

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
REGULAR MEETING
BVRTSC CUSTOMER SERVICE CENTRE – BOARD ROOM
(221 BEAVER ST. BANFF)**

AGENDA

April 9, 2014: 2:00pm – 4:00pm

1. Call to Order
2. Approval of the Agenda
3. Approval of the March 12, 2014 Regular Meeting Minutes
4. Old Business (Standing Items)
 - a. General Manager/ CAO's Monthly report
2014 Bring Forward List of Pending items.
 - b. Transit Service Monthly Statistics (February)
 - c. Direct Service Update Steve
5. New Business
 - a. 2013 year end operating update
 - b. 2013 Audit – Auditor presentation – Doug Mundel YPM (May be moved to the top of agenda)
 - c. Report: 2014-4 Charter Service Guidelines
 - d. Regional Service Direct Operations Considerations (verbal presentation)
 - e. Report 2014-6 Budget preparation report for a transit project
 - f. 2014-5 Trailer Service Report
6. Other Business
 - a. GM/CAO performance review – in camera (voting members only)
7. Adjournment

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION
March 12, 2014, REGULAR MEETING
BVRTSC CUSTOMER SERVICE CENTRE – BOARD ROOM
(221 BEAVER ST. BANFF)
2:00PM – 4:30PM

MINUTES

BOARD MEMBERS PRESENT

Sean Krausert, Town of Canmore - Chair
Ian Mackie, ID#9
Grant Canning, Town of Banff
Dave Schebek, ID #9
Stavros Karlos, Town of Banff – Vice Chair
Joanna McCallum, Town of Canmore

BOARD MEMBERS ABSENT

BOARD ADMINISTRATION PRESENT

Koji Miyaji, General Manager / Chief Administrative Officer
Steve Nelson, Manager of Operations / Meeting Recorder

ADMINISTRATION PRESENT

Adrian Field, Manager of Engineering, Town of Banff
Jacob Johnson, Acting Manager of Engineering, Town of Canmore
Alex Kolesch, Parks Canada

ADMINISTRATION ABSENT

1. Call to Order

The meeting was called to order at 2:05p.m.

2. Approval of the Agenda

BVRTSC14-18 Moved by Sean Krausert to go in camera at 2:25 pm.

CARRIED

BVRTSC14-19 Moved by Sean Krausert to come out of camera at 2:53 pm.

CARRIED

BVRTSC14-20 Moved by Sean Krausert to remove item 4-f from agenda.

CARRIED

BVRTSC14-21 Moved by Sean Krausert to approve agenda as amended.

CARRIED

3. Approval of the February 12, 2014 Meeting Minutes

BVRTSC14-21 Moved by Grant Canning to approve the minutes of the February 12, 2014 meeting.

CARRIED

4. Old Business

- a. General Manager/ CAO's Monthly report
2014 Bring Forward List of Pending items.
- b. Transit Service Monthly Statistics
Starting from April 2014, Administration will report on the monthly statistics and revenue data with a one month delay. This time cushion will permit administration to obtain all of the required financial figures.
- c. Direct Service Update
Steve Nelson provided a verbal update. For the next meeting, he provide a written summary in point form to be included in the agenda package.

5. New Business

- a. 2014-3 Parade Participation report

BVRTSC14-22 Moved by Stavros Karlos to participate in local parades including Canada Day parades in Banff and Canmore, as well as Santa Claus parade in Banff.

CARRIED

- b. Board Orientation Update
Sean Krausert provided a verbal update.
- c. Alberta Transportation 50 Year Strategy
Sean Krausert provided a verbal update.
- d. Commission Meeting Recording of Votes

BVRTSC14-23 Moved by Stavros Karlos that the votes on Commission motions be recorded in the minutes as follows:

- (a) "Carried Unanimously" when all Commission Members present vote in favour of the motion on the floor;
- (b) "Defeated Unanimously" when all Commission Members present vote against the motion on the floor;
- (c) "Carried", in the case of a split vote passing a motion, and listing those who opposed the motion; and
- (d) "Defeated", in the case of a split vote defeating a motion, and listing those who supported the motion.

CARRIED UNANIMOUSLY

e. GM/CAO Annual Performance Review Process

Sean Krausert provided verbal update on process, and sought Member feedback with respect to the plan for this year's GM/CAO Annual Performance Review.

6. Adjournment

BVRTSC14-24 Moved by Sean Krausert to adjourn.

CARRIED UNANIMOUSLY

Meeting adjourned 4:15 pm

Business Plan Goals First and Second Quarter Timelines

Category	Goal No.	Description	1st Quarter	2nd Quarter	Comments
Governance	GOV4	Review wording and content of Bylaw 3-2011		June 30 2014	
Legal Authority and Policy	LAP1	Develop Transit Bylaw.		June 30 2014	
Legal Authority and Policy	LAP2	Investigate Transit Bylaw approval and enforcement responsibilities.		June 30 2014	Obtained process information from province
Legal Authority and Policy	LAP3	Develop an Administration Policy and Procedures Manual.		June 30 2014	
Human Resources	HR1	Develop Organization Chart	Apr 30 2014		
Human Resources	HR2	Evaluate the Hiring of in house transit drivers	Apr 30 2014		Manager of Operatons to provide verbal update during Board meeting
	TS1	Banff local Service Review	on going		Winter survey commenced Mar 4
	TS2	Develop Service Plan for Parks Cave & Basin	Apr 30 2014		Received written confirmation for operating the same route for 2014 summer season.
	TS4	Investigate Banff – Canmore Bike Trailer Service	Apr 30 2014		Met with private bike tour operator. Explained our likely path of operation in the future. Looking at some options for 2014. will prepare a commision report for March or April meeting
	INF4	Define Infrastructure Responsibility	Apr 30 2014		Discussions with Banff and Canmore administration planned to identify infrastrucutre maintenance, lifecycle replacement responsibilities and protocols. Will bring back to commission for policy decision
	INF7	Review ROAM Brand Standards for infrastructure.	Apr 30 2014		some discussions underway with Banff TMP on bus posts design specific for Banff. Some sign standardization underway that focuses on hi-liting public transit
	FL1	Develop a 20 Year Fleet Plan		June 30 2014	
	FL2	Develop Bus Specifications		June 30 2014	
	MCS1	Optimize Customer Information Program	Apr 30 2014		
	MCS2	Develop Stakeholder and Public Consultation Program		June 30 2014	
	MCS3	Develop Marketing Program		June 30 2014	Met with Tof C and Tof B marketing reps for draft outline of plan
	FS1	Develop a Fare Strategy		June 30 2014	
	FIN2	Annual Financial Audit Bylaw 3-2011 Clause 5.6	Apr 30 2014		
	PM1	Develop a Customer and Non-Customer Satisfaction tracking program.			
	PM2	Develop a Transit Route and System Performance Methodology.			developing data sources and collection methodology
		Quarterly schedule adherence	Apr 30 2014	June 30 2014	
		Monthly ridership by fare category	Apr 30 2014	June 30 2014	
		Monthly revenues by fare category	Apr 30 2014	June 30 2014	
		Monthly ridership per hour	Apr 30 2014	June 30 2014	
		Monthly ridership per stop	Apr 30 2014	June 30 2014	
		Monthly ridership per route	Apr 30 2014	June 30 2014	
		Monthly fuel consumption	Apr 30 2014	June 30 2014	
	PM3	Quarterly report individual Route Perfomance to the Commission.	Apr 30 2014	June 30 2014	developing data sources and collection methodology
	PM4	Semi-annually report Transit System performance measures (Balanced Scorecard) to the Commission.	Apr 30 2014	June 30 2014	developing data sources and collection methodology
	PM9	Municipal Benchmarking Alberta project measures (quarterly reporting)		year end	developing data sources and collection methodology. These are year end but need to be collected in some form all year
		Operting Expense Per Vehicle Hour		year end	
		Revenue Hours per Capita		year end	
		Operating Revenue per direct operating expense		year end	
		Fuel consumed per kilometre		year end	
		Cost per capita		year end	
		Ridership per revenue hour		year end	
		Boardings per revenue hour		year end	
		Ridership per revenue hour		year end	
		Ratio cash to pass fare		year end	

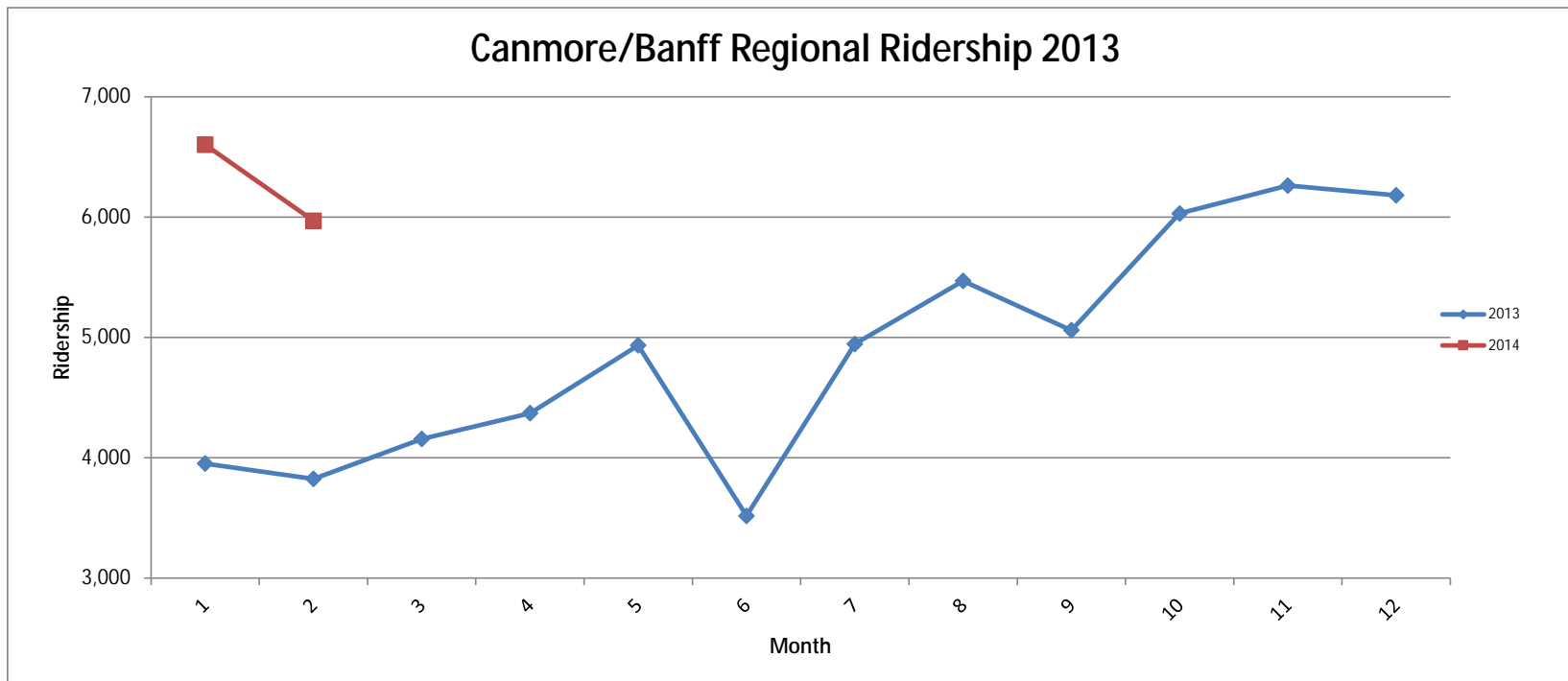
Bring Forward List of Pending Items (as of March 2014)

