

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

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

**AGENDA**

**February 12, 2020 2:00-4:00pm**

1. Call to Order
2. Approval of the Agenda
3. Minutes
  - Approval of the December 16, 2019 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
  - a) CAO's Monthly Report (For Information)
  - b) Bring Forward List of Pending Items (For Information)
  - c) Transit Service Monthly Statistics (For Information)
5. New Business
  - a) Strategic Planning Presentation – Leslie Taylor Presentation (For Information)
  - b) In Camera Session (CAO Review)
6. Adjournment

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

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

**MINUTES**

**December 11, 2019 2:00-4:00pm**

**BOARD MEMBERS PRESENT**

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

**BOARD MEMBERS ABSENT**

Davina Bernard, ID#9 – Chair

**BVRTSC ADMINISTRATION PRESENT**

Martin Bean, Chief Administrative Officer  
Steve Nelson, Manager of Operations  
Andrea Stuart, Financial Controller

**ADMINISTRATION PRESENT**

Greg Danchuk, Parks Canada  
Alex Kolesch, Parks Canada  
Adrian Field, Town of Banff  
Claire Ellick, Town of Canmore

**ADMINISTRATION PRESENT**

**1. Call to Order**

Brian Standish calls meeting to order at 2:15PM.

**2. Approval of the Agenda**

**BVRTSC19-60** Dave Schebek moves to approve agenda as presented

**CARRIED UNANIMOUSLY**

### 3. Minutes

Approval of the November 13, 2019 Regular Meeting Minutes (attached)

**BVRTSC19-61** Chip Olver moves to approve the minutes as presented

**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) Presentation of housing options for 2020 (Request for Decision)

**BVRTSC19-62** Joanna McCallum moves to approve the Commission to enter into a one-year contract with the YWCA Banff to provide a maximum of 5 rooms for Staff Housing for part time and seasonal Roam staff, to be funded by a combination of Operating reserves and 3<sup>rd</sup> party contributions as detailed in the Dec 11, 2019 RFD.

**CARRIED UNANIMOUSLY**

- b) Presentation of OnIt Report from 2019 Summer (For Information Only)
- c) In Camera Session – (CAO Review)

In Camera at 2:59PM  
Out of Camera at 3:25PM

### 6. Adjournment

**BVRTSC19-63** Meeting Adjourned at 3:25PM

# Bow Valley Regional Transit Services Commission



## CAO Report

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## CAO Update – February 2020

- **Financial:**

- Roam has hired a new Financial Controller, Melanie Booth, who will be starting on February 18<sup>th</sup>, immediately after the Family Day weekend. Melanie brings excellent experience and is a long-time resident in the Bow Valley. Andrea will be working with us on a part time basis until the end of the audit
- Unaudited year end financials will be presented at the March Commission meeting prior to our March 19<sup>th</sup> and 20<sup>th</sup> audit.
- The amended BVRTSC Operating and Capital Budgets will be presented at the March meeting, with the New Service Level requests added as approved through the municipal budgeting process.

- **LLB Regional Service:**

- Lake Louise Regional service is operating well through the winter months, with January ridership up 87% over the same period last year.
- We are having some challenges with winter conditions and accessing the upper parking lot. Our dispatch team is working with Parks Canada to resolve snow clearing issues.
- The summer schedules are currently being finalized, with more travel time being allowed on the 8X to counter the congestion that we saw last summer. Drivers were unable to keep on schedule primarily due to traffic in the Lake Louise area.

- **Banff Local Service:**

- We are finalizing delivery timeframes on the two Proterra buses to be in place for the upcoming summer. These will be put into service on Routes 1 and 2, creating peak time frequency of 15 minutes on Route 1 and 20 minutes on Route 2.

