



CITY OF NELSON



## WEST KOOTENAY TRANSIT COMMITTEE

### AGENDA

October 2, 2025 | 10:00 a.m.

Regional District of Central Kootenay

RDCK Boardroom, 202 Lakeside Drive, Nelson

Zoom Meeting

#### 1) Call to Order

Chair Rik Logtenberg will call the meeting to order.

#### 2) Territorial Acknowledgement

We recognize and respect that we live and meet within the unceded territories of the Columbia Basin Indigenous Nations peoples.

#### 3) Approval of the Agenda

***Recommendation:***

Moved by Director \_\_\_\_\_ and seconded:

That the agenda for the October 2, 2025 meeting of the West Kootenay Transit Committee be approved as presented.

#### 4) Approval of the Minutes

***Recommendation:***

Moved by Director \_\_\_\_\_ and seconded:

That the minutes of the West Kootenay Transit Committee May 13, 2025 meeting be approved as presented.

## 5) Reports

BC Transit

*Adam Bishop, Manager of Accessible Transit*

- a) Custom Dispatch Solution

*Daynika White, Government Relations Manager*

- b) Interior Health funding update
- c) Umo update
- d) Battery Electric Bus update
- e) Transit and On-Street Infrastructure Updates

*Anthony Mirando, Regional Operations Manager*

- f) Operational Performance
- g) Trail safety mitigations update

Selkirk College

*Brier Albano, Associate Vice-President, Student Success*

- h) Selkirk College enrollment trends

## 6) New Business

- a) UPASS at Selkirk College– *Tessa Stewart, Manager of Business Development*

### ***Recommendation:***

Moved by Director \_\_\_\_\_ and seconded:

THAT conditional approval of UPASS at Selkirk College, equaling the Adult 30-Day pass rate, be approved subject to further engagement with the College and a successful student referendum, and the approval of Boards of the RDCK and RDKB and Nelson City Counsel.

## 7) Correspondence

## 8) Adjournment



# WEST KOOTENAY TRANSIT COMMITTEE

## MINUTES

May 13, 2025 | 9:00 a.m.

Regional District of Central Kootenay

RDCK Boardroom, 202 Lakeside Drive, Nelson

Zoom Meeting

### **COMMITTEE MEMBERS**

Chair Rik Logtenberg  
Vice-Chair Linda Worley  
Walter Popoff  
Terry Martin  
Maria McFaddin  
Diana Lockwood  
Keith Page  
Leah Main

City of Nelson – **In-person**  
RDCK–Area B/Lower Columbia-Old Glory  
RDCK – Area H  
RDCK – City of Trail  
RDCK - City of Castlegar  
RDCK – Village of Salmo – **In-person**  
City of Nelson - **In-person**  
RDCK – Village of Silverton

### **LOCAL GOVERNMENT STAFF**

Tom Dool  
Aimee Mooney  
James Chandler  
Carly Feeny

Research Analyst - RDCK  
Deputy CFO - City of Nelson  
Deputy CAO – RDCK  
Meeting Coordinator - RDCK

### **BC TRANSIT**

Daynika White  
Anthony Mirando  
Ana Gabirondo-Manchado  
Jen Getz

Manager, Government Relations  
Regional Operations Manager  
Operations Manager  
Transit Planner

### **TRANSIT OPERATING COMPANIES**

Andy-Michael Scofield  
Baron Gould  
Cathie Droucker  
Jody Koehle

GM Pacific Western Transit (PWT)  
Transit Lead Hand - City of Nelson  
Fleet and Transit Admin Assistant – City of Nelson  
Fleet and Transit Supervisor - City of Nelson

### **GUESTS**

Brier Albano

Associate Vice-President – Selkirk College

**1) Call to Order**

Chair Rik Logtenberg called the meeting to order at 9:08 a.m.

**2) Territorial Acknowledgement**

We recognize and respect that we live and meet within the unceded territories of the Columbia Basin Indigenous Nations peoples.

**3) Approval of the Agenda**

Moved by Director Lockwood and seconded,  
And Resolved:

That the agenda for the May 13, 2025 meeting of the West Kootenay Transit Committee be approved as presented.

**Carried**

**4) Approval of the Minutes**

Moved by Director Lockwood and seconded,  
And Resolved:

That the minutes of the West Kootenay Transit Committee May 28, 2024 meeting be approved as presented.

**Carried**

**5) Introductions**

- a) Remco Makkinje, General Manager, Kootenay Operations (BC), PW Transit
- b) Ana Gabirondo-Machado, PW Transit, Operations Manager
- c) Brier Albano, Associate Vice-President, Student Success, Selkirk College

**6) Reports**

BC Transit

**a) Ridership and revenue update**

Daynika White, Government Relations Manager, provided a brief overview to the Committee of the West Kootenay Transit Ridership trends in 2024. Daynika provided an update on Route 98, the regional connector between Trail and Castlegar and Route 99, the regional connector between Nelson and Castlegar. The data highlights average boardings and maximum passenger loads, with some trips exceeding the fleet's 30-seat capacity. Daynika explained that student ridership has reduced in the last year due to federal policies regarding international students.

Daynika answered the Committee's questions.

**b) Umo Update**

Daynika White, Government Relations Manager, provided an overview on Umo which is the new electronic fare system that is now active in the West Kootenays. Daynika provided a report on how fares are being purchased and who is primarily using this service. Later this year, BC Transit will be introducing “Open Loop” which will allow riders the ability to tap credit and debit cards on the bus.

**Operational Update**

Anthony Mirando, Regional Operations Manager, provided a brief overview of three key metrics: service delivery, on-time performance, and first-stop performance. He noted that a new on-time performance feature now includes live alerts for delays, helping to keep riders informed in real time. Additionally, there have been significant improvements in customer service, including more effective complaint handling.

**c) Battery Electric Bus Update**

Daynika White, Government Relations Manager, provided an update on moving ahead with battery electric bus deployment in eight regions, including Nelson. Nelson is set to receive two heavy-duty buses and two charging stations by spring 2026. A new dedicated utility service, coordinated with Nelson Hydro, will support the charging infrastructure. The buses generate carbon credits, which are monetized to help offset approximately \$15,000 in annual operating costs.

Daynika answered the Committee’s questions.

**d) Operations Update – Trail Transit Exchange Temporary Relocation**

Anthony Mirando, Regional Operations Manager, provided a brief update on the recent news that the Trail Transit Exchange will be relocated due to the planned demolition of the building it is currently attached to. BC Transit confirmed that a temporary relocation is underway and is being coordinated with the City of Trail. Additionally, a capital project is underway to develop a new permanent transit exchange. Daynika White, Government Relations Manager, noted ongoing challenges related to the timing and location of the project, which are being addressed in collaboration with the City of Trail. Further updates will be shared as planning progresses.

**e) Trail Facility Update**

Daynika White, Government Relations Manager, provided an overview on the new Trail Transit Maintenance Facility as the current lease with the School District ends July 2026. The current site being pursued is in Genelle and will allow for potential expansion of the fleets.

**f) Transit Exchange Update: City of Nelson**

City of Nelson

Daynika White, Government Relations Manager, provided an update on the new transit exchange in downtown Nelson. She advised that construction is in progress and the estimated completion date is June 30<sup>th</sup>. Continued construction of bus shelters and lighting will continue till around mid-July. Minor routing and schedules will be adjusted and will be communicated via the Riders Guide.

**g) Transit expansion implementation**

Daynika White, Government Relations Manager, provided a brief overview of future planning priorities and address outstanding requests from the Transit Future Action Plans. The first priorities for investments are to address critical operational needs and capacity issues. Daynika highlighted that this will be the third year of a three-year commitment from the province to fund expansions.