Item	Date Initiated	Pending Date	Comments
<p>BVRTSC14-9 Create an Emergency Protocol before the end of 2013 In this protocol, communication steps should be identified where Board member are consulted or notified before involvement in emergency situations and deployment of services. Any decision to be made should be brought forth to the Commission.</p>	July 2013	May 2014 Board meeting	
<p>BVRTSC13-38 Overload policy – Moved by Sean Krausert to request the administration to bring back an overload policy which will include information where it can authorize the GM to make a decision on how to deal with overload situations as they arise.</p>	2013	March 31 2014	To be presented for April 2014 Board meeting
<p>BVRTSC14-6 Charter - Commission requested General Manger to provide a Charter Service report that recommends the business policy for the charter service bookings including recommended hourly rate. GM to bring back this report in the near future, sometime in 2013.</p>	March 2013	March 31, 2014	To be presented for April Board meeting or sooner.
<p>BVRTSC13-46- ...Customer Service Center Office Space as outlined in the report 2013-19 with the following additional items; Negotiate a reduced lease rate the Town of Banff for the current office space in the industrial compound when its lease is expired.</p>	Aug 2013	Sept 2014	
<p>BVRTSC13-90e Moved by Stavros Karlos to direct administration to report back in September 2014 on the progress of Customer Service Centre to include the stats of number of clients serve, phone calls, walk in and on line inquiries including the number of lost and found inquiries.</p>	January 2014	Sept 2014	

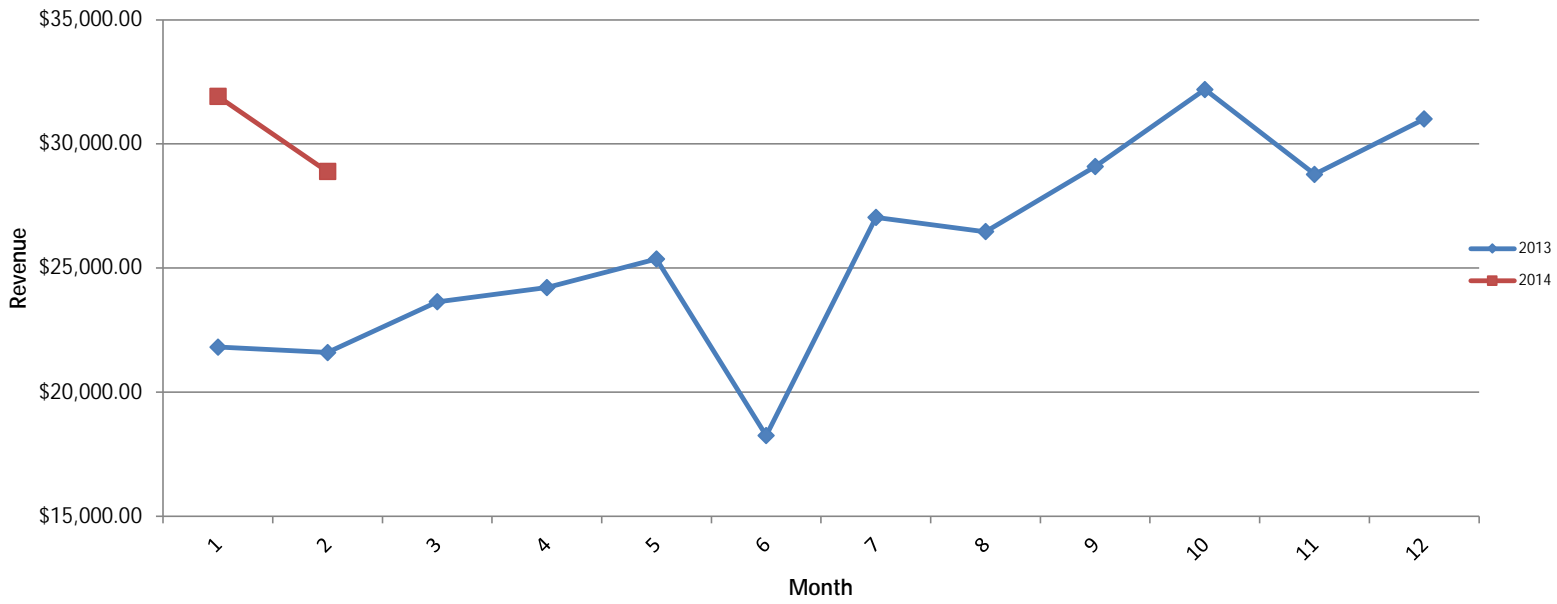
Canmore/Banff Regional Ridership/Revenue Analysis

Month	2013	2014	Average
January	3,952	6,603	5,278
February	3,824	5,970	3,824
March	4,156		4,156
April	4,371		4,371
May	4,935		4,935
June	3,517		3,517
July	4,947		4,947
August	5,470		5,470
September	5,060		5,060
October	6,031		6,031
November	6,262		6,262
December	6,182		6,182
Grand Total:	58,707	12,573	60,033

Month	2013	2014	Average
January	\$21,814.99	\$31,911.75	\$26,863.37
February	\$21,594.71	\$28,888.36	\$21,594.71
March	\$23,640.70		\$23,640.70
April	\$24,214.09		\$24,214.09
May	\$25,365.30		\$25,365.30
June	\$18,249.35		\$18,249.35
July	\$27,037.15		\$27,037.15
August	\$26,465.45		\$26,465.45
September	\$29,086.85		\$29,086.85
October	\$32,194.40		\$32,194.40
November	\$28,775.70		\$28,775.70
December	\$31,002.77		\$31,002.77
Grand Total:	\$309,441.46	\$60,800.11	\$314,489.84



Canmore/Banff Regional Revenue 2013



Canmore/Banff Regional Ridership															Canmore/Banff Regional Ridership		
	2013												2014				
	December	January	February	March	April	May	June	July	August	September	October	November	December	Total	January	February	Total
Cash Fare																	
Adult	2,827	2,809	2,701	2,843	3,108	3,307	2,298	3,222	3,762	3,295	3,921	3,743	3,748	38,757	3,752	3,274	10,644
Child	42	52	48	76	51	100	96	113	109	64	59	37	81	886	100	50	202
Senior	61	80	66	91	51	111	74	165	124	221	201	172	194	1,550	135	127	419
Cash Fare Total:	2,930	2,941	2,815	3,010	3,210	3,518	2,468	3,500	3,995	3,580	4,181	3,952	4,023	41,193	3,987	3,451	11,265
31 Day Pass																	
Adult	440	732	734	788	850	1,018	776	1,075	1,105	1,134	1,427	1,848	1,691	13,178	2,103	2,005	6,059
Child	0	14	0	0	0	0	0	19	2	24	38	12	10	119	20	13	44
Senior	13	0	10	15	17	13	11	46	24	2	0	40	46	224	70	112	112
31 Day pass Total:	453	746	744	803	867	1,031	787	1,140	1,131	1,160	1,465	1,900	1,747	13,521	2,123	2,088	6,215
10 Ride Pass																	
Adult	142	220	236	292	248	349	220	273	254	254	325	349	355	3,375	345	377	1,076
Child	0	11	5	8	7	0	1	2	3	9	13	11	9	79	29	9	83
Senior	13	8	8	6	11	22	12	16	28	30	28	39	39	247	36	19	78
10 Ride Pass Total:	155	239	249	306	266	371	233	291	285	293	366	399	403	3,701	410	405	1,237
3 Days Pass																	
Adult	4	19	0	2	0	0	0	1	23	2	4	0	0	51	4	2	6
Child	0	0	0	0	0	0	6	0	0	0	0	0	0	6	0	0	0
Senior	0	0	0	0	0	2	0	0	0	0	4	0	0	6	60	0	60
3 Days Passx Total:	4	19	0	2	0	2	6	1	23	2	8	0	0	63	64	2	66
1 Day Pass																	
Adult	20	7	16	35	28	11	22	14	36	24	11	9	7	220	19	24	53
Child	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	4
Senior	0	0	0	0	0	1	1	1	0	1	0	2	2	8	0	0	0
1 Day Pass Total:	20	7	16	35	28	13	23	15	36	25	11	11	9	229	19	24	57
Total Ridership	3,562	3,952	3,824	4,156	4,371	4,935	3,517	4,947	5,470	5,060	6,031	6,262	6,182	58,707	6,603	5,970	18,840
Bycicle	11	4	0	3	18	184	158	32	162	144	38	5	6	754	19	14	50
Regional Transfer from Banff Local Service	2	5	1	4	0	1	0	1	5	4	5	4	7	37	20	4	34
																AWG 129	

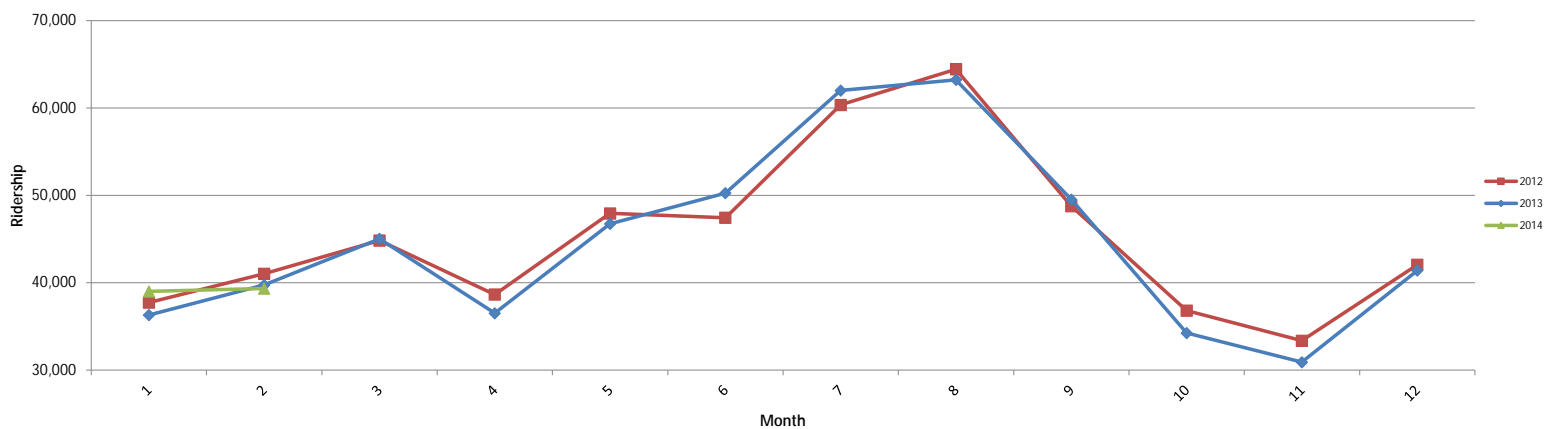
**CANMORE/BANFF REGIONAL TRANSIT REVENUE BREAKDOWN
2014 Actual**

