

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

via: Zoom Video Meeting

AGENDA

June 10, 2020 2:00-3:30pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the May 13th, 2020 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) Discussion of updated service levels, transit ridership and protocols (For Information Only)
 - Safety Measures
 - Front door loading
 - Schedule resumption
 - Hotel Partners
 - Office Opening/schedule
 - Communication/Messaging
 - Transit customer credits and refunds
 - Low Income Transit Pass program
6. Adjournment

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

via: Zoom Video Meeting

MINUTES

May 13th, 2020 2:00-4:00pm

BOARD MEMBERS PRESENT

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

BOARD MEMBERS ABSENT

BVRTSC ADMINISTRATION PRESENT

Martin Bean, Chief Administrative Officer
Steve Nelson, Manager of Operations
Mel Booth, Financial Controller

ADMINISTRATION PRESENT

Patti Youngberg, Parks Canada
Alex Kolesch, Parks Canada (Exited the meeting at 3:30 PM)
Adrian Field, Town of Banff
Claire Ellick, Town of Canmore
Danielle Morine, ID9 (Exited the meeting at 3:15 PM)

ADMINISTRATION ABSENT

1. Call to Order

Brian Standish calls the meeting to order at 2:05 PM.

2. Approval of the Agenda

Additional Item: Martin Bean added a discussion of the Draft of the 2021 BVRTSC Strategic Plan document

BVRTSC20-16 Brian Standish moves to approve the agenda as amended

CARRIED UNANIMOUSLY

3. Minutes

- Approval of the April 8, 2020 Regular Meeting Minutes (attached)

BVRTSC20-17 Brian Standish moves to approve the minutes as attached

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a) CAO's Monthly Report (For Information)
- b) Bring Forward List of Pending Items (For Information)
 - No changes noted for Bring Forward list from previous month
- c) Transit Service Monthly Statistics (For Information)

5. New Business

- a) Presentation of Q1 Financial Results and KPI's (For Information Only)
 - Q1 financial results presented by Martin Bean and Mel Booth
- b) Presentation of Potential Budget Scenarios (For Information Only)
- c) Presentation of Preliminary Transit Recovery Plan (Request for Decisions)

BVRTSC20-18 Brian Standish moves that the Commission allow administration to use up to \$25,000 in capital expenditures from unused 2020 funds currently allocated to Ticket Vending Machines to purchase necessary items allowing the facilitation of a robust recovery plan.

CARRIED UNANIMOUSLY

BVRTSC20-19 Brian Standish moves that the Commission direct administration to remove the provision of change vouchers to passengers as an initial step in the recovery plan.

CARRIED UNANIMOUSLY

BVRTSC20-20 Brian Standish moves that the Commission direct administration to purchase, following consultation with municipal administration, additional Ticket Vending Machines to be placed at higher ridership stops, while still remaining within the allocated budget for 2020.

CARRIED UNANIMOUSLY

BVRTSC20-21 Brian Standish moves that the Commission allow administration to facilitate the Transit Recovery Plan in conjunction with municipal administration and partners, remaining within the parameters of the proposed operating scenarios, while informing the board of any changes in service levels. –

CARRIED UNANIMOUSLY

d) Additional Agenda Item - Discussion of Draft of Strategic Plan Document

BVRTSC20-22 Brian Standish moves that Administration bring back a report at the July meeting to outline potential options for rolling out our current draft strategic plan.