**h) Selkirk College - UPASS**

Brier Albano, Associate Vice-President, Selkirk College, provided an overview of the enrollment challenges the college is facing following recent federal changes to international student policies. Selkirk is projecting a 25% decline in enrollment for 2025, with a potential decrease of 30–35% in 2026. Brier also discussed the college's new strategic plan and how the UPASS program aligns with it. The UPASS proposal has been presented to the student union, which will be voting on whether to proceed. She highlighted both the benefits of the program and some of the concerns raised by the student union.

Brier answered the Committee's questions.

Director Page have freedom of the floor.

**7) New Business**

**a) West Kootenay Transit Fare Review**

Tom Dool, Research Analyst, and Daynika White, Government Relations Manager, provided an overview of discussions related to a potential transit fare increase. Fare increases had been paused by the provincial government during the COVID-19 pandemic, but that freeze ended in April 2025. The Committee discussed their expectations and priorities for the fare review that will be conducted by BC Transit.

Daynika answered the Committee's questions.

Moved by Director Lockwood and seconded,  
And resolved:

That the West Kootenay Transit Committee request BC Transit to initiate a technical fare review of ridership and revenue for the entire West Kootenay Transit System and report back to the Committee with recommendations.

**Carried**

**b) Mitigating unsafe bus maneuvers – Route 41 and 98**

Jen Getz, Transit Planner, provided an overview on two operational updates on route 41 Binns (Trail) and route 98 (Columbia Connector) to improve safety. Route 41 will be undergoing a routing and bus top change which is expected to be implemented September 2025. Jen presented 2 different proposed scenarios for Route 98 which both involve removing the three-point turn at Blueberry Creek.

Jen answered the Committee's questions.

Moved by Director Lockwood and seconded,  
And resolved:

That the West Kootenay Transit Committee receive the presentation for information.

**Carried**

**c) Interior Health Authority funding for Health Connections**

Tom Dool, Research Analyst, provided an overview to the Committee surrounding the challenges with the health connections funding. Tom explained the annual health connections funding was initially intended to fund those health connection routes every year. Once Covid hit, that funding stopped. As Covid ended, there was no subsequent increase to the health connections funding even though the cost of public transit has increased.

Moved by Director Popoff and seconded,  
And resolved:

That the West Kootenay Transit Committee direct BC Transit, on behalf of local government funding partners for the West Kootenay Transit System, to negotiate with the IHA for increased funding for Health Connections transit services.

**Carried**

The Chair called for public time at 12:29pm. The public and media had no questions.

**9) Adjournment**

Moved by Director Lockwood and seconded,  
And resolved:

The meeting was adjourned at 12:30 p.m.

**Carried**

Digitally approved

Rik Logtenberg, Chair



# The Custom Transit Solution

Presented By: Adam Bishop - Manager, Accessible Transit

# Table of Contents

- 1 Why This Matters
- 2 Key Aspects
- 3 Impact
- 4 Case Study
- 5 Project Status

# Why This Matters

- **Modernized Service**

A single platform to improve on-time performance, reduce denials, streamline dispatch and provide a standardized rider experience across BC.

Platform will define Service Boundaries

- **Financial Efficiency**

Increased dispatching efficiency leading to increased productivity and reduced taxi refinance

As demand grows and the key metric targets are sustained, these savings can grow proportionally, creating a scalable benefit tied to operational discipline which this solution provides in the long-term

- **Service Quality Upgrade**

Not just software - a province-wide upgrade benefiting Custom Transit riders, vehicle operators, our operating partners, and BC Transit decision making.

Enhanced dashboards and standardized KPIs give BC Transit leadership and local government a clear, evidence-based view of performance to drive equity, funding, and service planning decisions.

- **Reputational and Strategic Value**

Proven in other jurisdictions across Canada and North America modernizing Custom Transit improves public trust, demonstrates government responsiveness, and strengthens BC Transit's position with funding bodies and communities.

# Key Aspects:



## Defined Service Areas

No more guesswork

Service Efficiency

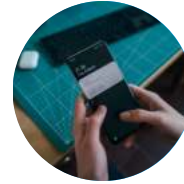
Service Equity



## Self Service

Reduced Wait Times

Enhanced Customer Experience



## Notifications

ETA's

Trip Adjustments

Eligibility



## Digital Applications

Reduced processing time

Accurate Information

Forms the foundation



## Operations

Increased Efficiency

Trip Optimization

Reputational Increase



## Service Planning

Scenario Planning

Demand Forecasting

# So What?

- **Increased On Time Performance**

More "on time" trips

Enhanced Reputation

Unlocks Fleet Capacity

- **Reduced "Unmet Trips"**

More rides, with less vehicles

- **Reduced "No-Shows"**

For riders, simpler booking and real time communication

For Transit System, efficient use of resources, less wasted time < increased trips/hour

- **Service Planning**

Scale system to demand

Do "more with less"



# Case Study

Transitioned to Lead Proponent  
in 2023

## On-Time Performance (OTP)

- 📈 Total trips increased from 282K in 2023 to 300K in 2024.
- 📈 Improved with lead proponent's real-time scheduling.
- 📈 Call center wait times dropped from 20 to 11 min.
- 📈 Tech value: Real time dispatch, integrated zones, and mobile booking have improved reliability and the overall customer experience.

## Optimization

- ★ Reduced unmet trips with less taxi overflow and more efficient use of dedicated fleet.
- ★ Tech value: Unified platform + predictive routing maximized fleet and trips.

## No Shows

- ★ No shows dropped: 14K to 12K (2023 - 2024).
- ★ Cancellations in advance doubled: 30K to 59K, freeing up slots for other riders.
- ★ Tech value: Push notifications, easy cancellations, and predictive scheduling reduce wasted capacity.

## Lessons Learned for BC Transit

- ★ Boost OTP to the mid-90% range.
- ★ Halve Denials/Unmet Trips.
- ★ Cut no shows and Taxi overflow dramatically.
- ★ Public perception improved significantly post-transition.
- ★ Handles 300K + trips per year; 500+ customers and a 70 vehicle fleet. A scale comparable to BC Transit's province wide handy DART operations.

# Value to BC Transit and Partners

What the Lead Proponent Solution Brings

## For Drivers/Operators

- In-vehicle tablets with live manifests and routing
- Instant alerts for cancellations or new pickups
- Reduced stress, fewer scheduling errors
- Improved safety and on-time performance

## For BCT Operations and Leadership

- Centralized dashboards: Providing leadership with standardized KPI across all 28 systems for evidence-based decision-making and transparent reporting
- Evidence-Based Planning and Service Adjustments
- Transparent reporting to stakeholders and funding bodies

## For Local Governments/ Policy Makers

- **Standardized Reporting Across All Systems:** Platform gives local governments and policy makers a single source of truth for Custom Service KPIs - OTP, denials, no-shows, cost per trip
- **Evidence-Based Equity Planning:** Comprehensive data highlights underserved areas or populations so funding, routes, and service levels can be prioritized for seniors, people with disabilities, and in rural or remote communities
- **Transparent Investment Outcomes:** Public and policy makers can see exactly how BC Transit's investment improves Custom Transit, strengthening trust and reputation

# Project Status

- Currently in Negotiations with Lead Proponent
- Expect to sign Contract in October
- Phased rollout beginning in 2026 Calendar Year
- 12 - 18 Months for full implementation across the province





