

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION  
REGULAR MEETING**

**BVRTSC Boardroom – 221 Beaver Street, Banff, AB.**

**AGENDA**

**July 11, 2018 2:00-4:00pm**

1. Call to Order
2. Approval of the Agenda
3. Minutes
  - Approval of the June 13, 2018 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
  - a) CAO's Monthly Report
  - b) Bring Forward List of Pending Items
  - c) Transit Service Monthly Statistics (attached)
5. New Business
  - a) Board Training Opportunity and Board Self Evaluation Discussion
  - b) Dispatch/On-Call HR Update and Request for Decision
  - c) RFP Arrival Prediction System – Verbal Update
  - d) RFP Financial Investment – Verbal Update
6. Adjournment

**BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION  
REGULAR MEETING**

**BVRTSC Boardroom – 221 Beaver Street, Banff, AB.**

**MINUTES**

**June 13, 2018 2:00-4:00pm**

**BOARD MEMBERS PRESENT**

Davina Bernard, ID#9 – Chair  
Brian Standish, Town of Banff  
Vi Sandford, Town of Canmore  
Joanna McCallum, Town of Canmore  
Chip Olver, Town of Banff  
Dave Schebek, ID#9

**BOARD MEMBERS ABSENT**

Martin Bean, Chief Administrative Officer

**BVRTSC ADMINISTRATION PRESENT**

Steve Nelson, Manager of Operations  
Andrea Stuart, Controller

**ADMINISTRATION PRESENT**

Danielle Morine, ID#9  
Adrian Field, Town of Banff  
Alex Kolesch, Parks Canada  
Brad Tataryn, Parks Canada  
Jacob Johnson, Town of Canmore

**1. Call to Order**

Davina Bernard calls meeting to order at 2:02pm

*Brad Tataryn from Parks Canada introduced himself.*

2. Approval of the Agenda

**BVRTSC18-32** Davina Bernard moves to accept the agenda with the following amendment; under the Financial Reserve Transfer Report, adjust the description table to accurately reflect transfers to reserves from Banff Local Route 1 & 2 to be allocated to the Banff Reserve and Canmore Local Route 5 to be allocated to the Canmore Reserve.

**CARRIED UNANIMOUSLY**

3. Approval of the May 9, 2018 Regular Meeting Minutes (attached)

*Amended as follows:*

- *Chip Olver was absent.*
- *Vi Sandford's spelling of last name corrected.*

**BVRTSC18-33** Davina Bernard moves to accept the minutes as amended.

**CARRIED UNANIMOUSLY**

4. Old Business (including Standing Items)

- a) CAO's Monthly Report
- b) Bring Forward List of Pending Items
- c) Transit Service Monthly Statistics (attached)

5. New Business

- a) Lake Louise Winter Service Update – Davina Bernard
- b) Chair's Report on 2019 Budget Planning Process
- c) RFD - transfer 2017 surplus to reserves

**BVRTSC18-34** Davina Bernard moves that the Board approve a transfer of \$208,509.75 from the unrestricted surplus to the Town of Banff operating reserve and approve a transfer of \$30,314.06 out of the Town of Canmore operating reserve to cover the unrestricted deficit.

**CARRIED UNANIMOUSLY**

- d) RFD - Dispatch/On-Call HR Overview

**BVRTSC18-35** Davina Bernard moves to bring back further information on the on-call dispatch for the July meeting.

**CARRIED UNANIMOUSLY**

- e) Discussion of PTIF2 project ideas
- f) In-Camera – Staff Performance Evaluation

**BVRTSC18-36** Davina moves to go into camera at 3:11pm

**CARRIED UNANIMOUSLY**

**BVRTSC18-37** Davina moves to come out of camera at 3:34pm

**CARRIED UNANIMOUSLY**

**6. Adjournment**

**BVRTSC18-38** Davina Bernard moves to adjourn meeting at 3:34pm.

**CARRIED UNANIMOUSLY**

# Bow Valley *Regional* Transit Services Commission



CAO Report

## CAO Update – July 2018

- **Financial:**

- The RFP for the investment of BVRTSC funds has closed and the evaluation has been completed. Andrea will be discussing this further in the New Business section.
- Quarterly reporting will be completed next month however initial indications are that revenues are ahead of budget and expenses are in line with our plan.

- **LL Regional Service:**

- The recently purchased MCI buses have been finalized. We traveled to Winnipeg last week an overnight trip to finalize the options on the buses and confirm the purchase at the MCI factory.

- **Banff Local Service:**

- Construction of the Transit Hub is ongoing with cement having been poured in the last few days and is continuing closed to schedule.
- Increased service on Banff local began on May 18. Ridership has continued to increase substantially since the increased frequency began. The overall increase for routes 1 and 2 is over 50% for the month of June. Should this continue for the remainder of the summer, it reconfirms the research that frequency is a key motivator for people to use public transit.
- TOB has a new Director of Communications and Marketing, Jason Darrah. Jason comes from Edmonton with significant experience in the public sector with the City of Edmonton as well as private sector consulting. We will be working with Jason and his team to help discover new and innovative ways to market transit.

- **CB Regional Service:**

- Construction has been almost completed on the TCH between Banff and Canmore however we are still seeing sporadic delays in the evening with the increased traffic of July and some lane closures.

- The second bus for weekends was added on June 23<sup>rd</sup> and has seen positive results over the two weekends that it has been in effect. The increased ridership for the last weekend in June and the July long weekend is 42%.
  
- **Canmore Local Service:**
  - The third Vicinity bus is now in service in Canmore.
  - Canmore local ridership continues to be up from the previous year with June up 31% over 2017
  - Canmore local service is now fare free from June 29<sup>th</sup> until September 3<sup>rd</sup>. Ridership will be monitored and evaluated to determine the impact of this initiative.
  
- **General:**
  - Scheduled meeting with the Banff Centre was delayed so no update however still working towards finalizing plans for a service to potentially begin this fall. Updates will be given as they are available.
  - Recently attending CUTA seminar on electrification, which was extremely informative and beneficial. Transit agencies from across Western Canada attended and provided their insights on electric bus technology and the movement towards implementation. A number of agencies are doing trials and looking to purchase electric within the next few years. Edmonton has recently closed an RFP to purchase 40 electric buses, however could not comment on the manufacturer selected at this time. They have put in 32,000 hours of research and planning into the purchase and are willing to share their research.
  - The Token Transit implementation is currently in a test phase with a small number of customers using the app and providing feedback on the use of it. The target date for full implementation now has been changed to July 23<sup>rd</sup>.
  - Our bus advertising contractor has submitted her resignation as of July 15<sup>th</sup>. We will be handling in house until the fall and evaluating what is needed going forward.



- Ridership - See below recent press release regarding summer ridership:



**Banff transit ridership up over 50% from 2017**

**July 6, 2018** --- Roam Public Transit is experiencing record-breaking ridership this summer, as routes have seen significant increases in people using transit as compared to last year.

Ridership on the Banff local service, specifically Routes 1, 2 and 4, have seen a massive increase of more than 50 per cent from June 2017 to June 2018. This equates to a record of 110,813 riders for June 2018 compared to 72,956 riders in June of 2017, which breaks Roam's previous record of 101,284 set in August 2017. This increase equals an additional 1,262 riders per day.

The increase in ridership can be attributed to the addition of a new bus on Route 1, which gives it 20-minute frequency all day, and the addition of a new bus on Route 2, which allows for 30-minute frequency during peak times. These buses hit the road on May 18, when summer service began. Another factor is Route 4 has been operating daily since June 15, but in previous years only ran on weekends.