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC20-23 Brian Standish moves to adjourn the meeting at 3:55PM

CARRIED UNANIMOUSLY

Bow Valley Regional Transit Services Commission



CAO Report

CAO Update – June 2020

- **Financial:**

- All routes other than Route 5 (Canmore local) are now charging fares once again. Projections will be monitored and adjusted as we begin to realize the passenger and fare volumes collected.
- CUTA is continuing to put pressure on the Federal Government for operational funding to support transit in recovery from the pandemic and it appears that they are making some exciting headway (see link below). The Federation of Canadian Municipalities has also been lobbying for transit relief funding.
- [Federal Recovery Package Announcement \(Twitter\)](#)

- **LLB Regional Service:**

- Routes 8S (Bow Valley Parkway) and Route 9 (Johnston Canyon) will not be operating this summer.
- Route 8X will be operating every 90 minutes from Banff to Lake Louise this summer utilizing 2 buses, with a third bus being available as an overload for busy departures. This setup gives the option of reducing the schedule on a rainy day where few people travel to Lake Louise.
- There is a concern, should ridership significantly increase, that we will have more demand than capacity and people may buy tickets at the ticket vending machines and not be able to get on the bus. We will monitor this and provide mitigation through the use of transit ambassador staff at the hub should it become necessary.

- **Banff Local Service:**

- The closure of Banff Avenue has created the need for Roam to close 4 bus stops and relocate to 2 new bus stops on Beaver Street. This significantly reduces the visibility of Roam and will affect ridership this summer. Roam and the Town of Banff are ensuring signage is in place to direct riders to the stops.
- The Fairmont Banff Springs Hotel has joined our Partner Program on a reduced rate for a 6-month trial to determine if the program meets their needs. They are operating on a reduced room allocation this summer and anticipate their occupancy to be low, however feel the Roam program will be good for their guests. They are not involved in the staff transit pass portion of the program at this time.

- **CB Regional Service:**

- Ridership with bikes is not being encouraged due to capacity restrictions. Passengers are being made aware of limitations for this summer. With fares now being charged, ridership on CB Regional remained constant during the first week, with ridership spread out during the morning and early afternoon and then busier between 3:30 – 6:00pm.

- **Canmore Local Service:**

- Canmore road construction will continue to affect transit moving throughout the community this summer. Schedules are being adjusted by 5 minutes to 35-minute frequency for the summer months to compensate for construction and traffic. This will match the scheduling on Route 3.

- **General/Health and Safety**

- The Roam Brand Standard is in the final process of transfer from the Town of Banff to the BVRTSC. Two elements are involved in moving over the Brand Standard:
 - Movement of the Brand Standard document. This document has now been transferred from the Town of Banff to the BVRTSC.
 - Transfer of the Official Mark from the Town of Banff to the BVRTSC. This is completed through a lawyer, with a filing being done with the Canadian Intellectual Property Office. This was filed by our lawyers (RMRF) in February, with an anticipated completion between 6-8 months.
- Alberta Transportation has completed their audit of our Mandatory Entry Level Training (MELT) program. The audit findings were very positive, with only a minor paperwork revision required to be fully in compliance with their procedures and protocols.
- Additional cleaning protocols of all work areas, including buses are in place, with wipe downs of high touch areas through the bus operating times along with daily sanitization of buses. Due to the significant expense of the sanitization, we are reviewing the purchase of equipment to be able to complete this in a more cost effective and timely manner.
- OnIt service to and from Calgary will be operating on a reduced timeframe this summer, beginning on June 26th and extending through September 13th this year, matching the Roam increased schedules.
- Construction of the transit storage building is continuing to move along, with cement foundation currently in the process of being poured.
- The anticipated further delay on our Proterra electric buses appears to not be occurring as we thought. These three buses are due now to be delivered in the first week of September. This creates few challenges:
 - Storage space – we are limited on space and need to determine the optimal way to store these three buses

- The third bus we were anticipating at year end as it is not budgeted by TOB until 2021. The intent is for the Commission to interim fund Banff's portion and claim the other 2/3 from GreenTRIP
- Charging – the decision had been tentatively made not to install the chargers in the current fleet shop, rather wait for the new building. With the buses being here all winter, there will be a need to charge them and cycle the batteries on a weekly (at least) basis, therefore needing charging infrastructure. A rented or purchased generator may be insufficient for such a long term.
- Financial – with the exchange rate being significantly less favourable than anticipated and ICIP funding not appearing to be available, there will be a shortfall in the allocated funding, and we will be recommending that the shortfall (potentially around \$150K) come from BVRTSC capital reserves. A report on this will be completed closer to the delivery date.