# BC Transit Report

October 2, 2025

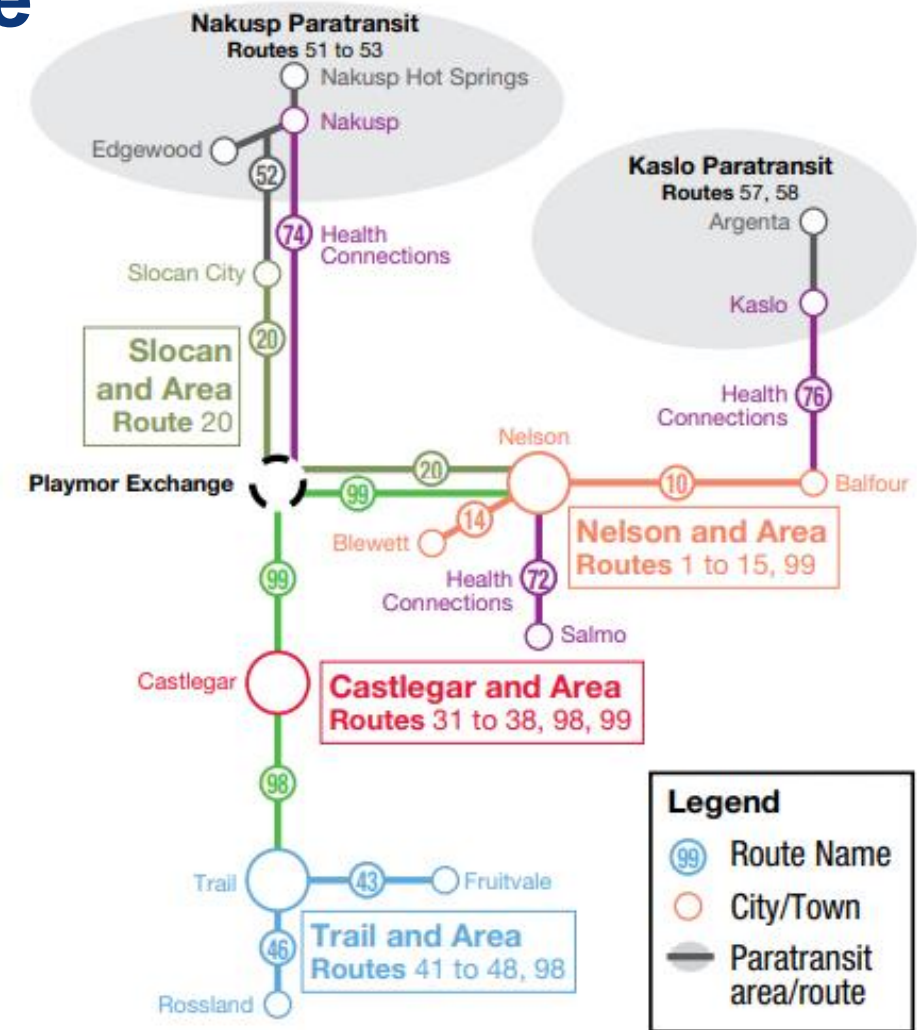


# Agenda

- Interior Health funding
- Annual Performance Summary
- Umo update
- Transit and On-Street Infrastructure
  - New Downtown Nelson Exchange
  - New Downtown Trail Exchange
  - Genelle Transit Facility
- Battery Electric Bus deployment
- Fleet Replacements

# Health Connections Funding Update

- Interior Health Authority funding agreement for Health Connections services dates back to 2013
- Intended to support interregional transit access to health services



# Health Connections Funding Update

- BC Transit has been working with Interior Health Authority to review funding levels for RDCK.

	2025/26	2026/27	2027/28	2028/29
IHA Funding	\$202,267	\$273,898	\$345,529	\$417,161

- The 3 year transit budget forecasts lifts to IHA funding. By 2028-29, IHA funding will fully cover operational costs for 1947 annual service hours.
  - Kaslo to Nelson
  - Nakusp to Nelson
  - Salmo to Nelson



# Annual Performance Summary

Fiscal Year	FY23/24		FY24/25		Trail and Castlegar (Kootenay Boundary)			
Group	Actuals	Budgets	Actuals	Budgets	YoY Var (Actuals)	YoY Var (Budgets)	Tier Average FY24/25	Tier Average Var
<b>Local Investment</b>								
Fleet Size	13	13	15	15	15.4%	15.4%	7	124.1%
Service Hours (000)	19.8	19.7	19.9	19.9	0.3%	0.7%	12.6	57.7%
Service Hours per Capita	.6	.6	.6	.6	-0.1%	0.3%	.8	-19.2%
Total Cost (\$000)	3,524.8	3,602.5	4,061.1	3,980.0	15.2%	10.5%	2,215.5	83.3%
<b>Performance</b>								
Operating Cost Recovery (%)	13.3	11.4	16.5	11.3	24.7%	-0.8%	13.8	19.5%
Operating Cost/Passenger Trip (\$)	8.97	10.76	5.86	9.86	-34.6%	-8.4%	15.5	-62.1%
Operating Cost/Service Hour (\$)	160.52	165.21	185.11	181.04	15.3%	9.6%	167.9	10.3%
Passenger Trips/Service Hour	17.9	15.4	31.6	18.4	76.4%	19.6%	19.1	65.3%
<b>Return on Investment</b>								
Passenger Trips (000)	354.4	302.8	627.0	364.6	76.9%	20.4%	255.6	145.4%
Passenger Trips per Capita	10.9	9.3	19.3	11.2	76.2%	19.9%	14.5	33.3%
Revenue/Trip (\$)	1.19	1.23	.97	1.12	-18.5%	-9.1%	1.4	-28.6%
Total Revenue (\$000)	421.7	371.7	608.4	406.8	44.3%	9.5%	306.5	98.5%

# Annual Performance Summary

## Kootenay Lake West (Slocan, Nakusp, Kaslo, Salmo)

Fiscal Year	FY23/24		FY24/25					
Group	Actuals	Budgets	Actuals	Budgets	YoY Var (Actuals)	YoY Var (Budgets)	Tier Average FY24/25	Tier Average Var
<b>Local Investment</b>								
Fleet Size	12	12	13	13	8.3%	8.3%	4	261.7%
Service Hours (000)	15.1	15.4	15.3	15.4	1.3%	0.0%	5.0	208.6%
Service Hours per Capita	.3	.3	.3	.3	0.7%	-0.6%	.5	-49.0%
Total Cost (\$000)	2,370.8	2,356.3	2,848.7	2,781.9	20.2%	18.1%	694.5	310.2%
<b>Performance</b>								
Operating Cost Recovery (%)	4.7	4.7	4.0	4.0	-15.8%	-15.7%	8.9	-55.5%
Operating Cost/Passenger Trip (\$)	31.25	33.00	28.28	39.88	-9.5%	20.9%	29.4	-4.0%
Operating Cost/Service Hour (\$)	142.97	139.70	170.93	166.05	19.6%	18.9%	131.2	30.3%
Passenger Trips/Service Hour	4.6	4.2	6.0	4.1	32.2%	-2.0%	5.9	2.0%
<b>Return on Investment</b>								
Passenger Trips (000)	69.2	65.1	92.6	64.0	33.9%	-1.6%	34.3	169.7%
Passenger Trips per Capita	1.2	1.1	1.6	1.1	33.1%	-2.2%	3.7	-57.1%
Revenue/Trip (\$)	1.47	1.55	1.12	1.58	-23.8%	1.9%	2.2	-49.8%
Total Revenue (\$000)	101.9	101.0	103.9	101.3	2.0%	0.3%	59.3	75.3%

