

Bow Valley Regional Transit Services Commission



CAO Report

CAO Update – March 2019

- **Financial:**

- Auditors were in attendance at the BVRTSC offices on March 4th – 6th for annual financial audit. Audit results will be presented by Avail at the April 10th Commission meeting.

- **LLB Regional Service:**

- The first of the MCI buses for the Lake Louise service has been inspected in Pembina, North Dakota and is due to be delivered within the next week or so. It is expected that all coaches will be delivered prior to the end of March.
- The three Nova buses for the Lake Louise service have been delivered and are currently being wrapped and having fareboxes and other accessories installed. They will be ready for service prior to the end of March.

- **Banff Local Service:**

- Proterra electric bus representatives are planning a visit to Banff to discuss the potential purchase of electric buses should our grant funding be approved, and we are able to purchase through the City of Edmonton contract.
- Challenges on this service along with all routes with the extreme cold that has been seen in February. The importance of having a transit building to enable parking inside of all buses in winter has been highlighted over the last month. Service failures and a significant amount of extra work on the part of drivers, operations and the maintenance team have been a result.

- **CB Regional Service:**

- Ski racks are now installed on a couple of the buses and advertising has been sold on the doors of the ski racks, with a plan for more advertising commitments to be confirmed for next winter.

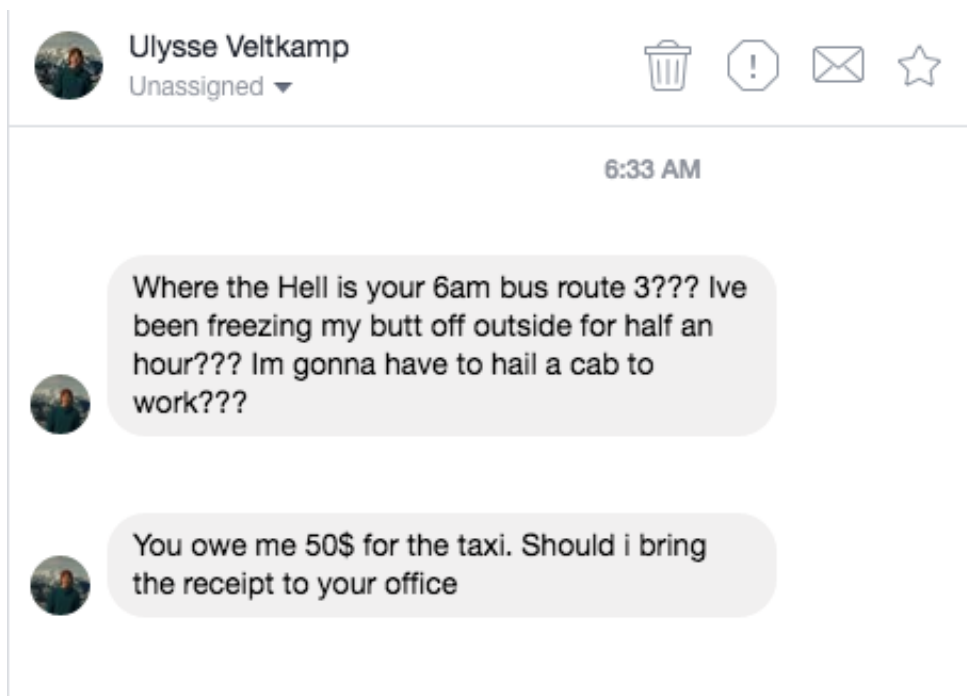
- **Canmore Local Service:**

- Currently working through routing and schedule changes with the intent of implementing proposed changes beginning in July.
- With only space for two buses to be parked inside, we have seen significant schedule impact due to cold weather maintenance issues in February and early March. Working with Canmore administration on the potential to secure the third bay in the garage in the future.

- **General:**

- Benefits
 - We will be obtaining quotes from market this year on our benefit renewal to ensure we are getting the optimal service and benefit options for our employees at a reasonable cost.
- Driver Recruitment
 - Driver recruiting in ongoing, with a limited number of drivers being trained currently. We are hiring as many drivers as possible with the correct a commercial driver's license and plan to supplement with Class 5 drivers once our driving school status is approved.
 - The MELT program requires that all drivers are required to complete 54 hours of documented training (classroom and in bus) prior to be eligible to take a class 2 test. This training must be provided by government certified driver instructors trained to follow the new curriculum.
 - The BVRTSC is in the final steps of becoming a driving school as we have a senior driver going through the process of becoming a licensed Senior Driving Instructor.

- A recruitment bonus for referrals has been introduced to encourage existing employees to solicit applications from their connections.
- Calgary – Banff Summer Service
 - The RFP for Calgary to Banff summer service has been awarded to Southland Transportation utilizing the OnIt brand.
- Cold Weather Issues
 - As mentioned above, cold weather issues have been rampant, however thanks for the work of all staff, impact has been reduced. See below examples of concerns due to buses outside in extreme temperatures:





Stephanie Marie

February 9 at 12:42 PM · 🌐



Morning Blessing: The day started rocky with the bus not showing up. A few of us waited a half hour but the bus didn't come. My eyelashes started to freeze. Lol ...After the others left, a different route bus stopped and I inquired as to the situation with the other. The driver was kind enough to get on the radio and found out that the other bus would be delayed as four of their buses couldn't start due to extreme temps. He insisted I stay out of the cold and had me chill on his bus as he went about his route. A half hour later we got word that my bus was up and running and he dropped me off back at the stop so I could hop on mine to head to Lake Louise. The kindness of strangers can be astounding. I enjoyed my time on Otta's bus and can't wait to write a letter to his company about his service. Later, I'll share a bit about the cross country skiing. Time to thaw out and go find some coffee.
#roampublictransit