Bow Valley *R*egional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of June 2020)

ITEM	Date Initiated	Pending Date	Comments:
BVRTSC19-47 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	July, 2020	Ongoing – initial meetings have occurred however follow up to happen in next couple of months

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
May 2020	Bikes	202	131	464	46
	Strollers	17	9	4	0
	Winter Sports	0	1	8	2

Observations – May 2020

Ridership by week

Route	May Wk1 2019/2020	May Wk2 2019/2020	May Wk3 2019/2020	May Wk4 2019/2020
Route 1	9303/518 (-94%)	10739/582(-95%)	12975/643 (-95%)	13652/865 (-94%)
Route 2	5439/624 (-89%)	7727/811 (-90%)	8971/741 (-92)	9293/950 (-90%)
Route 3	3494/1164 (-67%)	3844/1479 (-62%)	3849/1388 (-64%)	4312/1779 (-59%)
Route 5	2127/635 (-70%)	2334/774 (-67%)	2533/835 (-67)	2868/820 (-72%)
Route 8X	892/275 (-69%)	1221/336 (-73%)	1599/284 (-82%)	2173/547 (-75%)

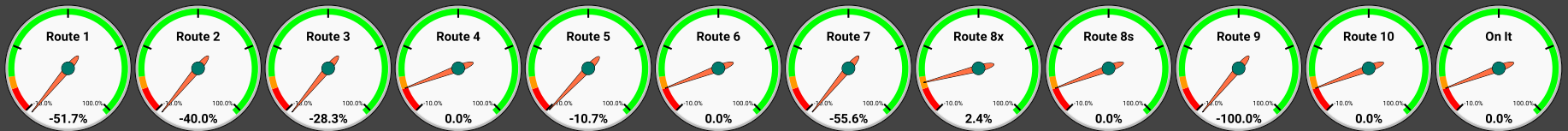
October	Route 1 (Inns of Banff/ Gondola)					Route 2 (Tunnel Mtn / Banff Springs Hotel)					Route 3 (Canmore-Banff Regional)					Banff Local Combined Totals (Routes 1, 2, 4, and 7)				
Month	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change
January	26,302	28,912	28,912	29,158	0.9%	22,257	27,358	27,358	30,240	10.5%	13,153	15,486	14,938	17,784	19.1%	48,559	57,701	57,701	60,651	5.1%
February	27,800	29,757	29,757	29,827	0.2%	23,662	26,543	26,543	29,325	10.5%	12,371	12,849	12,849	14,547	13.2%	51,462	58,170	58,170	60,512	4.0%
March	32,424	34,329	34,329	19,873	-42.1%	25,551	27,413	27,413	18,827	-31.3%	13,655	15,057	15,057	11,409	-24.2%	57,975	63,321	63,321	39,411	-37.8%
April	28,441	27,420	27,420	2,557	-90.7%	20,632	22,763	22,851	2,791	-87.8%	13,695	14,618	14,618	4,106	-71.9%	49,073	51,331	51,419	5,348	-89.6%
May	44,114	48,522	48,522	2,856	-94.1%	28,773	32,526	32,526	3,386	-89.6%	15,995	16,925	16,925	6,279	-62.9%	73,542	83,476	82,329	6,242	-92.4%
June	57,945	66,195	6,150	361	-94.1%	50,499	47,222	4,700	274	-94.2%	16,261	18,924	1,878	574	-69.4%	110,813	118,809	11,024	635	-94.2%
July	75,168	80,651		0	0.0%	68,439	61,895		0	0.0%	17,347	20,422		0	0.0%	147,949	150,584	0	0	#DIV/0!
August	69,322	81,196		0	0.0%	64,538	63,073		0	0.0%	16,063	20,105		0	0.0%	138,176	152,816	0	0	#DIV/0!
September	50,243	59,934		0	0.0%	39,878	45,951		0	0.0%	13,744	16,379		0	0.0%	91,739	110,337	0	0	#DIV/0!
October	28,296	28,982		0	0.0%	21,439	21,044		0	0.0%	14,465	15,563		0	0.0%	50,531	51,326	0	0	#DIV/0!
November	23,397	24,776		0	0.0%	19,061	20,300		0	0.0%	14,461	15,682		0	0.0%	44,039	46,535	0	0	#DIV/0!
December	30,941	28,935		0	0.0%	24,772	26,238		0	0.0%	13,348	15,994		0	0.0%	56,719	56,108	0	0	#DIV/0!
YTD	494,393	539,609	175,090	84,633	-51.7%	409,501	422,326	141,391	84,843	-40.0%	174,558	198,004	76,265	54,699	-28.3%	920,577	1,000,514	323,964	172,799	-46.7%