"This is a huge achievement to celebrate. It's also a testament to the research that shows frequency is the reason people use transit," says Martin Bean, CAO of the Bow Valley Regional Transit Services Commission. "We built on the success of last summer by adding more robust and frequent service in 2018 and we are absolutely proud of the incredible results we've seen so far."

Those aren't the only routes with increases from June 2017 though. Regional Banff-Canmore Route 3 is up over 20 per cent and Canmore local Route 5 is up over 30 per cent.

For more information on transit routes, schedules, and fares for Banff, Canmore, and Lake Minnewanka, go to [roamtransit.com](http://roamtransit.com).

**Roam Public Transit's mission is to operate, enhance and grow our regional transit system through innovative transportation solutions and to ensure that residents and visitors are able to live, work and play in the Bow Valley without the use of a private vehicle.**

**For media inquiries, please contact:**

**Corrie DiManno, Marketing and Communications Coordinator**  
**[corrie.dimanno@roamtransit.com](mailto:corrie.dimanno@roamtransit.com) and 403-762-0606**



# Bow Valley *R*egional Transit Services Commission



Bring Forward List

## BRING FORWARD LIST OF ITEMS PENDING (as of July 2018)

ITEM	Date Initiated	Pending Date	Comments:
<b>BVRTSC18-17</b> Davina Bernard moves that administration return a report by August meeting reviewing major mechanical upgrades scheduled to understand if they should be done earlier based on current mileage/usage.	April 2018	August 2018	
<b>BVRTSC18-18</b> Davina Bernard moves that Administration contacts the municipalities and Parks to get their wish list to spend the Transit Infrastructure money, in line with our Strategic Plan, for the June meeting.	April 2018	June 2018	Completed
<b>BVRTSC18-29</b> Davina Bernard moves to direct Administration to adopt the investment policy as presented and follow this policy for all future investment decisions. <b>Update to Board on RFP Results</b>	May 2018	July 2018	Andrea to Update
<b>BVRTSC17-32</b> Review of success for child/youth pass and discuss any changes that should be implemented	September 2017	September 2018	

# Bow Valley Regional Transit Services Commission

## Ridership and Revenue Statistics



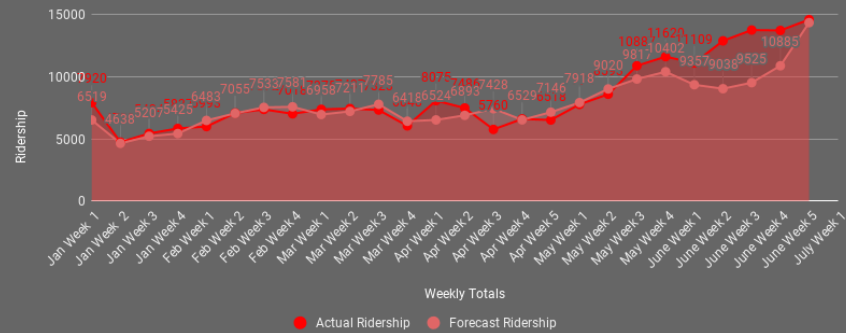
Month	Type	Banff Local	Canmore Local	Regional
June	Bikes	200	198	1247
	Strollers	399	92	41

### Observations:

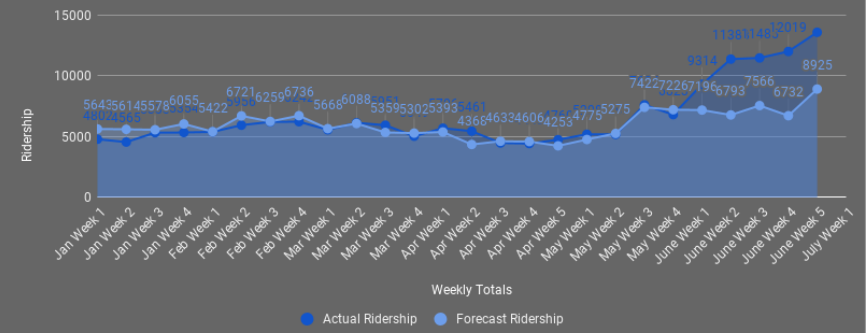
#### June Observations:

- Wow.
- Banff Local Routes combined up 55% over June 2017.
  - 10,400 Complimentary Campground Trips on Route 2 = 69% increase compared to June 2017.
- Route 3 June ridership up 21% compared to June 2017.
  - Regional May revenues up 21% over May 2017.
- Route 5 June ridership up 30% compared to June 2017.
  - Canmore May revenues flat compared to May 2017.
- Summer Route 4 – Big increase in ridership over June 2017 – 121%.
- Summer Route 6 – Solid ridership of ~7K.
  - % Change not accurate - 2017 RT6 numbers do not include Southland's ridership, only Roam's ridership.
  - Will look to get this tightened up asap.

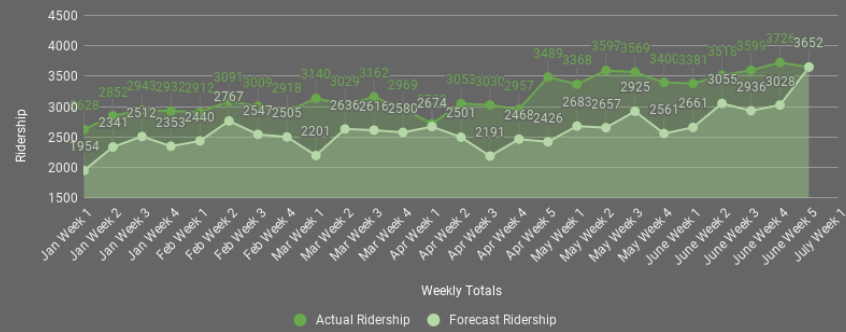
### Roam Route 1 Weekly Ridership Totals 2018- Actual vs. Forecast



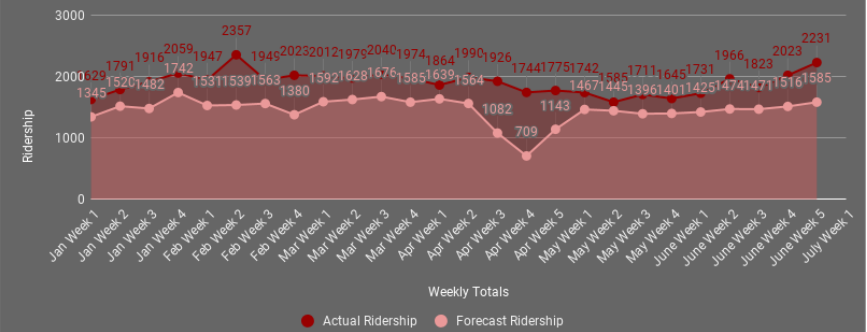
### Roam Route 2 Weekly Ridership Totals 2017 - Actual vs. Forecast



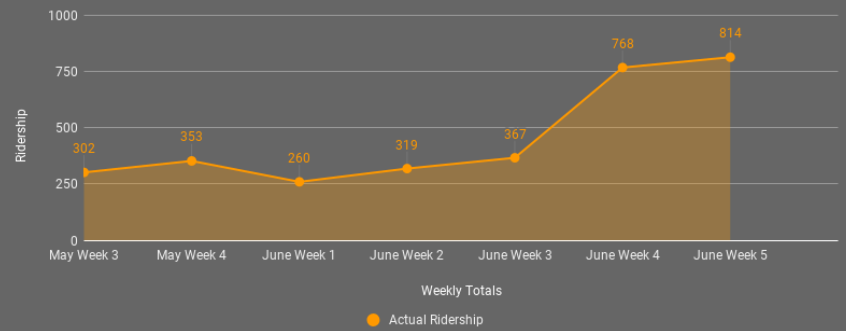
### Roam Route 3 Weekly Ridership Totals 2018 - Actual vs. Forecast