	Fares (what has been deposited)	Passes	Other	Total	Budget
January	\$23,616	\$8,296		\$31,912	\$21,683.33
February	\$20,703	\$8,185		\$28,888	\$21,683.33
March				\$0	\$21,683.34
April				\$0	\$22,550.00
May				\$0	\$22,550.00
June				\$0	\$22,550.00
July				\$0	\$33,516.66
August				\$0	\$33,516.66
September				\$0	\$33,516.68
October				\$0	\$23,916.66
November				\$0	\$23,916.66
December				\$0	\$23,916.68
Totals:	\$44,319	\$16,481	\$0	\$60,800	\$305,000

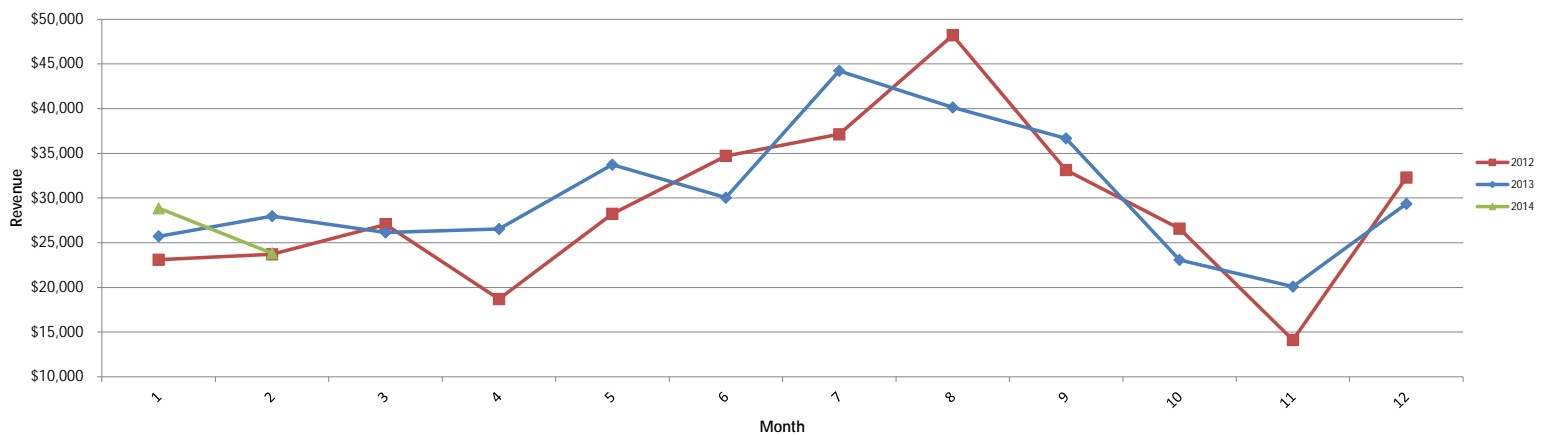
Banff Local Ridership/Revenue Analysis

Month	Ridership				Month	Revenue			
	2012	2013	2014	Average		2012	2013	2014	Average
January	37,730	36,301	39,021	37,684	January	\$23,104	\$25,711.08	\$28,851.44	\$24,407.39
February	41,031	39,738	39,353	40,385	February	\$23,695	\$27,958.97	\$23,823.77	\$25,827.20
March	44,826	45,039		44,933	March	\$27,056	\$26,138.28		\$26,597.15
April	38,652	36,510		37,581	April	\$18,700	\$26,536.16		\$22,618.14
May	47,945	46,739		47,342	May	\$28,224	\$33,720.20		\$30,971.89
June	47,447	50,267		48,857	June	\$34,706	\$30,033.75		\$32,369.81
July	60,356	62,003		61,180	July	\$37,127	\$44,219.75		\$40,673.15
August	64,441	63,224		63,833	August	\$48,190	\$40,125.05		\$44,157.48
September	48,767	49,512		49,140	September	\$33,119	\$36,670.20		\$34,894.75
October	36,818	34,244		35,531	October	\$26,578	\$23,066.00		\$24,822.02
November	33,359	30,911		32,135	November	\$14,119	\$20,087.40		\$17,102.95
December	42,073	41,403		41,738	December	\$32,287	\$29,353.64		\$30,820.11
Grand Total:	545,457	535,891	78,374	540,337	Grand Total:	\$ 348,915.52	\$363,620.48	\$52,675.21	\$355,262.00

Banff Local Ridership



Banff Local Revenue



Banff Local Service Ridership Summary

All Routes	2013															2014			
	November	December	Total	January	February	March	April	May	June	July	August	September	October	November	December	Total	January	February	Total
Cash Fare																			
Adult	6,704	9,362	16,066	8,818	9,479	10,130	8,045	10,713	10,560	13,734	14,867	11,651	7,739	7,294	9,898	122,928	8,954	8,869	26,356
Senior	212	365	577	275	435	529	545	2,412	3,411	3,602	3,543	4,013	754	297	475	20,291	332	306	1,143
Child	150	276	426	159	105	175	223	146	168	585	694	225	198	107	314	3,099	312	284	872
Cash Fare Total	7,066	10,003	17,069	9,252	10,019	10,834	8,813	13,271	14,139	17,921	19,104	15,889	8,691	7,698	10,687	146,318	9,598	9,459	28,371
Roam Token																			
All Categories	106	80	186	117	219	141	115	66	120	195	114	47	26	18	58	1,236	74	72	196
Roam Token Total:	106	80	186	117	219	141	115	66	120	195	114	47	26	18	58	1,236	74	72	196
10 Ride Pass																			
All Categories	24	76	100	75	108	96	62	24	42	82	67	47	25	92	120	840	63	72	218
10 Ride Total:	24	76	100	75	108	96	62	24	42	82	67	47	25	92	120	840	63	72	218
3 Day Pass																			
All Categories	12	62	74	29	164	23	40	25	64	157	172	13	18	0	52	757	55	24	136
3 Day Pass Total:	12	62	74	29	164	23	40	25	64	157	172	13	18	0	52	757	55	24	136
Day Pass																			
All Categories	440	589	1,029	375	658	677	705	2,268	2,286	3,146	3,641	2,542	914	411	699	18,322	554	640	1,754
Day Pass Total:	440	589	1,029	375	658	677	705	2,268	2,286	3,146	3,641	2,542	914	411	699	18,322	554	640	1,754
31 Days Pass																			
Adult	2,757	1,171	3,928	934	1,089	872	1,283	802	600	871	544	270	554	641	832	9,292	790	911	2,728
Senior	45	21	66	29	0	16	25	52	11	66	47	10	0	0	27	283	54	0	95
Child	38	2	40	0	0	0	0	0	0	16	0	0	0	0	4	20	2	0	2
31 Days Pass Total:	2,840	1,194	4,034	963	1,089	888	1,308	854	611	953	591	280	554	641	863	9,595	846	911	2,825
93 Days Pass																			
Adult	239	777	1,016	1,236	1,791	1,870	1,202	807	591	796	706	529	652	970	1,655	12,805	3,316	3,986	11,143
Senior	32	52	84	55	38	26	21	0	14	13	12	0	0	0	0	179	0	0	0
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
93 Days Pass Total:	271	829	1,100	1,291	1,829	1,896	1,223	807	605	809	718	529	652	970	1,655	12,984	3,316	3,986	11,143
186 Days Pass																			
Adult	207	971	1,178	891	879	1,006	859	945	498	498	527	405	622	1,091	1,933	10,154	2,344	2,144	6,981
Senior	0	2	2	19	16	31	4	16	10	12	6	2	28	132	103	379	97	101	316
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
186 Days Pass Total:	207	973	1,180	910	895	1,037	863	961	508	510	533	407	650	1,223	2,036	10,533	2,441	2,245	7,297
Low Income Pass																			
All Categories	148	930	1,078	1,007	1,321	1,288	1,343	1,567	1,359	1,215	924	813	877	706	771	13,191	1,214	1,207	4,010
Low Income Pass Total:	148	930	1,078	1,007	1,321	1,288	1,343	1,567	1,359	1,215	924	813	877	706	771	13,191	1,214	1,207	4,010
Regional Ride - Pass Holder																			
All Categories	0	39	39	38	34	38	37	45	52	37	108	21	39	29	42	520	105	92	288
Regional Ride - Cash																			
All Categories	22,104	26,562	48,666	21,660	22,853	27,309	21,411	26,401	30,040	36,550	36,534	28,225	21,473	18,817	23,913	315,186	20,328	20,166	62,729
Transfers - Local																			
All Categories	87	141	228	149	161	248	164	191	285	190	119	320	116	70	167	2,180	100	115	354
Transfers - Local to Regional																			
All Categories	54	102	156	101	107	147	181	173	69	65	181	137	85	111	87	1,444	42	159	258
Accessories																			
All Categories	205	493	698	334	281	417	245	86	87	153	227	193	79	96	203	2,401	234	169	557
Total Ridership	33,564	42,073	75,637	36,301	39,738	45,039	36,510	46,739	50,267	62,003	63,224	49,512	34,244	30,911	41,403	535,891	39,021	39,353	120,261