	Route 5 Canmore					Route 7 (Banff Centre)					Route 8X (Express Lake Louise - Banff Regional)					Roam TOTAL Ridership (Not incl. Onlt or Parking Shuttles)						
Month	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change		
January	8,392	10,225	10,225	14,620	43.0%		1,431	1,431	1,253	-12.4%		4,053	4,053	7,617	87.93%	70,104	87,465	86,917	100,672	15.8%		
February	8,264	8,913	8,913	14,327	60.7%		1,870	1,870	1,360	-27.3%		2,920	2,920	5,913	102.50%	72,097	82,852	82,852	95,299	15.0%		
March	8,753	9,759	9,759	9,321	-4.5%		1,579	1,579	711	-55.0%		3,310	3,310	4,187	26.50%	80,383	91,447	91,447	64,328	-29.7%		
April	7,876	9,144	9,144	2,506	-72.6%		1,148	1,148	0	-100.0%		2,926	2,926	1,088	-62.82%	70,644	78,019	78,107	13,048	-83.3%		
May	7,454	10,769	10,769	3,322	-69.2%		1,281	1,281	0	-100.0%		5,634	5,634	1,585	-71.87%	100,873	120,789	115,657	17,428	-84.9%		
June	8,919	12,852	889	285	-67.9%		1,390	174	0	-100.0%		15,224	1,194	131	-89.03%	144,788	177,699	14,985	1,625	-89.2%		
July	12,349	14,183		0	0.0%		1,334		0	0.0%		24,544		0	0.00%	191,438	228,998	0	0	0.0%		
August	13,800	13,675		0	0.0%		1,587		0	0.0%		24,743		0	0.00%	181,019	232,461	0	0	0.0%		
September	8,866	12,348		0	0.0%		1,306		0	0.0%		15,154		0	0.00%	118,832	161,465	0	0	0.0%		
October	8,739	14,180		0	0.0%		796	1,300		0		0.0%	4,916	5,581		0	0.00%	78,651	87,982	0	0	0.0%
November	8,775	13,841		0	0.0%		1,581	1,459		0		0.0%	4,663	4,715		0	0.00%	71,938	80,773	0	0	0.0%
December	8,481	13,526		0	0.0%		1,006	935		0		0.0%	4,400	6,645		0	0.00%	82,948	92,273	0	0	0.0%
YTD	110,668	143,415	49,699	44,381	-10.7%	3,383	16,620	7,483	3,324	-55.6%	13,979	115,449	20,037	20,521	2.42%	1,263,715	1,522,223	469,965	292,401	-37.78%		

