



Connections Newsletter - July 2020

“Together we ride” campaign launches across B.C.

Jul 20, 2020

As restrictions lift across the province and people start getting back to some of their regular activities, we want them to feel confident when using public transit to get them where they need to be. As you are likely aware, BC Transit is encouraging the use of face coverings on board to help promote as comfortable a journey as possible.

Today, a [campaign](#) will launch across B.C. to promote creating a feeling of “we are in this together” to help foster considerate and cooperative passenger etiquette during this phase. The campaign will focus on encouraging the use of face coverings and taking care of one another.

The campaign includes a [TV commercial](#) that highlights passengers looking out for one another to the tune of “Safety Dance” (for which BC Transit has purchased exclusive publishing rights for this campaign). Bus interiors/exterior, social media, and print advertising feature passengers in masks with the phrases “I’ve got you covered”, “I’m doing my part” and “You can count on me.”

This campaign will run for eight weeks. A fun social media contest kicks off next week, where customers can enter to win a prize pack that includes an annual pass for their transit system, a pair of custom running shoes and a BC Transit facemask. Watch for more details!

Kamloops transit operator goes above and beyond for thirsty passengers

Jul 27, 2020



Wayne Sjodin has been driving for BC Transit in the Kamloops Transit System since 2008. Passengers and coworkers know Wayne as a positive, fun-loving guy that likes to keep things light, which is a valuable commodity during these challenging times.

On the afternoon of Monday, July 13, Wayne was driving the route 17 bus when he noticed a group of young entrepreneurs carrying on an age-old tradition: selling lemonade. As Wayne drove past the kids were jumping up and down to get drivers attention, and Wayne knew he'd be swinging by them again soon. So, as he was nearing the stand on his return trip, Wayne pulled over, and asked his passengers if they were thirsty!

After a less than tense negotiation with these savvy businesspeople, Wayne tossed them 2 toonies and a loonie (keeping his physical distance of course!) and some of the passengers got off the bus to partake.

Once his customers' thirst had been quenched, Wayne found out that the kids had run out of cups, so he was unable to get a drink himself. When asked about not getting any lemonade, but paying for everyone else, Wayne said with a chuckle: "I was in the Army, so I know all about sacrifice".

Here's what Sharon Baker, a long time transit rider, and one of Wayne's passengers on Monday, said about this fun moment:

These are the "little things" that people can do to make the world a little brighter...to bring smiles to the faces of those around them. Random acts of kindness are something that I personally enjoy partaking in, frequently. It's just good to know that not everybody is a stick in the mud and we can still enjoy the "normal" things at a time when the world and society are so far away from the norm, it's scary!

With a simple gesture, and \$5 in change, Wayne put a smile on the faces of some local Kamloops kids and his thirsty passengers on a hot Monday. Talk about hitting the spot!

Premier Horgan Promotes Masks on Transit

Jul 29, 2020

Premier Horgan was on board the bus on Friday, July 24, to help encourage passengers to wear masks while taking transit. He handed out masks to customers waiting at BC Transit bus stops and to his fellow passengers, while promoting their usefulness to help prevent the spread of COVID-19.

Check out some of the photos he shared on social media after his transit journey!







Making Meaningful Connections

Jul 22, 2020



As we become busier and busier in our own work, the old adage ‘walk a mile in their shoes’ becomes more difficult to relate to every day. It is important to realize that it takes many people to ensure BC Transit, as an organization, can run efficiently throughout the province.

From mechanics, operators, planners and schedulers to our local government partners, many different individuals from departments all across the province help us connect people to communities.

Day in the Life is a monthly Q & A highlighting of one of these individuals that makes what we do possible. This month we are highlighting Hazelton's handyDART Operator Camilla Nyce on her day-to-day tasks and her motivations.

1. Can you tell us a little about yourself (interests, hobbies, etc.)? How did you end up in your current role?

a. I love the outdoors and spending my free time riding my ATV, picking huckleberries and occasionally harvesting seaweed.

I have a background as a school bus driver and I spent time in work camps. I was happy to get a job working close to home and to have a part in getting people safely home on Highway 16.

2. Can you tell us a little about your role here? What do your day-to-day tasks look like?

a. I play a vital role in giving residents who live in remote locations access to larger centers, so they can attend to their personal affairs. I travel northern highways safely through all sorts of inclement weather conditions.