- **CB Regional Service:**

- The Canmore/Banff regional service (Route 3) has gone to a 30-minute frequency between the hours of 6:00am and 7:00pm as of February 3<sup>rd</sup>. This will allow more flexibility for commuters, visitors and other residents and also more flexibility for retaining our on-time performance.
- Summer route scheduling is in the final stages of planning, with the Canmore Banff Regional service proposed to be operated on a 35-minute frequency throughout the day. Although slightly less frequent than current service, this will create a huge upswing in on-time performance and reliability and a better service for all passengers.
- The timing on the summer service is being developed to coincide well with the Canmore Local (Route 5) service.

- **Canmore Local Service:**

- Due to our inability to stay on schedule, we have recently implemented a couple of service changes that have helped to regain some of our service levels. Further changes will be implemented in the summer schedule to compensate for construction delays and general traffic delays.
  - We no longer go into Kananaskis Way – passengers have access to stops within 300 metres walking distance
  - In the Three Sisters area, we no longer access Dyrkas Gate twice each lap. One way we stay on Three Sisters Parkway, reducing driving time by approximately 3 minutes per trip.
- Ridership on Canmore local continues to be strong with the free transit and we expect further increases as our reliability improves.
- Canmore local service for the summer will be based on a 35 minutes frequency with further improved on-time performance and excellent connections with Canmore Banff Regional.

- **General:**

- The bus storage building is on track to be completed in time to access the GreenTRIP funding that is available
- Four ticket vending machines have been ordered, to be installed in March and these will alleviate a lot of the challenges that drivers have in ensuring on time departures due to loading times. The vending machines will accept both credit and debit and will be located at the two Banff Transit Hubs plus one in Lake Louise at the Lakeshore stop and one in Canmore at the 9<sup>th</sup> Street stop.
- Prior to the strategic planning sessions coming up in early March, we will be participating in a Values and Culture Workshop, facilitated by Elevated HR. 8 employees have been asked to participate in a 2 hours session. The intent of this workshop is to assess our values from the perspective of a mix of employees and have a document for discussion during the strategic planning.
- We have recently completed two partner events to bring residents from Morley to the Bow Valley for specific musical performances. One was partnering with the Town of Canmore and artsPlace and the other was partnering with the Banff Centre.
- I recently attended a session in Canmore facilitated by the Banff Canmore Community Foundation called “A Vital Community Conversation on Climate Action in the Bow Valley”. This session was informative and attracted a lot of Bow Valley residents from various business sectors. Having the BVRTSC involved in community sessions such as this is critical as we are a key part of reducing emissions in the Bow Valley. Further discussion will be scheduled for later this year.

- **Social Media Benchmarks**

- Social media has been a key focus over the last couple of years and we can see through the statistics below that our efforts are paying off. We receive a lot of compliments on our social media messaging and the work that Corrie does on promoting Roam.
- In addition to the advertising aspect of social media, it has also become our key platform for informing our riders of delays and other service interruptions.

