society has got word out about their project through information in the local newspaper and they are currently undertaking a survey. The goal is to start renting the bus in June 2019 and begin a bus service in July 2019. The bus was purchased in December 2018.

Governance Structure

The East Shore Transportation Society is a non-profit organization that makes decisions about the bus. They will be paying their drivers at least \$20/hour.

Funding

So far Regional District Community Development grant, Lions club, Seniors Association and donations from community have provided funding to get the bus started.

Vehicles

Number of vehicles: 1

Fuel Type: Diesel

Model: 2001 Ford Econoline E350

Seating Capacity: 11

Mileage when Purchased: 245 000km (December 2018)

Wheelchair Access: No

Back-up plan: Rely on individual board members to back up the service if the bus needs repairs

Routes

While service has not started yet, the priority routes will be to pick people up from the ferries and another route daily or weekly into Creston.

Future plans

The short-term plan is to raise enough money to start the bus service and in the long term they hope to get better vehicles, increase ridership and receive funding through Age Friendly Communities and other agencies.

Nakusp - Arrow and Slocan Lakes Community Services



Description of the Community

Nakusp is a small community situated in the West Kootenay region along Upper Arrow Lake. The main employers are a lumber mill, the Interior Health Authority, Save on Foods and the school. To get to larger cities residents have to take a ferry and drive more than 2 and a half hours. The only exception is Nelson which is 2 hours and 45 minutes away by car but a ferry is not necessary.

History

While BC Transit does operate in Nakusp, it only takes passengers to New Denver and Nelson and there is no transit to the Okanagan. The Nakusp Community Medical Transit Bus fills this gap in public transport. It is mainly used by low income people and seniors and those with medical appointments have always been a priority.

The bus is currently operated by Arrow and Slocan Lakes Community Services but before it was handed over to them it was run by the Arrow Lakes Hospital. The Arrow Lakes Health Auxiliary bought the bus that is currently used.

Some challenges have been getting word out, finding volunteer drivers and getting funding in order to cover the costs of running a bus.

Governance Structure

The executive director of the Arrow and Slocan Lakes Community Services is the one who makes decisions regarding the bus and confers with the Finance Manager and Program Coordinator. The Coordinator is a paid position, but the drivers are volunteers. They receive an honorarium of \$50 plus a \$30 meal allowance.

The Community Medical bus to Okanagan is a weekly service on Wednesdays. It is passenger directed within Vernon and Kelowna. Once a month the Community Bus is door to door.

Funding

The main financial supporters are the Arrow Lakes Health Auxiliary, and the Columbia Basin Trust. Bus fares are also a source of revenue, trips cost \$20 return to Vernon and \$25 return to Kelowna.

Vehicles

Number of vehicles: 2

Fuel Type: Gas

Model: 2008 and 2016 Ford

Seating Capacity: 8 and 16

Mileage when Purchased: 2016 Bus was purchased brand new.

Wheelchair Access: Yes, on both

Back-up plan: Since they have 2 vehicles if one needs repairs they can use the other as a backup, although one is quite a bit smaller.

Repairs Needed: Neither vehicle has needed major repairs but last year a number of minor repairs really added up.

Routes

Every Wednesday the bus goes to the Okanagan. They also rent their bus out when it is not needed and have recently received funding from Columbia Basin Trust to offer 1 out of town trip and transportation for 2 or 3 local activities for seniors and people with disabilities every month.

The bus takes 10 or more people on each trip to the Okanagan and ridership has improved over the years. The summer months are also busier. Advertising has been done through Facebook, community communicator and posters.

Future plans

Nakusp aims to continue offering the bus service to allow a cheaper transportation option for those who need it. It is also a tool to improve health and wellness and decrease social isolation.

Salmo

Description of the Community

Salmo is the “Hub of the Kootenays” given it is in between and almost equidistant from Creston, Nelson, Castlegar and Trail. There is currently only a 3 day per week para-transit service to Nelson. Almost all residents of Salmo travel outside of the Village for work along with college students and those heading to medical appointments.

History

While the bus service has not yet begun there has been some momentum building towards a community bus for some time. In 2017 a petition with several hundred signatories was presented to the local MLA without much response. Then, in 2018, an informal survey was conducted to determine the needs for a community bus service. The desire is great however the challenge of financing this project remains an issue. The local municipality is too small to be in a position to fund a commuter bus service.

Funding

The concept for funding that is being pursued is a co-op model where regular users sign on as members and provide the basic financial stability for the service. Further services offered by having a community bus would provide additional income that would add to the financial well-being of the service.

Vehicles

A 15 or 16 passenger diesel vehicle is being considered as an option. An electric vehicle was also considered but is too expensive and the one considered (Green Power EV Star) is not yet available in Canada.

Routes

The route would be a circular one beginning and ending in Salmo and going through Fruitvale, Trail, Castlegar, Nelson and Ymir. The bus would make stops at the Trail and Castlegar airports and various shopping malls, hospitals and colleges on the route.

The vehicle will be equipped with WIFI and an online app is proposed to allow passengers to book their trip ahead of time, watch a live map of the bus location and give the driver an indication of where to pick up passengers.

The bus would run on weekdays and do the route several times in a day. One of the goals would be to allow for a “late school bus” that would enable youth to participate in after-school activities and still get a ride home.

Currently they are developing relationships with potential co-op members, supporters and other stakeholders including ski-hills, social venues and colleges.

Highway 16 Transportation Action Plan

In March of 2017 the BC Government announced that 12 northern BC communities would receive \$2 million of funding over 3 years. This included \$752 000 for the purchase of vehicles and \$1.2 million in operating funds. Criteria for this grant included a preference for First Nations communities and remote communities where no transportation services were previously available. All 12 of these communities now have a Community Bus providing public transport.

This grant was part of the 5-point BC Government Highway 16 Action Plan that was created to improve the safety of those travelling along the section of Highway 16 between Prince George and Prince Rupert that has been called the “Highway of Tears” due to it being the location of a number of murders and disappearances. Aside from the community bus grants, the Plan has four other action items. Transit expansion, First Nations driver education, highway infrastructure improvements and increased collaboration of existing transit services.

The transit expansion does not refer to community buses but rather to the expansion of an inter-community BC Transit service running along highway 16 from Terrace to Prince George.

The grant recipients are as follows:

- Binche Keyoh Bu Society – Binche and Tl’azt’en Community Connector
- Dze L K’ant Friendship Centre Society – Community Connections
- Fraser Lake and Area Community Bus Service
- Friendship House Association of Prince Rupert – 3 Sister Community Transportation Service
- Gingolx Village Government – Gingolx Transportation Service
- Gitanmaax Band – Gitanmaax Transportation Service
- Gitanyow Human Services – Gitanyow Connections Program
- Granisle Better at Home / Village of Granisle – Granisle Better at Home Transportation Services
- Kermode Friendship Society – Kermode Transportation Partnership Initiative
- Nee Tahi Buhn – Nee Tahi Buhn Community Transportation
- Saik’uz First Nation – District of Vanderhoof - Saik’uz – Vanderhoof Community Transportation
- Takla Lake First Nation – Driftwood Corridor Transportation Services

Reference Links:

<https://news.gov.bc.ca/releases/2017TRAN0098-000786>

<https://www2.gov.bc.ca/gov/content/transportation/transportation-reports-and-reference/reports-studies/planning-strategic-economic/highway16-action-plan#transit>

Two of the Highway 16 Community Bus groups responded to this survey.

Takla Landing – Takla Lake First Nation



Description of the Community

Takla Landing is a remote community two and a half hours Northwest of Fort St. James. The primary source of employment is forestry work and there are also some jobs in education, transportation and office support. Those who commute for work travel to Prince George, Fort St. James and Vanderhoof as well as a number of other remote work camps.

Due to its small size and remote location there is no history of public transportation in the community and there has never been a taxi. The community bus is the only alternative to a private car for people travelling in and out of the community.