On occasion, I serve the vulnerable community by ensuring they are brought home on cold nights by delivering them home personally or by phoning other community supports for assistance.

3. What is the most interesting aspect in your role? What excites you to come in and start your day?

a. The most interesting part of my job is that I get to meet a variety of interesting people and develop meaningful relationships with them.

I also enjoy seeing the wildlife. Recently I've seen deer, a bobcat, fox and a lot of bears. I'm still looking for the local Kermode bear – which is a black bear with recessive genes, so its pure white.

4. What is the most challenging aspect in your role? How do you overcome these challenges?

a. Although we have the option of cell phone or satellite texting when safely stopped, the remote nature of our routes leaves us isolated with no radio communication to other drivers or the office. This leaves me alone to make good judgment calls in challenging situations.

Safety meetings and discussions with fellow drivers prepares me ahead of time on how to deal with different scenarios. We frequently discuss current challenges and how to deal with them.

5. What is a common misconception about your role? What is it in actuality?
 - a. Driving transit buses is not as easy as people think. You aren't just driving. There are many other factors we are dealing with during our work day. Such as:
 - Dealing with all sorts of passengers
 - Inclement weather
 - Personal safety
6. Lastly, what gives you a sense of accomplishment on a regular basis in your role?
 - a. Many of my passengers have told me that I'm special to them. I also know that I'm playing an important role ensuring all residents, but especially women, travel the Highway of Tears safely. I've made great friends at work and my parents are very proud of the job that I do.

OTHER INTERESTING STORIES

BC Transit Coronavirus COVID-19 Information

We are continuing to provide transportation services customers can rely on as we recognize people still need to get to work, including at healthcare facilities, or other activities such as weekly grocery shopping trips. BC Transit places the safety of our riders, staff, and communities as our top priority.

We want to assure you we are taking the COVID 19 situation seriously, and we have implemented plans based on advice from health experts.

As of June 1, BC Transit will be implementing safety measures for our provincial transit systems that will allow for a return to front door loading and collection of fares across the province. Fares will be collected on conventional, community, and handyDART services. BC Transit will be installing a temporary vinyl panel to allow for physical distancing for the operator and customers on all buses without a full driver door. The enhanced safety measure aligns with the direction from the Provincial Health Officer.

Reintroduction of fare collection and front door loading is the first step in our journey towards recovery.

With the change to front door loading and collecting fares, other safety measures implemented will remain in effect including:

- Enhanced cleaning on buses and at BC Transit facilities.
- Communication to staff and customers about physical distancing procedures.
- Limiting passenger capacity to support physical distancing.
- Enhancing the red line for passengers to stand behind.
- Vinyl panels on light duty buses with the plan to expand the vinyl panel to all buses without a full driver door.

Health experts recommend customers do not travel if they are not feeling well, to follow proper hand hygiene practices including using hand sanitizer and hand washing practices, and to please cover their nose and mouth if they have to cough or sneeze.

Thank you for your ongoing support and commitment to public transportation. If you have any questions please contact your Transit Manager of Operations or Government Relations Manager.

Resources

[Customer Service Messaging](#)

[COVID-19 Recovery Strategy Presentation for Local Government Partners](#)

Please find more downloadable marketing materials [here](#) such as IBCs, temporary bus stop signs and posters.

More CNG buses arriving in Victoria

Jul 22, 2020

Transit System: Victoria

VICTORIA – Passengers can expect to see 25 new medium-duty Compressed Natural Gas (CNG) buses operating in Victoria in the coming weeks, providing a quieter, greener transit experience for people across the region.

Each 30-foot, medium-duty Grande West Vicinity bus can carry up to 24 seated passengers and 20 standing passengers. Each new bus is also equipped with a bike rack which accommodates three-inch tires, white LED destination sign and full driver door designed to protect the health and safety of drivers and passengers.

These 25 new medium-duty buses are the latest in the addition of 99 CNG buses planned for service in CNG compatible transit systems this year. The first heavy-duty CNG buses were activated in Victoria in late February. CNG buses are part of BC Transit's Low Carbon Fleet Program to support provincial targets for greenhouse gas emissions and align with the provincial CleanBC plan.

The benefits of CNG technology are both environmental and economic, with reductions in tailpipe emissions and operational costs. FortisBC supplies natural gas for BC Transit's CNG fleets, while the CNG fueling station, located at the Langford operations and maintenance facility, is maintained by Clean Energy.