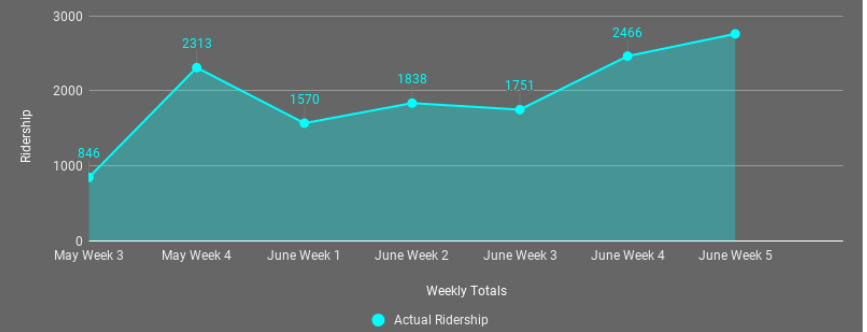
### Roam Route 5 Weekly Ridership Totals 2018 - Actuals



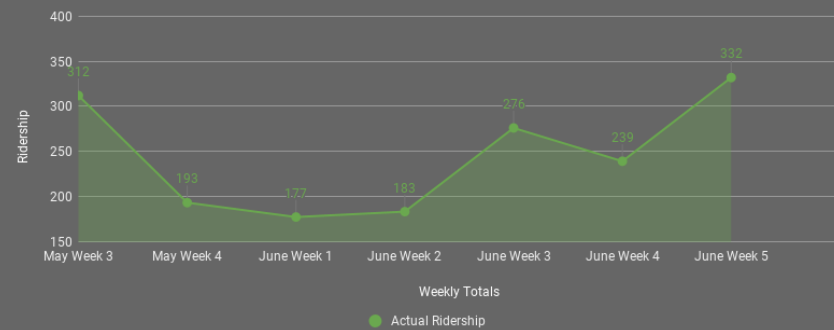
### Roam Route 4 Weekly Ridership Totals 2018 - Actuals



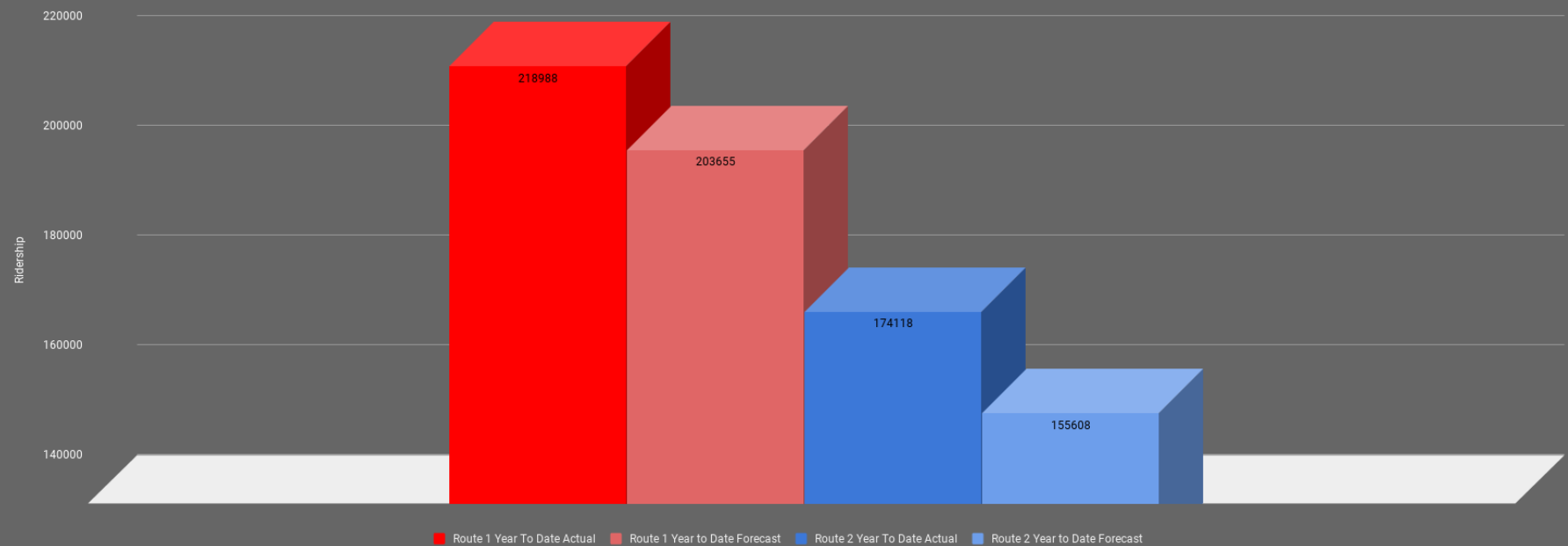
### Roam Route 6 Weekly Ridership Totals 2018- Actuals



On-it Weekly Ridership Totals 2018- Actuals (Passengers from Calgary)



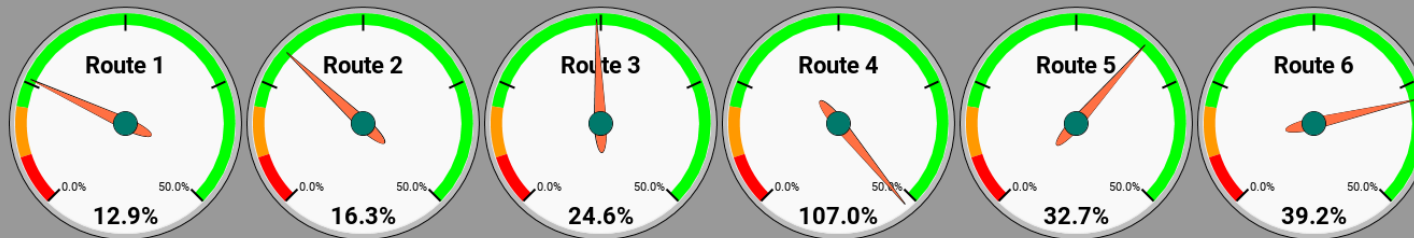
Banff Local Route Ridership Comparison - Running Total by Week - Actual vs. Forecast



	Route 1 (Sulphur/Banff Ave)				Route 2 (Tunnel Mtn/Banff Springs Hotel)				Route 4 (Cave and Basin)				Banff Local Transit Totals	Banff Local Transit Totals	Banff Local Transit Totals (Routes 1, 2, 4)	Banff Local Transit Totals (Routes 1, 2, 4)	Banff Local Transit Totals (Routes 1, 2, 4) % Change
Month	RT1 2016	RT1 2017	RT1 2018	% Change	RT2 2016	RT2 2017	RT2 2018	% Change	2016	2017	2018	% Change	2015	2016	2017	2018	2018
January	19,391	23,567	26,302	11.6%	22,261	24,429	22,257	-8.9%					41,973	41,652	48,343	48,559	0.4%
February	20,973	27,697	27,800	0.4%	22,446	24,820	23,662	-4.7%					41,240	43,419	52,517	51,462	-2.0%
March	24,034	31,830	32,424	1.9%	23,928	24,474	25,551	4.4%					46,484	47,962	56,304	57,975	3.0%
April	18,226	29,199	28,441	-2.6%	16,355	18,883	20,632	9.3%	0	296			37,483	34,581	47,953	49,073	2.3%
May	30,882	37,914	44,114	16.4%	22,549	24,919	28,773	15.5%	331	388	655	68.8%	52,462	53,762	64,807	73,542	13.5%
June	37,896	42,032	57,945	37.9%	26,196	29,851	50,499	69.2%	586	1,073	2,369	120.8%	64,295	64,678	72,956	110,813	51.9%
July	50,540		0		31,655		0		951		0		79,171	83,146	97,639	0	
August	52,621		0		32,553		0		830		0		81,401	86,004	101,284	0	
September	37,009		0		24,406		0		676		0		60,204	62,091	74,723	0	
October	24,252		0		15,358		0			527			35,371	39,610	43,524	0	
November	20,240		0		17,004		0						33,785	37,244	38,513	0	
December	27,465		0		23,551		0						44,156	51,016	52,818	0	
YTD	363,529	192,239	217,026	12.9%	278,262	147,376	171,374	16.3%	3,374	2,284	3,024	107.0%	618,025	641,791	751,381	388,400	14.5%

