



Quesnel Transit Update

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Manager, Government Relations
BC Transit

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Overview

- BC Transit Model
- System Overview
- COVID Impacts & Recovery
- Electronic Fare Collection System



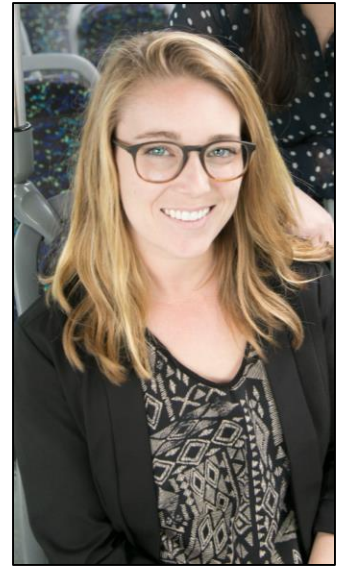
BC Transit Model



Introduction

Manager - Government Relations

- Accountable for effective two way communications
- Main point of contact to local government partners
- Supported by a team of subject matter experts
- Planning, Scheduling, Finance, Marketing, etc.
- Lead Annual Partner Communication Process
- Monitor and communicate transit system performance

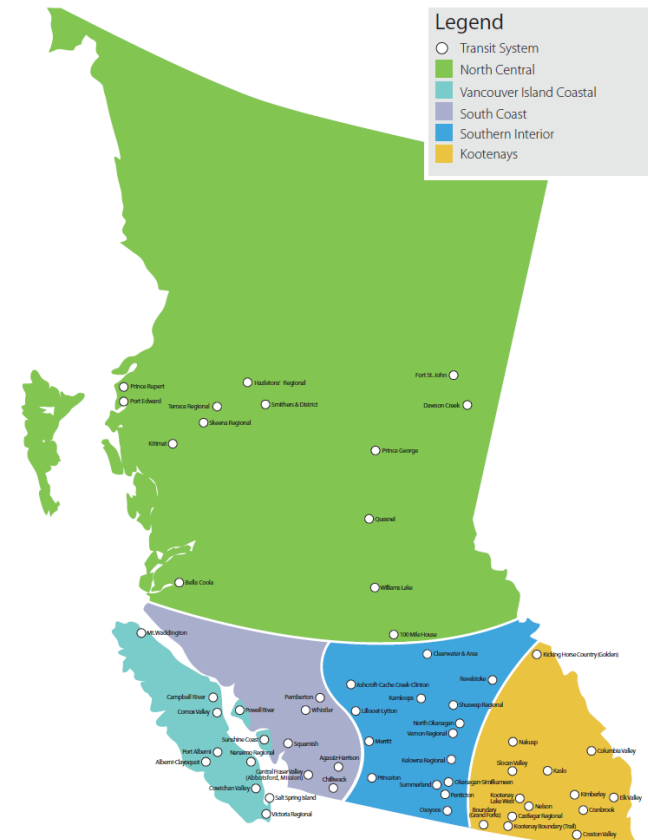


Who is BC Transit?