History

The history of the bus service stems from the Highway of Tears and the extreme distance to any major center. Residents have to commute to a major center for essentials such as groceries, banking services and hospitals.

The target users are seniors, students and those seeking services and connections from other places. A community bus was chosen as a solution to the transportation problem since BC transit does not service Takla Landing. The bus began service in 2018 about 1 year after initial plans were made. Some challenges so far have been establishing ridership, maintenance of the bus on off road conditions, weather impacting the schedule and funding the service.

Governance Structure

An internal committee looks after the operation of the bus and makes the decisions to keep things going smoothly. Drivers and coordinators are paid for their time.

The bus provides a regular scheduled service from Takla Landing to Prince George and back.

Funding

The main revenue sources have been a 3-year government grant and bus fares. The Takla Nation have also provided funding. The fares are payable in advance and based on an estimated volume of ridership.

Vehicles

Number of vehicles: 1

Fuel Type: Diesel

Model: 2016 Turtletop Odyssey XL

Seating Capacity: 24

Mileage when Purchased: Bus was purchased brand new.

Wheelchair Access: No

Back-up plan: Cancel service or use personal vehicles

Repairs Needed: No major repairs yet

Routes

They run a regularly scheduled route two times per week. The run starts at 8am in Takla Landing and ends at 3pm on the same day in Prince George, the van is then parked for the night and heads back to Takla Landing the next day. The bus is also used for funerals or special community events. Ridership increases in the winter months and dips in the summer.

Future plans

Increasing ridership is the short-term goal which may be accomplished by adding stops in the communities the bus passes on the regular route. Ensuring financial stability in the future is also a priority in particular because of rising fuel, insurance and wage costs.

Vanderhoof – District of Vanderhoof



Description of the Community

Vanderhoof is located along Hwy 16 about 100 kilometers west of Prince George. Most people are able to work within the city as they have forestry, agriculture and some manufacturing work available.

There is no taxi or any history of public transportation before the community bus got started. Since it is a small community it is easy to get around on bicycles and there are sidewalks and walking trails.

History

As Vanderhoof is too small of a town for BC Transit they seized the opportunity of the Highway 16 Community Transportation Grant to provide this service. It is primarily aimed at the seniors and residents of the Saik'uz First Nation which is located 13km from the town center of Vanderhoof. The project was initiated by the Vanderhoof municipal government as well as the

Saik'uz First Nation's Government. They began by applying for a grant in October of 2016 and were able to get a bus service to begin starting on July 10, 2017.

Some of the challenges they have faced were finding a bus that fit their budget, establishing policies for using the bus and getting word out about the availability of the bus.

Governance Structure

The bus is governed by the Vanderhoof Mayor and City Council bus decisions are discussed on the staff level with Saik'uz First Nation. The drivers are paid and the coordinator is an employee with the District of Vanderhoof.

Funding

The Vanderhoof Community Bus received a provincial government grant that covers 70% of their costs, the remaining 30% is provided by the District of Vanderhoof and Saik/uz First Nation. The bus is completely free to use and does not receive any income from fares.

Vehicles

Number of vehicles: 1

Model: 2003 Ford E450 Goshen Coach

Seating Capacity: 12

Wheelchair Access: Yes

Back-up plan: Rent from a different group in town.

Repairs Needed: It has not needed any major repairs but has been in the shop for a number of minor repairs

Routes

The bus runs 5 days per week from 8am to 5pm. From 11:20am-12:00pm the bus is passenger directed. The route starts in Saik'uz, comes into town, goes around the "town route" 2 times, heads back to Saik'uz, returns to town – is on call for 40min then has a break from 12-1pm. Starts again at 1pm with a trip back to Saik'uz then back to Vanderhoof for two more trips around town, and then back to Saik'uz at the end of the day.

They average 68 riders per day! The ridership increases in winter and spring and has improved from an average of 42 passengers per day in 2017.

Future plans

The main goal for the District of Vanderhoof is to continue operating the bus effectively. They would like to purchase a new bus and will need to seek funding elsewhere if their government funding stops.

Appendices

Appendix A – Questionnaire for Inventory of BC Community Buses

Appendix B – List of Questionnaire Recipients

Appendix C – Copy of Survey Responses

Gabriola

Takla Nation

Kootenay Lake/Crawford Bay

Nakusp

Salmo

Saturna Island

Galiano Island

Vanderhoof

Pender Island

Appendix D – BC Transit study of the Southern Gulf Islands



Appendix A

Questionnaire for Inventory of BC Community Buses:

Questionnaire for Inventory of BC Community Buses

The purpose of this questionnaire is to learn as much as possible about the community bus initiative in your community regardless of whether this service is a reality or something that is being planned for in the future. Your response will inform the inventory of community buses that is being conducted by the British Columbia Community Bus Coalition. Please feel free to include any additional information beyond the questionnaire that you feel is relevant for this project. If existing annual reports or other documents contain some of this information requested below, please send those along.

Brief description of community and it's transportation systems

- Community
 - o Do most people work within the community or is there a large proportion of commuters?
 - o What are the main industries of the town?
 - o Is the community easily accessible to another city or town?
- Transportation Systems
 - o Do you have a taxi or other passenger directed service in your community?
 - o Is there a history of public transportation in the community?
 - Was there any infrastructure in place before you started?
 - o What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails?

How did it get started? (History)

- What caused interest in starting a community bus?
 - o Who were/are the target users? (seniors, commuters, students)
 - o Why a community bus instead of BC Transit or some other form of transit?
 - o Who were the initiators of the project? (individual citizens, government, non-profit organization)
- How did you get buy-in from the community?
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality?
- When did the bus start running?
- What were some of the challenging parts of the process?

If not started, what is the motivation for a Community bus

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?

- What have been the main obstacles?
 - o Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made?
- Are drivers and/or coordinator paid?
- What is your method of providing service? (Regular route, passenger directed service, door-to-door)

Funding formula and other funding sources used

- What are your main sources of revenue?
- Who have been the main financial supporters of the bus?
- What is your fare system?

Type of vehicle(s) and ages and fuel types

- How many vehicles?
- Make, Model, Year, Mileage when purchased
- Fuel type
- Wheelchair access?
- Has it required any major repairs?
- What is your backup plan if a vehicle needs repairs and cannot be in service?

Scheduled routes

- Do you operate a regularly scheduled service?

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service?
- Do you offer any other services with the bus such as charters or special community events?

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency
 - o How many days/week?
 - o When does the bus start and finish running each day?
- Do you have any statistics on ridership? If so, please share.
- How many routes?
- How have you advertised the bus service to the community and tourists? What has been most successful?
- How has ridership changed since the bus first started? Or through different seasons in the year?
- How has the bus service adapted to fit with this?

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?)
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)
- How do you plan to sustain or grow service?