Banff Local Ridership Sulphur Mtn Route																			
All Routes	2013															2014			
	November	December	Total	January	February	March	April	May	June	July	August	September	October	November	December	Total	January	February	Total
Cash Fare																			
Adult	2,764	3,911	6,675	3,709	3,709	4,052	3,159	4,118	4,024	5,253	5,713	4,564	3,319	3,000	3,671	48,291	3,515	3,577	10,640
Senior	145	170	315	35	195	234	222	350	1,126	1,062	1,208	1,333	293	146	211	6,975	103	93	421
Child	94	163	257	105	52	69	137	57	56	154	223	76	147	62	169	1,307	209	129	469
Cash Fare Total	3,003	4,244	7,247	3,909	3,956	4,355	3,518	5,025	5,206	6,469	7,144	5,973	3,759	3,208	4,051	56,573	3,827	3,799	11,530
Roam Token																			
All Categories	49	35	84	56	80	49	36	32	40	102	38	15	22	13	5	488	16	36	56
Roam Token Total:	49	35	84	56	80	49	36	32	40	102	38	15	22	13	5	488	16	36	56
10 Ride Pass																			
All Categories	15	27	42	36	37	44	42	4	27	38	19	11	16	41	29	344	47	36	123
10 Ride Total:	15	27	42	36	37	44	42	4	27	38	19	11	16	41	29	344	47	36	123
3 Day Pass																			
All Categories	12	27	39	5	17	4	13	9	12	71	33	9	8	0	29	210	28	0	38
3 Day Pass Total:	12	27	39	5	17	4	13	9	12	71	33	9	8	0	29	210	28	0	38
Day Pass																			
All Categories	199	385	584	184	346	327	402	1,191	869	1,398	1,452	1,071	463	224	475	8,402	252	361	939
Day Pass Total:	199	385	584	184	346	327	402	1,191	869	1,398	1,452	1,071	463	224	475	8,402	252	361	939
31 Days Pass																			
Adult	1,464	456	1,920	333	296	356	371	248	263	180	47	22	172	184	152	2,624	177	203	628
Senior	31	20	51	0	0	0	0	2	7	36	12	8	0	0	0	65	2	0	27
Child	32	2	34	0	0	0	0	0	0	2	0	0	0	0	4	6	0	0	0
31 Days Pass Total:	1,527	478	2,005	333	296	356	371	250	270	218	59	30	172	184	156	2,695	179	203	655
93 Days Pass																			
Adult	95	348	443	467	397	434	246	148	84	132	136	107	205	393	512	3,261	557	441	1,417
Senior	2	2	4	3	22	26	21	0	0	0	0	0	0	0	0	72	0	0	0
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
93 Days Pass Total:	97	350	447	470	419	460	267	148	84	132	136	107	205	393	512	3,333	557	441	1,417
186 Days Pass																			
Adult	75	412	487	396	295	390	337	359	190	200	235	183	286	485	630	3,995	556	583	1,925
Senior	0	1	1	19	14	30	4	16	8	11	6	2	0	52	29	191	34	36	124
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
186 Days Pass Total:	75	413	488	415	309	420	341	375	198	211	241	185	286	537	668	4,186	590	619	2,049
Low Income Pass																			
All Categories	122	768	890	798	951	874	875	960	739	595	461	453	554	421	467	8,148	609	654	2,028
Low Income Pass Total:	122	768	890	798	951	874	875	960	739	595	461	453	554	421	467	8,148	609	654	2,028
Regional Ride - Pass Holder	0	21	21	15	23	21	14	26	27	27	68	9	23	21	23	297	44	38	119
Regional Ride - Cash																			
Hotel Partners	11,489	14,116	25,605	11,715	12,970	15,616	13,774	18,701	19,666	25,337	24,425	19,603	13,712	11,738	14,623	201,880	12,049	12,841	38,598
Transfers - Local	35	74	109	84	84	126	100	92	91	84	32	102	74	32	76	977	48	71	207
Transfers - Regional to Local																			
Infant Free Ride	40	69	109	40	55	83	107	93	40	38	51	45	26	41	44	663	20	82	130
Accessories	60	180	240	40	32	44	45	45	23	87	107	67	31	35	42	593	50	38	139
Total Ridership	16,723	21,187	37,910	18,100	19,575	22,779	19,905	26,946	27,292	34,816	34,318	27,695	19,379	16,899	21,219	288,923	18,342	19,230	58,075

Banff Local Ridership Tunnel Mtn Route																			
All Routes	2013															2014			
	November	December	Total	January	February	March	April	May	June	July	August	September	October	November	December	Total	January	February	Total
Cash Fare																			
Adult	3,940	5,451	9,391	5,109	5,770	6,078	4,886	6,448	6,191	7,936	8,409	6,639	4,420	4,294	6,227	72,407	5,439	5,292	15,716
Senior	67	195	262	180	240	285	323	1,513	2,138	2,408	2,199	2,490	461	151	264	12,662	229	213	722
Child	56	113	169	54	53	106	86	86	95	383	431	140	51	45	145	1,675	103	155	403
Cash Fare Total	4,063	5,759	9,822	5,343	6,063	6,479	5,295	8,047	8,424	10,727	11,039	9,269	4,932	4,490	6,636	86,744	5,771	5,660	16,841
Roam Token																			
All Categories	57	45	102	61	139	92	79	34	75	93	76	31	4	5	53	742	58	36	140
Roam Token Total:	57	45	102	61	139	92	79	34	75	93	76	31	4	5	53	742	58	36	140
10 Ride Pass																			
All Categories	9	49	58	39	71	52	20	20	15	44	48	36	9	51	91	496	16	36	95
10 Ride Total:	9	49	58	39	71	52	20	20	15	44	48	36	9	51	91	496	16	36	95
3 Day Pass																			
All Categories	0	35	35	24	147	19	27	16	47	76	133	2	10	0	23	524	27	24	98
3 Day Pass Total:	0	35	35	24	147	19	27	16	47	76	133	2	10	0	23	524	27	24	98
Day Pass																			
All Categories	241	204	445	191	312	350	303	1,021	1,245	1,643	2,008	1,384	451	187	224	9,319	302	279	815
Day Pass Total:	241	204	445	191	312	350	303	1,021	1,245	1,643	2,008	1,384	451	187	224	9,319	302	279	815
31 Days Pass																			
Adult	1,293	715	2,008	601	793	516	912	552	334	679	491	248	382	457	680	6,645	613	708	2,100
Senior	14	1	15	29	0	16	25	50	0	30	31	2	0	0	27	210	52	0	68
Child	6	0	6	0	0	0	0	0	0	4	0	0	0	0	0	4	2	0	2
31 Days Pass Total:	1,313	716	2,029	630	793	532	937	602	334	713	522	250	382	457	707	6,859	667	708	2,170
93 Days Pass																			
Adult	144	429	573	769	1,394	1,436	956	659	507	662	566	418	447	577	1,143	9,534	2,759	3,545	9,726
Senior	30	50	80	52	16	0	0	0	14	13	12	0	0	0	0	107	0	0	0
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
93 Days Pass Total:	174	479	653	821	1,410	1,436	956	659	521	675	578	418	447	577	1,143	9,641	2,759	3,545	9,726
186 Days Pass																			
Adult	132	559	691	495	564	616	522	585	303	298	289	220	336	606	1,294	6,148	1,798	1,561	5,056
Senior	0	1	1	0	2	1	0	0	2	1	0	0	28	80	74	188	63	66	192
Child	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
186 Days Pass Total:	132	560	692	495	566	617	522	585	305	299	289	220	364	686	1,368	6,336	1,861	1,626	5,248
Low Income Pass																			
All Categories	26	162	188	209	370	414	468	603	608	608	456	357	323	285	304	5,005	605	553	1,982
Low Income Pass Total:	26	162	188	209	370	414	468	603	608	608	456	357	323	285	304	5,005	605	553	1,982
Regional Ride - Pass Holder																			
Regional Ride - Cash	0	18	18	23	11	17	23	17	23	3	37	11	16	8	19	208	61	54	169
Hotel Partners																			
Hotel Partners	10,615	12,446	23,061	9,945	9,883	11,693	7,637	7,494	9,400	10,246	10,539	7,395	7,761	7,079	9,290	108,362	8,279	7,325	24,131
Transfers - Local																			
Transfers - Local	52	67	119	65	77	122	64	94	130	93	29	123	42	38	91	968	52	44	147
Transfers - Regional to Local																			
Transfers - Regional to Local	0	18	18	23	11	17	23	17	23	3	37	11	16	8	19	208	61	54	169
Infant Free Ride																			
Infant Free Ride	14	33	47	61	52	64	74	79	24	27	79	74	59	70	43	706	22	77	128
Accessories																			
Accessories	145	313	458	294	249	373	200	43	51	56	101	109	48	61	161	1,746	184	131	418
Total Ridership	16,841	20,886	37,727	18,201	20,163	22,260	16,605	19,314	21,202	25,313	26,036	19,707	14,865	14,012	20,184	237,862	20,679	20,123	62,186

Report to the Bow Valley Regional Transit Services Commission

Banff Local Service Progress Update

April 9th, 2014

RE: May 1st Banff Local Service

The following is an update regarding assuming delivery of Banff Local Service starting May 1st, 2014.

- 'ShiftPlanning' software solution in place
 - www.shiftplanning.com
 - Cost effective web service provides 24/7 access from anywhere on any device.
 - Manages scheduling of drivers/routes/buses
 - Monitors start and end times using virtual punch clock
 - Helps manage vacation requests, shift swaps between drivers
 - Exports hours to Ceridian payroll system.
- 3 Transit Operator Information Sessions scheduled for April 8th, 10th, 14th.
 - Will cover everything from driver schedule to performance expectations to Health & Safety, Benefits, and presentation from Bylaw Services.
- Uniforms on order
 - Black and grey jackets, light blue dress shirts (long/short sleeve)
 - Embroidered 'Roam' logo on arm with Bow Valley Regional Transit Services Commission on chest
 - Drivers to supply
 - § Black/dark blue pants or shorts (provided with acceptable styles)
 - § Black/dark blue ties (some prefer traditional ties, some prefer clip-on type).
- Pre/Post Trip Inspection refresher course planned with Town of Banff's Fleet Supervisor and Head Mechanic.
- On track for seamless May 1st transition

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

Ordinary Revenue/Expense

Revenue

4100 - Farebox

	Oct - Dec 13	Budget	\$ Over Budget	% of Budget	Jan - Dec 13	Budget	\$ Over Budget	% of Budget
1-4100 - Banff Local	58,528.04	58,000.00	528.04	100.91%	320,346.48	320,000.00	346.48	100.11%
2-4100 - Canmore Regional	72,939.37	37,500.00	35,439.37	194.51%	249,789.96	150,000.00	99,789.96	166.53%
3-4100 - Parks Regional	-3.00	0.00	-3.00	100.0%	5,954.15	0.00	5,954.15	100.0%
Total 4100 - Farebox	131,464.41	95,500.00	35,964.41	137.66%	576,090.59	470,000.00	106,090.59	122.57%

4200 - Advertising & Marketing Revenue

1-4200 - Banff Local	3,000.00	14,000.00	-11,000.00	21.43%	27,785.29	56,000.00	-28,214.71	49.62%
2-4200 - Canmore Regional	2,000.00	8,000.00	-6,000.00	25.0%	5,812.78	32,000.00	-26,187.22	18.17%
Total 4200 - Advertising & Marketing Revenue	5,000.00	22,000.00	-17,000.00	22.73%	33,598.07	88,000.00	-54,401.93	38.18%

4300 - Partner Programs

1-4300 - Banff Local	92,329.00	93,750.00	-1,421.00	98.48%	368,171.00	375,000.00	-6,829.00	98.18%
2-4300 - Canmore Regional	0.00	13,750.00	-13,750.00	0.0%	0.00	55,000.00	-55,000.00	0.0%
Total 4300 - Partner Programs	92,329.00	107,500.00	-15,171.00	85.89%	368,171.00	430,000.00	-61,829.00	85.62%