The cost of each medium-duty CNG bus is approximately \$455,000. All are funded through the Investing in Canada Infrastructure Program (ICIP), with the Government of Canada and the Province of BC each contributing 40 per cent of the cost. The Victoria Regional Transit Commission is funding the remaining 20 per cent for these medium-duty CNG buses.

QUOTES:

“Investing in modern and accessible public transportation systems is essential to building inclusive and resilient communities. These new, fuel-efficient CNG buses for the Greater Victoria area will reduce harmful emissions and bus operating costs, support Canadian jobs, and help us move forward on fighting climate change and creating well-connected sustainable communities across the country.”

The Honourable Catherine McKenna, Minister of Infrastructure and Communities

“Encouraging people to leave their cars at home and get on the bus will help us all lower our carbon footprint and achieve our CleanBC goals. And BC Transit adding CNG buses to its fleet will further help us reach a green and low carbon future.”

Claire Trevena, Minister of Transportation and Infrastructure

“I am proud to welcome the first of our CNG medium duty buses — a key step in our low carbon fleet program. As we transition to a zero emission fleet by 2040, these buses are greener and will reduce the overall environmental impact, while ensuring we have the right size fleet in each community to match capacity to demand.”

Erinn Pinkerton, BC Transit’s President and CEO

“Public transit is already the greener choice for people moving throughout Victoria. Replacing buses in the fleet that are older and less efficient with CNG buses can only encourage more people to do their part for the environment by getting on board.”

Susan Brice, Chair, Victoria Regional Transit Commission

For more information visit: <https://www.bctransit.com>

Full driver doors coming to Kamloops buses

Jul 8, 2020

Transit System: Kamloops

KAMLOOPS – Passengers in Kamloops will soon see buses equipped with full driver doors designed to protect the health and safety of BC Transit operators.

Retrofits on all conventional fleet buses in the Kamloops Transit System will get underway tomorrow. Kodiak Mobile Video Installations will complete installations of the protective doors, produced by AROW Global Corporation. While the installation process is taking place, passengers will experience no impact to service levels throughout Kamloops.

The full driver door is a movable barrier situated to the right of the driver’s seat near the fare box designed to increase protection for our drivers. It includes a transparent piece of laminated tempered glass with anti-glare coating and metal base. The full driver door windows can be adjusted to account for sightlines associated with different seat positions.

The full driver door installations will be carried out over a two week period, replacing the current vinyl panels installed as protective barriers in response to the COVID-19 pandemic. Community and handyDART buses will continue to be equipped with vinyl panels.

In total, 633 buses will be retrofitted with full driver doors across 34 transit systems in the province. All future new buses in the fleet will arrive with the door pre-installed.

For more information, please visit [bctransit.com](https://www.bctransit.com).

BC Transit expanding bus service with Yale First Nation

Jul 28, 2020

Transit System: Hope

HOPE – Beginning August 4, 2020, BC Transit customers will have an additional bus stop for route 22 Hope, enhancing service for the Yale First Nation community and all others using public transit to move throughout the Hope Regional Transit System.

The new bus shelter and pullout for the route 22 Hope bus for eastbound traffic will be located along the newly constructed frontage road built by Yale First Nation off Highway 7. A westbound stop will be located directly across the frontage road. The bus will travel through this location in each direction four times daily, Monday through Saturday.

Yale First Nation has completed a transit services agreement with the Fraser Valley Regional District.

QUOTES:

“Having this option will provide opportunity for our community members to travel safely between communities and tend to personal needs – be it shopping for groceries, getting to work in town or visiting with loved ones elsewhere. It will also allow those that live away from home to reunite with their family here, to attend community functions having the comfort and safety knowing that they will always have a safe ride back home and will never be stranded again.”

Steven Patterson, Manager of Lands, Natural Resources and Economic Development, Yale First Nation

“It’s great to see Yale First Nation, the Fraser Valley Regional District and BC Transit working together to deliver more convenient access to public transit. Through this new connection to the regional transit system, members of the Yale First Nation will have greater ability to travel and easier access to regional services.”

Claire Trevena, Minister of Transportation and Infrastructure

“Adding new stops is key to achieving our goal of delivering transportation services our customers can rely on. I’m pleased to work in partnership to increase service to the Yale First Nation community.”