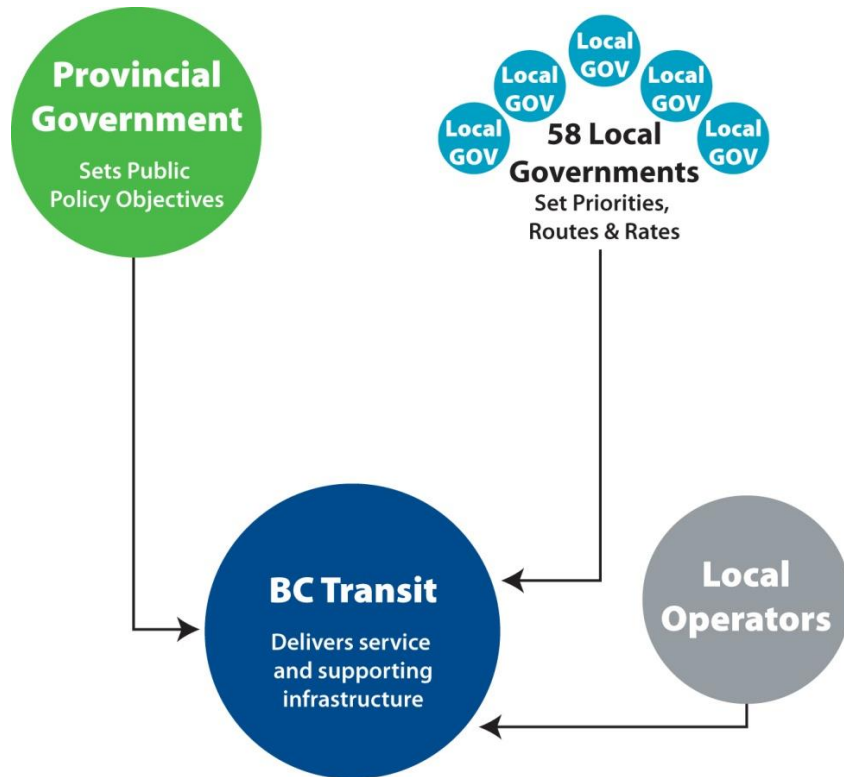
- Provincial authority responsible for the planning, funding and operation of all transit throughout the Province outside of Metro Vancouver
 - 51+ million passenger trips
 - 1,013 buses in a range of sizes
 - \$321 million operating & capital budget
 - 1.5 million British Columbians served
 - 130 Communities, 81 transit systems

Partnerships:

- 58 local government partners
- 18 private management companies, 5 public organizations, 14 non-profits



BC Transit Partnership Model



Local Government

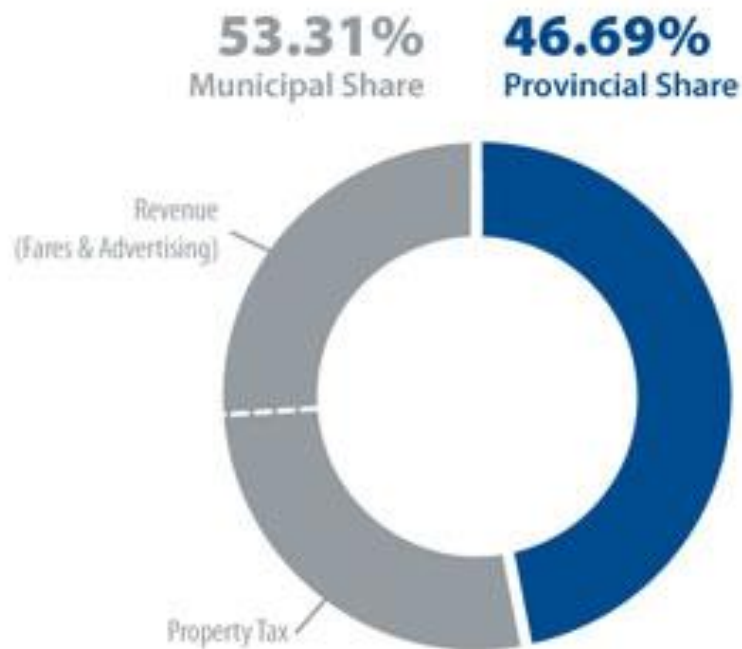
- Plans community, establishes transit priorities and routes
- Sets service levels and approves budgets
- Set fares
- Provide local tax subsidy