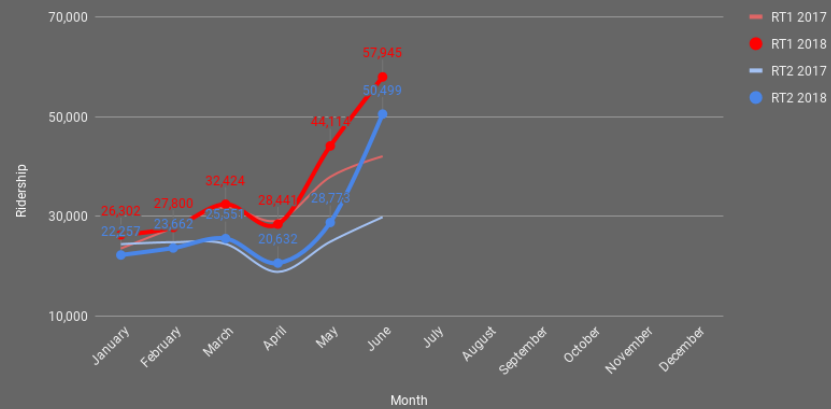
	Route 3 (CB Regional)				Route 5 (Canmore Local)				Route 6 (Minnewanka)			On-it (Calgary Regional)		
Month	2016	2017	2018	% Change	2016	2017	2018	% Change	2017	2018	% Change	2017	2018	% Change
January	8,502	9,892	12,770	29.1%		6,551	8,392	28.1%						
February	8,081	10,182	12,011	18.0%		5,864	8,264	40.9%						
March	8,137	11,435	13,257	15.9%		7,206	8,753	21.5%						
April	7,911	9,942	13,296	33.7%		4,803	7,876	64.0%						
May	9,753	11,841	15,529	31.1%		6,225	7,454	19.7%	3,011	3,882	28.9%		505	#DIV/0!
June	10,831	12,690	15,329	20.8%		6,414	8,453	31.8%	4,735	6,902	45.8%		1,086	#DIV/0!
July	11,513		0				0							
August	11,089		0				0							
September	9,720		0				0							
October	9,881		0				0							
November	11,164		0		8,570		0							
December	9,999		0		7,597		0							
YTD	116,581	65,982	82,192	24.6%	16,167	37,063	49,192	32.7%	7,746	10,784	39.2%	0	1,591	#DIV/0!