**As of Feb. 15, 2018**

Facebook: 2,139 likes and 2,167 follows

Instagram: 194 followers

Twitter: 945 followers

**As of Feb. 20, 2019**

Facebook: 2,622 likes and 2,688 follows

Instagram: 784 followers

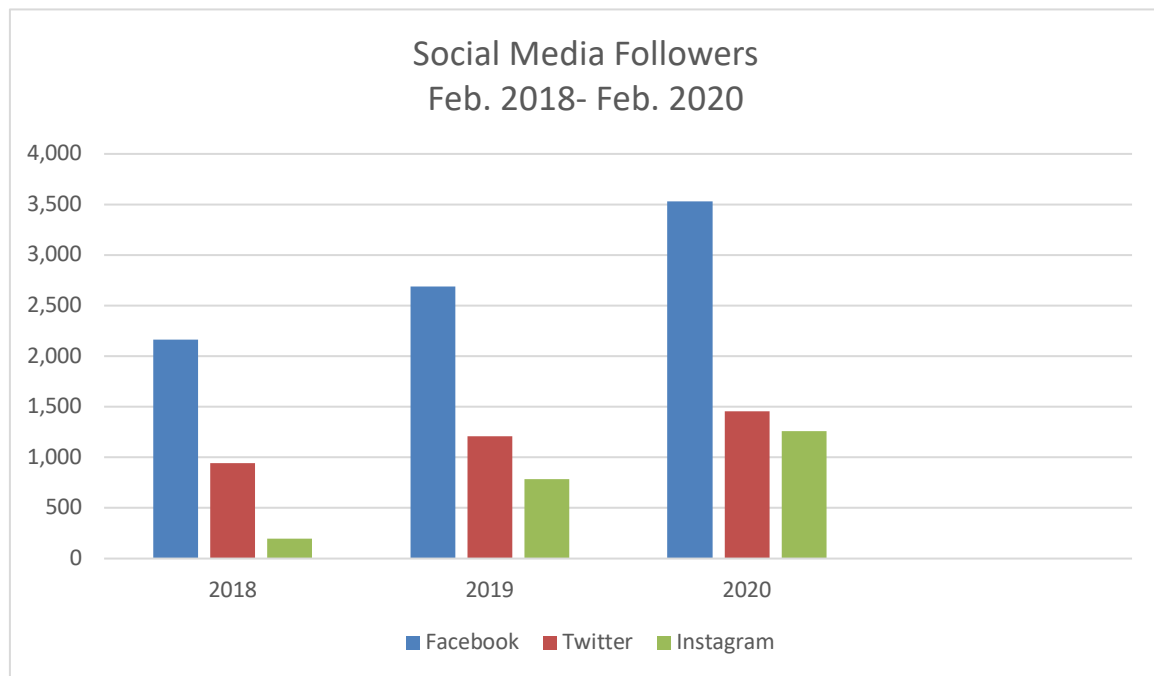
Twitter: 1,210 followers

**As of Feb. 3, 2020**

Facebook: 3,397 likes and 3,530 follows

Instagram: 1,261

Twitter: 1,456



- As part of our involvement with CUTA, we lobbied the provincial government to expand the Low-Income Transit Pass program to support more than only Calgary and Edmonton. As illustrated in the attached letter, no further support will be forthcoming at this time however it is now on the radar.



ALBERTA  
COMMUNITY AND SOCIAL SERVICES*Office of the Minister*

January 10, 2020

Her Worship Karen Sorensen  
Mayor, Town of Banff  
110 Bear Street  
Box 1260  
Banff, AB T1L 1A1

Dear Mayor Sorensen:

Thank you for your letter regarding the Low Income Transit Pass program. As Minister of Community and Social Services, I appreciate the opportunity to respond.

The information you have provided on the Town of Banff's transit affordability programs is appreciated. I commend the Town of Banff for its focus on supporting vulnerable residents to access transit services.

Our government is working hard to get the province's finances back on track to ensure social services are sustainable over the longer term. With the fiscal challenges Alberta is facing, low-income transit funding is not being expanded beyond Edmonton and Calgary at this time. I appreciate your support for expanding the Low Income Transit Pass program to Banff and will keep it under consideration as we continue to explore ways to ensure low-income Albertans have access to the supports and services they need.

Thank you for writing on this important issue. I look forward to continuing to work together with our municipal partners to ensure Albertans are supported in their communities.

Sincerely,

Rajan Sawhney  
Minister of Community and Social Services

cc: Honourable Kaycee Madu, Minister of Municipal Affairs  
Honourable Ric McIver, Minister of Transportation  
Miranda Rosin, MLA, Banff-Kananaskis

# Bow Valley *Regional* Transit Services Commission



## BRING FORWARD LIST

### BRING FORWARD LIST OF ITEMS PENDING (as of December 2019)

ITEM	Date Initiated	Pending Date	Comments:
<b>BVRTSC19-27</b> - Davina Bernard moves to direct administration to prepare feasibility analysis on the cost of providing and operating staff accommodation for Roam employees on both an immediate and long-term basis.	April 2019	Complete	Approval has been given for staff accommodation trial at the YWCA for 2020
<b>BVRTSC19-47</b> Davina Bernard moves to direct Administration to connect with the three other town administrations to discuss the LITP to be funded at fair market value.	November 2019	March 2020	Ongoing

# Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
January 2020	Bikes	3	32	16	16
	Strollers	32	119	6	4
	Winter Sports	1218	148	1006	179

## Observations – January 2020:

- Token Transit - Continued uptake in 'Token Trips'.
  - Adult uses - 12,373 rides
  - Youth uses - 992 rides
  - Senior uses - 34 rides
- **Banff Local Routes** – Route 1 saw a 1% ridership bump and Route 2 a 7% increase in ridership over January 2019.
- **Canmore/Banff Regional Route 3** ridership up 19% compared to January 2019.
- **Canmore Local Route 5** ridership up 43% over January 2019 (Highest ridership month ever recorded!)
- **Banff Centre Route 7** ridership at 1,253 for January – a 12% decrease from January 2019.
- **Lake Louise-Banff Route 8X** ridership jump with 7,600 passengers – a 88% increase compared to January 2019.

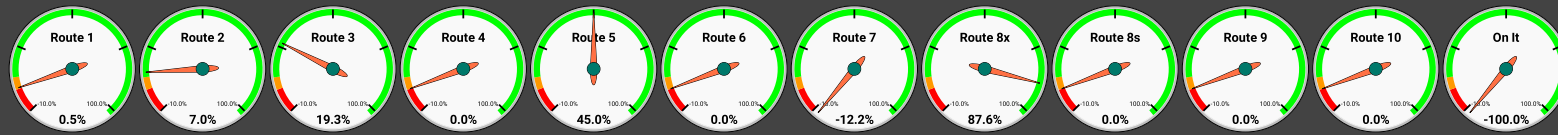
Year-Round Routes																										
October	Route 1 (Sulphur Mtn / Banff Ave)						Route 2 (Tunnel Mtn / Banff Springs Hotel)						Route 3 (Canmore-Banff Regional)							Banff Local Combined Totals (Routes 1, 2, 4, and 7)						
Month	2016	2017	2018	2019	2020	% Change	2016	2017	2018	2019	2020	% Change	2016	2017	2018	2019	2020	% Change		2015	2016	2017	2018	2019	2020	% Change
January	19,391	23,567	26,302	28,912	29,158	0.9%	22,261	24,429	22,257	27,358	29,235	6.9%	8,502	9,892	13,153	14,938	17,784	19.1%		41,973	41,652	47,996	48,559	57,701	59,646	3.4%
February	20,973	27,697	27,800	1,904	1,797	-5.6%	22,446	24,820	23,662	1,971	2,136	8.4%	8,081	10,182	12,371	641	801	25.0%		41,240	43,419	52,517	51,462	58,170	4,006	-93.1%
March	24,034	31,830	32,424		0	0.0%	23,928	24,474	25,551		0	0.0%	8,137	11,435	13,655		0	0.0%		46,484	47,962	56,304	57,975	63,321	0	-100.0%
April	18,226	29,233	28,441		0	0.0%	16,355	18,736	20,632		0	0.0%	7,911	9,942	13,695		0	0.0%		37,483	34,581	48,265	49,073	51,331	0	-100.0%
May	30,882	38,054	44,114		0	0.0%	22,549	25,146	28,773		0	0.0%	9,753	11,841	15,995		0	0.0%		52,462	53,762	63,588	73,542	83,476	0	-100.0%
June	37,896	42,032	57,945		0	0.0%	26,196	29,851	50,499		0	0.0%	10,831	12,690	16,261		0	0.0%		64,295	64,678	72,956	110,813	118,809	0	-100.0%
July	50,540	56,676	75,168		0	0.0%	31,655	38,958	68,439		0	0.0%	11,513	13,258	17,347		0	0.0%		79,171	83,146	97,639	147,949	150,584	0	-100.0%
August	52,621	58,460	69,322		0	0.0%	32,553	40,767	64,538		0	0.0%	11,089	12,760	16,063		0	0.0%		81,401	86,004	101,284	138,176	152,616	0	-100.0%
September	37,009	41,716	50,243		0	0.0%	24,406	30,362	39,878		0	0.0%	9,720	11,794	13,744		0	0.0%		60,204	62,091	73,203	91,739	110,337	0	-100.0%
October	24,252	25,934	28,296		0	0.0%	15,358	16,819	21,439		0	0.0%	9,881	12,134	14,465		0	0.0%		35,371	39,610	43,280	50,531	51,326	0	-100.0%
November	20,240	22,239	23,397		0	0.0%	17,004	16,947	19,061		0	0.0%	11,164	12,432	14,461		0	0.0%		33,785	37,244	39,186	44,039	46,535	0	-100.0%
December	27,465	27,379	30,941		0	0.0%	23,551	23,878	24,772		0	0.0%	9,999	11,748	13,348		0	0.0%		44,156	51,016	51,257	56,719	56,108	0	-100.0%
YTD	363,529	424,817	494,393	30,816	30,955	0.5%	278,262	315,187	409,501	29,329	31,371	7.0%	116,581	140,108	174,558	15,579	18,585	19.3%		618,025	645,165	747,475	920,577	1,000,514	63,652	-93.6%