BC Transit

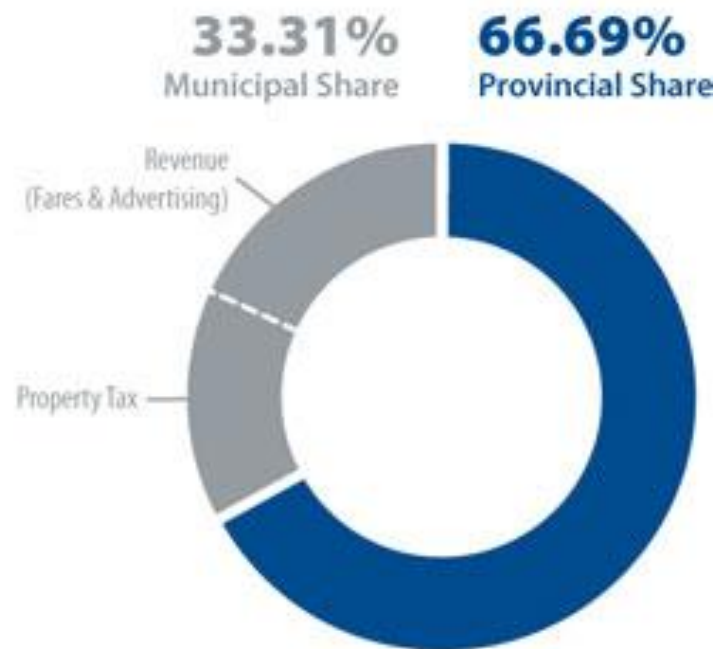
- Turns municipal priorities into transit operating and capital plans
- Works with Province to access funding
- Arranges for and manages operations
- Operates Victoria conventional service
- Manages capital program

Shared Services Model

Regional Transit System – Legislated Funding Formula



Conventional Transit



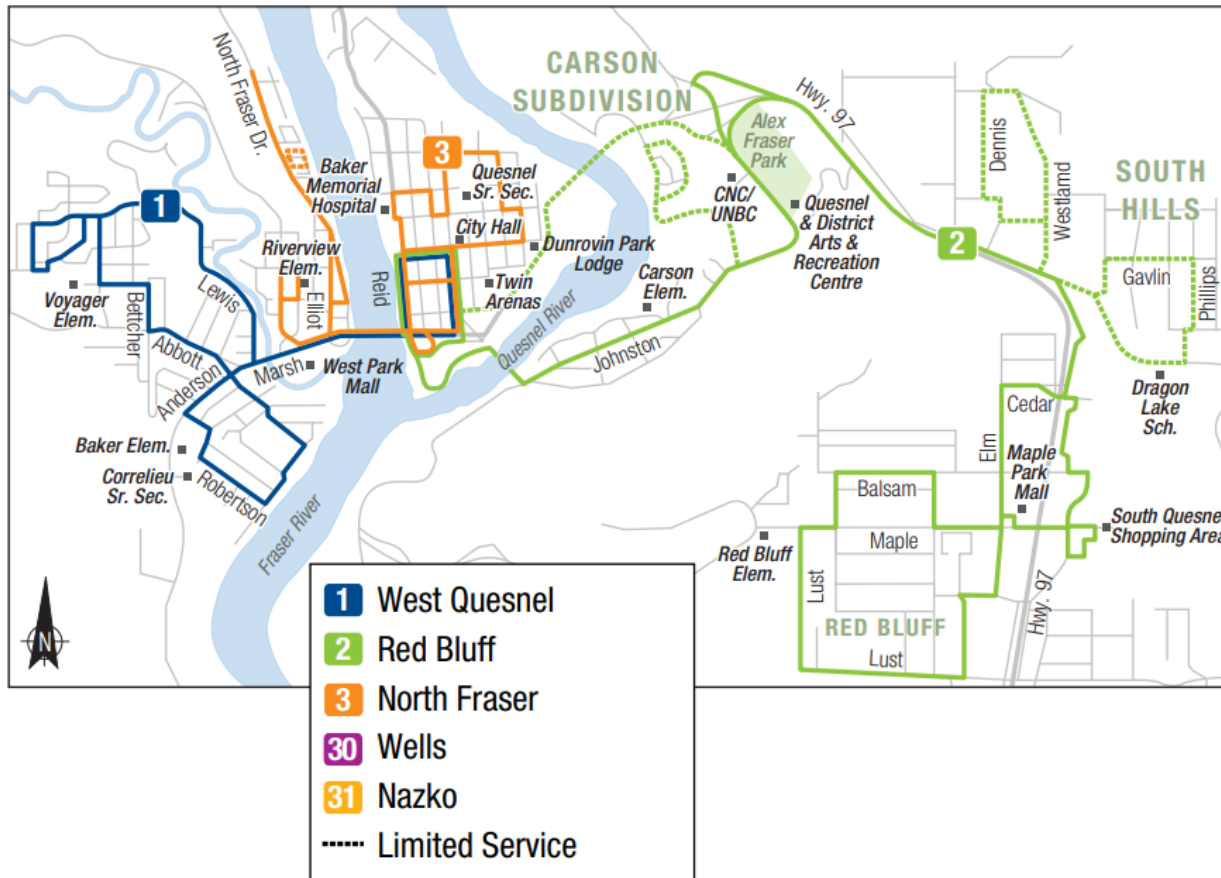
Custom Transit (handyDART)