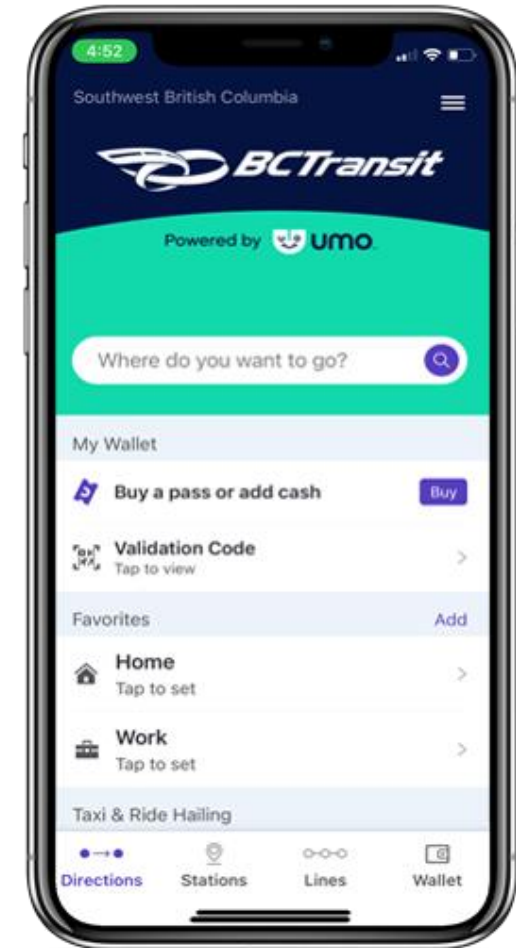
# Annual Performance Summary

## Nelson

Fiscal Year	FY23/24		FY24/25					
Group	Actuals	Budgets	Actuals	Budgets	YoY Var (Actuals)	YoY Var (Budgets)	Tier Average FY24/25	Tier Average Var
<b>Local Investment</b>								
Fleet Size	6	6	6	6	0.0%	0.0%	7	-10.3%
Service Hours (000)	11.7	11.8	11.7	11.7	0.4%	-0.8%	12.6	-6.8%
Service Hours per Capita	.7	.7	.7	.7	-0.5%	-1.7%	.8	-6.6%
Total Cost (\$000)	2,053.2	2,080.4	2,192.6	2,237.7	6.8%	7.6%	2,215.5	-1.0%
<b>Performance</b>								
Operating Cost Recovery (%)	21.7	19.9	19.2	21.0	-11.6%	5.7%	13.8	38.4%
Operating Cost/Passenger Trip (\$)	5.54	6.43	5.77	5.88	4.1%	-8.6%	15.5	-62.8%
Operating Cost/Service Hour (\$)	160.97	160.18	170.91	172.54	6.2%	7.7%	167.9	1.8%
Passenger Trips/Service Hour	29.0	24.9	29.6	29.4	2.0%	17.9%	19.1	55.1%
<b>Return on Investment</b>								
Passenger Trips (000)	339.4	293.2	347.7	343.0	2.4%	17.0%	255.6	36.1%
Passenger Trips per Capita	20.6	17.8	20.9	20.6	1.5%	15.9%	14.5	44.6%
Revenue/Trip (\$)	1.20	1.28	1.11	1.24	-8.0%	-3.4%	1.4	-18.7%
Total Revenue (\$000)	407.7	375.2	384.3	424.0	-5.7%	13.0%	306.5	25.4%

# Umo is On Board

- September 1, 2025 integration of the BC Bus Pass
- Early 2026 introduction of "Open Loop" credit/debit cards



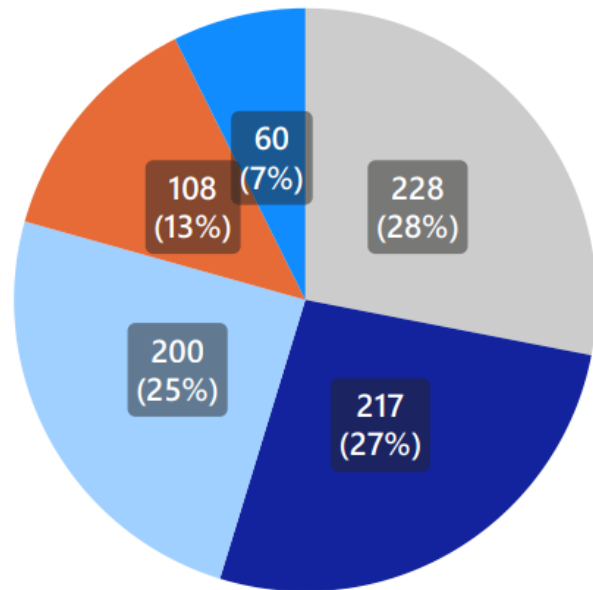
# Umo Report

## West Kootenay Transit System

### August 2025 Umo Pass Net Sales & Stored Value Usage



MONTHLY NUMBER OF PASS SALES



#### Products

- Student Semester Pass
- 10 Rides
- DayPASS
- 30 Day Concession Pass
- 30 Day Adult Pass

Conventional

Product	Sales (\$)
10 Rides	\$4,350.29
30 Day Adult Pass	\$3,600.00
30 Day Concession Pass	\$4,860.00
DayPASS	\$1,008.00
Stored Value	\$3,872.25
Student Semester Pass	\$28,500.00
<b>Total</b>	<b>\$46,190.54</b>

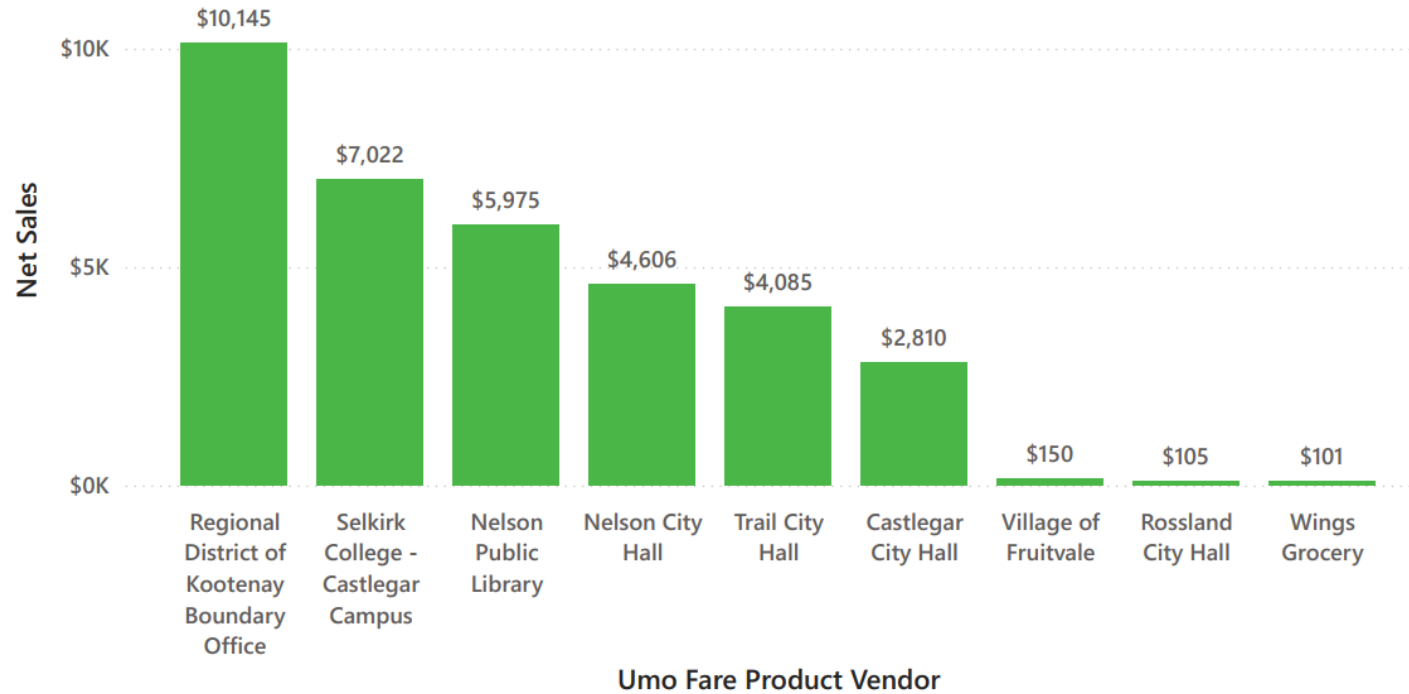
# Umo Report



## West Kootenay Transit System

### August 2025 Umo Net Sales

NET SALES BY UMO FARE PRODUCT VENDOR



Umo Fare Product Vendor	% of Total Sales
Regional District of Kootenay Boundary Office	28.99%
Selkirk College - Castlegar Campus	20.06%
Nelson Public Library	17.07%
Nelson City Hall	13.16%
Trail City Hall	11.67%
Castlegar City Hall	8.03%
Village of Fruitvale	0.43%
Rosland City Hall	0.30%
Wings Grocery	0.29%
<b>Total</b>	<b>100.00%</b>