Appendix B

List of Questionnaire Recipients:

Islands:

- Texada Island
 - o Greg Price - glprice22@gmail.com - 604 486 7027
- Saturna Island
 - o Paul Brent - pbrent@mac.com
- Mayne Island
 - o Richard - maynebus@shaw.ca
- Pender Island
 - o Peter Pare - Peter.Pare@hli.ubc.ca
- Gabriola Island
 - o Fay Weller - fayweller@shaw.ca
 - o Steven Earle - steven.earle@viu.ca
- Galiano Island
 - o Michael Hoebel - mhoebel@telus.net
- Lasqueti Island
 - o Dave Olsen - eec@lasqueti.ca
- Denman Island
 - o Keith Porteous - otterpointstudio@gmail.com
- Hornby Island
 - o Karen Ross - karen@hiceec.com
- Quadra Island
 - o Coleen Marlow - cmarlow@gicable.com
- Cortes Island
 - o Kate Maddigan - kate.maddigan@gmail.com
 - o Noba Anderson - nanderson@srd.ca
- Thetis Island
 - Peter Luckham - pluckham@islandstrust.bc.ca

Vancouver Island:

- Tofino
 - o Chris McLellan - chris@tikibus.ca – 250-266-1521

Interior:

- Nakusp
 - o Louella Cann - louella.cann@aslcs.com
- Salmo
 - o Farrell Segall - Councillor.Segall@salmo.ca
- Kootenay Lake/Crawford Bay

- Laverne Booth - eslearningplace@gmail.com
- Bridge River – Lillooet
 - Christina Ledoux - tours@xwisten.ca - 250-256-7844

Community Transportation Grant Program Recipients:

- Binche Keyoh Bu Society
 - Dave - dave@binche.ca - 250-996-1455
- Dze L K'ant Friendship Centre
 - info@dzekant.com - 250-847-5211/250-845-2131
- Village of Fraser Lake
 - dchristie@fraserlake.ca - 250 699-6257
- Friendship House Association of Prince Rupert
 - 250-627-1717
- Gitanyow Human Services
 - Erica Maraden - erica@gitanyowhealth.ca - 250-849-5572
- Village of Granisle
 - general@villageofgranisle.ca - 250-697-2248
- District of Vanderhoof - Saik'uz
 - Zoe Dhillon - zoedhillon@district.vanderhoof.ca - 250-567-4711
- Gingolx Village Government
 - Renee Garner - renee.garner@gingolx.net - 250-326- 4212
- Gitanmaax Band
 - Diane Shanoss - d.shanoss@gitanmaax.com - 250-842-5297
- Kermode Friendship Society
 - canderson@kermodefriendship.ca - 250-635-4906
- Nee Tahi Buhn Indian Band
 - Ray Morris - 250-694-3494
- Takla Lake First Nation
 - Scott Hickling - gmoperations@taklafn.ca - 250-564 9321

Appendix C

Copy of Survey Responses

GABRIOLA – Steven Earle and Fay Weller

Brief description of community and it's transportation systems

- Community
 - Do most people work within the community or is there a large proportion of commuters? *There is a mix of both. Many commute to Nanaimo, and many work here. High school students go to Nanaimo.*
 - What are the main industries of the town? *Retail and restaurants, a variety home businesses, farming.*
 - Is the community easily accessible to another city or town? *Yes, to Nanaimo.*
- Transportation Systems
 - Do you have a taxi or other passenger directed service in your community? *Yes, a taxi, but it only operates during the day and on Friday and Saturday evenings.*
 - Is there a history of public transportation in the community?
 - Was there any infrastructure in place before you started? *No public transit.*
 - What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails? *No bike lanes, lots of off-road biking, no sidewalks but lots of hiking trails. In short the facilities for non-automotive transportation are crappy!*

How did it get started? (History)

- What caused interest in starting a community bus?
 - Who were/are the target users? (seniors, commuters, students) *commuters, seniors, people who didn't want to drive fossil fuel cars*
 - Why a community bus instead of BC Transit or some other form of transit? *We were initially turned down for a BC Transit operation, so we were forced to do it ourselves. When we did look at the BC Transit option it was over double the cost of what it would cost us if we paid the drivers so we decided to go that route.*
 - Who were the initiators of the project? (individual citizens, government, non-profit organization) *A group of 4 individuals, which grew to about 8 individuals with backup from several non-profits, one in particular.*

- How did you get buy-in from the community? The community is quite socially progressive so that was not difficult. We were able to get some funding from the Regional District to buy a couple of old used buses.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality? Started in around 2008, got more serious in about 2011 and then started operating in 2013.
- When did the bus start running? June 2013.
- What were some of the challenging parts of the process? Keeping old buses running and able to pass inspections. Having enough class-4 qualified volunteer drivers in the early days. Getting the approval from the community for an allocation from property taxes. Finding appropriate 2nd-hand buses. Keeping newer buses running and able to pass inspections.

If not started, what is the motivation for a Community bus

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?
 - o Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made? By the board of the Gabriola Community Bus Foundation, which is a non-hierarchical, consensus based decision making board.
- Are drivers and/or coordinator paid? We've always had a part-time paid coordinator. Since 2016 we've had paid drivers. There are now about 9 of them and we pay \$20/h.
- What is your method of providing service? (Regular route, passenger directed service, door-to-door) Regular routes (morning, mid-day, afternoon, and some evening in the

summer). At busy times we have 2 buses on the road. We also do lots of charters and community services.

Funding formula and other funding sources used

- What are your main sources of revenue? Property taxes, fare box, advertising in the Riders Guide, fund raising in the community, external grants.
- Who have been the main financial supporters of the bus? Regional District of Nanaimo, Island Futures Society, Federal and Prov. governments (grants), taxpayers, riders, local supermarket and liquor store.
- What is your fare system? Cash fares (\$2.50 adults, \$1.50 youth), discounted ticket fares (\$2 and \$1), discounted monthly passes.

Type of vehicle(s) and ages and fuel types

- How many vehicles? 3 (1 at 11 passengers, 2 at 19 passengers)
- Make, Model, Year, Mileage when purchased Ford Transit Van (11 px), 2 Chevy 450s (19 px), all purchased within the last 3 years, all several years old, all purchased with at least about 100,000 km.
- Fuel type Diesel and biodiesel.
- Wheelchair access? No.
- Has it required any major repairs? Lots! Small things almost every week, larger things every few months.
- What is your backup plan if a vehicle needs repairs and cannot be in service? We have 3 vehicles and don't normally have more than 2 on the road.

Scheduled routes

- Do you operate a regularly scheduled service? Yes. See gertie.ca

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service? No, we can't due to the taxi.
- Do you offer any other services with the bus such as charters or special community events? Yes, lots.

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency
 - o How many days/week? 6
 - o When does the bus start and finish running each day? 6:45 am to 6:20 pm with some gaps in the middle. In summer we have evening service on Th, Fr and Sat.
- Do you have any statistics on ridership? If so, please share.
I can share actual numbers with you if you like.
- How many routes? 2
- How have you advertised the bus service to the community and tourists? What has been most successful? We don't actually pay for advertising, but we do have a Riders Guide and we get articles in the weekly paper on a regular basis. And we have a website and use Google Transit.
- How has ridership changed since the bus first started? Or through different seasons in the year? We started out serving commuters mostly and gradually got more students on board. Now we have very strong mid-day ridership of community members. In May through September we get a lot of tourists and, as you can see from the graph above, that has made our summer-time ridership much higher than the rest of the year (wasn't the case in the early years).
- How has the bus service adapted to fit with this? We offer more mid-day service than we used to. It started out with Tues-Thur-Sat, then went to Tues through Sat, and now we operate mid-day on Mon. through Sat.

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?)
Continue to increase service. Maybe start operating something on Sundays.
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)
Secure provincial govt. funding through the BCCBC. Expand service so that the bus is operating all day long. Electric bus.

- How do you plan to sustain or grow service? Provincial funding. We can increase our tax allocation if we need to (although we would prefer not to have to do that). We can increase fares. Increased charter service because that actually makes money for us.

PENDER ISLAND – Peter Pare

Brief description of community and it's transportation systems

- Community
- Do most people work within the community or is there a large proportion of commuters?
Many of the people who work do so on island but there are limited employment options. Retired people make up the biggest majority of the island's population. There is a relatively small population of people who commute daily or 4 x a week to Victoria. More go off island for periods to work. The commute to Vancouver or Victoria is too long for many to do this.
- What are the main industries of the town?
The main industry is summer tourism.
- Is the community easily accessible to another city or town?
No. 4 hour one way trip to Vancouver. About 1.5 hours to Victoria.
- Transportation Systems
- Do you have a taxi or other passenger directed service in your community?
Yes
- Is there a history of public transportation in the community?
 - Was there any infrastructure in place before you started?
No. Our community bus is the first
- What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails?
Car stops. No bike lanes. Share the road biking is done by a minority and it is perceived as dangerous. There are lots of hiking trails but not for transportation... for recreation. They take you to beaches or viewpoints not to shops or services.