- Local Government retains 100% of revenue to offset local costs

System Overview



System Overview



3

Local Routes

2

Regional Routes

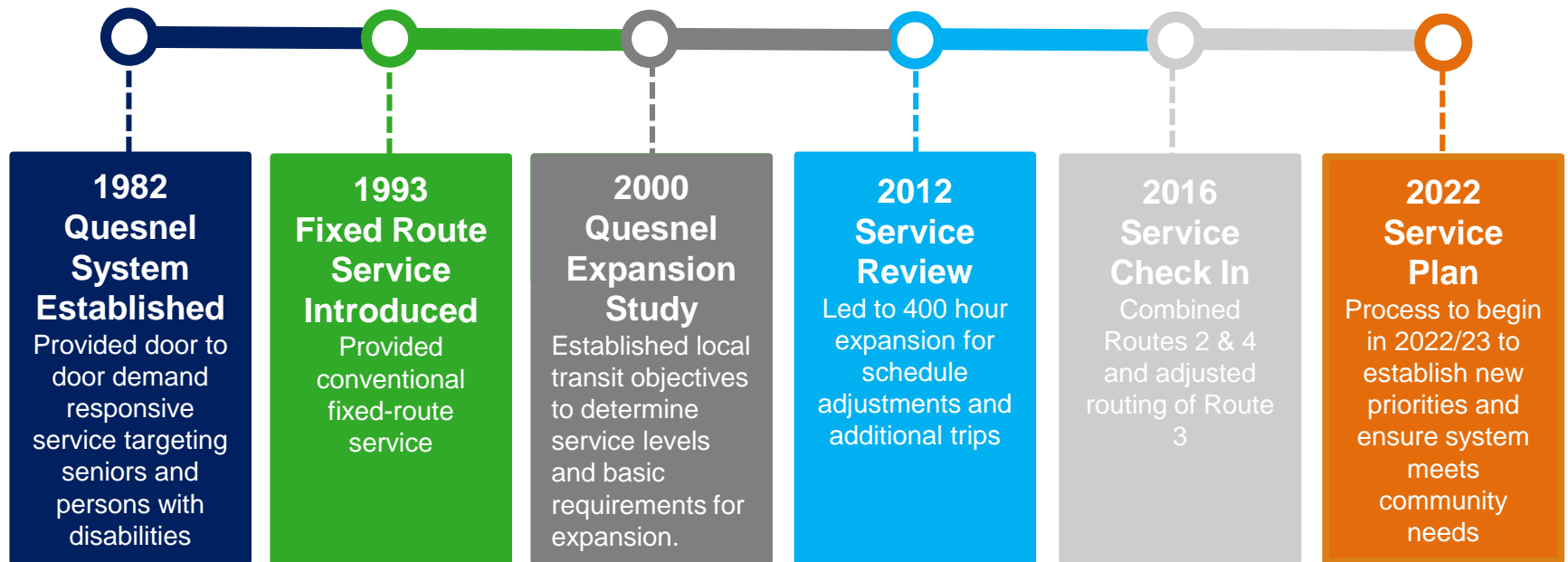
M-F

handyDART

10,800

Service hours

System Overview



COVID-19

Impact on Ridership



COVID-19

Response Phase

- Emergency Scale-down

Recovery Phase