Year to Date % Ridership Change - Comparing 2018 to 2017

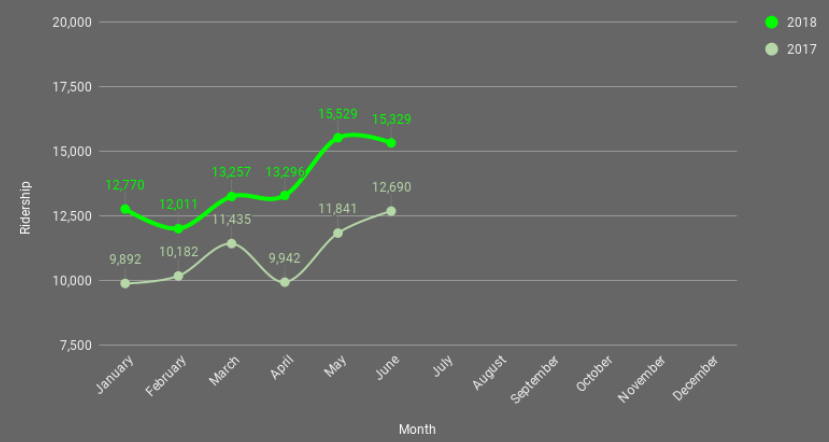


### Banff Local Routes 1 and 2 Ridership Comparison

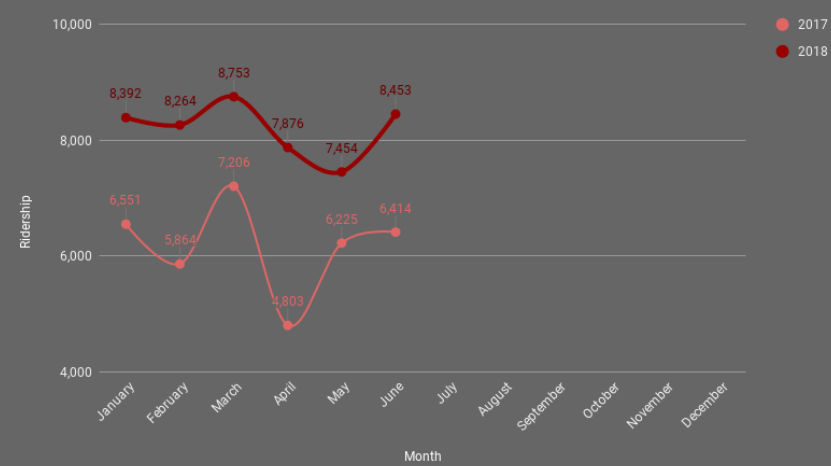
Comparing 2016 to 2017



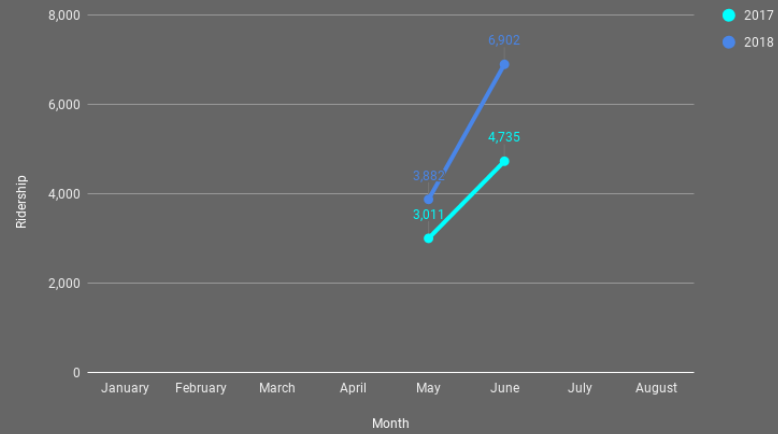
### Regional Route 3 Ridership



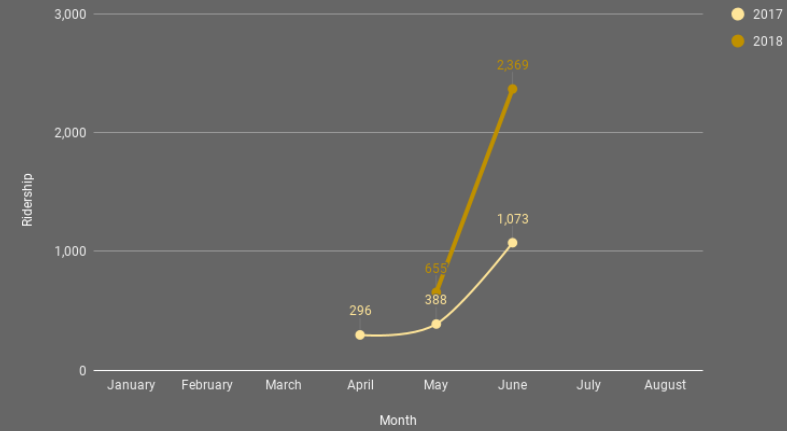
### Canmore Local Route 5 Ridership



**Minnewanka Route 6 Ridership**



**Banff Local Route 4 Ridership**





# **BANFF LOCAL TRANSIT REVENUE BREAKDOWN**

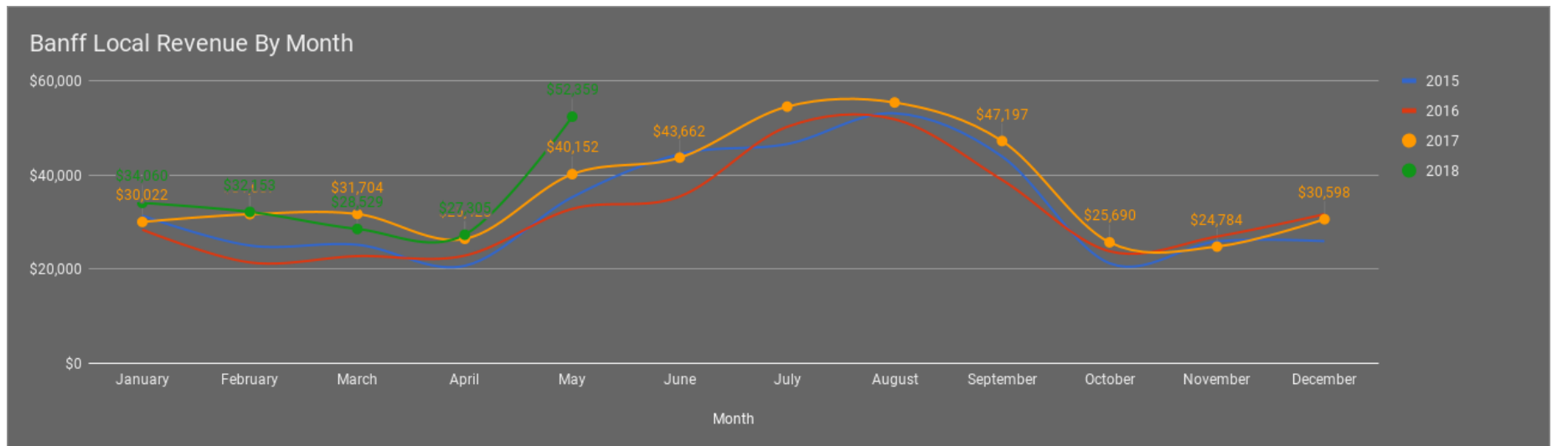
## **2018 Actual**

<b>Month</b>	<b>Fares</b>	<b>Passes</b>	<b>Other</b>	<b>Total</b>	<b>Budget</b>
January	\$26,116	\$7,944		\$34,060	
February	\$27,287	\$4,866		\$32,153	
March	\$24,883	\$3,646		\$28,529	
April	\$25,043	\$2,262		\$27,305	
May	\$44,265	\$8,094		\$52,359	
June				\$0	
July				\$0	
August				\$0	
September				\$0	
October				\$0	
November				\$0	
December				\$0	
<b>Totals:</b>	<b>\$147,594</b>	<b>\$26,812</b>	<b>\$0</b>	<b>\$174,406</b>	<b>\$0</b>

## **2017 Actual**

<b>Month</b>	<b>Fares</b>	<b>Passes</b>	<b>Other</b>	<b>Total</b>	<b>Budget</b>
January	\$25,948	\$4,074	\$0	\$30,022	\$28,450.00
February	\$26,579	\$5,078	\$0	\$31,657	\$28,450.00
March	\$27,064	\$4,640	\$0	\$31,704	\$28,450.00
April	\$24,413	\$2,012	\$0	\$26,425	\$33,450.00
May	\$37,695	\$2,457	\$0	\$40,152	\$33,450.00
June	\$38,890	\$4,772	\$0	\$43,662	\$33,450.00
July	\$53,179	\$1,318	\$0	\$54,497	\$38,450.00
August	\$53,395	\$1,972	\$0	\$55,367	\$38,450.00
September	\$41,805	\$5,392	\$0	\$47,197	\$38,450.00
October	\$24,275	\$1,415	\$0	\$25,690	\$33,450.00
November	\$19,296	\$5,488	\$0	\$24,784	\$33,450.00
December	\$27,772	\$2,826	\$0	\$30,598	\$33,450.00
<b>Totals:</b>	<b>\$400,311</b>	<b>\$41,444</b>	<b>\$0</b>	<b>\$441,755</b>	<b>\$401,400</b>

REVENUE									
Month	2015	2016	2017	2018	2017 Running Total	2018 Running Total	Running Total Difference 2017 to 2018	Monthly Difference 2017 to 2018	Monthly % Difference
January	\$31,352	\$28,378	\$30,022	\$34,060	\$30,022	\$34,060	\$4,038	\$4,038	11.9%
February	\$25,006	\$21,417	\$31,657	\$32,153	\$61,679	\$66,213	\$4,534	\$496	1.5%
March	\$25,175	\$22,757	\$31,704	\$28,529	\$93,383	\$94,742	\$1,359	-\$3,175	-11.1%
April	\$20,711	\$22,872	\$26,425	\$27,305	\$119,808	\$122,047	\$2,239	\$880	3.2%
May	\$35,268	\$32,790	\$40,152	\$52,359	\$159,960	\$174,406	\$14,446	\$12,207	23.3%
June	\$44,419	\$35,412	\$43,662		\$203,622				
July	\$46,553	\$50,207	\$54,497		\$258,119				
August	\$53,075	\$51,812	\$55,367		\$313,486				
September	\$43,912	\$38,938	\$47,197		\$360,683				
October	\$21,253	\$23,802	\$25,690		\$386,373				
November	\$25,892	\$26,920	\$24,784		\$411,157				
December	\$25,939	\$31,650	\$30,598		\$441,755				
<b>Grand Total:</b>	<b>\$398,555</b>	<b>\$386,955</b>	<b>\$441,755</b>	<b>\$174,406</b>	<b>\$386,956</b>				