	Route 5 (Canmore Local)						Route 7 (Banff Centre)				Route 8X (Express Lake Louise - Banff Regional)			
Month	2016	2017	2018	2019	2020	% Change	2018	2019	2020	% Change	2018	2019	2020	% Change
January		6,551	8,392	10,225	14,620	43.0%		1,431	1,253	-12.4%		4,053	7,617	87.93%
February		5,864	8,264	354	719	103.1%		79	73	-7.6%		161	288	78.88%
March		7,206	8,753	0	0.0%	0		0.0%	0	0.00%				
April		4,803	7,876	0	0.0%	0		0.0%	0	0.00%				
May		6,225	7,454	0	0.0%	0		0.0%	0	0.00%				
June		6,414	8,919	0	0.0%	0		0.0%	0	0.00%				
July		6,088	12,349	0	0.0%	0		0.0%	0	0.00%				
August		6,164	13,800	0	0.0%	0		0.0%	0	0.00%				
September		5,327	8,866	0	0.0%	0		0.0%	0	0.00%				
October		6,442	8,739	0	0.0%	796		0	0.0%	4,916		0	0.00%	
November	8,570	7,791	8,775	0	0.0%	1,581	0	0.0%	4,663	0	0.00%			
December	7,597	6,934	8,481	0	0.0%	1,006	0	0.0%	4,400	0	0.00%			
YTD	16,167	75,809	110,668	10,579	15,339	45.0%	3,383	1,510	1,326	-12.2%	13,979	4,214	7,905	87.59%

Roam TOTAL Ridership (Not incl. Onlt or Parking Shuttles)			
2018	2019	2020	% Change
70,104	86,917	99,667	14.7%
72,097	5,110	5,814	13.8%
80,383	0	0	0.0%
70,644	0	0	0.0%
100,873	0	0	0.0%
144,788	0	0	0.0%
191,438	0	0	0.0%
181,019	0	0	0.0%
118,832	0	0	0.0%
78,651	0	0	0.0%
71,938	0	0	0.0%
82,948	0	0	0.0%
1,263,715	92,027	105,481	14.62%