How did it get started? (History)

- What caused interest in starting a community bus?
- Started by Moving Around Pender our alternative transportation Society. We focus on all non-mechanized transportation but substituting public transit for vehicles is also in our mandate. Thus one impetus was this desire to reduce our carbon footprint and make our roads safer for bikers and pedestrians. The other was the perception that older people are trapped in their homes and can't or won't drive. Since seniors make up a large percentage of the population we thought they would be a target group. We were wrong.
- Who were/are the target users? (seniors, commuters, students)
As above initial target group was seniors but they have used the bus rarely. Young people used it more and during the 2.5 year pilot students and children (with or without parents) used it more and more. Another non-resident target group was tourists. They use it rarely since most come to the island with a car. We unexpectedly found that boaters moored at one of our marinas were frequent users.

- Why a community bus instead of BC Transit or some other form of transit?
BC Transit did a study and concluded our population was likely not sufficient to support a BC Transit model. Thus the pilot.

- Who were the initiators of the project? (individual citizens, government, non-profit organization)

Initiated by Moving Around Pender a non profit society.

- How did you get buy-in from the community?
Not sure we have strong buy in. We did a survey on transportation and 61% of people said they would use a bus.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality?
- Applied for CWF (gas tax) funding to buy the bus in April of 2016 and started service in late August 2016. We had discussed the idea of a bus for 6 months before that.
- We said we would do a 2 year pilot starting Sept 2016. Actually went 2.5 years to Dec 31 2018.

- When did the bus start running?

Aug 2016

- What were some of the challenging parts of the process?

Finding a working bus for 25k

Recruiting and training volunteer drivers.

Maintaining the bus(es)

Funding the operations

If not started, what is the motivation for a Community bus

- Why is a bus needed?

Reduce CO2. Decongest the roads. Increase road safety. Get people out of their cars. Aid seniors who can't drive. Increase social interaction

- Who are the main supporters so far?

Do you mean passengers? If so mentioned above. If financial. CRD is our main supporter

- What have you done so far to get this project moving and how close are you to running a bus service?

This is well described in our pilot project report

- What have been the main obstacles?
- Passenger Transportation Branch? Cost? Community resistant to change?
This was a challenge as we were not allowed to even mention passenger directed service
Main "obstacle" has been lower than hoped for ridership, especially from our original target group.

- When do you plan to begin the bus service?

Operating since 2016

- How are you getting the community to buy-in?

Monthly articles in the Pender Post. Fund raisers. Surveys

Governance structure

- How are important decisions made?

By the board of MAP

- Are drivers and/or coordinator paid?

Coordinator has got a small stipend (\$400-500/month). Drivers volunteers except for charter shifts and in the summer \$100/ 5 hour shift after they did 3 shifts in one month.

- What is your method of providing service? (Regular route, passenger directed service, door-to-door)

Scheduled service and charters

Funding formula and other funding sources used

- What are your main sources of revenue?

1. Grants from CRD and other agencies. 2. Donations from individuals and businesses and Societies

- Who have been the main financial supporters of the bus?

CRD. Union of BC Municipalities

- What is your fare system?

By donation. Suggested \$2.00

Type of vehicle(s) and ages and fuel types

- How many vehicles?

We had 2. A 2009 Ford 350 diesel 10 person bus which we sold after 2 years and a 2008 21 seat Ford 45 diesel

- Make, Model, Year, Mileage when purchased

Bus 21 had about 200,000 when purchased. Bus 10 about 160,000

- Fuel type

Diesel for both

- Wheelchair access?

Yes

- Has it required any major repairs?

Yes! Major work on transmission, cooling and new engine

- What is your backup plan if a vehicle needs repairs and cannot be in service?

We had the smaller bus for back up but in fact used one of Marty's vans which we rented

Scheduled routes

- Do you operate a regularly scheduled service?

Yes 2-4 days a week

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service?

No

- Do you offer any other services with the bus such as charters or special community events?

Charters

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency

- How many days/week?

Between 2 and 4 days. Usually 10-12 hours per day (2 or 3 shifts). We started at around 2 passengers/hour and increased to around 5/hour

- When does the bus start and finish running each day?

Usually 8-6

- Do you have any statistics on ridership? If so, please share.

Stephen you have the pilot report which has these data

- How many routes?

Only 1 really

- How have you advertised the bus service to the community and tourists? What has been most successful?

Articles in Pender Post, distribution of schedules, facebook page

Posters, articles in local papers. Facebook Page. Not sure what is most important?

- How has ridership changed since the bus first started? Or through different seasons in the year?

Yes as shown in data. Slow increase over the 2.5 years. More in summer

- How has the bus service adapted to fit with this?

Increased number of days in summer

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?)

Our aim is to show that there is an appetite for public transit on Pender. We are doing a 2 month supplement to our pilot this summer but we have concluded that public funding similar to what has happened on Gabriola is needed.

- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)

The CRD is planning a Transportation Commission for the Southern Gulf Islands. We are hoping to transition to a Community Bus model like Gabriola

- How do you plan to sustain or grow service?

SATURNA ISLAND – Paul Brent

Brief description of community and it's transportation systems

- Community

Do most people work within the community or is there a large proportion of commuters? Most permanent residents are retired. Of those working, only 10% are able to commute due to infrequent and lengthy ferry service. Note that Saturna Island is 35 square kilometers with 350 permanent residents

What are the main industries of the town? Contracting and tourism

Is the community easily accessible to another city or town? The nearest “town” is a 30 minute ferry ride away (Mayne Island). The return trip from Mayne is late at night, necessitating a day of travel to access it. Sidney BC can be accessed on a 2 hour ferry journey and it is possible to return by ferry after 6 or so hours.

- Transportation Systems

Do you have a taxi or other passenger directed service in your community? No

Is there a history of public transportation in the community? We had a short-taxi in the 1990's

Was there any infrastructure in place before you started? Roads

What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails? No bike lanes and walking trails are limited to parkland

How did it get started? (History)

- What caused interest in starting a community bus? In 2013 the Saturna Lions noted there were no transport options other than private cars for etc. So they bought a bus. Who were/are the target users? (seniors, visitors, events with alcohol, students) Seniors, island visitors, younger people, events with alcohol, seniors, tours, weddings, school events.

Why a community bus instead of BC Transit or some other form of transit? BC Transit studied the Southern Gulf Islands and concluded Saturna could not support transit of any type

Who were the initiators of the project? (individual citizens, government, non-profit organization) Saturna Lions Club

- How did you get buy-in from the community? We just did it.

- When did the initial work on getting a community bus begin? **October 2013** How long did it take for the idea of a community bus to become a reality? **December 2013**
- When did the bus start running? **April 2014 (for passengers – testing beforehand)**
- What were some of the challenging parts of the process? **Getting past the few naysayers**

If not started, what is the motivation for a Community bus **Not applicable**

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?
Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made? **By the Lions Club**
- Are drivers and/or coordinator paid? **No, its all volunteer run**
- What is your method of providing service? (Regular route, passenger directed service, door-to-door) **We tried a scheduled service but the demand was infrequent. Passenger directed generated far more demand/use though is a bit challenging to arrange**

Funding formula and other funding sources used

- What are your main sources of revenue? **Donations**
- Who have been the main financial supporters of the bus? **Fundraising and individual donors who support the Lions Club and what we do for the community. Somewhere close to \$18,000 was raised in the first year to support ongoing operation of the bus.**
- What is your fare system? **Its fair. We don't charge. If people like the concept of what the Lions Club does to support our island community (which includes our shuttle service), we ask they contribute to one of the Lions donation boxes found on Saturna.**

Type of vehicle(s) and ages and fuel types

- How many vehicles? 3
- Make, Model, Year, Mileage when purchased
 - 1) Ford E350 21 Passenger bus 7.3L diesel, 1998 with 235,000kms
 - 2) Pontiac Montana, gas, 2001, 170,000kms
 - 3) Toyota Sienna, gas, 2011, 160,000kms
- Fuel type see above
- Wheelchair access? Only on the E350 bus
- Has it required any major repairs? All vehicles have been good. Bus is older so averages about \$2,000 in maintenance. Commercial vehicle inspections add costs as well
- What is your backup plan if a vehicle needs repairs and cannot be in service? Our two minivans + using a Lion's minivan are our backup if the bus goes down (it has once in 5 years).