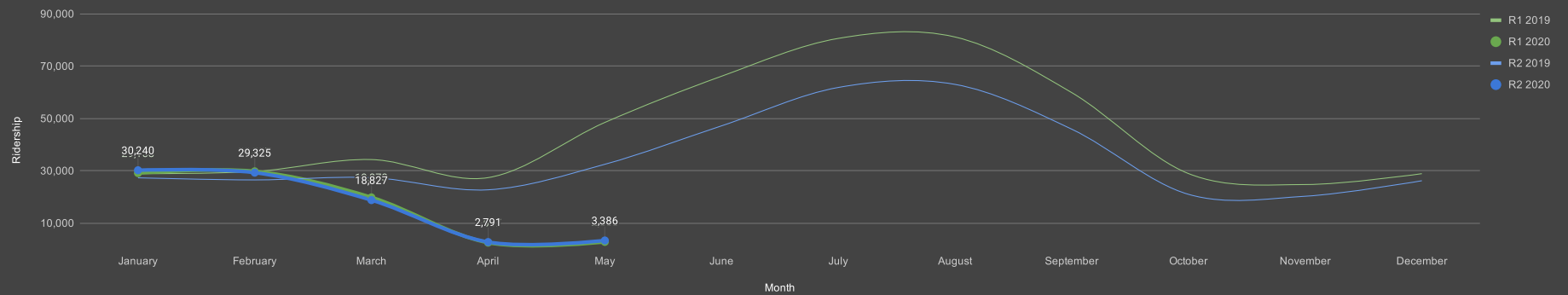
	Route 4 Cave and Basin					Route 6 (Minnewanka)					Route 8S (Scenic Lake Louise - Banff Regional)				Route 9 (Johnston Canyon)				Route 10 (Moraine Lake)					
Month	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change		
January																								
February																								
March																								
April																								
May	655	1,147		0	0.0%	3,882	3985		0	0.0%			0				0							
June	2,369	4,002		0	0.0%	8,795	9966		0	0.0%	795		0	0.0%	1,129		0	-100.00%						
July	4,342	6,704		0	0.0%	13,793	11801		0	0.0%	3,521		0	0.0%	3,943		0	-100.00%						
August	4,316	6,960		0	0.0%	12,980	12802		0	0.0%	4,058		0	0.0%	4,262		0	-100.00%						
September	1,618	3,146		0	0.0%	4,483	4184		0	0.0%	303		0	0.0%	1,659		0	-100.00%	1,101		0	0.0%		
October																					1,332		0	0.0%
November																								
December																								
YTD	13,300	21,959	0	0	0.0%	43,933	42,738	0	0	0.0%	8,677	0	0	0.0%	10,993	0	0	-100.00%	2,433	0	0	0.0%		