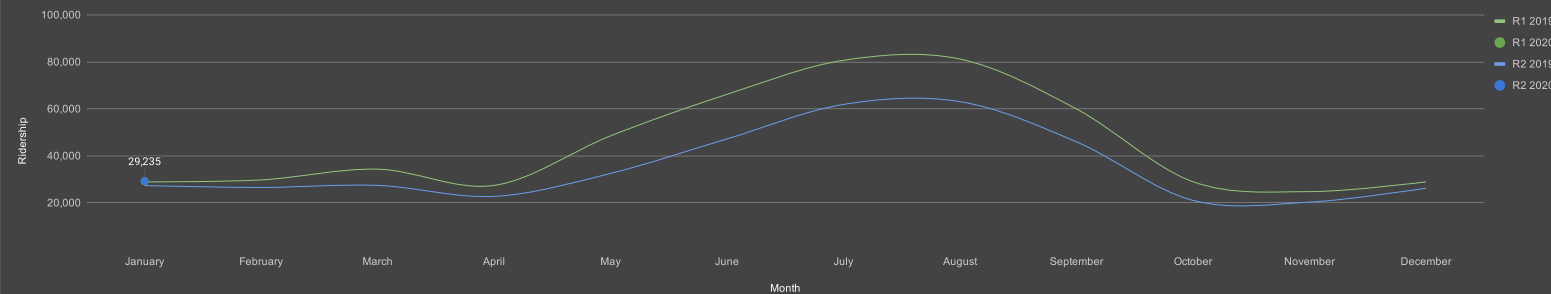
Summer/Seasonal Routes																													
	Route 4 (Cave and Basin)						Route 6 (Minnewanka)				Route 8S (Scenic Lake Louise - Banff Regional)			Route 9 (Johnston Canyon)			Route 10 (Moraine Lake Express)			On-It (Calgary Regional)					Parking Lot Shuttle				
Month	2016	2017	2018	2019	2020	% Change	2017	2018	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2019	2020	% Change	2017	2018	2019	2020	% Change	2019	2020	% Change	
January																													
February																													
March																													
April			296																										
May		331	388	655	0	0.0%		4,023	3,882		0	0.0%		0		0							1,818	1,271	0	-100.0%			
June		586	1,073	2,369	0	0.0%		9,058	8,795		0	0.0%		0	0.00%		0	0.00%				1,197	2,120	3,846	0	-100.0%			
July		951	2,005	4,342	0	0.0%		15,975	13,793		0	0.0%		0	0.00%		0	0.00%				4,198	3,746	4,847	0	-100.0%			
August		830	2,057	4,316	0	0.0%		17,192	12,980		0	0.0%		0	0.00%		0	0.00%				4,789	3,502	6,282	0	-100.0%	105	0	-100.0%
September		676	1,125	1,618	0	0.0%		4,016	4,483		0	0.0%		0	0.00%		0	0.00%				1,522	1,359	4,017	0	-100.0%	712	0	-100.0%
October			527																										
November																													
December																													
YTD		3,374	7,471	13,300	0	0.0%		50,264	43,933	0	0	0.0%		0	0	0.00%		0	0	0.0%		11,706	11,745	20,263	0	-100.0%	2,836	0	-100.0%

## Year to Date % Ridership Change - Comparing 2019 to 2020

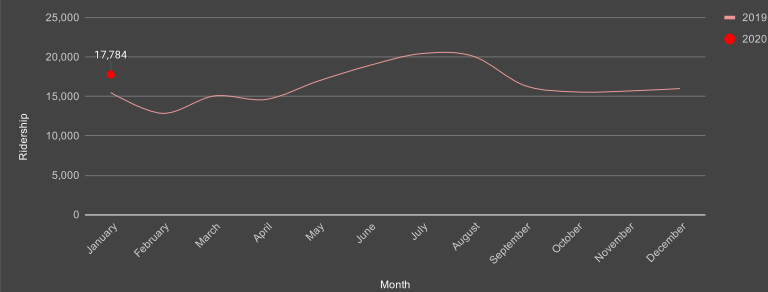


## Monthly Ridership Comparisons by Year

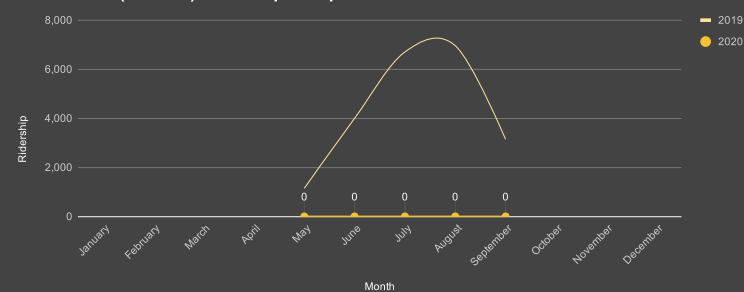
### Banff Local (Routes 1 and 2) Ridership Comparison