Erinn Pinkerton, BC Transit’s President and CEO

“The FVRD is always looking at how we can work alongside First Nations government to improve the regional system as a whole. Adding a bus stop for Yale First Nation will not only provide that community with greater mobility. It represents another way for us to ensure healthy, sustainable, and connected communities with greater access to opportunities for everyone.”

Jason Lum, Chair, Fraser Valley Regional District

“The District of Hope welcomes Yale First Nation to our regional transport system. Our goal is to connect our regional and First Nations communities together.”

Peter Robb, Mayor, District of Hope

For more information, fares and schedules, please visit bctransit.com.

Change Should be a Dance, Not a Fight

IN SECTION: FEATURE

Change is rarely an easy and smooth process. The first step is getting people on board with your idea—but how do you do that?

BY JACKIE CONNELLY, BFA, CPHR

It's a tall task to find an organization that doesn't regularly experience some degree of change, and employees who don't struggle with the process that often includes changes in their day-to-day way of doing work.

The change process doesn't discriminate on scope of project—small or large, departmental or enterprise-wide, change can fail. Change of any variety can also rub a lot of people the wrong way, especially if they don't know that it's coming, don't understand why it's needed and don't have input into the intended outcome.

Essentially, people fear what they don't know, and fear is typically a driver to stay precisely put.

Put fear and change together into any workplace and you, as an employer, have the perfect recipe for many unhappy employees—this includes not only those who have invested their time and efforts to deliver you the most beautiful project and a fabulous change management plan, but also those who see absolutely no need for getting behind the project or the change because they're quite happy with the status quo.

Metaphorically speaking, your upcoming change can look like one of two things: a fight or a dance.

The fight is what's described above—it's the unpleasant part of the change process and typically involves (figurative) blood, (but sometimes literal) sweat and/or tears, and this can turn the most thoughtful change plan into a massive change failure. Why? Because as wonderfully detailed and precise the plan is, if the people who are needed to make change happen aren't on board—wait for it—nothing is going to change. You and your project team will forever hit a wall and it will be a very difficult wall to scale.

I hope that what you experience with your change is more like a dance. Someone leads, someone follows and the exchange is fluid. It's a partnership built on a mutual understanding and respect. Might someone accidentally step on their partners toes? Sure. Could there be a technical glitch with the music? Perhaps. Do either of these make the dance a failure? Not at all, and for one key reason: the dancers trained together with a mutually supported, shared vision in mind.

To make your change to feel less like a fight and more like a dance, there are some things you can prioritize in your change management process in order to get employees on board.

1 Communicate Early and Often

Employees don't want to hear from HR, IT, the project manager or even the change manager. They want to hear major communications from the CEO or executive leaders, followed by ongoing, regular communications from their direct leader. Guaranteed, the number one question that flashes to the forefront of any employee's mind when presented with an upcoming change is: what's in it for me? Leaders need to be able to clearly communicate why this change matters, why employees should care and how it will impact their day-to-day work. By doing this, you are literally making the case for change.

Key point: This isn't a one-and-done effort. Be visible to employees throughout the change.

2 Be Authentic

As a leader, being transparent with your employees about the change right from the beginning is imperative. At the very beginning of the process, be honest about what's not working and why the change is needed to help comfort them and show them that the change is not just a corporate mandate they are required to fulfill. Speak to their emotions and leave the data out of it. Remember, people fear the unknown. You can be that true, authentic leader by being compassionate in helping them understand the situation and the need for change. John P. Kotter reminds us, "the emotional reaction then provides the energy that propels people to push along the change process."

Key point: These messages need to come from you, the leader, and as no plan is ever perfect, when mistakes happen along the way it's best to acknowledge you "stepped on their toes" and move on.

3 Ask for Input

Many change initiatives are done to employees rather than with employees. It may sound obvious, but leaders asking and then actively listening to the opinions and experiences of those who will be impacted by the change will not only increase the chance of them buying into it and informing your change management process, but it will also create space for an individual to self-identify as your change champion. Don't forget about this person; they will be your voice when you're not in the room and if you include them properly, they will help to move things along without you even having to ask.

"I hope that what you experience with your change is more like a dance. Someone leads, someone follows and the exchange is fluid. It's a partnership built on a mutual understanding and respect."

Key point: Ask employees for their input in person; face-to-face conversation when embarking on a change is like gold.