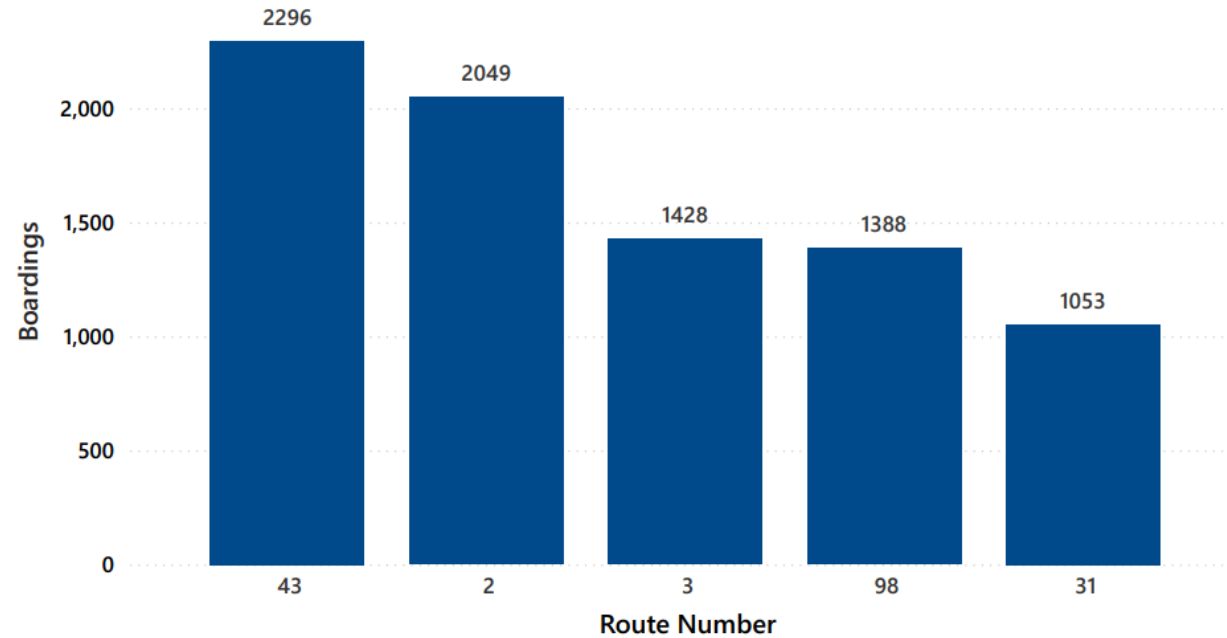
# Umo Report

## West Kootenay Transit System

### August 2025 Umo Boardings



TOP 5 ROUTES BY BOARDINGS



The table visual is limited to displaying the top 20 boarding routes for the system due to space constraints.

Route Number	Umo Boardings	% of Boardings by Route Number
43	2296	15.29%
2	2049	13.64%
3	1428	9.51%
98	1388	9.24%
31	1053	7.01%
99	1028	6.85%
10	891	5.93%
Default	744	4.95%
46	730	4.86%
43X	550	3.66%
32	471	3.14%
20	414	2.76%
1	407	2.71%
34	391	2.60%
44	346	2.30%
33	152	1.01%
10X	144	0.96%
41	121	0.81%
45	102	0.68%
2R	94	0.63%
36	41	0.27%
76	41	0.27%
<b>Total</b>	<b>15017</b>	<b>100.00%</b>

# New Downtown Nelson Transit Exchange



- Construction is complete and exchange went 'in service' June 30
- Bike racks, garbage cans and bus shelters installed early August

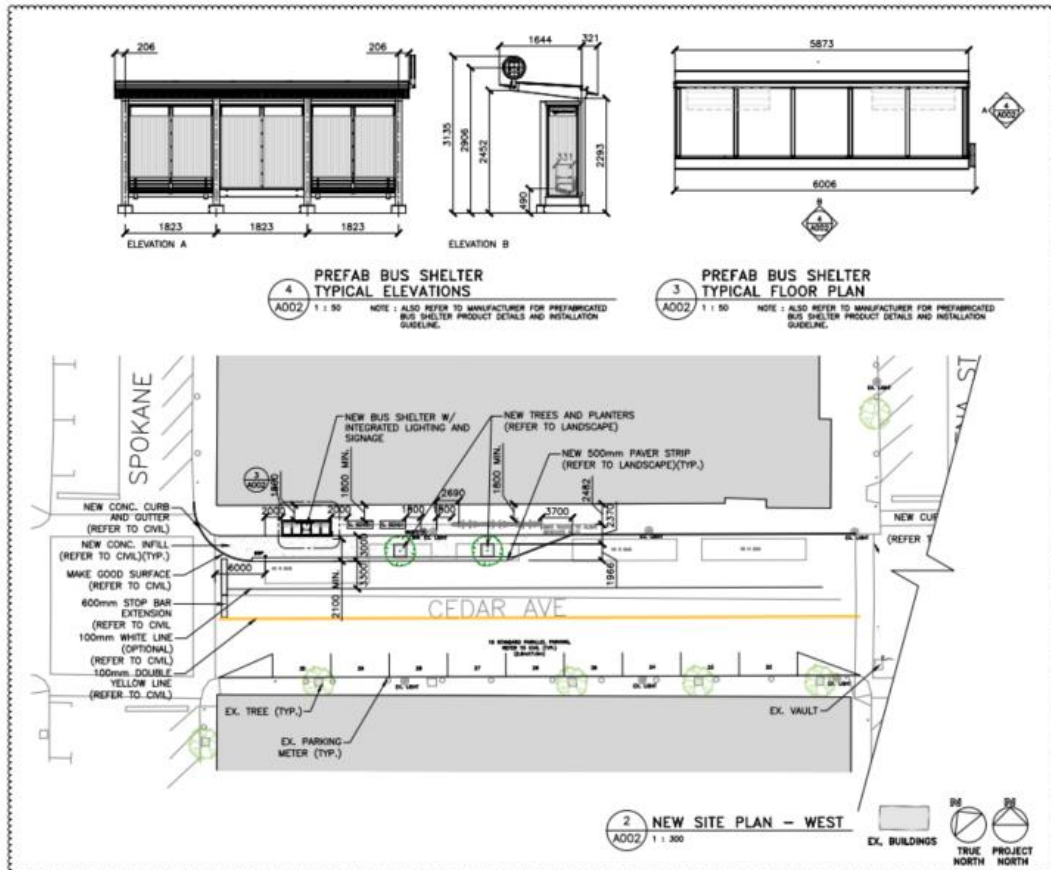


# New Downtown Nelson Transit Exchange



- Minor routing and scheduling adjustments have been implemented
- Ward and Baker exchange has been decommissioned
- Public feedback has been mostly positive

# New Downtown Trail Transit Exchange



- 60% detailed design complete
- Progressing towards 95% detailed design and digital rendering of street view
- Incorporating designs aspects to mitigate loss of on-street parking
- Construction could begin in Spring 2026, in service for late 2026

# Trail Transit Maintenance Facility

- BC Transit has finalized the purchase of 1175 Lower China Creek Road, in Genelle, for \$4.17M and took possession October 1, 2025.