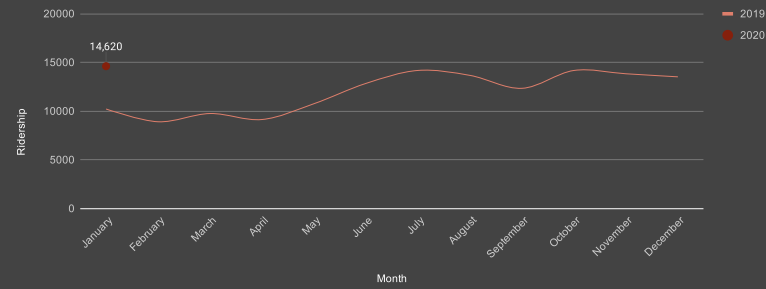
### Canmore - Banff Regional (Route 3) Ridership Comparison



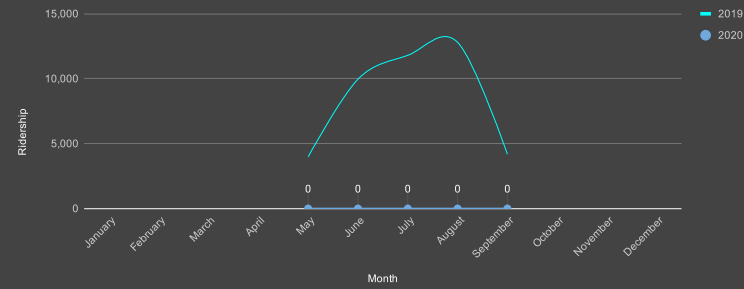
### Banff Local (Route 4) Ridership Comparison



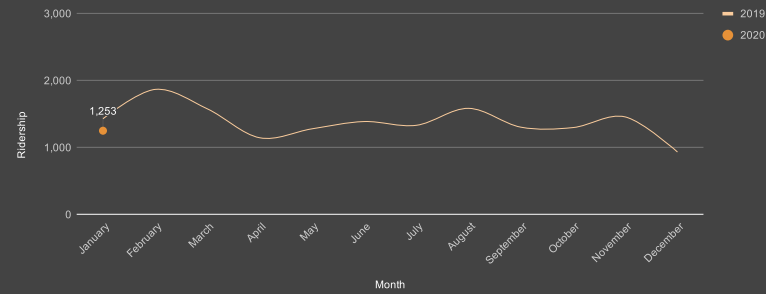
**Canmore Local (Route 5) Ridership Comparison**



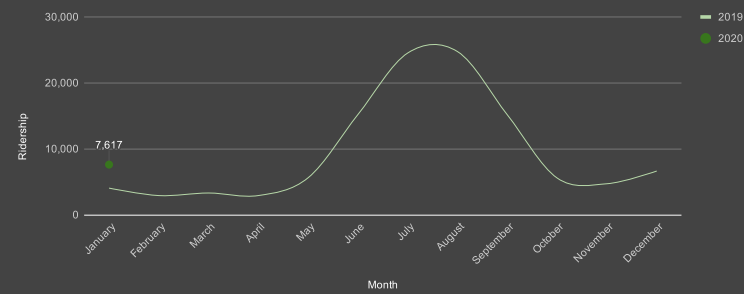
**Minnewanka (Route 6) Ridership Comparison**



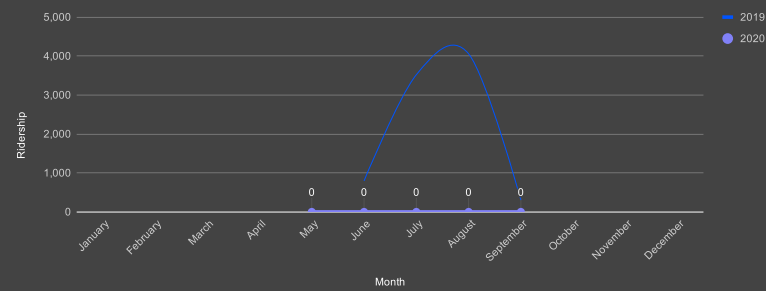
**Banff Centre (Route 7) Ridership Comparison**