4400 - Requisition Recoveries

1-4400 - Banff

1-4410 - TOB - Capital	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
1-4420 - TOB - Operating	0.00	0.00	0.00	0.0%	671,000.00	671,000.00	0.00	100.0%
Total 1-4400 - Banff	0.00	0.00	0.00	0.0%	671,000.00	671,000.00	0.00	100.0%

2-4400 - Canmore

2-4410 - TOC - Capital	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
2-4420 - TOC - Operating	0.00	0.00	0.00	0.0%	124,000.00	124,000.00	0.00	100.0%
Total 2-4400 - Canmore	0.00	0.00	0.00	0.0%	124,000.00	124,000.00	0.00	100.0%

5-4400 - ID 9

5-4410 - ID 9 - Capital	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5-4420 - ID 9 - Operating	0.00	0.00	0.00	0.0%	20,000.00	20,000.00	0.00	100.0%

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Total 5-4400 · ID 9	0.00	0.00	0.00	0.0%	20,000.00	20,000.00	0.00	100.0%
Total 4400 · Requisition Recoveries	0.00	0.00	0.00	0.0%	815,000.00	815,000.00	0.00	100.0%
4500 · Other Recoveries								
1-4500 · Banff Local	9,109.23				9,109.23			
2-4500 · Canmore Regional	1,400.00				1,504.95			
3-4500 · Parks Regional	35,022.92				40,022.92			
Total 4500 · Other Recoveries	45,532.15				50,637.10			
4600 · Passes								
1-4600 · Banff Local Pass								
1-4610 · 1 month Local Pass	2,241.12	1,500.00	741.12	149.41%	7,616.12	6,000.00	1,616.12	126.94%
1-4620 · 3 month Local Pass	3,705.00	1,500.00	2,205.00	247.0%	10,100.00	6,000.00	4,100.00	168.33%
1-4630 · 6 month Local Pass	4,567.50	500.00	4,067.50	913.5%	7,417.50	2,000.00	5,417.50	370.88%
1-4640 · 10 Ride Local Pass	350.00	500.00	-150.00	70.0%	1,680.00	2,000.00	-320.00	84.0%
1-4650 · 3 Days Local Pass	84.00	200.00	-116.00	42.0%	1,044.00	800.00	244.00	130.5%
1-4660 · TOB Staff Pass	0.00				50.00			
1-4670 · Banff Day Pass	0.00				3,500.00			
1-4680 · IHA - Job Seeker 14days pass	4,260.00	800.00	3,460.00	532.5%	11,025.00	3,200.00	7,825.00	344.53%
1-4600 · Banff Local Pass - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 1-4600 · Banff Local Pass	15,207.62	5,000.00	10,207.62	304.15%	42,432.62	20,000.00	22,432.62	212.16%
2-4600 · Canmore Regional Bus passes								
2-4610 · 1 Month Canmore Regional Pass	13,440.50	1,500.00	11,940.50	896.03%	39,160.50	6,000.00	33,160.50	652.68%
2-4640 · 10 Ride Canmore Regional Pass	13,043.50	750.00	12,293.50	1,739.13%	25,693.50	3,000.00	22,693.50	856.45%
2-4650 · 3 Days Canmore Regional Pass	17.50	100.00	-82.50	17.5%	297.50	400.00	-102.50	74.38%
2-4660 · Regional Low Income 2 Ride Pass	846.00	150.00	696.00	564.0%	2,814.00	600.00	2,214.00	469.0%
2-4600 · Canmore Regional Bus passes - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 2-4600 · Canmore Regional Bus passes	27,347.50	2,500.00	24,847.50	1,093.9%	67,965.50	10,000.00	57,965.50	679.66%
Total 4600 · Passes	42,555.12	7,500.00	35,055.12	567.4%	110,398.12	30,000.00	80,398.12	367.99%

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
4700 - Charter Sales								
1-4700 - Banff Charter sales	0.00				2,000.00			
Total 4700 - Charter Sales	<u>0.00</u>				<u>2,000.00</u>			
Total Revenue	<u>316,880.68</u>	<u>232,500.00</u>	<u>84,380.68</u>	<u>136.29%</u>	<u>1,955,894.88</u>	<u>1,833,000.00</u>	<u>122,894.88</u>	<u>106.71%</u>
Gross Profit	316,880.68	232,500.00	84,380.68	136.29%	1,955,894.88	1,833,000.00	122,894.88	106.71%
Expense								
5100 - Salaries & Wages								
5110 - Wages	42,809.00	42,912.00	-103.00	99.76%	157,823.56	171,648.00	-13,824.44	91.95%
5111 - Vacation	6,972.63				11,159.79			
5112 - sick Time	224.28				3,997.56			
5120 - Overtime	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5130 - Benefits								
5131 - CPP	712.97	2,156.00	-1,443.03	33.07%	5,165.36	8,624.00	-3,458.64	59.9%
5132 - EI	350.16	558.00	-207.84	62.75%	2,192.29	2,232.00	-39.71	98.22%
5133 - Health Benefits	1,590.30	1,590.00	0.30	100.02%	6,276.64	6,360.00	-83.36	98.69%
5134 - LAPP	5,815.80	5,720.00	95.80	101.68%	22,202.95	22,880.00	-677.05	97.04%
5135 - WCB	1,064.00	1,064.00	0.00	100.0%	5,110.53	4,256.00	854.53	120.08%
5130 - Benefits - Other	0.00				0.00			
Total 5130 - Benefits	<u>9,533.23</u>	<u>11,088.00</u>	<u>-1,554.77</u>	<u>85.98%</u>	<u>40,947.77</u>	<u>44,352.00</u>	<u>-3,404.23</u>	<u>92.33%</u>
5100 - Salaries & Wages - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 5100 - Salaries & Wages	<u>59,539.14</u>	<u>54,000.00</u>	<u>5,539.14</u>	<u>110.26%</u>	<u>213,928.68</u>	<u>216,000.00</u>	<u>-2,071.32</u>	<u>99.04%</u>
5170 - Training & Conferences								
5171 - Conference Fees	760.00	500.00	260.00	152.0%	1,492.00	1,250.00	242.00	119.36%
5172 - Meals & Travel	745.48	500.00	245.48	149.1%	4,010.16	3,250.00	760.16	123.39%
5173 - Training	0.00	500.00	-500.00	0.0%	1,388.20	2,400.00	-1,011.80	57.84%
5170 - Training & Conferences - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Total 5170 · Training & Conferences	1,505.48	1,500.00	5.48	100.37%	6,890.36	6,900.00	-9.64	99.86%
5180 · Travel Expense								
5181 · Mileage	2,377.27	1,500.00	877.27	158.49%	6,967.63	6,000.00	967.63	116.13%
5180 · Travel Expense - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 5180 · Travel Expense	2,377.27	1,500.00	877.27	158.49%	6,967.63	6,000.00	967.63	116.13%
5200 · Operating Contracts								
5210 · Brewster								
1-5210 · Banff Local - Brewsters	163,366.50	162,140.00	1,226.50	100.76%	701,132.10	662,100.00	39,032.10	105.9%
2-5210 · Regional - Brewster	73,106.00	61,700.00	11,406.00	118.49%	261,530.70	246,300.00	15,230.70	106.18%
3-5210 · Parks Regional - Brewster	0.00				27,358.50			
Total 5210 · Brewster	236,472.50	223,840.00	12,632.50	105.64%	990,021.30	908,400.00	81,621.30	108.99%
5250 · Parts								
1-5250 · Banff Local	18,695.98	0.00	18,695.98	100.0%	51,110.50	0.00	51,110.50	100.0%
2-5250 · Canmore Regional	4,778.03	0.00	4,778.03	100.0%	16,728.66	0.00	16,728.66	100.0%
3-5250 · Parks Regional - parts	450.00	0.00	450.00	100.0%	540.33	0.00	540.33	100.0%
Total 5250 · Parts	23,924.01	0.00	23,924.01	100.0%	68,379.49	0.00	68,379.49	100.0%
5260 · Maintenance								
1-5260 · Banff Mechanic	19,435.00	30,000.00	-10,565.00	64.78%	67,098.09	120,000.00	-52,901.91	55.92%
2-5260 · Canmore Regional - Mechanic	10,665.00	15,000.00	-4,335.00	71.1%	29,628.65	60,000.00	-30,371.35	49.38%
3-5260 · Parks Regional - Mechanic	0.00				8,000.38			
Total 5260 · Maintenance	30,100.00	45,000.00	-14,900.00	66.89%	104,727.12	180,000.00	-75,272.88	58.18%
Total 5200 · Operating Contracts	290,496.51	268,840.00	21,656.51	108.06%	1,163,127.91	1,088,400.00	74,727.91	106.87%
5300 · Insurance Expense								
5310 · General Liability Insurance	0.00	1,125.00	-1,125.00	0.0%	7,141.54	4,500.00	2,641.54	158.7%
5320 · Banff build & fleet insurance	0.00	2,250.00	-2,250.00	0.0%	0.00	9,000.00	-9,000.00	0.0%
Total 5300 · Insurance Expense	0.00	3,375.00	-3,375.00	0.0%	7,141.54	13,500.00	-6,358.46	52.9%

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
5350 - General Operating Expenses								
5351 - Office Supplies	864.43	2,600.00	-1,735.57	33.25%	10,916.16	11,100.00	-183.84	98.34%
5352 - Bank Service Charges	1,045.91	350.00	695.91	298.83%	2,238.84	1,520.00	718.84	147.29%
5353 - Janitorial Supplies & Services	140.47	100.00	40.47	140.47%	190.20	400.00	-209.80	47.55%
5354 - Postage and Delivery	156.10	100.00	56.10	156.1%	698.73	580.00	118.73	120.47%
5355 - Miscellaneous Expense	625.03	1,000.00	-374.97	62.5%	4,773.65	6,150.00	-1,376.35	77.62%
5356 - Memberships	0.00	500.00	-500.00	0.0%	2,233.33	3,730.00	-1,496.67	59.88%
5357 - Cell Phone	507.22	500.00	7.22	101.44%	2,534.43	2,210.00	324.43	114.68%
5358 - Office Phone	1,394.95	615.00	779.95	226.82%	3,572.63	2,550.00	1,022.63	140.1%
5359 - Board meeting expense	219.64	350.00	-130.36	62.75%	1,841.49	1,760.00	81.49	104.63%
5360 - Cash over/short	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5350 - General Operating Expenses - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 5350 - General Operating Expenses	4,953.75	6,115.00	-1,161.25	81.01%	28,999.46	30,000.00	-1,000.54	96.67%
5400 - Lease Expense								
1-5400 - Banff Local								
1-5410 - Bus Lease	19,750.00	19,750.00	0.00	100.0%	79,000.00	79,000.00	0.00	100.0%
1-5420 - Bus Storage	6,000.00	6,000.00	0.00	100.0%	24,000.00	24,000.00	0.00	100.0%
Total 1-5400 - Banff Local	25,750.00	25,750.00	0.00	100.0%	103,000.00	103,000.00	0.00	100.0%
2-5400 - Canmore Regional								
2-5420 - Regional - Bus Storage	2,400.00	2,400.00	0.00	100.0%	9,600.00	9,600.00	0.00	100.0%
2-5400 - Canmore Regional - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 2-5400 - Canmore Regional	2,400.00	2,400.00	0.00	100.0%	9,600.00	9,600.00	0.00	100.0%
5400 - Lease Expense - Other	0.00				62.50			
Total 5400 - Lease Expense	28,150.00	28,150.00	0.00	100.0%	112,662.50	112,600.00	62.50	100.06%
5600 - Professional/contractual fees								
1-5600 - Local - Professional/Contract	2,247.11	1,500.00	747.11	149.81%	9,590.21	7,700.00	1,890.21	124.55%
2-5600 - Regional - Professional/Contract	0.00	1,000.00	-1,000.00	0.0%	400.00	2,000.00	-1,600.00	20.0%
5611 - Accounting Fees	229.99	2,000.00	-1,770.01	11.5%	10,729.99	14,100.00	-3,370.01	76.1%

Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual
January through December 2013

	January through December 2013				TOTAL			
	Oct - Dec 13	Budget	\$ Over Budget	% of Budget	Jan - Dec 13	Budget	\$ Over Budget	% of Budget
5612 - Banff Payroll	880.00	640.00	240.00	137.5%	2,640.00	2,480.00	160.00	106.45%
5613 - Bookkeeping Services	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5614 - Branding Concept	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5615 - Legal Fees	0.00	500.00	-500.00	0.0%	1,815.32	3,250.00	-1,434.68	55.86%
5616 - Recruitment Costs	337.60	200.00	137.60	168.8%	1,124.70	760.00	364.70	147.99%
5617 - Website	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5618 - Casual Services	4,120.09	3,355.00	765.09	122.8%	9,183.75	9,435.00	-251.25	97.34%
5619 - Business Hosting Expenses	247.63	500.00	-252.37	49.53%	1,827.41	2,300.00	-472.59	79.45%
5620 - Farelogistics	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
5621 - Coin Rolling Fees								
1-5621 - Banff - Coin Rolling Fees	0.00	100.00	-100.00	0.0%	820.13	1,030.00	-209.87	79.62%
2-5621 - Regional - Coin Rolling Fees	0.00	100.00	-100.00	0.0%	318.13	520.00	-201.87	61.18%
Total 5621 - Coin Rolling Fees	0.00	200.00	-200.00	0.0%	1,138.26	1,550.00	-411.74	73.44%
5622 - Nextbus								
2-5622 - Nextbus - Regional	4,761.92				4,761.92			
5622 - Nextbus - Other	0.00	0.00	0.00	0.0%	14,891.19	14,900.00	-8.81	99.94%
Total 5622 - Nextbus	4,761.92	0.00	4,761.92	100.0%	19,653.11	14,900.00	4,753.11	131.9%
5623 - Security Fee								
1-5623 - Banff Local Security shift	2,300.40	2,300.00	0.40	100.02%	10,542.80	9,775.00	767.80	107.86%
2-5623 - Canmore Regional Security	0.00	100.00	-100.00	0.0%	127.80	530.00	-402.20	24.11%
Total 5623 - Security Fee	2,300.40	2,400.00	-99.60	95.85%	10,670.60	10,305.00	365.60	103.55%
5624 - IT Support	1,188.05	1,300.00	-111.95	91.39%	4,358.80	4,620.00	-261.20	94.35%
5625 - Contracted Services								
1-5625 - Contracted Service-Banff Local	973.75				973.75			
2-5625 - Contracted Service - Regional	973.75				973.75			
5625 - Contracted Services - Other	0.00	0.00	0.00	0.0%	17,835.00	18,000.00	-165.00	99.08%
Total 5625 - Contracted Services	1,947.50	0.00	1,947.50	100.0%	19,782.50	18,000.00	1,782.50	109.9%
5626 - Office rent	7,444.44	6,000.00	1,444.44	124.07%	27,250.44	24,000.00	3,250.44	113.54%

**Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual**

January through December 2013

TOTAL

	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
5627 · Copier	83.10	50.00	33.10	166.2%	268.96	200.00	68.96	134.48%
5628 · Bus wrap repair								
1-5628 · Local - Bus wrap repair	0.00	0.00	0.00	0.0%	450.00	0.00	450.00	100.0%
2-5628 · Regional - Bus wrap repair	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 5628 · Bus wrap repair	0.00	0.00	0.00	0.0%	450.00	0.00	450.00	100.0%
5600 · Professional/contractual fees - Other	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
Total 5600 · Professional/contractual fees	25,787.83	19,645.00	6,142.83	131.27%	120,884.05	115,600.00	5,284.05	104.57%
5700 · Advertising and Marketing								
1-5700 · Banff Local								
1-5710 · Banff Local Bulk Discount	27.82	0.00	27.82	100.0%	483.37	0.00	483.37	100.0%
1-5720 · Banff Local Promo Discount	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
1-5700 · Banff Local - Other	530.83	2,600.00	-2,069.17	20.42%	18,410.43	15,500.00	2,910.43	118.78%
Total 1-5700 · Banff Local	558.65	2,600.00	-2,041.35	21.49%	18,893.80	15,500.00	3,393.80	121.9%
2-5700 · Canmore Regional								
2-5710 · Regional Bulk Pass Discount	1,109.50	0.00	1,109.50	100.0%	2,314.13	0.00	2,314.13	100.0%
2-5720 · Regional Promo Discount	0.00	0.00	0.00	0.0%	0.00	0.00	0.00	0.0%
2-5700 · Canmore Regional - Other	3,169.10	6,000.00	-2,830.90	52.82%	16,946.89	21,000.00	-4,053.11	80.7%
Total 2-5700 · Canmore Regional	4,278.60	6,000.00	-1,721.40	71.31%	19,261.02	21,000.00	-1,738.98	91.72%
Total 5700 · Advertising and Marketing	4,837.25	8,600.00	-3,762.75	56.25%	38,154.82	36,500.00	1,654.82	104.53%
5800 · Fuel								
1-5800 · Banff Local	33,873.21	31,250.00	2,623.21	108.39%	120,429.29	125,000.00	-4,570.71	96.34%
2-5800 · Canmore Regional	23,749.26	12,500.00	11,249.26	189.99%	82,498.65	50,000.00	32,498.65	165.0%
3-5800 · Parks Regional	0.00				2,926.84			
Total 5800 · Fuel	57,622.47	43,750.00	13,872.47	131.71%	205,854.78	175,000.00	30,854.78	117.63%
5900 · Amortization Expense								
1-5900 · Banff Local								

Bow Valley Regional Transit Services Commission
Profit & Loss Budget vs. Actual
January through December 2013

	January through December 2013				TOTAL			
	<u>Oct - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>	<u>Jan - Dec 13</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
1-5910 · Banff Buses	12,511.00				12,511.00			
1-5900 · Banff Local - Other	1,664.00				1,664.00			
Total 1-5900 · Banff Local	14,175.00				14,175.00			
2-5900 · Canmore Regional								
2-5910 · Regional Buses	96,794.00				96,794.00			
2-5900 · Canmore Regional - Other	5,803.00				5,803.00			
Total 2-5900 · Canmore Regional	102,597.00				102,597.00			
4-5900 · General	12,956.00				12,956.00			
Total 5900 · Amortization Expense	129,728.00				129,728.00			
Add back amortization	-129,728.00				-129,728.00			
Transfer to reserve	32,500.00	32,500.00			32,500.00	32,500.00		
Total Expense	507,769.70	467,975.00	39,794.70	108.5%	1,807,383.73	1,833,000.00	-25,616.27	98.6%
Net Ordinary Surplus	-190,889.02	-235,475.00	44,585.98	81.07%	18,783.15	0.00	18,783.15	100.0%

Report to the Bow Valley Regional Transit Services Commission

Report 2014-4 For Information – BVRTSC Charter Service Operational Guidelines

April 9, 2014

SUMMARY/ ISSUE

The private use of a BVRTSC bus which is not part of regular scheduled service is considered a 'Charter Service'. BVRTSC administration has been approached in the past by organizations and individuals inquiring if Charter Service is something BVRTSC provides. This Operational Guideline describes the protocol, rates, and agreements that may be entered into at the discretion of BVRTSC administration.

PREVIOUS COMMISSION DIRECTION/POLICY

BVRTSC14-6 Moved by Sean Krausert that the General Manager/CAO provide the commission a charter service report by March 31, 2014 that recommends a business policy for the charter service bookings.

As of 2013, administration reduced the number of charter requests that it would provide due to the logistical challenges of providing this service to all who requested it.

Administration Recommendation:

That the Commission

- Receive these Operational guidelines for information.

INVESTIGATION

Charter Service depends on a multitude of requirements to ensure successful implementation and service provision. Bus availability, driver availability, safety conditions, minimal impact to existing services, and negating perception of competing with private transportation service providers are all important factors when determining Charter Service approval and success. As described below, given the limited resources of the BVRTSC administration, only mutually beneficial Charter Services or Charter Services requested by stake holder partners should be considered at this time.

Bus Availability

Currently the BVRTSC requires a minimum of 3 buses (to service Banff Local routes and the Regional Route) plus 1 spare ratio bus out of an available 6, 40' buses. This minimum requirement grows to 5 buses in the summer months with the addition of Route 4 Cave and Basin.

The BVRTSC is limited in it's availability of rolling stock to provide Charter Service for large groups that would require multiple buses and drivers with reoccurring trips.

Driver Availability

The BVRTSC has a small pool of qualified drivers to choose from to provide our regularly scheduled local service. Full time drivers provide up to 95% of our current regularly scheduled service with part time or 'on call' drivers filling in where needed. Therefore, BVRTSC administration is limited in it's ability to

Report to the Bow Valley Regional Transit Services Commission

Report 2014-4 For Information – BVRTSC Charter Service Operational Guidelines

April 9, 2014

provide licensed transit operators for Charter Services which would require more than one transit vehicle and driver.

Safety Conditions

Regularly scheduled Roam transit services stop at predetermined locations along a route which ensure safe boarding and alighting for passengers. These stops are level terrain, clear of snow and ice, have good lighting, and are easily and safely accessible to transit vehicles.

Any Charter Service needs to ensure that pick up and drop off locations can safely accommodate a transit vehicle and include ample space to safely turn around if required. These stops need to be adequately maintained for able-bodied as well as mobility impaired passengers.

Existing Services

The administration will not approve Charter Services that impact the successful service delivery using existing Roam transit routes and stops. The use of existing Roam bus stops for both regularly scheduled services alongside Charter Services has in the past confused passengers of both the Roam service and the Charter Service. Confusion about which bus serves which route or destination, whether transfers are available between local and Charter Services have been issues in the past.