## CANMORE LOCAL TRANSIT REVENUE BREAKDOWN

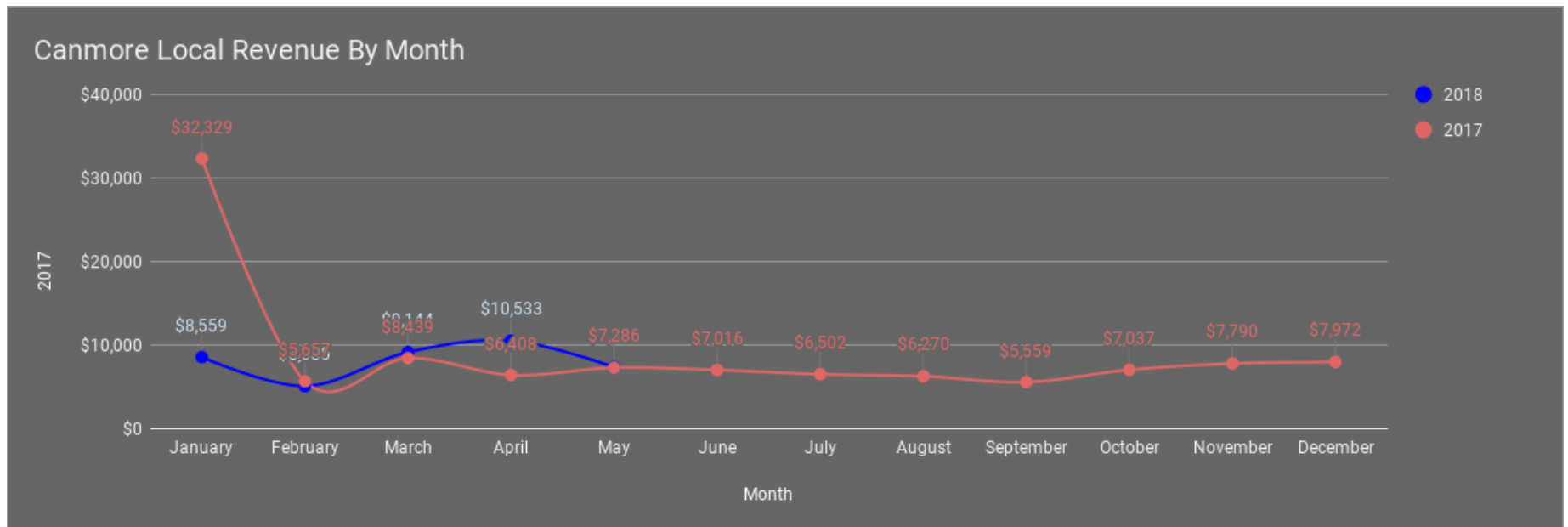
### 2018 Actual

Month	Fares	Passes	Other	Total	Budget	Info
January	\$5,495	\$3,064		\$8,559		
February	\$4,444	\$636		\$5,080		
March	\$5,687	\$3,457		\$9,144		
April	\$5,334	\$5,199		\$10,533		
May	\$4,943	\$2,422		\$7,365		
June				\$0		
July				\$0		
August				\$0		
September				\$0		
October				\$0		
November				\$0		
December				\$0		
<b>Totals:</b>	<b>\$25,903</b>	<b>\$14,778</b>	<b>\$0</b>	<b>\$40,681</b>	<b>\$0</b>	

### 2017 Actual

Month	Fares	Passes	Other	Total	Budget	Info
January	\$6,173	\$26,156	0	\$32,329	\$10,000	*Includes Pass Sales from Dec and Jan both to customers and vendors
February	\$4,812	\$845	0	\$5,657	\$10,000	
March	\$5,653	\$2,786	0	\$8,439	\$12,000	
April	\$3,905	\$2,503	0	\$6,408	\$12,000	
May	\$5,162	\$2,124	0	\$7,286	\$15,000	
June	\$5,092	\$1,924	0	\$7,016	\$20,000	
July	\$4,691	\$1,811	0	\$6,502	\$24,000	
August	\$4,857	\$1,413	0	\$6,270	\$25,000	
September	\$4,333	\$1,226	0	\$5,559	\$22,000	
October	\$4,189	\$2,848	0	\$7,037	\$18,000	
November	\$5,487	\$2,303	0	\$7,790	\$16,000	
December	\$4,973	\$2,999	0	\$7,972	\$12,000	
<b>Totals:</b>	<b>\$59,327</b>	<b>\$48,938</b>	<b>0</b>	<b>\$108,265</b>	<b>\$196,000</b>	

REVENUE							
Month	2017	2018	2017 Running Total	2018 Running Total	Running Total Difference 2017 to 2018	Monthly Difference	Monthly % Difference
January	\$32,329	\$8,559	\$32,329	\$8,559	-\$23,770	-\$23,770	-277.7%
February	\$5,657	\$5,080	\$37,986	\$13,639	-\$24,347	-\$577	-11.4%
March	\$8,439	\$9,144	\$46,425	\$22,783	-\$23,642	\$705	7.7%
April	\$6,408	\$10,533	\$52,833	\$33,316	-\$19,517	\$4,125	39.2%
May	\$7,286	\$7,365	\$60,119	\$40,681	-\$19,438	\$79	1.1%
June	\$7,016		\$67,135				
July	\$6,502		\$73,637				
August	\$6,270		\$79,907				
September	\$5,559		\$85,466				
October	\$7,037		\$92,503				
November	\$7,790		\$100,293				
December	\$7,972		\$108,265				
<b>Grand Total:</b>	<b>\$0</b>	<b>\$40,681</b>	<b>\$836,898</b>				



**CANMORE/BANFF REGIONAL TRANSIT REVENUE BREAKDOWN**

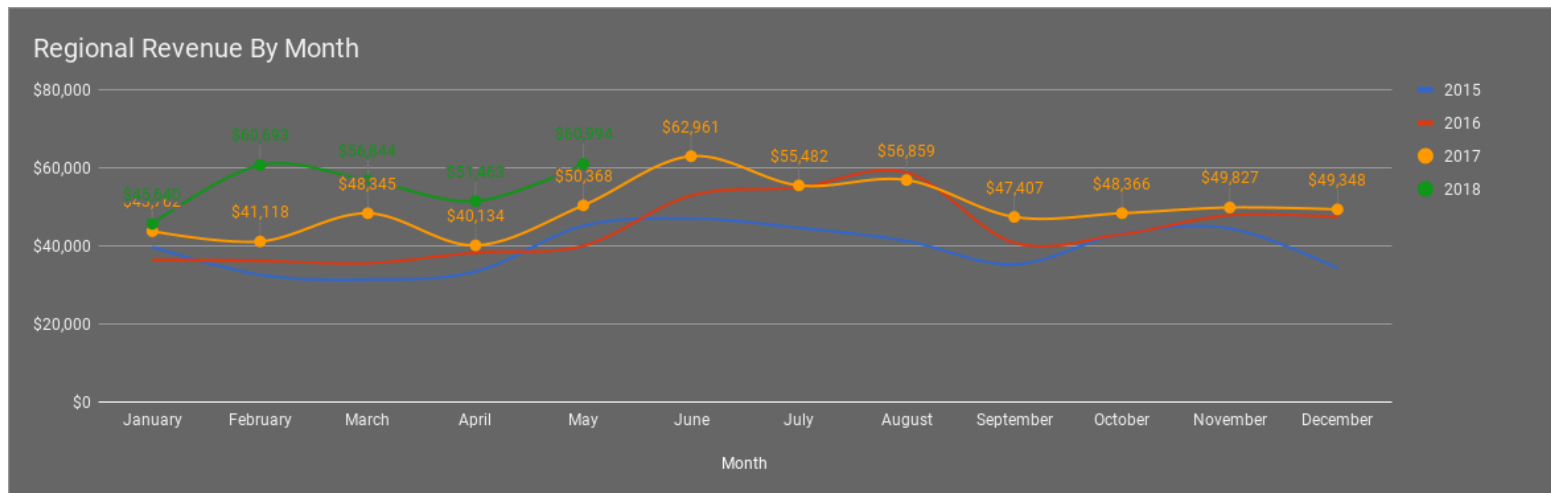
**2018 Actual**

Month	Fares	Passes	Other	Total	Budget
January	\$30,111	\$15,529		\$45,640	
February	\$30,467	\$30,226		\$60,693	
March	\$32,856	\$23,988		\$56,844	
April	\$32,408	\$19,055		\$51,463	
May	\$41,814	\$19,180		\$60,994	
June				\$0	
July				\$0	
August				\$0	
September				\$0	
October				\$0	
November				\$0	
December				\$0	
<b>Totals:</b>	<b>\$167,656</b>	<b>\$107,978</b>	<b>\$0</b>	<b>\$275,634</b>	<b>\$0</b>