4 Plan to Hear from the Nay-Sayers

There will always be employees who drag their heels, critique the project and the need for change, and in some cases will find creative ways to avoid the change altogether. Plan ahead by thinking about what questions they will ask, what parts of the process they will critique and where they could look to deviate from the new way of doing things and plan accordingly. As time passes and the change sinks in, their feelings will probably subside, but until then, having planned strategies to mitigate resistance (and being consistent with these across the impacted groups) will only strengthen your change process and increase your chances of seeing the benefits of your change.

5 Help Others Accept Change

It's difficult for people to accept a new beginning if they can't (or don't know why they have to) let go of their current state. If you need your employees to begin a new way of doing something, you'll need to support them in saying goodbye to the way they're currently doing it. This can be challenging, especially in cases where they see nothing wrong with the current state. Your employees may experience anxiety, fear of loss (perceived or real) and even anger; people flourish inside routine and consistency and now you're asking them to disrupt all of that—it's natural to expect some resistance. Reiterate the benefits and remind them how they will be supported during the change, either with training, or by other means. Best practices include seeking out conversations with these employees, truly listening to them and practicing empathy.

This is far from an exhaustive list of things to consider when you find yourself facing change. Ongoing communication, demonstrating follow-through, and measuring and celebrating success are just as important. Without thoughtfully and genuinely considering your people, your subsequent efforts will risk failing. Supporting the people who will be most impacted by the change and required to adjust the way they do things to make the change succeed will play a major role in having your change management truly feel less like a fight and more like a dance.

Jackie Connelly, BFA, CPHR, has built upon her past HR generalist and business consultant experience, as her current organizational development role at BC Transit allows her to manage change by leading and supporting the development and delivery of HR strategies, policies and procedures that support and empower people to do their best work.

BC Transit Teams Give Out Masks

Jul 23, 2020

On Monday, July 20th, 28 volunteers took to the streets of Greater Victoria to hand out BC Transit branded face masks to transit passengers at various major bus stops and exchanges. Nearly 1600 masks were given out during this event which aligned with the launch of the “Together We Ride” campaign. It was a positive experience for all and it was great to see everyone’s faces again - even if we only saw half of your face!

Door-to-door service makes its way to Cache Creek

Jul 21, 2020

Transit System: Ashcroft-Cache Creek-Clinton

ASHCROFT – BC Transit and the Village of Ashcroft are announcing the addition door-to-door service in the Ashcroft-Cache Creek-Clinton Transit System.

Residents of Cache Creek will be able to request local door-to-door service with BC Transit starting on August 3, 2020. The route 1 Ashcroft-Cache Creek-Clinton will provide door-to-door service in Cache Creek on Wednesdays and Fridays.

This is a door-to-door, shared service to help people get to medical appointments, work or recreational activities. If you have mobility or cognitive limitations, this service may be for you.

Please call 1-855-359-3935, one business day in advance to book a seat and for a full list of areas served. Residents will also notice the addition of a new bus stop sign at the bus stop located at the Visitor Information Centre in Cache Creek

For more information on routing, schedules and fares, please visit BCTransit.com.

Health Connections coming to Boundary Transit System

Jul 20, 2020

Transit System: Boundary

GRAND FORKS – Interior Health, the Regional District of Kootenay Boundary and BC Transit are announcing a new Health Connections route between Rock Creek and Grand Forks as part of a planned service change beginning August 1. The route 70 Health Connections service will operate every Tuesday from approximately 8:30am to 2:30pm, and will have additional stops in Midway and Greenwood.

The Health Connections bus is being fully funded by the Interior Health Authority, and will provide local communities with accessible transportation options to non-emergency medical appointments. While customers with medical appointments have priority, everyone is eligible to use this service if space is available. The fare will be \$1.75 per trip to align with the current cost of Greenwood to Grand Forks service in the Boundary Transit System.

By operating the route 70 Health Connections bus every Tuesday between Rock Creek and Grand Forks, service will align with the operating hours for the Boundary Community Food bank. This will ensure local people are able to coordinate the two services as needed.

The Greenwood-Grand Forks trip on Fridays will remain in place, and three days per week of on-demand service in Grand Forks will be maintained on Mondays, Wednesdays and Thursdays.

This service change coincides with a change in operating companies. Beginning August 1, Trail Transit Services will be taking over operation of the Boundary Transit System from Interior Health, who will continue to provide full service levels while accommodating the transition.

For questions about Health Connections services or to book a trip, please call 1-855-993-3100.

For more information visit: <https://www.bctransit.com/boundary/home>