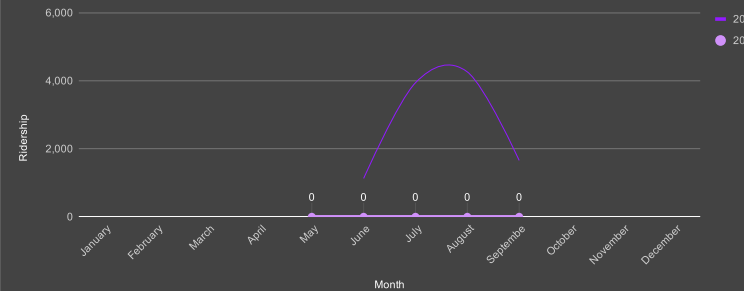
**Express Banff - Lake Louise Regional (Route 8X) Ridership Comparison**



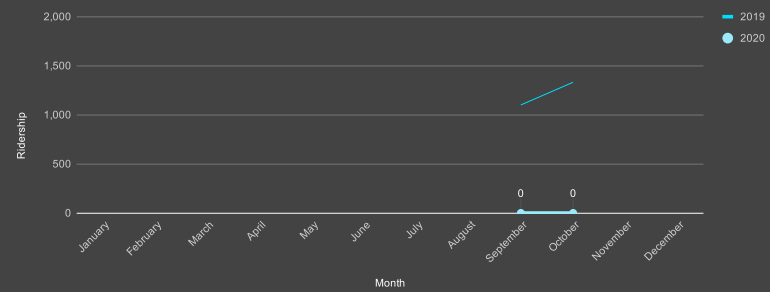
**Scenic Banff - Lake Louise Regional (Route 8S) Ridership Comparison**



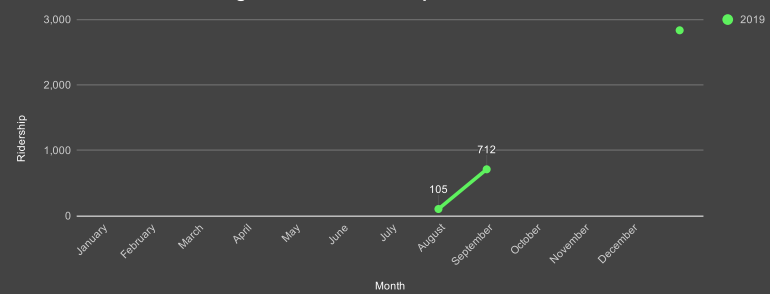
**Johnston Canyon Regional (Route 9) Ridership Comparison**



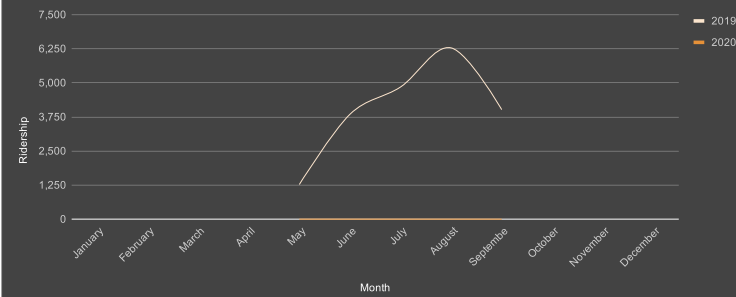
**Moraine Lake Express (Route 10) Ridership Comparison**



**Banff Train Station Parking Lot Shuttle Ridership**



**On It Calgary Regional Ridership Comparison**





# Bow Valley *R*egional Transit Services Commission



New Business

Bow Valley *Regional* Transit Services Commission

# Strategic Planning