# Trail Transit Maintenance Facility

- Required building and yard improvements are planned for early 2026
  - Water, sewer, electrical, lighting
  - Parts storage, bus block heaters
  - Exterior lighting, fencing
  - Yard resurfacing
- Given required improvements and projected schedule, BC Transit has requested a 6 month extension from the School District
- Decision expected at October 27 Board meeting



# Battery Electric Bus Deployment

Kamloops	Kelowna
Nanaimo	Nelson
Powell River	Sunshine Coast
Victoria	Whistler



# Battery Electric Bus Deployment - Nelson



- Anticipated Scope:
  - Two heavy-duty battery electric buses and two charging points
- Deployment Status:
  - Working with Nelson staff to finalize designs and prepare for operations
  - Vehicles expected to be delivered prior to installation of charging stations
  - Target of spring 2026 for in service

# Fleet Replacements

- March 2025 Two new HandyDART buses for Trail/Castlegar
- January 2026 One light duty (ARBOC) for Kootenay Lake West
- June 2026 Two light duty (Internationals) for Kootenay Lake West



# Fleet Replacements

- A recent assessment of BC Transit's medium duty fleet found an unviable long-term market
- Starting in 2027, 15 buses servicing Trail and Castlegar will be replaced with light duty or heavy duty vehicles.
- Replacement will be gradual as vehicles retire from service.



# Operations Update

- Introduction to Keolis staff (if required)
- Safety Issues discussion – 41 Bins, and Blueberry routes



# New Pass-up Initiative

- Pilot project in Victoria began mid-August this year
- “Sorry Bus Full” sign has been replaced with “Standing Room Only”
- Takes the decision away from the driver and puts it in the passengers' hands. Buses will stop at every stop
- Fiscal Year To Date, a 47.8% reduction in Victoria
  - Comparing Sept 24 vs Sept 25, 85% reduction
- This will only be the case for vehicles that currently allow standees, Medium and Heavy-duty buses only, not Light duty

# Service Delivery (MTD Sept 20<sup>th</sup>)



## 2025-26 Operations Service Delivery Fiscal Comparison

Month to Month Service Delivery - Revenue Service Hours

Fiscal Quarter	Fiscal 2025-26	FY26 Budget Hrs	2025 Missed Hours	Fiscal 2024-25	FY25 Budget Hrs	2024 Missed Hours	Fiscal 2023-24	FY24 Budget Hrs	2023 Missed Hours	Fiscal 2022-23	FY23 Budget Hrs	2022 Missed Hours
<b>FQ1</b>	<b>99.88%</b>	<b>13,074.99</b>	<b>16.18</b>	<b>99.93%</b>	<b>12,630.01</b>	<b>8.53</b>	<b>99.06%</b>	<b>12,627.10</b>	<b>119.12</b>	<b>98.08%</b>	<b>12,438.00</b>	<b>238.5</b>
Apr	99.70%	4,204.87	12.43	99.99%	4,200.16	0.33	99.13%	3,777.93	32.93	96.28%	3,905.16	145.3
May	99.92%	4,480.01	3.75	99.95%	4,379.36	2.23	99.81%	4,421.65	8.48	98.49%	4,171.97	63.0
Jun	100.00%	4,390.11		99.85%	4,050.49	5.97	98.25%	4,427.52	77.70	99.31%	4,360.87	30.0
<b>FQ2</b>	<b>99.90%</b>	<b>13,080.77</b>	<b>13.68</b>	<b>99.70%</b>	<b>12,455.88</b>	<b>37.25</b>	<b>99.39%</b>	<b>12,776.84</b>	<b>77.50</b>	<b>97.17%</b>	<b>12,435.93</b>	<b>351.5</b>
Jul	99.88%	4,596.37	5.40	99.60%	4,357.74	17.35	99.01%	4,234.50	42.08	98.63%	4,050.53	55.5
Aug	99.81%	4,282.00	8.28	99.77%	4,258.72	9.60	99.44%	4,434.21	24.75	97.53%	4,357.72	107.5
Sep	100.00%	4,202.40		99.73%	3,839.42	10.30	99.74%	4,108.13	10.67	95.32%	4,027.68	188.5
<b>FQ3</b>	<b>100.00%</b>	<b>13,094.19</b>		<b>99.81%</b>	<b>12,506.19</b>	<b>24.10</b>	<b>99.21%</b>	<b>12,756.05</b>	<b>100.93</b>	<b>92.46%</b>	<b>12,569.78</b>	<b>947.5</b>
Oct	100.00%	4,609.80		99.80%	4,407.22	8.62	99.77%	4,286.33	9.98	93.43%	4,081.29	268.2
Nov	100.00%	4,073.21		99.86%	4,099.73	5.88	98.89%	4,395.04	48.83	92.84%	4,197.54	300.3
Dec	100.00%	4,411.18		99.76%	3,999.24	9.60	98.97%	4,074.68	42.12	91.17%	4,290.95	378.9
<b>FQ4</b>	<b>100.00%</b>	<b>13,222.87</b>		<b>99.59%</b>	<b>12,500.25</b>	<b>50.78</b>	<b>99.25%</b>	<b>12,921.31</b>	<b>97.43</b>	<b>96.97%</b>	<b>12,806.59</b>	<b>387.7</b>
Jan	100.00%	4,522.41		99.76%	4,402.22	10.75	98.95%	4,519.76	47.65	95.13%	4,378.87	213.0
Feb	100.00%	4,062.29		99.68%	3,841.12	12.27	99.02%	4,157.20	40.73	97.89%	3,838.99	81.1
Mar	100.00%	4,638.17		99.25%	4,256.81	37.77	98.70%	4,211.35	80.05	97.81%	4,500.73	83.4
<b>Total</b>	<b>99.94%</b>	<b>52,472.82</b>	<b>29.87</b>	<b>99.76%</b>	<b>50,092.33</b>	<b>120.67</b>	<b>99.23%</b>	<b>51,081.30</b>	<b>394.98</b>	<b>96.17%</b>	<b>50,250.30</b>	<b>1,925.3</b>