- Scaling Back Up

Rebuild Phase

- Long-Term Sustainability

**Respond
Phase**

**Recovery
Phase**

**Rebuilding
Phase**



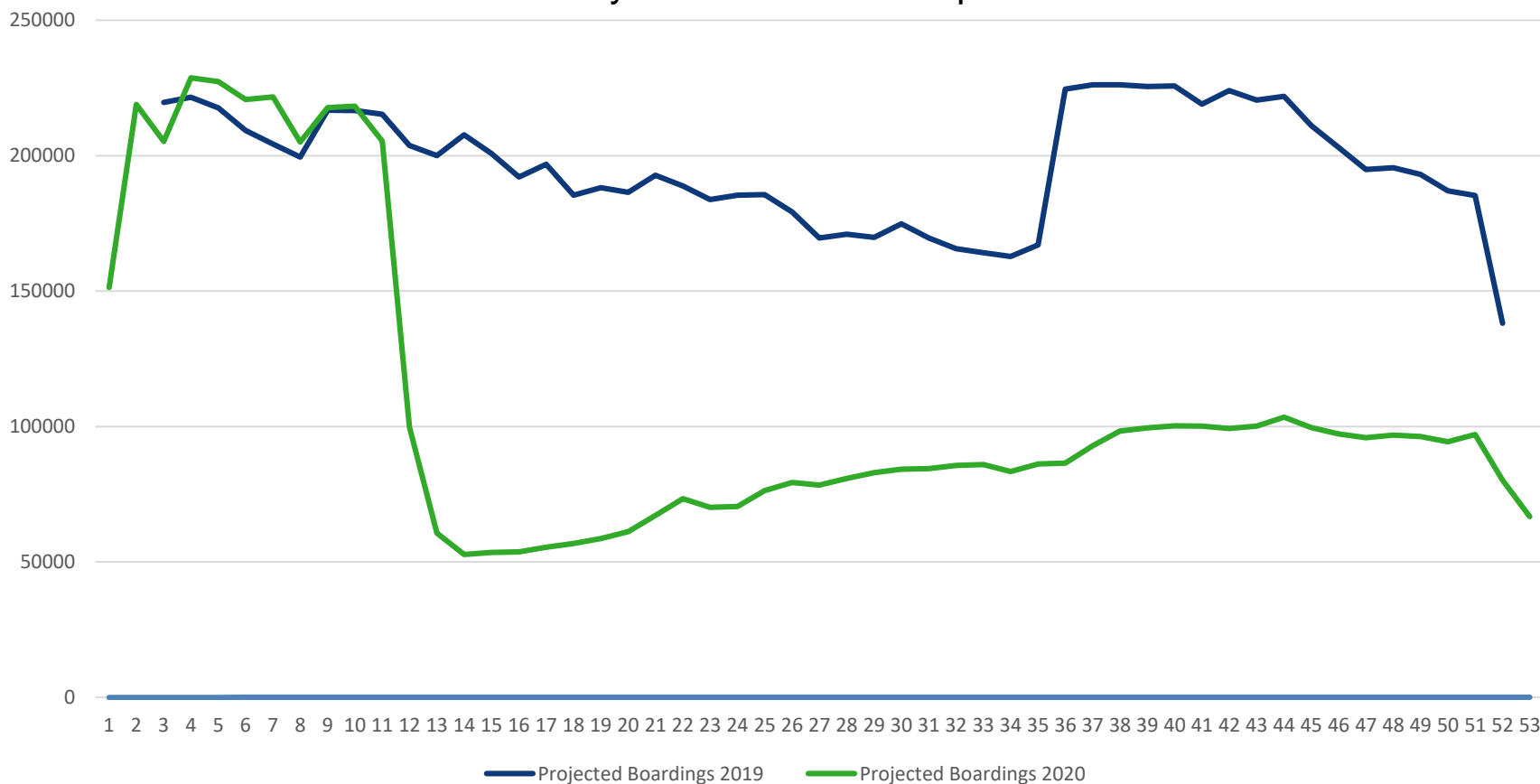
Provincial Ridership

2019 vs. 2020

44%

decrease in ridership

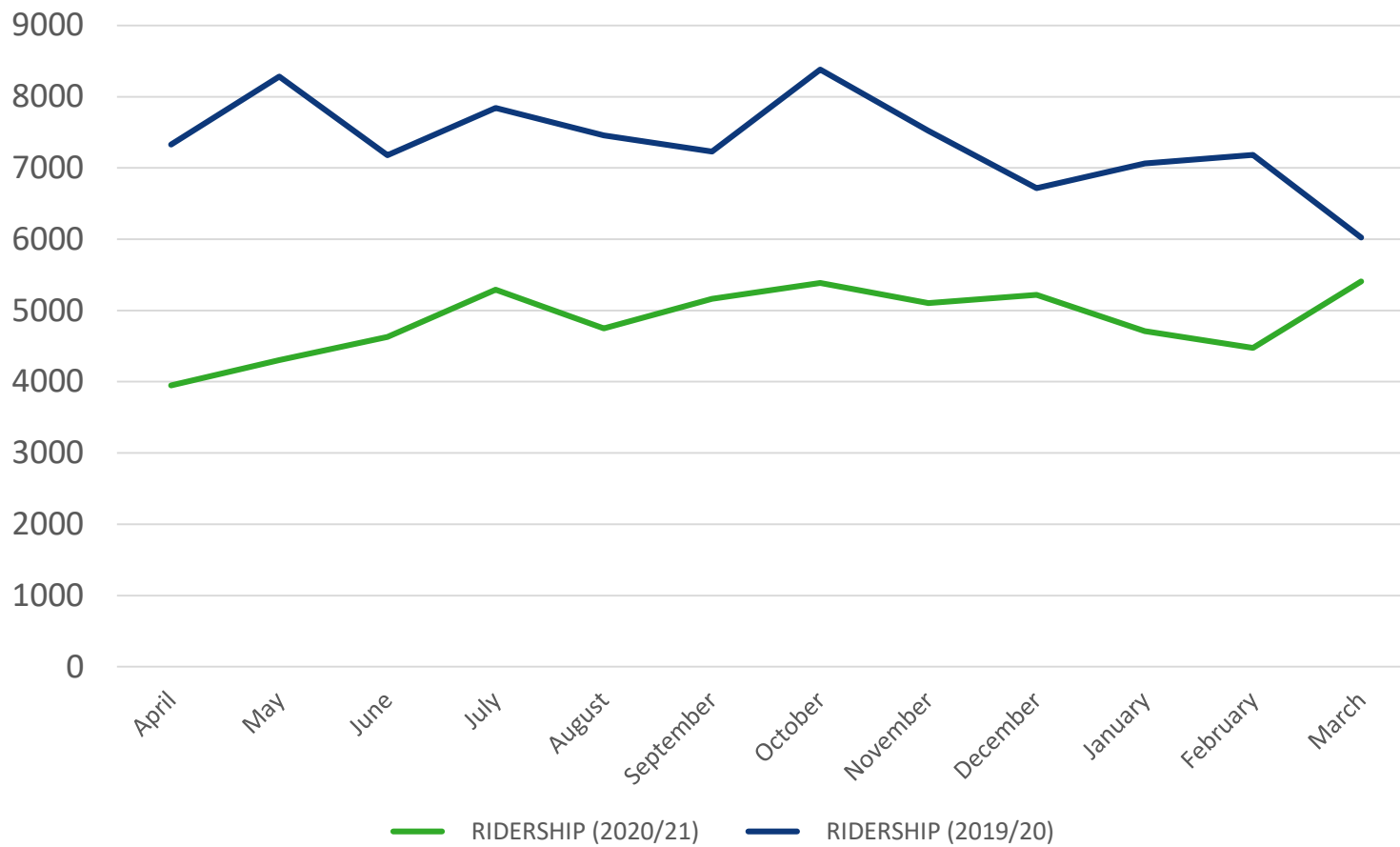
Weekly Provincial Ridership



Quesnel Ridership

2019/20, 2020/21 Monthly Comparison

34%
decrease in ridership



Ridership Recovery

- Enhance the customer experience
- Expand Performance Insights
- Integrate SmartBus Technology including electronic fare
- Transition to Low Carbon Fleet
- Deliver a Reliable Service
- Continuous improvement on feeling of Safety
- Free Transit for Youth 12 and Under