Charter Services should be encouraged to pick up and drop off passengers from locations that do not conflict with existing BVRTSC stops. (Eg. Pick up from Fenlands Recreation Site, or Banff Recreation Grounds and dropping off at Banff Springs Hotel, away from the regular Banff Springs stop.) As such, highly visible signage such as 'Charter Service' displayed on the bus' digital signage should always be used, along with unique signage for each stop indicating it's purpose and destination. The creation of these unique signs takes additional BVRTSC administrative time to design, print, and substantial administrative time to distribute, and collect.

Applying for Charter Service

The coordination of a Charter Service requires time and research and the resources required can be quite involved depending on the size and scope of the Charter Service requested. Unique Charter Service signage, coordination and availability of drivers and buses, route planning and schedule must be addressed.

If the four conditions of *Driver*, *Bus*, *Safety*, and *Existing Services* can be met, then a decision on the approval of Charter Service will be made by Commission administration only. Ideally, all Charter Requests would therefore need to be submitted for consideration at least three calendar months prior to the requested charter date. This gives Administration enough time to understand if the scope of the request is manageable. The Administration reserves the right to deny a request for Charter Service for any reason it sees fit.

Report to the Bow Valley Regional Transit Services Commission

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Emergency Situations

In the event of an emergency situation where the use of a transit vehicle is requested, the Operational Guidelines described in this document may be superseded by the Administration as an Emergency Situation/Request is not considered a 'Charter Service'.

An Emergency Situation would include such things as a natural disaster, an evacuation of residents, or an emergency event where temporary protection from the elements is requested by Emergency Personnel (Eg. A building fire that requires the evacuation of residents during inclement weather).

Approved Charter Service

When a Charter Service has been approved by the BVRTSC Administration, the following rates will apply:

Charter Service within the town of Banff or Canmore:

Within the town's boundaries	Rate	Additional Time (One Hour increments only, any part thereof)
Minimum 3 hour booking	\$300 flat rate	\$100 / hour
Full Day (Maximum 10 hours)	\$900	\$120 / hour

Charter Service operating anywhere outside of the town of Banff or Canmore:

Anywhere outside of the town's boundaries	Rate	Additional Time (One Hour increments only, any part thereof)
Minimum 3 hour booking	\$375 flat rate	\$125 / hour
Full Day (Maximum 10 hours)	\$1,100	\$150 / hour

The BVRTSC Administration may consider a reduction of Charter Service rates at it's own discretion on a case by case basis. Administration may also amend these rates at any time based on multiple factors such as market conditions, fuel prices, etc.

IMPLICATIONS:

FINANCIAL

Any revenues generated from Charter Services will be deposited into the General Revenue Account. This fund will be used for future operating stabilization needs.

BUSINESS PLAN/ BUDGET IMPLICATIONS

No impact to the Business Plan.

RISKS

Report to the Bow Valley Regional Transit Services Commission

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April 9, 2014

Risk in providing Charter Services should be no different than providing regularly schedule Roam service with respect to safety and operational risk mitigation. Minimal risk may be involved when Charter Services take place in areas that drivers are unfamiliar with. Charter Services should only be considered when there is no impact to existing BVRTSC routes and services and the Charter Service meets all levels of BVRTSC service expectations.

ATTACHMENTS

None

April 4, 2014

Regional Service Operation Discussion Points:

- On December 2, 2014, the drivers contract with Brewsters will expire. In the contract, there is an option to extend this contract for one more year.
- Provision in the current contract with respect to renewal notice is as follows:
 - Provided that the Operator has not committed an uncured Event of Default, the Operator may request a one-year extension to the term (“Optional Extension Term”) by giving written notice to the Commission not later than 9 months prior to the end of the Term. The Commission shall respond to the Operator not later than 6 months prior to the end of the Term to either grant or refuse the requested extension on proposed terms and conditions. The Operator shall, not later than 4 months prior to the end of the Term, accept or reject the Commission’s proposal for the Operational Extension Term.

Thus, given this provision, the deadline to respond to Brewsters is May 31, 2014.

- The attached documents provide a comparison of costs (direct vs contractual) and a breakdown of how the contractual amount would be allocated towards a regional direct service application. This information was provided in the November and December Board meeting package.
- The 2015 – 2016 Operating Budget projection figures factored in the direct service cost savings.
- Options to discuss:

Administration will have points to bring up for each bullet item below.

- Provide notice to Brewsters in accordance to the contract provision timeline (prior to May 31,2014) and assume the regional service directly on Dec 2, 2014.
- Continue with the contract for one more year as the option to extend. Therefore the contract will expire Dec 1, 2015.
- Ask for an extension on providing the response for the contract extension.

Regional Service Comparative table of Direct Service vs Contractual

	2014 Regional	2015 Regional	With Brewster	2016 Regional	With Brewster
Revenue					
Fare Revenue	\$255,000	\$260,000	\$260,000	\$265,000	\$265,000
Advertising & Marketing Revenue	\$12,500	\$12,700	\$12,700	\$12,900	\$12,900
Partner Programs	\$22,500	\$23,000	\$23,000	\$23,690	\$23,690
Pass Revenue	\$60,000	\$62,500	\$62,500	\$65,125	\$65,125
Total Revenue	\$350,000	\$358,200	\$358,200	\$366,715	\$366,715
Expenses					
Brewster Contract	\$277,000	\$0	\$283,925	\$0	\$291,023
Direct Service component	\$0	\$199,000	\$0	\$208,000	\$0
Mechanics	\$30,000	\$30,900	\$30,900	\$31,827	\$31,827
Parts	\$25,000	\$25,750	\$25,750	\$26,522	\$26,522
Insurance	\$4,000	\$4,120	\$4,120	\$4,244	\$4,244
supplies	\$2,000	\$2,060	\$2,060	\$2,122	\$2,122
bank service	\$800	\$824	\$824	\$849	\$849
training	\$3,000	\$3,090	\$3,090	\$3,183	\$3,183
mileage	\$2,000	\$2,060	\$2,060	\$2,122	\$2,122
postage and delivery	\$250	\$258	\$258	\$265	\$265
phone/ radio	\$2,000	\$2,060	\$2,060	\$2,122	\$2,122
accounting	\$4,000	\$4,120	\$4,120	\$4,244	\$4,244
payroll	\$1,000	\$1,030	\$1,030	\$1,061	\$1,061
legal fees	\$800	\$824	\$824	\$849	\$849
recruitment	\$800	\$824	\$0	\$849	\$0
web maintenance	\$600	\$618	\$618	\$637	\$637
coin roll, bus clean, smart card	\$2,000	\$2,060	\$2,060	\$2,122	\$2,122
next bus	\$4,000	\$4,000	\$4,000	\$4,000	\$4,000
IT support	\$1,000	\$1,030	\$1,030	\$1,061	\$1,061
Consultant, design, signs, farebox	\$4,000	\$12,000	\$12,000	\$12,360	\$12,360
regional bus wrap maintenance	\$12,000	\$12,000	\$12,000	\$12,000	\$12,000
misc/ recognition expense	\$2,000	\$2,000	\$2,000	\$2,000	\$2,000
Bus Storage	\$9,600	\$9,600	\$9,600	\$9,600	\$9,600
Customer Centre support	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
Infrastructure maintenance	\$6,000	\$6,000	\$6,000	\$6,000	\$6,000
Security Fee	\$2,000	\$10,000	\$10,000	\$10,000	\$10,000
Advertising/Marketing	\$19,800	\$20,000	\$20,000	\$21,000	\$21,000
Fuel	\$80,000	\$90,000	\$90,000	\$94,000	\$94,000
Total Expenses	\$501,650	\$452,228	\$536,329	\$469,036	\$551,210
Net	\$151,650	\$94,028	\$178,129	\$102,321	\$184,495
Net cost per Capita	\$ 6.32	\$ 3.92	\$ 7.42	\$ 4.26	\$ 7.69
Net cost per service hours (check)	\$ 30.33	\$ 18.81	\$ 35.63	\$ 20.46	\$ 36.90

2015 - 2017 Regional Service Detailed Cost Breakdown

Regional Direct Service Cost Breakdown

Regional for 2015	hours/ shift	FTE	wage	OH	hours/wk	weeks/yr	annual	totals
2014 Brewster Contract	\$277,000							
Full time Drivers			2	\$23	\$28	45	52	\$64,584 \$129,168
Part time/seasonal/ oncall Drivers		10	1	\$22	\$26	45	9	\$10,692 \$10,692
1/3 ops manager portion			0.33	\$29,000	\$34,800	1	1	\$34,800 \$34,800
driver recruitment								\$2,000
Staff training								\$5,000
Driver Overtime								\$3,000
Misc (uniforms, recognition, supplies)								\$4,000
Lost and found management								\$7,300
On Call driver third party retention option								\$3,000
								Total \$198,960
								cost diffenece from 2014 \$78,040
								% difference 28.2

Regional for 2016	hours/ shift	FTE	wage	20% OH	hours/wk	weeks/yr	annual	totals
2015 cost	\$198,960							
Full time Drivers			2	\$24	\$29	45	52	\$67,392 \$134,784
Part time/seasonal/ oncall Drivers		10	1	\$23	\$28	45	9	\$11,178 \$11,178
1/3 ops manager portion			0.33	\$30,000	\$36,000	1	1	\$36,000 \$36,000
driver recruitment								\$2,000
Staff training								\$5,000
Driver Overtime								\$3,000
Misc (uniforms, recognition, supplies)								\$4,000
Lost and found management								\$9,000
On Call driver third party retention option								\$3,000
								Total \$207,962
								cost diffenece from 2015 -\$9,002
								% difference -4.5

Regional for 2017	hours/ shift	FTE	wage	20% OH	hours/wk	weeks/yr	annual	totals
2015 cost	\$207,962							
Full time Drivers			2	\$25	\$30	45	52	\$70,200 \$140,400
Part time/seasonal/ oncall Drivers		10	1	\$24	\$29	45	9	\$11,664 \$11,664
1/3 ops manager portion			0.33	\$31,000	\$37,200	1	1	\$37,200 \$37,200
driver recruitment								\$2,000
Staff training								\$5,000
Driver Overtime								\$3,000
Misc (uniforms, recognition, supplies)								\$4,000
Lost and found management								\$9,000
On Call driver third party retention option								\$3,000
								Total \$215,264
								cost diffenece from 2016 -\$7,302
								% difference -3.5

Report to the Bow Valley Regional Transit Services Commission

Report 2014-6 Projection of Administration's Time to Produce a Budget (operating and capital) for a Proposed Transit Service. Request for Decision

April 9, 2014

SUMMARY/ ISSUE

Commission is asking administration to provide an estimate of preparation time and associated impacts in order to expedite the creation of a draft budget for a complex transit project.