Tiers

All ▼

Region

Thompson / Kootenay ▼

Transit Service Unit Name

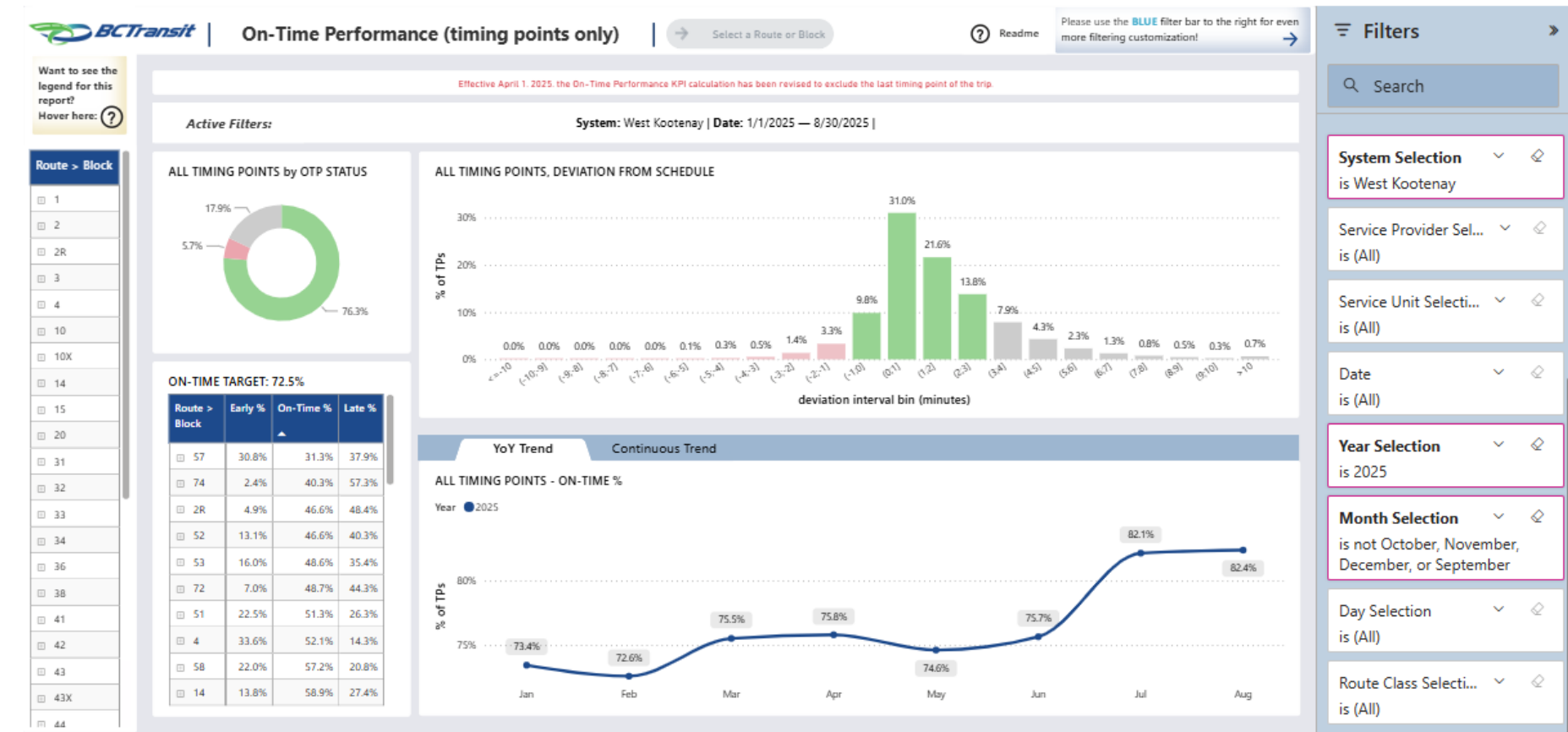
Multiple selections ^

- Elk valley Para Transit
- Kamloops Community Bus Con...
- Kamloops Conventional
- Kamloops Custom
- Kimberley Para Transit
- Kootenay Boundary Conventio...
- Kootenay Boundary Custom
- Kootenay West Para Transit
- Merritt Para Transit
- Nelson Conventional
- Revelstoke Para Transit

Reason

All ▼

# On Time Performance (OTP – target 75%)



# Fleet Inspection Reports

City of Nelson and Kootenay Lake West Combined

## Maintenance Program Summary

Category	Action(s) Required	Process Assessment
Maintenance Program	1	Yellow
Trip Inspection Process	1	Yellow
CVIP Requirements	0	Green
Shop, Equipment & Tools	0	Green
Lubricants, Oils & Fluids	0	Green
Bus Cleanliness	0	
Other Concerns	1	

## Vehicle Inspection Summary

Unit #	Out of Service	3-Day Rejects	Vehicle Assessment	VIR Incl.
2723	0	0	Green	<input type="checkbox"/>
2860	0	0	Green	<input type="checkbox"/>
2862	0	0	Green	<input type="checkbox"/>
2931	0	0	Green	<input type="checkbox"/>
3032	0	0	Green	<input type="checkbox"/>
3033	0	0	Green	<input type="checkbox"/>
9338	0	0	Green	<input type="checkbox"/>
9348	0	0	Green	<input type="checkbox"/>
9373	0	0	Green	<input type="checkbox"/>

\* A Vehicle Inspection Report (VIR) is typically included for Red & Yellow assessed buses only, unless otherwise indicated.

# SITE Inspection Reports

## City of Nelson


Site review Summary - Conventional	
<u>Department</u>	<u>Assesment</u>
<i>Operation: Conventional</i>	99%
<i>Safety and Training:</i>	98%
<i>Safety and Security:</i>	100%
<b>Conventional Rating</b>	

## Kootenay Lake West







Site review Summary - Conventional	
<u>Department</u>	<u>Assesment</u>
<i>Operation: Conventional</i>	99%
<i>Safety and Training:</i>	98%
<i>Safety and Security:</i>	99%
<b>Conventional Rating</b>	
Site review Summary -- Custom	
<u>Department</u>	<u>Assesment</u>
<i>Custom</i>	97%

# SITE and Facility Inspection Reports

## Kootenay Boundary

Site review Summary - Conventional	
Department	Assesment
<i>Operation: Conventional</i>	100%
<i>Safety and Training:</i>	91%
<i>Safety and Security:</i>	100%
<b>Conventional Rating</b>	
Site review Summary -- Custom	
Department	Assesment
<i>Custom</i>	97%

### Facility Inspection Summary

Category	Inspection Result Criteria	Grade
Facility Exterior Condition	0	
Facility Interior Condition	1	
Preventive Maintenance	2	
Safety, Security and Environment	2	
Buildings Cleanliness	0	
Yard/Parking Condition	1	
Preventive Maintenance Program Checklist	4/4	

## Some interesting nuggets

- Ridership in Kootenay Lake West has increased by 11% from May 2024 to May 2025



Thank You!

Daynika White  
Government Relations Manager  
djwhite@bctransit.com  
(672) 974-1176



# Operations Update

- Introduction to Keolis staff (if required)
- Safety Issues discussion – 41 Bins, and Blueberry routes



# New Pass-up Initiative

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Tiers

All ▼

Region

Thompson / Kootenay ▼

Transit Service Unit Name

Multiple selections ^

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- Kamloops Conventional
- Kamloops Custom
- Kimberley Para Transit
- Kootenay Boundary Conventio...
- Kootenay Boundary Custom
- Kootenay West Para Transit
- Merritt Para Transit
- Nelson Conventional
- Revelstoke Para Transit

Reason

All ▼

# On Time Performance (OTP – target 75%)



## On-Time Performance (timing points only)

Select a Route or Block

Readme

Please use the BLUE filter bar to the right for even more filtering customization!

Filters

Want to see the legend for this report? Hover here: ?

Effective April 1, 2025, the On-Time Performance KPI calculation has been revised to exclude the last timing point of the trip.