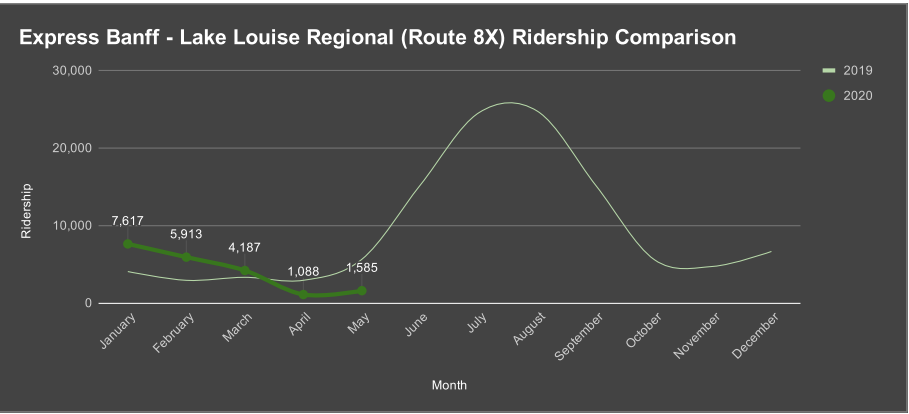
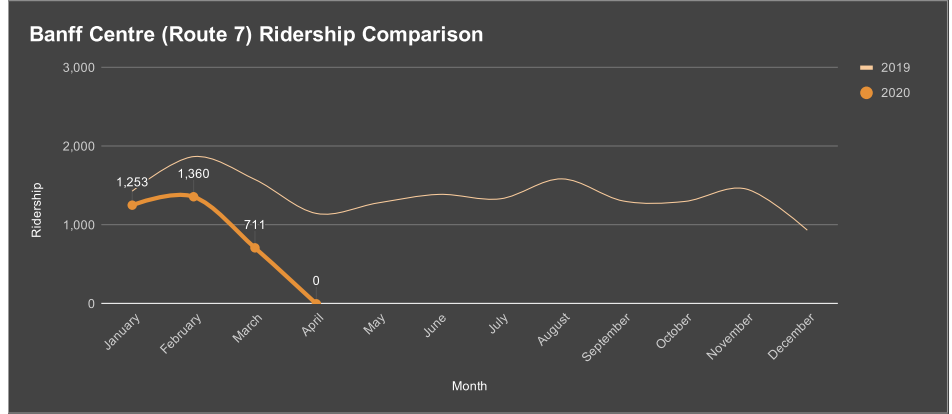
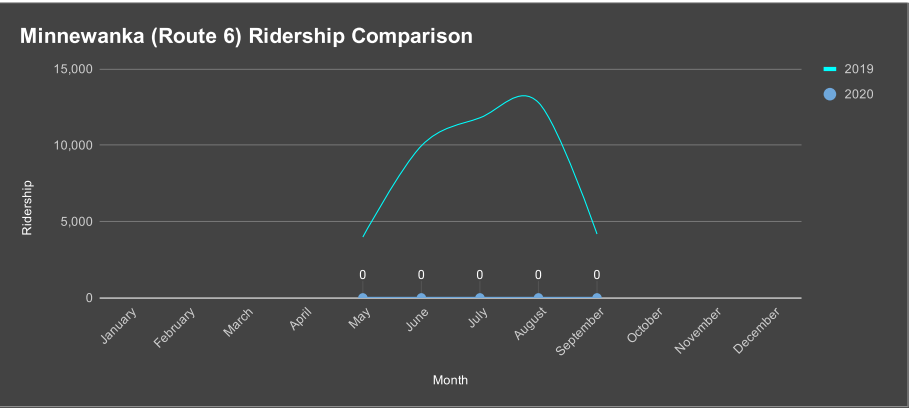
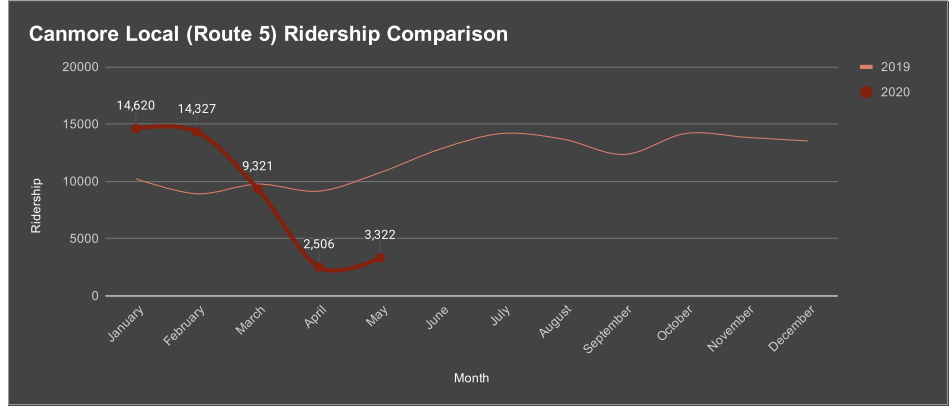
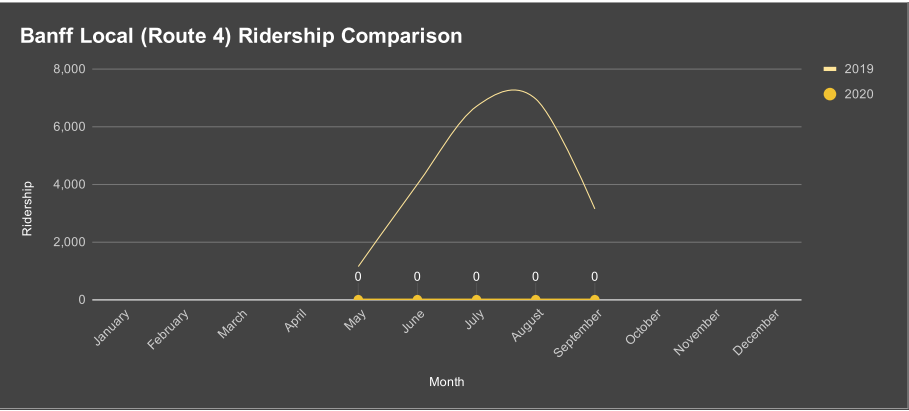
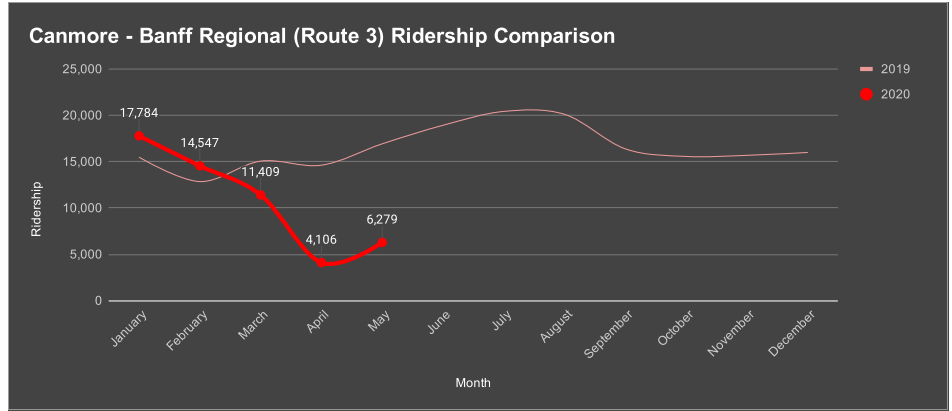
On-It (Calgary Regional)					Parking Lot Shuttle				
2018	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	
1908	1,271		0	0.0%					
3,846	3,846		0	0.0%					
4,847	4,847		0	0.0%					
6,282	6,282		0	0.0%	105		0	0.0%	
4,017	4,017		0	0.0%	712		0	0.0%	
18,992	20,263	0	0	0.0%	817	0	0	0.0%	