Scheduled routes

- Do you operate a regularly scheduled service? No

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service? Yes
- Do you offer any other services with the bus such as charters or special community events? Yes

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency – All over the map! Summer is busy. Some events we'll handle a couple hundred passengers in a day. Probably average vehicle 3 trips per week in the summer, though some might run for 15 minutes, others for 6 hours.
- - How many days/week? One to five.
 - When does the bus start and finish running each day? Sometimes 10am to 2am. Sometimes 2pm to 4pm. Sometimes not at all.

- Do you have any statistics on ridership? If so, please share.
- How many routes? **Not applicable**
- How have you advertised the bus service to the community and tourists? What has been most successful? **Solely on our tourism website and word-of-mouth. Being successful means managing demand within the capabilities of the volunteers running the service**
- How has ridership changed since the bus first started? Or through different seasons in the year? **It has grown each year, albeit slowly. We are doing more tours and dropping more visitors around the island as they journey here car free. We are moving fewer residents to island dinners. And moving far more people coming from off the island to major events. And we're also moving more bikes and riders over our steep and hilly sections to "flatter" riding areas.**
- How has the bus service adapted to fit with this? **Our fleet is used tactically. We've move away from the big bus for tactical shorthaul small loads (much larger driver-pool). We insure our vehicles tactically to minimize costs – only one van is active in winter when demand is slow, and the other two get insured for the summer of slightly longer.**

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?) **Provide a needed service to the island promoting car-free, safe and secure travel**
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)
- **Ideally we want an Uber-style service with electric vehicles – the theft of a brilliant idea (the Leaf Initiative) by Pender Islander Dave Hargreaves. Its our sincere hope that government won't prohibit this type of service to our small communities**
- How do you plan to sustain or grow service? **See above under future plans**

GALIANO ISLAND – Michael Hoebel

Brief description of community and it's transportation systems

- Community
 - Do most people work within the community or is there a large proportion of commuters?
Galiano has lots of residents who are retired, but those of working age primarily work on-island, some remotely via the Internet.
 - What are the main industries of the town?
The main “industry” is tourist services (accommodations, restaurants). Some other employment is provided by the school district, BC Ferries, the health centre, various island non-profit organizations, and retail businesses and services. There is also a large artists component to the economy.
 - Is the community easily accessible to another city or town?
Very easily accessible to Vancouver via BC Ferries, and relatively easy to get to Victoria.
 - Transportation Systems
 - Do you have a taxi or other passenger directed service in your community?
No
 - Is there a history of public transportation in the community?
No
- Was there any infrastructure in place before you started?
No
- What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails?
No bike lanes, but lots of cycling, especially by visitors in the summer. Extensive trail system.

How did it get started? (History)

- What caused interest in starting a community bus?
- Who were/are the target users? (seniors, commuters, students)
Original target group was island residents of all ages. However there is far more use by visitors, who represent more than 90% of the ridership.
- Why a community bus instead of BC Transit or some other form of transit?
BC Transit did a study which found that Galiano was marginally viable for transit, but it would require local taxpayer subsidy which was judged to be not possible.

Who were the initiators of the project? (individual citizens, government, non-profit organization)

A non-profit society was formed and registered to carry out the pilot project (Galiano Island Community Transportation Society).

- How did you get buy-in from the community?
Community wide survey provided a limited amount of feedback, but it was positive about the concept of community transportation.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality?
Two years of general discussion before forming a non-profit society and applying for a grant to purchase used vehicles (minivan and shuttle bus) and initiate the service.
- When did the bus start running?
In 2017
- What were some of the challenging parts of the process?
Obtaining operational funding and maintenance funding, finding drivers.

If not started, what is the motivation for a Community bus

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?
Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made?
Non-profit society board of directors.
- Are drivers and/or coordinator paid?
When the vehicles are chartered the drivers are paid, otherwise the drivers are volunteers.

- What is your method of providing service? (Regular route, passenger directed service, door-to-door)
Regular schedule is limited to Friday evenings and Saturday mornings. Our general authorization license doesn't allow passenger directed service.

Funding formula and other funding sources used

2. What are your main sources of revenue?
Fares, donations, and occasional grants.
- Who have been the main financial supporters of the bus?
Other than the start up capital grant to purchase the vehicles, we have depended upon donations and occasional small grants.
 - What is your fare system?
Fares vary from \$3 per person to \$15 per person, depending upon the route.

Type of vehicle(s) and ages and fuel types

- How many vehicles?
A Toyota 7 passenger minivan and a Ford 18 passenger shuttle bus
- Make, Model, Year, Mileage when purchase
**2004 Toyota Sienna 7 passenger minivan – 166,344 km when purchased.
1999 Ford 18 passenger shuttle bus – 363,429 km when purchased.**
- Fuel type
Gas
- Wheelchair access?
No
- Has it required any major repairs?
Yes, despite relatively little mileage driven, as older used vehicles both vehicles have required very costly major repairs.
- What is your backup plan if a vehicle needs repairs and cannot be in service?
None, i.e. no spare vehicles.

Scheduled routes

- Do you operate a regularly scheduled service?
Regular schedule is limited to meeting the ferry arrivals from Vancouver and Victoria on Friday evenings and Saturday mornings.

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service?
Our general authorization license doesn't allow passenger directed service, but we are allowed to schedule additional runs based on passenger demand, and to make driver-directed stops along the route.
- Do you offer any other services with the bus such as charters or special community events?
We offer charters, and also use the vehicles for special community events.

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency
- How many days/week?
Regular schedule is two days per week (Friday evening and Saturday mornings) from April to September.
- When does the bus start and finish running each day?
For the regular schedule...
Fridays: 5:00 pm to 9:30 pm;
Saturdays: 9:00 am to 1:30 pm.
- Do you have any statistics on ridership? If so, please share.
Ridership on the limited regular weekend schedule in 2018 (April- September) was approximately 600. Extra runs based on passenger demand, charters, and transportation for community events accounted for another 800 riders.
- How many routes?
Primarily operating along a "south end loop route" between the Sturdies Bay ferry terminal and Montague Harbour about 8 km away, with occasional longer routes to the north of the island up to 25 km away from the ferry terminal.
- How have you advertised the bus service to the community and tourists? What has been most successful?
Posters, ads in the local newsmagazine, Facebook. Most successful has been Facebook.
- How has ridership changed since the bus first started? Or through different seasons in the year?
As stated above,
Original target group was island residents of all ages. However, there is far more use by visitors, who represent more than 90% of the ridership.
- How has the bus service adapted to fit with this?

Focusing on meeting weekend ferry arrivals.

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?)
Three years of the pilot project on Galiano have demonstrated that a community bus service for residents of this island is not financially viable without a significant public subsidy. Residents won't use a service that doesn't operate more frequently, and cover more of the island. Providing service to visitors via meeting ferry arrivals, and charters for large visiting groups, has potential for expansion, but that will also need financial subsidy. Benefits include reducing the number of cars coming to the island.
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)
See above.
- How do you plan to sustain or grow service?
See above.