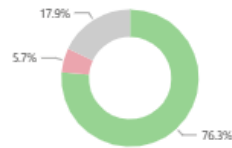
Active Filters:

System: West Kootenay | Date: 1/1/2025 — 8/30/2025 |

### Route > Block

- 1
- 2
- 2R
- 3
- 4
- 10
- 10X
- 14
- 15
- 20
- 31
- 32
- 33
- 34
- 36
- 38
- 41
- 42
- 43
- 43X
- 44

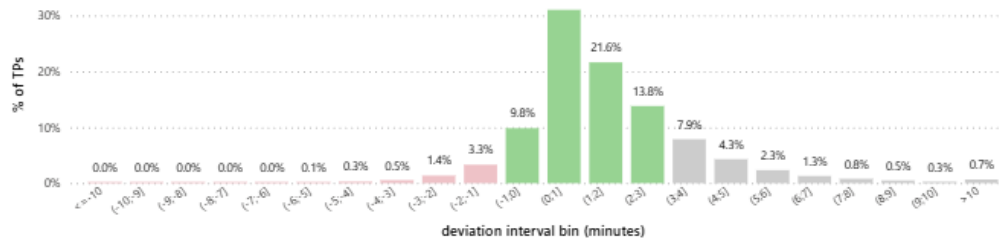
### ALL TIMING POINTS by OTP STATUS



### ON-TIME TARGET: 72.5%

Route > Block	Early %	On-Time %	Late %
<input type="checkbox"/> 57	30.8%	31.3%	37.9%
<input type="checkbox"/> 74	2.4%	40.3%	57.3%
<input type="checkbox"/> 2R	4.9%	46.6%	48.4%
<input type="checkbox"/> 52	13.1%	46.6%	40.3%
<input type="checkbox"/> 53	16.0%	48.6%	35.4%
<input type="checkbox"/> 72	7.0%	48.7%	44.3%
<input type="checkbox"/> 51	22.5%	51.3%	26.3%
<input type="checkbox"/> 4	33.6%	52.1%	14.3%
<input type="checkbox"/> 58	22.0%	57.2%	20.8%
<input type="checkbox"/> 14	13.8%	58.9%	27.4%

### ALL TIMING POINTS, DEVIATION FROM SCHEDULE

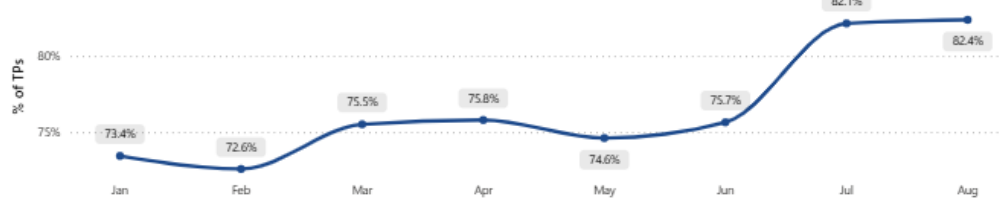


### YoY Trend

### Continuous Trend

### ALL TIMING POINTS - ON-TIME %

Year ● 2025



Search

System Selection  
is West Kootenay

Service Provider Sel...  
is (All)

Service Unit Selecti...  
is (All)

Date  
is (All)

Year Selection  
is 2025

Month Selection  
is not October, November, December, or September

Day Selection  
is (All)

Route Class Selecti...  
is (All)

# Fleet Inspection Reports

City of Nelson and Kootenay Lake West Combined

## Maintenance Program Summary

Category	Action(s) Required	Process Assessment
Maintenance Program	1	Yellow
Trip Inspection Process	1	Yellow
CVIP Requirements	0	Green
Shop, Equipment & Tools	0	Green
Lubricants, Oils & Fluids	0	Green
Bus Cleanliness	0	
Other Concerns	1	

## Vehicle Inspection Summary

Unit #	Out of Service	3-Day Rejects	Vehicle Assessment	VIR Incl.
2723	0	0	Green	<input type="checkbox"/>
2860	0	0	Green	<input type="checkbox"/>
2862	0	0	Green	<input type="checkbox"/>
2931	0	0	Green	<input type="checkbox"/>
3032	0	0	Green	<input type="checkbox"/>
3033	0	0	Green	<input type="checkbox"/>
9338	0	0	Green	<input type="checkbox"/>
9348	0	0	Green	<input type="checkbox"/>
9373	0	0	Green	<input type="checkbox"/>

\* A Vehicle Inspection Report (VIR) is typically included for Red & Yellow assessed buses only, unless otherwise indicated.

# SITE Inspection Reports

## City of Nelson

Site review Summary - Conventional	
<u>Department</u>	<u>Assesment</u>
<i>Operation: Conventional</i>	99%
<i>Safety and Training:</i>	98%
<i>Safety and Security:</i>	100%
<b>Conventional Rating</b>	

## Kootenay Lake West

Site review Summary - Conventional	
<u>Department</u>	<u>Assesment</u>
<i>Operation: Conventional</i>	99%
<i>Safety and Training:</i>	98%
<i>Safety and Security:</i>	99%

Conventional Rating



Site review Summary -- Custom	
<u>Department</u>	<u>Assesment</u>
<i>Custom</i>	97%

# SITE and Facility Inspection Reports

## Kootenay Boundary

### Site review Summary - Conventional

Department	Assesment
<i>Operation: Conventional</i>	100%
<i>Safety and Training:</i>	91%
<i>Safety and Security:</i>	100%

Conventional Rating



### Site review Summary -- Custom

Department	Assesment
<i>Custom</i>	97%

### Facility Inspection Summary

Category	Inspection Result Criteria	Grade
Facility Exterior Condition	0	
Facility Interior Condition	1	
Preventive Maintenance	2	
Safety, Security and Environment	2	
Buildings Cleanliness	0	
Yard/Parking Condition	1	
Preventive Maintenance Program Checklist	4/4	

# Some interesting nuggets

- Ridership in Kootenay Lake West has increased by 11% from May 2024 to May 2025

To:

Nelson Chamber of Commerce  
Nelson City Council  
Nelson Transit  
[wktc@rdck.ca](mailto:wktc@rdck.ca)

Re: Lack of seating at the new transit hub on Victoria Street(!)

As further follow-up to an email I sent to transitinfo and wktc on September 11<sup>th</sup>, I have the following additional comments (the original email is forwarded below as well):

Summary:

Adequate seating is urgently needed at the new transit hub on Victoria Street. Downtown businesses are likely going to experience a reduction in sales to people who ride the bus, as they continue to be frustrated by the lack of seating at the new transit hub on Victoria Street in Nelson. This is disrespectful to bus riders and a major inconvenience and perhaps health hazard to some of the ridership who are often disabled, or elderly, or have young children with them. Seating is a basic necessity at a bus stop. The previous hub at Ward and Baker has a lot of convenient, covered seating for waiting but has been removed(!) [In addition to the bus stops, benches have been getting removed around the city, which is discouraging for people needing to sit down from time to time....]

Background:

I was downtown today and there was a special needs person waiting for the bus who was very agitated at the lack of seating. She said, "Where are the benches!!!???"

There's useless lean against things that perhaps can simply be modified to make actual, useful benches instead?

I missed the bus home from the mall the other day but luckily there are still benches there which made the 45-minute wait bearable (due to the limited Saturday service schedule). I was comfortable waiting on a bench in the covered bus stop, thank you. As the weather is rapidly changing into wet fall and icy winter conditions, please give us benches to sit ourselves, our children and our packages!

Please acknowledge that you have received my email and keep me posted on progress so I can hopefully inform my fellow bus riders on a hopefully speedy solution (benches!!!)

Thank you

Longstanding Busrider and property owner, Nelson BC

---

Hello

I am a bus rider with a disability and am very inconvenienced by the lack of seating on one side of the new bus exchange across from the library in Nelson(!)  
(and for others there is only two small benches on the other side near the library(!))

People like me who ride the bus often have disabilities, are older people, including those with walkers, young people with babies and young children.

We ride the bus because we don't drive or have access to a vehicle.

The weird "lean against" structures provide no seating, therefore there is rest for us, nor anywhere to put our children, or shopping bags that we don't want on wet ground.

We are tired after shopping downtown (contributing to the local economy or seeing a doctor/physiotherapist, etc)

There needs to be better seating to accommodate those of us who most commonly ride the bus.

I strongly urge immediate attention to this problem to ensure that Nelsonites and surrounding areas residents have the same seating availability as the old covered Ward street benches to rest and contain your young children, packages and walkers, etc.

Nelson BC