OUR VISION

Your best transportation solution

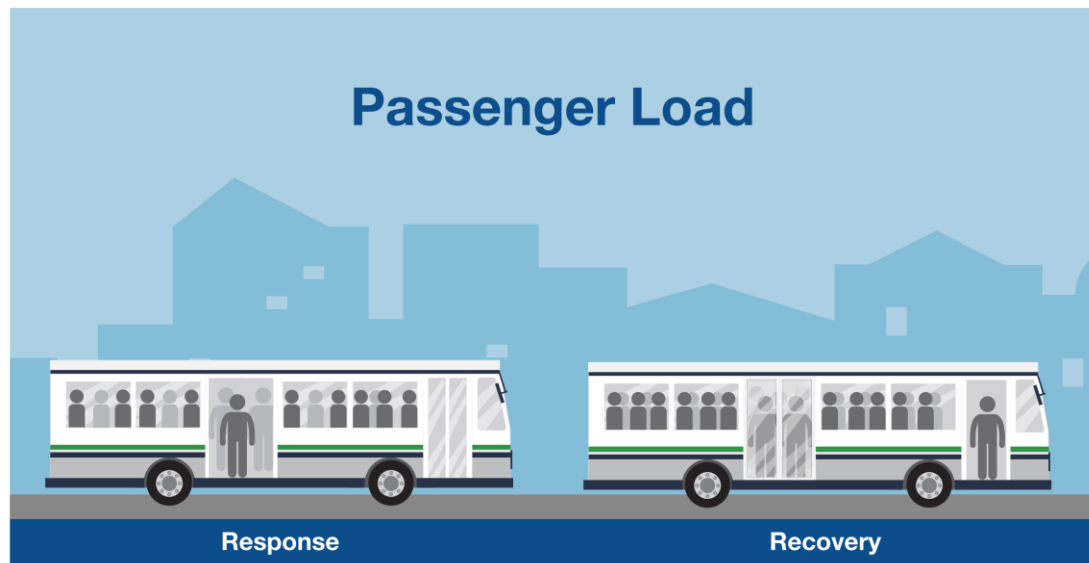
OUR MISSION

**Delivering transportation services
you can rely on**



Recovery Phase

Capacity Management



Recovery Phase

Marketing and Communications

- Ridership recovery and outreach campaigns to rebuild trust in the transit system
 - Phase 1: Safety
 - Phase 2: Rebuild ridership & trust
 - Phase 3: Attract new riders

Road to recovery
May 2020



Keep rolling, friends.

Back to basics
Jun-Aug, 2020



Same road, *new* journey.

A new tomorrow
January 2021



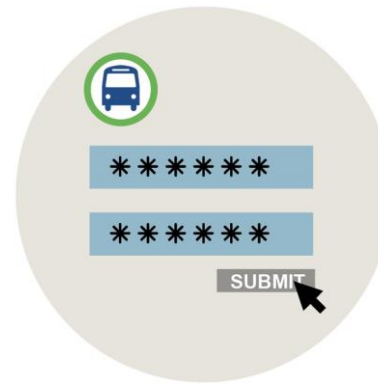
Ride for *tomorrow*.

Electronic Fare Collection System Project

System Components



Mobile App



Web Portal



Onboard Validator



Back End Tools

Electronic Fare Collection System Project

- Project scope
- Current fare collection technology in Quesnel Transit System
- Benefits of Electronic Fare Collection System
- Cost implications



Thank You



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