**2017 Actual**

Month	Fares	Passes	Other	Total	Budget
January	\$27,058	\$16,704	\$0	\$43,762	\$32,567
February	\$28,782	\$12,336	\$0	\$41,118	\$32,567
March	\$31,087	\$17,258	\$0	\$48,345	\$32,567
April	\$28,564	\$11,570	\$0	\$40,134	\$37,567
May	\$36,208	\$14,160	\$0	\$50,368	\$37,567
June	\$41,044	\$21,917	\$0	\$62,961	\$37,567
July	\$44,256	\$11,226	\$0	\$55,482	\$42,567
August	\$41,387	\$15,472	\$0	\$56,859	\$42,567
September	\$34,728	\$12,679	\$0	\$47,407	\$42,567
October	\$33,727	\$14,639	\$0	\$48,366	\$37,567
November	\$33,304	\$16,523	\$0	\$49,827	\$37,567
December	\$31,818	\$17,530	\$0	\$49,348	\$37,567
<b>Totals:</b>	<b>\$411,963</b>	<b>\$182,014</b>	<b>\$0</b>	<b>\$593,977</b>	<b>\$450,800</b>

REVENUE									
Month	2015	2016	2017	2018	2017 Running Total	2018 Running Total	Running Total Difference	2017 to 2018 Monthly Comparison	2017 to 2018 Monthly % Difference
January	\$39,725	\$36,444	\$43,762	\$45,640	\$43,762	\$45,640	\$1,878	\$1,878	4.3%
February	\$32,590	\$36,166	\$41,118	\$60,693	\$84,880	\$106,333	\$21,453	\$19,575	47.6%
March	\$31,375	\$35,579	\$48,345	\$56,844	\$133,225	\$163,177	\$29,952	\$8,499	17.6%
April	\$33,430	\$38,277	\$40,134	\$51,463	\$173,359	\$214,640	\$41,281	\$11,329	28.2%
May	\$45,147	\$40,017	\$50,368	\$60,994	\$223,727	\$275,634	\$51,907	\$10,626	21.1%
June	\$47,013	\$52,881	\$62,961		\$286,688				
July	\$44,636	\$55,007	\$55,482		\$342,170				
August	\$41,241	\$58,764	\$56,859		\$399,029				
September	\$35,253	\$40,801	\$47,407		\$446,436				
October	\$43,129	\$42,992	\$48,366		\$494,802				
November	\$44,467	\$47,838	\$49,827		\$544,629				
December	\$34,301	\$47,383	\$49,348		\$593,977				
<b>Grand Total:</b>	<b>\$472,307</b>	<b>\$532,149</b>	<b>\$593,977</b>	<b>\$275,634</b>	<b>\$593,977</b>	<b>\$551,268</b>			



# Bow Valley *Regional* Transit Services Commission



New Business

# Bow Valley *Regional* Transit Services Commission



## Board Training and Orientation





**BROWNLEE LLP**  
*Barristers & Solicitors* EST. 1935

2200 COMMERCE PLACE | 10155 102<sup>ND</sup> STREET  
EDMONTON, AB CANADA | T5J 4G8  
TEL. 780.497.4800 | FAX 780.424.3254

Refer to: J. C. McDonnell  
Direct Line: 780-497-4801  
E-mail: [jmcdonnell@brownleelaw.com](mailto:jmcdonnell@brownleelaw.com)  
Your File No.:  
Our File No.:

November 20, 2017

Bow Valley Regional Transit Services Commission  
PO Box 338  
Banff, Alberta  
T1L 1A5

**Attention: Martin Bean, CAO**

Dear Sir:

**Re: Commission/Board of Directors Orientation Training Sessions**

We would like to let you know that Brownlee LLP is offering personalized and interactive Board of Director orientation/training sessions for the Board of Bow Valley Regional Transit Services Commission (plus any other Commission that may be interested).

As all Regional Services Commissions are separate legal entities, separate and apart from their Municipal Members, any Councillor orientation training as required by Section 201.1 of the *Municipal Government Act* might not have been applicable for your Commission and your Board of Directors. There is an entirely different set of law and associated statutory obligations that may not have been covered by the Councillor orientation training. In short, the laws and the rules for Councillors are not always the same as the rules for Directors of your Commission. You should know the difference between the rules and confirm that both your Commission and your Directors comply with the law.

We have many options available to you:

- We can travel to you, regardless where you are located in Alberta. We have lawyers in both our Calgary office and our Edmonton office who are available to you;
- You can travel to us and receive the training at the Brownlee offices in either Edmonton or Calgary;
- We can present via Skype, FaceTime, telephone, videoconferencing; or
- We can provide you with the written materials only.

We can make the session as long or as short as you would like, but they typically last about 2 hours.

These sessions also work as refresher training sessions as well.

Feel free to pass this onto any of your colleagues who might be interested in this. If you are interested, please contact John McDonnell at 780-497-4801 or at [jmcdonnell@brownleelaw.com](mailto:jmcdonnell@brownleelaw.com) (no pressure!) and further details, options and costs can be discussed to determine if this is suitable for you.

Yours truly,

BROWNLEE LLP

Per:

  
JOHN C. McDONNELL

# Timeline

## Governance

Task #	Task description	2017	2018	2019	2020
GOV 1	Create and approve a 4-year Strategic and Business Plan and review it annually. Ensure that the plan term runs from the beginning of a municipal election year to the end of the year before the next election.	Done			
GOV 2	Review and approve annual operating and capital budgets, structured as 3-year rolling budgets.	Done			
GOV 3	Annually establish Administration Lead's goals and conduct his/her annual performance evaluation.	Done			
GOV 4	Review wording and content of Operating Bylaw, twice in the term of the plan.	Done			
GOV 5	Conduct annual Commission board self-assessment, reviewing Board effectiveness and planning for improvement.				
GOV 6	Create board orientation process.				
GOV 7	Document quarterly review and annual reconciliation of financial results (actuals vs. budget).	Done			

# Bow Valley *Regional* Transit Services Commission



On-Call Dispatch

# Report to the Bow Valley Regional Transit Services Commission

## Report 2018–6.2 On-Call Dispatch Coverage (Updated July 6, 2018)

June 7, 2018

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### SUMMARY/ ISSUE

As our growth has continued substantially and exponentially over the last couple of years, the burden on resources continues to grow. Our hours of operation are from 5:00am until midnight and an Operations person needs to be reachable 24 hours per day. To date our operations person taking the cell phone has not been compensated for these hours.

### PREVIOUS COMMISSION DIRECTION/POLICY

- No compensation for after-hours cell phone coverage.

#### Administration Recommendation:

That the Commission direct administration implement a plan to compensate the on-call operations contact at the rate and with the guidelines proposed in this document. The rate and effectiveness of the program to be reviewed prior to finalizing the budget for 2019.

### INVESTIGATION

- Roam has increased from 7 buses to 17 buses over the last three years and with it, the volume of evening and weekend calls has increased significantly. As a public facing customer service focused operation, we need to respond to driver questions or concerns as well as mechanical issues at any hour between 5:00am and midnight.
- Typical after-hours duties:
  - Directing drivers with requests or concerns
  - Scheduling drivers for last minute sickness. Searching for available fill in drivers.
  - Receiving calls for delays. Updating NextBus online and sending Social Media messages in the event of delays or cancelations.
  - Coordinating set up and take down of signage for special events or route detours.
  - Relaying messages to mechanics for issues.
  - Delivering buses to drivers with mechanical issues (dependent on availability of relief drivers and qualifications of on call person).
- Our dispatch cell phone is used extensively in the evenings and weekends, with the volume of calls varying greatly per day. Breakdown of calls and texts for the past 22 days is attached, showing a volume of calls for the on-call dispatcher to be approximately 53 minutes of calls and texts responded to after hours per day. This number does not include any management time

# Report to the Bow Valley Regional Transit Services Commission

## Report 2018–6.2 On-Call Dispatch Coverage (Updated July 6, 2018)

June 7, 2018

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spent on calls and texts after hours or additional weekend time spent removing bus stop signs and creating temporary stop closures etc.. for events.