KOOTENAY LAKE/CRAWFORD BAY – Laverne Booth

Brief description of community and it's transportation systems

- Community
 - The East Shore of Kootenay Lake consists of 5 communities spread along highway 3A between Kootenay Bay and Balfour. We are located between Nelson and Creston in the West Kootenays in Southeast BC.
- Do most people work within the community or is there a large proportion of commuters?
 - most people are retired, a few commuters go across Kootenay Lake Ferry into Nelson to work, others live in our area and work in the mines in the East Kootenays, young families work in retail, or services in the area.
- What are the main industries of the town?
 - tourism, construction
- Is the community easily accessible to another city or town?
 - We are more than an hour from Creston down a windy narrow highway 3A, and more than an hour to Nelson across Kootenay Lake Ferry (35 minutes) and a half hour drive between Balfour and Nelson
- Transportation Systems
 - Do you have a taxi or other passenger directed service in your community?

No taxis, uber, buses, etc.

- Is there a history of public transportation in the community? The Lions ran a bus for a number of years, then the Seniors in Riondel had an excursion bus for a few years.
 - Was there any infrastructure in place before you started? Nothing
- What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails? We have a developing trail system for walking and biking, with part of the Great Trail (Trans Canada) in the area. For transportation, to get to the ferry or to Creston, no transportation. We rely on neighbourly good will.

How did it get started? (History)

- What caused interest in starting a community bus? For a few years, the health society and others have been thinking we needed to get a bus on the road, somehow, to prove a need to BC Transit and to start to train our residents to use a bus or public transit. In the fall of 2018, a used bus came up for sale in Creston, it had been a commuter bus to Whistler, then used for the TAPS Senior program in Creston. Community members fund-raised, we brought the bus home, formed the East Shore Transportation Society and are now fund-raising to get the bus on the road.

- Who were/are the target users? (seniors, commuters, students) Seniors, all who need more social inclusion, people with health issues who need to connect with Bus Connectors in Creston or Nelson, some students who attend school in Nelson, and business and tourism operators, families organizing weddings.

- Why a community bus instead of BC Transit or some other form of transit?

We had a recent visit with BC Transit, we hope they will start service in our area even though our numbers are very low, and our area is in two different transit areas (East and West Kootenay), so in the meantime we will get a service started and see what we can learn about routes needed, and train our people to use the bus.

- Who were the initiators of the project? (individual citizens, government, non-profit organization) Individuals fund-raised for the bus, our Regional Director is very supportive (we have no municipalities in the area) just one seat on the Regional District of Central Kootenay. Now we have a non-profit society established, we have had great support from other non-profits in the area.
- How did you get buy-in from the community? Lots of information in the local newspaper, fund-raising, brought the bus home, etc. now we are doing a survey.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality? We brought the bus home in Dec of 2018, in May we formed the Society, June doing the survey, July we will start to offer the bus to weddings, events like Starbelly Jam, for rent.
- When did the bus start running? Hope in July, 2019
- What were some of the challenging parts of the process? Fund-raising, organizations like the Columbia Basin Trust will not fund transportation because it is provincial responsibility.

If not started, what is the motivation for a Community bus

- Why is a bus needed? No back-up at all for people who are ill, who are poor, who have no cars, who get stuck along highway 3a for many reasons.
- Who are the main supporters so far? People who donated to buy the bus see that they are approaching a time in life when not able to drive and do not want to have to leave the community. Do not like to see elderly, youth, single parents hitch-hiking and without options.
- What have you done so far to get this project moving and how close are you to running a bus service? A lot of research and talking to other groups. Survey out there.
- What have been the main obstacles?

- Passenger Transportation Branch? Cost? Community resistant to change?

Many people not wanting to do the survey, because they would have to say “no” they would not currently use the bus- nobody is used to having an option of the bus. So we asked what they would need the bus for in the future.

- When do you plan to begin the bus service? We will offer the bus and driver as a service for likely \$60 an hour to groups, businesses, etc. for the next while, until we can get a larger grant to begin to run set routes.
- How are you getting the community to buy-in? Will have a name the bus contest, surveys, talking to groups, articles in the paper and social media. Work parties to take the former signs off the bus, etc.

Governance structure

- How are important decisions made? By the society
- Are drivers and/or coordinator paid? yes, minimal- \$20/hour
- What is your method of providing service? (Regular route, passenger directed service, door-to-door) Starting with passenger directed service and then set up regular route and door to door.

Funding formula and other funding sources used

- What are your main sources of revenue? So far Regional District Community Development grant, Lions club and Seniors Association, plus donations from community
- Who have been the main financial supporters of the bus? community donations
- What is your fare system? Starting by hourly rental.

Type of vehicle(s) and ages and fuel types

- How many vehicles? one, 11 passenger bus
- Make, Model, Year, Mileage when purchased 2001 Ford Econoline E350- 245,000 KM Purchased December, 2018
- Fuel type- Diesel, will consider bio-gas in near future.
- Wheelchair access? No, we would like to expand to have a wheelchair van also.
- Has it required any major repairs? no

- What is your backup plan if a vehicle needs repairs and cannot be in service? We are starting a charitable fund where people can donate and get tax receipts, as a back-up plan. For now, individual board members will have to back up the service, as needed.

Scheduled routes

- Do you operate a regularly scheduled service? Not yet, would like to have a day/week into Creston and pick-ups for ferries- these will be the first routes after we get some funds.

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service? yes
- Do you offer any other services with the bus such as charters or special community events? our bus and driver are available for rent.

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency- Not yet.
 - How many days/week?
 - When does the bus start and finish running each day?
- Do you have any statistics on ridership? If so, please share.
- How many routes?
- How have you advertised the bus service to the community and tourists? What has been most successful?
- How has ridership changed since the bus first started? Or through different seasons in the year?
- How has the bus service adapted to fit with this?

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?) provide a needed service now- for tourism, businesses, non-profits for rentals and then get some regular rides set up- prove that public transit is feasible.

- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)

Increase ridership, electric vehicles yes- hope to get funding through Age Friendly Communities and other agencies because this bus will be used to decrease social isolation in our rural area.

- How do you plan to sustain or grow service? Through charitable donations, we hope to get better vehicles.

NAKUSP – Louella Cann

Brief description of community and its transportation systems

- Community
 - Do most people work within the community or is there a large proportion of commuters? I would say most people have to drive to work.
 - What are the main industries of the town? Forestry, IHA, School employees, Box Lake Lumber – mill, Save on Foods.
 - Is the community easily accessible to another city or town? Revelstoke is about 2.5 hours (need to use a ferry, which makes the trip take longer). Vernon is about 2.5 hours (a different a ferry is needed to get there). Kelowna is about 3.5 hours (ferry again). Nelson is about 2.45 minutes (no ferry).
- Transportation Systems
 - Do you have a taxi or other passenger directed service in your community? We have BC Transit that goes to Nelson and run locally. Taxi service on and off, presently is running. Nakusp Community Bus goes to Vernon and Kelowna every Wednesday.
 - Is there a history of public transportation in the community?
 - Was there any infrastructure in place before you started? I am not positive but I believe BC Transit was running. Taxi service has been available on and off over the years.
 - What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails? There are a few walking trails but not nearly enough. No bike lanes.

How did it get started? (History)

- What caused interest in starting a community bus?
 - Who were/are the target users? (seniors, commuters, students) People with medical appointments were and are priority. Used mostly by low income and seniors.
 - Why a community bus instead of BC Transit or some other form of transit? BC Transit only runs to Nelson, New Denver. There was no transit to the Okanagan.
 - Who were the initiators of the project? (Individual citizens, government, non-profit organization). I am sorry, I am not sure who initiated the service. The Community bus was managed by the Arrow Lakes Hospital before we took it over. The Arrow Lakes Health Aux. Ladies bought us the bus we are currently

using. The smaller, older bus is used once a month to transport people from Edgewood, Fauquier and Burton to Nakusp and return back to Nakusp.

- How did you get buy-in from the community? I have been part of this program for the last three years. I believe it would have been advertised and word of mouth from the hospital and community.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality? Sorry not sure.
- When did the bus start running? I can't say for sure.
- What were some of the challenging parts of the process? Getting the word out. Finding volunteer drivers. Getting funding to cover costs.