PREVIOUS COMMISSION DIRECTION/POLICY

The Commission was retained by Parks Canada to produce a transit service report in 2012. This report identified various transit services that Parks Canada maybe interested in offering to the visitors of Banff National Park in the future (as mentioned in the original Commission business plan). The suggested time and impact assessment of this report is based on the proposed creation of one of the services listed in the 2012 Parks report.

Administration Recommendation:

That the Commission

- Reprioritize identified tasks as presented so that administration may have the capacity to produce the required information for the proposed Parks Canada project.

INVESTIGATION

If Commission administration is asked to produce a proposed operating budget and capital expenditure projection for a proposed transit service described in the 2012 Parks Report, how long would this task take and what are the complexities of developing a proposed budget of this nature. If asked to expedite this work, what current Commission administration work will need to be re prioritized in order to create the capacity for administration to undertake this task?

It is anticipated that the proposed Parks transit service will require a planning phase and an implementation phase, both with cost elements. The following is a "brain storm" list of topics (not in particular order nor comprehensive) which need to be investigated in order to generate a functional operating budget with supporting capital plan.

Phase 1 - Planning:

Service planning elements:

- Transit Route verification including bus zone confirmation
- Route timing
- Passenger volume prediction
- Passenger movement considerations
- Proposed frequency prediction
- Driver compliment
- Driver communication with admin
- Bus storage
- Refueling
- Driver dead head considerations
- Bus washing process (dead head or arrange in LL)
- Bus maintenance rotation

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Parking Lot management elements - Destination lot considerations (both locations):

- Parking fee tolerance based on required revenue, projected use,
- Parking fee collection system recommendations
- Per stall change over frequency per day
- Type of parking equipment to use on the lots
- Parking lot way finding considerations
- Advance stall availability notification system
- Enforcement requirements, prevention of queue waiting in upper lots
- Enforcements costs
- Parking enforcement/ public info signage
- Parking fee processing

Intercept Parking considerations

- Vehicle movement in the lot
- Vehicle access and departure of lot
- Way finding signs
- Advanced upper lot notification system
- Next bus notification system
- Passenger movement in the lot
- Any Enforcement requirements

Planning costs elements:

Parking management consultant – third party

Traffic engineer - Parks, third party

Transit service design - Commission admin

Bus procurement - Bus providers, quotes, RFP prep, site visits

Public communication planning - Parks, Third party

Legal support – creation of a working agreement for phase one, draft for phase two

Commission Administration project management oversight

Phase 2 - Implementation:

Transit service elements:

- Driver costs and all related support (including recruitment, training, payroll)
- Lost and found management
- Fuel estimate
- Refueling options
- Nextbus system management
- Parking lot management
- Enforcement/ traffic management
- Operations coordinator
- Bus maintenance
- Driver communication
- Operations coordinator and service oversight

Administration elements:

- Any third party contract management
- Legal support – agreement with Parks Canada to be developed
- Payment processing
- Data tracking
- Customer information
- Issue management
- Accountability oversight

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- Reporting
- Financial tracking and support
- Insurance
- Parks liaison
- Public relations
- Budgeting and annual reconciliation/ reporting
- Marketing
- Ad sales in the buses

Peace Officer/lot management, parking enforcement elements:

- Customer service
- Lot management – traffic movement, transit bus movement
- Oversight of parking regulations
- Proper parking lot utilization
- Proper vehicle turn over compliance
- Preventing unauthorized vehicle queue waiting

Parking lot management Costs

- Turnkey?
- Combined
- Need to explore options
- Financial processing
- Equipment installation
- Way finding, customer information
- Trouble shooting,
- Maintenance of parking equipment
- Credit card only transactions preferred
- If cash is involved (no change provided)
- If cash is involved – cash handling process required (use peace officers)

To develop a comprehensive operating budget and capital costs prior to doing the full planning work is a challenging way to project manage a complex project such as this one. It is usually through the planning/ feasibility work that much of the cost estimates can be more accurately derived.

For example, the parking managing costs can be better estimated based on the recommended capital infrastructure needs to implement an ideal parking system needed. However, the specialized external support costs such as third party parking lot management expenses are often negotiated through a Request for Proposal or Request for Information processes which can take three to four months when considering the creation of a bid package and receiving responses from bidders. Thus for these third party elements, only an estimate may be generated at this time.

Based on this understanding, to undertake the creation of the initial draft budget for this proposed service would take focused work of approximately 6 to 8 weeks. Some of the direct cost elements would be estimated in house. Some of the third party and capital expenses will be estimates only.

However, all of the project components need to be considered to some degree in order to derive at a projected cost estimate that will formulate a draft annual operating budget and capital plan

Since this work is being completed prior to the planning feasibility work, the caveat would be that it is subject to slight adjustments prior to final edits.

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More comprehensive and detailed work can be undertaken for this proposed service once full approval is given to proceed with the overall project. There will be a need to reprioritize other Business Plan goals in order to proceed down this path.

Also, it should be noted that there is regular workload that is being undertaken by Administration during this period that is not listed in this report nor could this regular work be set aside in order to do this work.

IMPLICATIONS:

FINANCIAL

It is suggested that Administration's cost to perform this budget development work can be levied as part of the overall Commission cost to Parks Canada when commitment from both parties are negotiated and agreed upon to undertake the full development of this service with a defined target implementation date.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Some items will need to be reprioritized in order for administration to have capacity to undertake this task. The suggested reprioritization items are as follows:

- Trailer Service Implementation: A previously discussed item for the Board. Currently not budgeted for service hours. Additional work is required to determine service timing and other details. Commission needs to decide whether to provide this service or not. Trailer needs to be ordered (some work in this area has been done already). Driver training requirement, need to obtain provincial permit to tow a trailer. Suggested that this item be brought back for consideration as a budget item at a later period so that adequate service hours for this service can be added into the operating budget if in fact the service is to proceed in the future. (see Bike Trailer Report – Update 2014-5)
- Bring Forward Item **BVRTSC14-9** Create an Emergency Protocol - In this protocol, communication steps should be identified where Board member are consulted or notified before involvement in emergency situations and deployment of services. Any decision to be made should be brought forth to the Commission. Targeted to be brought back for the May Board meeting. Suggested delayed for no later than the September 2014 Board meeting.
- Bring Forward Item **BVRTSC13-38** Overload policy – Report to be brought back with a policy. This policy is to provide consistency for administration to deploy additional service in case of passenger overload situations where additional bus(es) may need to be used on the regional service. Identified to be brought back for the April meeting. This is not a critical piece of information as this policy is operational and administration will always react accordingly to high demand situations. No overload situation has arisen yet on the regional service. Recommended to be brought back no later than the September 2014 Board meeting.

RISKS

Without adequate time to investigate the various components, it will be difficult to generate the information requested with the desired level of accuracy.

Without reprioritizing of the suggested work load, administration will not have the capacity to take on this new task.

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ATTACHMENTS

None

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Report 2014-5 Bicycle Trailer Service Considerations – Update REQUEST FOR DECISION

April 9, 2014

SUMMARY/ ISSUE

The Commission has been considering operating a regional service bus that will tow a trailer (designed to carry 12 – 16 bicycles). This service between Banff and Canmore will cater to customers who plan on cycling on the Legacy Trail during the summer months.

Since the trailer towing capability resides with the cutaway buses only, administration has raised some logistical concerns on passenger carrying capacity of the cutaway buses during the proposed service times.

PREVIOUS COMMISSION DIRECTION/POLICY

Report 2013-16 Bicycle Trailer Service Considerations (April 10, 2013)

Commission Recommendation:

That the Commission,

- a) Delay the decision to implement a bicycle trailer towing bus service until such time when administration is able to gather relevant data and to provide a recommendation on the feasibility and cost of providing this service.

Administration Recommendation:

That the Commission:

- a) Consider operating this service in the summer 2016 season as a pilot
- b) Request administration to return with a report that provides operating costs to run this service by no later than October, 2015 and;
- c) Defer the decision to offer this service until 2016 Budget approval period.

INVESTIGATION

Since the last report on this subject in April of 2013, administration has been able to collect ridership data on Route 3 (Regional Service) for the times that are desired for a potential bike trailer towing service.

Although the ridership numbers vary slightly from day to day, the figures support the need for an additional bus to operate in addition to the regular service bus if we are running this bike towing service. A single cutaway bus will not be able to service all the customers at certain times of the day if it was the only bus in operation while towing the bike trailer.

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For 2014, the budgeted regional service hours does not reflect any additional funds which could be used to operate the bike trailer service for the summer. Also, from an operational logistical perspective, the following information need to be further investigated and developed:

- Create a schedule for the trailer service.
 - Determine the days of the week for this service. Based on research, this service is not necessarily desired on a daily basis
 - Only needed for certain hours of the day.
 - Service is weather dependant. – an ability to effectively communicate to the public to advise when the service is in operation.
- Prepare a new seasonal brochure
- Modify or create a new regional bus stop signs to show this service
- Determine which stops are designated for bike loading and disembarking
- Re jig route timing for this service to anticipate bike loading and unloading
- Marketing this service
- Hire additional part time drivers
- Driver training on bike loading and unloading, passenger safety
- Obtain provincial permit
- Purchase trailer
- Arrange for adequate year round training
- Ensure adequate spare ratio exists for the entire revenue service as both cutaways will be in use either for the Cave and Basin route or the bike towing service.

IMPLICATIONS:

This service will benefit the regional service by adding frequency on the route. However, the additional frequency may not hit all the ideal peak hour service times. For example, the regular service week day morning peak period is during the hours of 7 to 9 am. The bike towing service will likely not commence until 10:00am and it will likely cease around 5:00pm.

Although it appears to be a simple service, there are lots of logistics and preparation required to provide this service which at the end of the day is to service a seasonal group of customers. From administration's perspective, this type of service is not an essential service component to our public transit mandated line of business. It would may be categorized as "a nice to have."

The direction in the business plan is to investigate and review the feasibility of this type of service. Given the potential for other high priority projects that the Commission may undertake in the near future, this service may need to be considered for after the other priority projects have been implemented.

Conversely, the service will be first of its kind, perhaps in Canada. It could generate interest and profile for our service. Thus, if it is to be executed, it needs to be done well. Thus it is recommended that this service be considered for future implementation given the current timing of other priority projects.

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BUSINESS PLAN/ BUDGET IMPLICATIONS

There are no new service hour funds allocated for the regional service in 2014. If we proceed with this service, it is recommended that it be contemplated for a 2016 start or later given other priority work.

RISKS

The mandate for BVRTSC is to provide public transit service in the Bow Valley Region. Although an additional frequency at certain times will be offered on the regional service through this implementation, this type of service would be regarded as an “add on” to the primary service.

It may be a challenge to find part time seasonal drivers who may be willing to do this work as the shifts are shorter and the work is seasonal. Further, the days offered may run over the mid week to week ends plus the work will be weather dependant.

ATTACHMENTS

None