- With the addition of Lake Louise service through the winter and next summer, we will be proposing a weekend dispatch position to compensate for a portion of the on-call time, however evenings will still require after hours coverage.
- Larger transit organizations have 24-hour dispatch offices and therefore do not have this issue, however smaller agencies are unable to justify having their office open 24 hours and therefore have to fill the gap in an alternative and affordable way.
- Research with the Town of Banff shows that their operations staff on call after hours are paid \$28.40 per evening and \$44.00 per weekend day, with the premium paid at 1.5 if they have to respond in person. Each in person response requires a written justification. The TOB rates are eight years old and are currently under review.
- Research with the Town of Canmore shows similar compensation levels, paying \$2.50 per hour of on-call time and 1.5 x rate with a minimum of 2 hours for call ins.

### **PROPOSED:**

- Add the premiums of \$30 per evening and \$50 per 24-hour period outside of regular work hours for the on-call person designated for the period. Phone calls are included within this time however if on-site coverage is needed, the operations contact would be paid the premium rate at 1.5 x and a minimum of two hours.
- Implement this plan immediately and follow up as part of our HR plan to formalize into a written policy, commensurate with the Town of Banff rates once revised.

### **IMPLICATIONS:**

- Increased satisfaction for employees required to be on-call, thereby improving the quality of service that we are providing.
- Maintain evening and weekend service levels for customers.
- Meet objectives of Strategic Plan which include:
  - *HR 4: Ensure staff retention and morale by developing and implementing policies on wages & benefits, staff recognition/appreciation and staff events, communication, documented annual performance reviews.*

# Report to the Bow Valley Regional Transit Services Commission

## Report 2018–6.2 On-Call Dispatch Coverage (Updated July 6, 2018)

June 7, 2018

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### **BRAND IMPACT:**

- Brand consistency by ensuring adequate coverage after hours to respond to concerns and operational issues.

### **BUSINESS PLAN/ BUDGET IMPLICATIONS**

- The cost for the remainder of 2018 is estimated at \$11,500. This additional cost is intended to be covered by savings in accounting code 5220 (Direct Operating Cost). Savings have been realized by not having a full bus cleaning program in place early in the year.
  - 30 weeks @\$250 per week (phone calls only) = \$7,500
  - Estimate 10 weeks @400 per week (with mobilization) = \$4,000

### **RISKS**

Minimal risk as no changes to operations, only to compensation for on-call requirements.

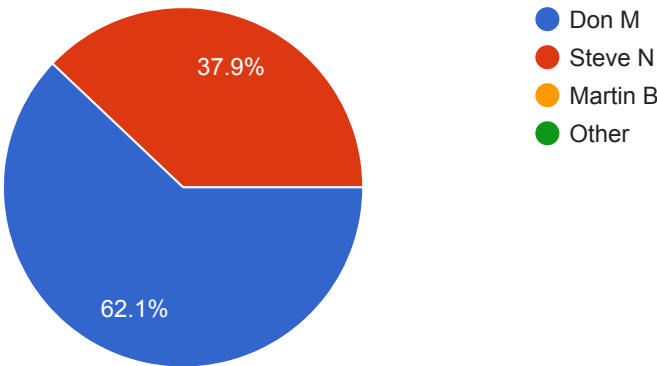
Addendum: Roam After Hours Operations Calls

# After Hours Roam Operations Calls

58 responses

## Who Are you?

58 responses



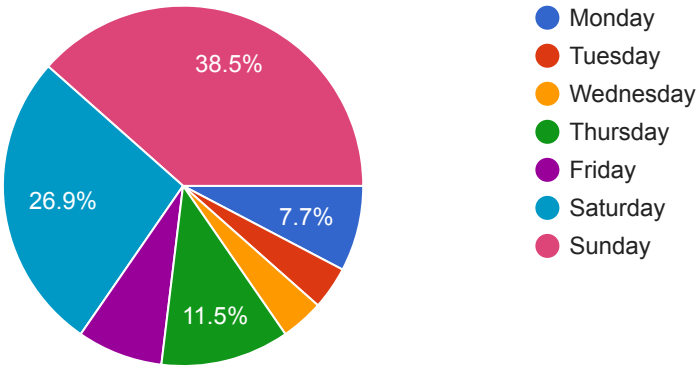
## Date of Call/Txt

58 responses

May 2018	16																		
Jun 2018	7	14	2	15	3	16	3	17	2	18	2	19	3	20	21	2			
Jul 2018	1	10	2	3	4	5	3	6											

## Day of the Week

26 responses



Time of Call/Txt

58 responses

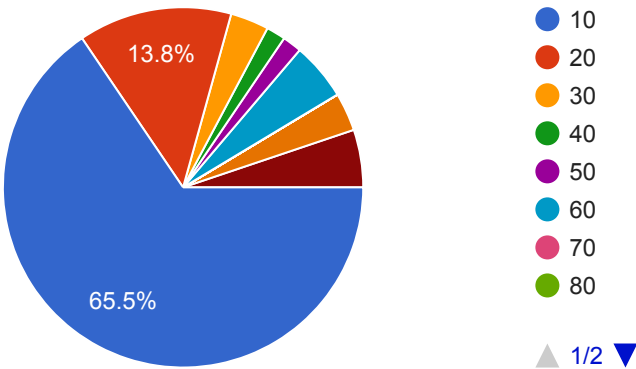
05 :	AM	5:48 AM							
06 :	AM	6:00 AM	6:30 AM	6:31 AM	6:40 AM				
07 :	AM	7:07 AM	7:14 AM	7:23 AM	7:38 AM	7:40 AM	7:51 AM	7:52 AM	
		7:53 AM							
09 :	AM	9:00 AM	9:20 AM	9:30 AM	9:50 AM				
10 :	AM	10:14 AM	10:20 AM	10:50 AM					
11 :	AM	11:00 AM	11:18 AM						
12 :	PM	12:22 PM							
01 :	PM	1:15 PM							
02 :	PM	2:26 PM	2:50 PM	2					
03 :	PM	3:00 PM	3:28 PM						
04 :	PM	4:00 PM	4:02 PM						
05 :	PM	5:08 PM	5:32 PM						
06 :	PM	6:00 PM	6:34 PM	6:45 PM					
07 :	PM	7:00 PM	2	7:47 PM	7:54 PM	7:55 PM			
08 :	PM	8:30 PM	8:50 PM						



09 :	PM	9:00 PM	9:15 PM
10 :	PM	10:41 PM	
11 :	PM	11:07 PM	

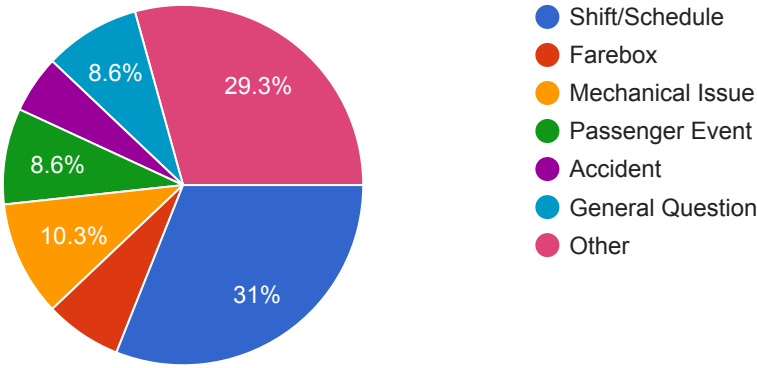
Issue Duration in Minutes

58 responses



Issue Description

58 responses



# Bow Valley *Regional* Transit Services Commission



Bus Arrival Prediction Tool

# Bow Valley *Regional* Transit Services Commission



Financial Reserve Transfer