If not started, what is the motivation for a Community bus

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?
 - o Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made? Our Executive Director. Discussions happen between Finance Manager and Program Coordinator.
- Are drivers and/or coordinator paid? Drivers are volunteer given honorariums (\$50 plus \$30 meal allowance). Coordinator is paid.
- What is your method of providing service? (Regular route, passenger directed service, door-to-door)Community Medical bus to Okanagan is passenger directed within Vernon and Kelowna. Once a month Community Bus is door to door.

Funding formula and other funding sources used

- What are your main sources of revenue? A.L. Health Aux., Bus Fares, Columbia Basin Trust.
- Who have been the main financial supporters of the bus? Up until May it was A.L. Health Aux.. Now it would be Columbia Basin Trust.
- What is your fare system? \$20 Return to Vernon and \$25 return to Kelowna.

Type of vehicle(s) and ages and fuel types

- How many vehicles? 2008 gas 8 passenger and a 2016 gas 18 passenger.
- Make, Model, Year, Mileage when purchased? 2008 Ford – not sure of mileage. 2016 Ford – brand new.
- Fuel type? Both gas
- Wheelchair access? Both have a wheelchair lift.
- Has it required any major repairs? Neither have needed major repairs. Last year there was a lot of minor repairs that really added up.
- What is your backup plan if a vehicle needs repairs and cannot be in service? We have two busses. One is quite a bit smaller.

Scheduled routes

- Do you operate a regularly scheduled service? Every Wednesday to the Okanagan

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service? Yes.
- Do you offer any other services with the bus such as charters or special community events? Yes. We recently received funding from CBT to offer one out of town and 2 or 3 monthly local events/activities to seniors and people with diverse abilities. We rent our busses out too.

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency

- How many days/week? Once a week to Okanagan and now Senior/D.A once a month out of town. Local events 2 – 3 monthly.
- When does the bus start and finish running each day? 7 am – 5 pm
- Do you have any statistics on ridership? If so, please share. Maybe 10 or more each trip.
- How many routes? One main route.
- How have you advertised the bus service to the community and tourists? What has been most successful? Face Book, Community Communicator and posters.
- How has ridership changed since the bus first started? Or through different seasons in the year? We are busier in the summer months. I would say ridership has increased over the years.
- How has the bus service adapted to fit with this? Yes .

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?) Increase ridership. It is social. Inexpensive compared to driving your own vehicle.
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?) Continue accessing funding. Use for Health and Wellness to decrease isolation.
- How do you plan to sustain or grow service? Increase ridership by advertising, visit local organizations. Partner up with local organizations to increase ridership.

SALMO – Farrell Segal

Describe the service models of the Community Buses both existing and planned including:

- * Brief description of community

Salmo - "The Hub of the Kootenays" - is almost equidistant from Creston, Nelson, Castlegar and Trail

The Village has suffered isolation in terms of public transit for ages and is served only by a 3 days a week para-transit service to Nelson.

The Village (Salmo) has little to no industrial footprint and thus all employees who live here and commute to work elsewhere or those that travel to work here (social workers, teachers, etc) drive to and fro mainly in single occupancy vehicles.

College students require their own vehicles and volunteer driver programs are setup to provide the service for medical appointments, shopping etc,

Because of the lack of access, property prices are relatively lower than others in the region which has led to increased population of younger families and this exacerbates the need for transit to and from neighbouring centers.

- * How did it get started (ie history)

A petition of several hundred signatories was presented to our local MLA in 2017 without much response.

I myself then undertook an informal survey in mid 2018 to determine the needs for a community bus service.

- * If not started what is the motivation for a Community

At the moment the desire is great however the funding model and business plan is in the works.

- * Governance structure

Being a relatively small rural Village with only a few hundred homes and a stable yet minimal revenue income source the local municipal Council does not see itself in a position to financially underwrite a commuter bus service.

- * Funding formula

The concept we are focused on is that of a Co-op model where the regular users sign on as members and provide the basic financial stability for the service.

Further services offered by having a Community Bus would provide the finances to enable secure financial well-being of the service.

- * Type of vehicle(s)

Typically a 15/16 seater Diesel powered vehicle is considered. We were/are interested in an all-electric model (Green Power - EV Star) but this vehicle is too expensive and not yet available in Canada.

- * Scheduled routes

The concept is to run a circular route from Salmo - Fruitvale - Trail - Castlegar - Nelson - Ymir - back to Salmo

Total route about 140km

The vehicle would drop-off/pickup at both Trail and Castlegar airports, shopping malls, hospitals and colleges on the route.

* Passenger directed service

The vehicle will be equipped with wi-fi and an online app is proposed to allow passengers to 'book' their trip ahead of time, watch a live map of where the vehicle is at any time, and the driver will have an indication of the location for pickup of any pre-booked passengers within 500m of the main route. The bus will not necessarily stop at regular bus stops.

* Statistics including number of days a week, number of routes, number of passengers etc

Every (working) Weekday the vehicle will depart on a schedule only for its first and last trip of the day. During the day it is intended to do another one or two round trips.

The intention is to also provide a 'late school bus' to enable youth to participate in after-school sports and activities to get a ride home.

* Future Plans

All the above.

Currently developing relationships with potential members, supporters and other stakeholders. Ski-hills, Social venues, Colleges etc.

TAKLA LANDING – Scott Hickling

Brief description of community and it's transportation systems

- Community
 - Do most people work within the community or is there a large proportion of commuters?
 - **Most of our commuters work in Prince George, Fort St James, Vanderhoof and Takla Landing**
 - What are the main industries of the town?
 - **Forrestry is the primary source of industry employment, the other would be related to office support workers, transportation, and education**
 - Is the community easily accessible to another city or town?
 - **Takla Landing is a remote community 2.5 hours nw of Fort St James**
- Transportation Systems
 - Do you have a taxi or other passenger directed service in your community?
 - **No, Takla landing is remote and has no additional services**
 - Is there a history of public transportation in the community?
 - Was there any infrastructure in place before you started?
 - **There was no history or public transportation and no infrastructure before we started.**
 - What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails?
 - **The bus is the only in and out service, aside from private vehicles that only some residents have.**

How did it get started? (History)

- What caused interest in starting a community bus?
- **The history on the bus stemmed from the Highway of tears and the severe distance to a major center for supplies and employment. Prior history shows that none of our members were easily able to access services on site and had to commute to a major center for essentials (Food, Banking, Hospital, Airlines, Etc)**
- - Who were/are the target users? (seniors, commuters, students)
 - **Our target users are seniors, students and family members seeking essentials and connections with the outside world (Work , connect to major city, school, etc)**

- Why a community bus instead of BC Transit or some other form of transit?
- **Community based is the only service that can be provided to the remote community. BC Transit does not service up to Ft St James or Takla Landing.**
- Who were the initiators of the project? (individual citizens, government, non-profit organization)
- **I believe this was both government and Takla Community**
- How did you get buy-in from the community?
- **The buy in was the connection to the outside world for easier access to services and supplies, as well as a connection to Prince George.**
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality?
- **I believe the concept was started about 3 years ago in concept and the bus is now into its second year of operation.**
- When did the bus start running?
- **The bus began service in 2018**
- What were some of the challenging parts of the process?
- **Establishing ridership, maintenance and care of the bus on off road conditions (FRS), Schedule due to weather, funding the service with enough ridership to make it viable.**
- **After establishing a base route, it has become apparent that we go by several communities in our route that BC Transit does not service. There are some interesting possibilities that can be explored.**

If not started, what is the motivation for a Community bus

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?

- Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made?
- **We operate on a committee level for the operation of the bus and decisions. This is an internal committee**
- Are drivers and/or coordinator paid?
- **Drivers and coordinators are compensated for time and route**
- What is your method of providing service? (Regular route, passenger directed service, door-to-door)
- **We provide a regular scheduled service from origin pick up point in Takla Landing to destination drop off in Prince George and reverse.**

Funding formula and other funding sources used

- What are your main sources of revenue?
- **Selling of bus tickets and 3 year funding program**
- Who have been the main financial supporters of the bus?
- **Provincial Funding and Own Source Revenue from the Nation (this is provided at a significant deficit to the nation)**
- What is your fare system?
- **The fare is ticket based on a per way fee payable in advance and based on an pre estimated volume of ridership.**

Type of vehicle(s) and ages and fuel types

- How many vehicles?
- **1 Vehicle**
- Make, Model, Year, Mileage when purchased

- **2016 Turtletop Odyssey XL 24 Passenger plus luggage in rear Mileage o KM to start**
- Fuel type
- **Diesel**
- Wheelchair access?
- **No**
- Has it required any major repairs?
- **No major repairs to date – Tires and Suspension and regular maintenance**
- What is your backup plan if a vehicle needs repairs and cannot be in service?
- **At present we would need to find personal vehicles to transport , or cancel service**

Scheduled routes

- Do you operate a regularly scheduled service?
- **Yes on a scheduled and published run to our membership.**

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service?
- **Not at present**
- Do you offer any other services with the bus such as charters or special community events?
- **When there are funerals or special events we use for community purposes**

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency
 - o How many days/week?
 - o **We currently operate two runs per week, bookending the weekend.**
 - o When does the bus start and finish running each day?

- **Starts at 8 Am and Finishes at 3 PM, then stays overnight and repeats the cycle due to hours of service and remote location (Added cost not in original agreement)**
- Do you have any statistics on ridership? If so, please share.
- **In process**
- How many routes?
- **1 route**
- How have you advertised the bus service to the community and tourists? What has been most successful?
- **We advertise on Facebook for the best access as well as posters at Main Office and Main store**
- How has ridership changed since the bus first started? Or through different seasons in the year?
- **Due to the cyclical nature of the seasons, we have a sliding scale of ridership season dependant. Less in summer and more in winter**
- How has the bus service adapted to fit with this?
- **We adjust schedules to meet the needs of the community**

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?)
- **In addition to the examples above, we look to explore other drops along our remote route without affecting the main services. This is a valuable community connection that continues to service our needs. Increasing ridership would be primary and then ensuring proper funding of operations with adequate support would be secondary (escalating fuel prices, insurance, wages and cost of operations)**
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?)
- **Increasing ridership and community reach along the way to major centres**
- **Increasing government funding over a longer period due to remote community and lack of BC Transit service**

- How do you plan to sustain or grow service?
- **By examining ridership and adjusting routes as necessary. There is potential to talk about assisting BC Transit from Vanderhoof north to Ft St James and then onto remote centers.**

VANDERHOOF – Zoe Dhillon

Brief description of community and it's transportation systems

- Community
 - Do most people work within the community or is there a large proportion of commuters? Most work within the community.
 - What are the main industries of the town? Forestry and agriculture, some manufacturing.
 - Is the community easily accessible to another city or town? We are 1 hour away from Prince George.
- Transportation Systems
 - Do you have a taxi or other passenger directed service in your community? No, none.
 - Is there a history of public transportation in the community? No.
 - Was there any infrastructure in place before you started? No.
 - What other options for transportation are available besides cars? Are there any bike lanes? Are there walking trails? It's a small community, so sidewalks and walking trails. But also easy to get around on bikes.

How did it get started? (History)

- What caused interest in starting a community bus?
- Who were/are the target users? (seniors, commuters, students) Target users are the seniors and residents of Saik'uz First Nation which is located 13km from the town centre.
- Why a community bus instead of BC Transit or some other form of transit? We are too small for transit. Additionally, there was a HWY 16 Community Transportation Grant available, so it was a perfect fit.
- Who were the initiators of the project? (individual citizens, government, non-profit organization) Municipal Government and First Nation's Government.
- How did you get buy-in from the community? We spoke with the different seniors' groups and worked with Saik'uz FN, as well as some of the employers in town.
- When did the initial work on getting a community bus begin? How long did it take for the idea of a community bus to become a reality? Started applying for the grant October 2016, bus started operating July 2017.

- When did the bus start running? July 10, 2017
- What were some of the challenging parts of the process? Finding a bus that fit our budget, establishing policies for using the bus, also just advertising the availability of the bus.

If not started, what is the motivation for a Community bus (N/A)

- Why is a bus needed?
- Who are the main supporters so far?
- What have you done so far to get this project moving and how close are you to running a bus service?
- What have been the main obstacles?
- Passenger Transportation Branch? Cost? Community resistant to change?
- When do you plan to begin the bus service?
- How are you getting the community to buy-in?

Governance structure

- How are important decisions made? Final decisions are made by Mayor and Council, but discussed on the staff level with Saik'uz First Nation.
- Are drivers and/or coordinator paid? The drivers are paid, and the coordinator is an employee of the District of Vanderhoof.
- What is your method of providing service? (Regular route, passenger directed service, door-to-door) There is a regular route M-F, but an "on-call" service from 11:20 – 12:00 daily. All bus stops are at a designated location, identified by a "Bus Stop" sign, along with a schedule.

Funding formula and other funding sources used

- What are your main sources of revenue? The government grant covers 70%, the remaining 30% is funded by the District of Vanderhoof (DOV) and Saik'uz First Nation (SFN)
3. Who have been the main financial supporters of the bus? DOV, SFN, Government of BC and Tinto Products
- What is your fare system? It is entirely free.

Type of vehicle(s) and ages and fuel types

- How many vehicles? 1
- Make, Model, Year, Mileage when purchased: 2003 Ford E-450 Goshen Coach, KM: 77,000 when purchased. 12 passenger seats, 2 wheelchair spots.
- Fuel type: Gasoline
- Wheelchair access?: Yes
- Has it required any major repairs?: Nothing major, but a number of minor repairs, yes.
- What is your backup plan if a vehicle needs repairs and cannot be in service? There is another group in town that has a bus they only use on occasion, we use their bus and pay them per km.

Scheduled routes

- Do you operate a regularly scheduled service? Yes.

Passenger directed service (and charters and community specials)

- Do you run a passenger directed service? Only between 11:20 – 12:00 daily.
- Do you offer any other services with the bus such as charters or special community events? No.

Statistics including number of days a week, number of routes, (number of service hours/week) number of passengers etc (I would add something on historical statistics)

- Frequency

How many days/week? 5

- When does the bus start and finish running each day? Runs from 8am to 5pm daily.
- Do you have any statistics on ridership? If so, please share. Yes, we have on average 68 riders per day.
- How many routes? The route starts in Saik'uz, comes into town, goes around the "town route" 2x, heads back to Saik'uz, returns to town – is on call for 40min, has a break from 12-1pm. Starts again at 1pm with a trip back to Saik'uz then back to Vanderhoof for two more trips around town, and then back to Saik'uz at the end of the day.

- How have you advertised the bus service to the community and tourists? What has been most successful? Advertised in the local paper, at a stall at the market, at the Library, we have bus stands with the schedule, meeting with user groups, and working with the band office. Most successful – door to door discussions with the seniors' groups in town.
- How has ridership changed since the bus first started? Or through different seasons in the year? Average ridership in 2017 was 42, in 2018 was 62, and now is 68. Ridership is slightly higher in winter and spring.
- How has the bus service adapted to fit with this? We did add on an extra trip to Saik'uz.

Future Plans

- What are the short-term goals for the community bus? (Prove that public transit is feasible? Provide a needed service? Environmental benefits? Economic benefits?) Keep it running effectively.
- What long term plans do you have for the community bus? (Increased ridership? more service hours? better infrastructure? electric bus? more routes? government funding?) We would love to purchase a new bus.

How do you plan to sustain or grow service? At this point, we are only focusing on sustaining the service. If the government funding stops, we will need to seek funding elsewhere.