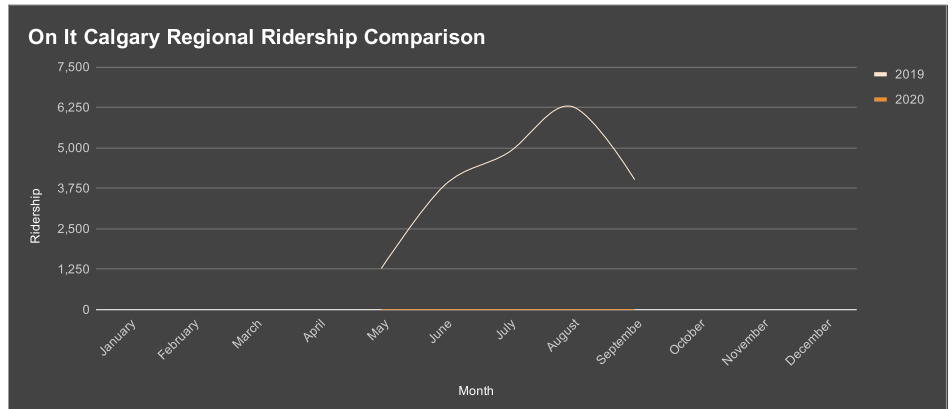
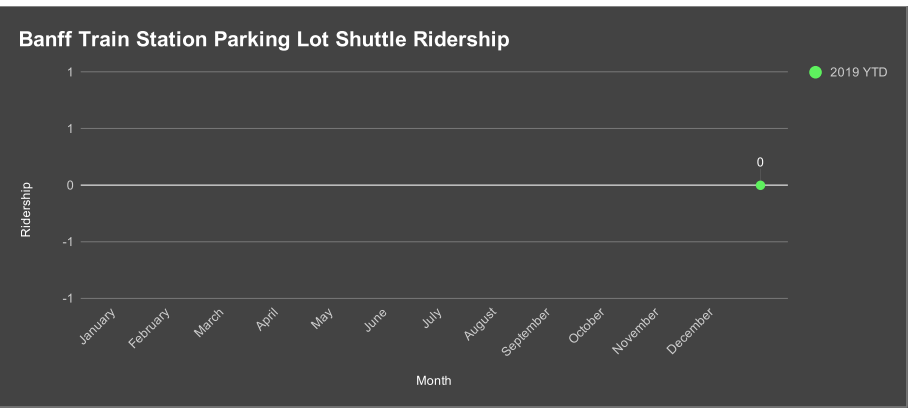
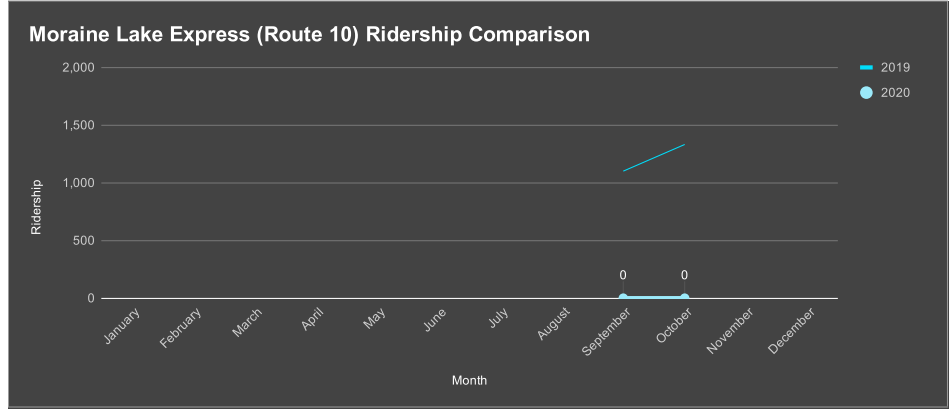
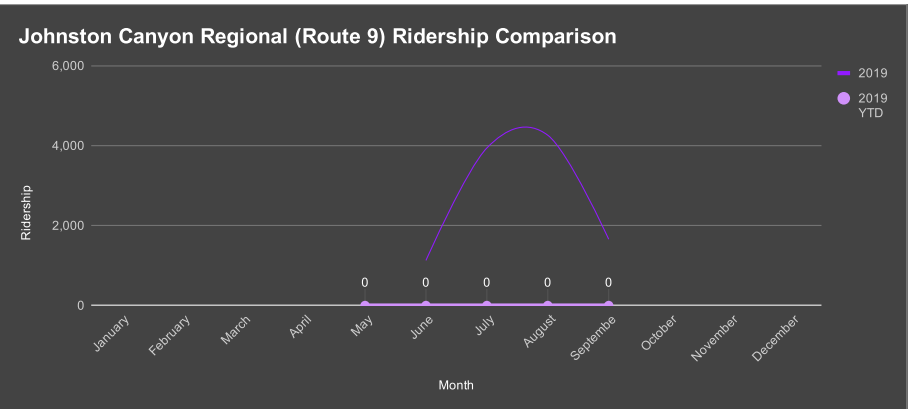
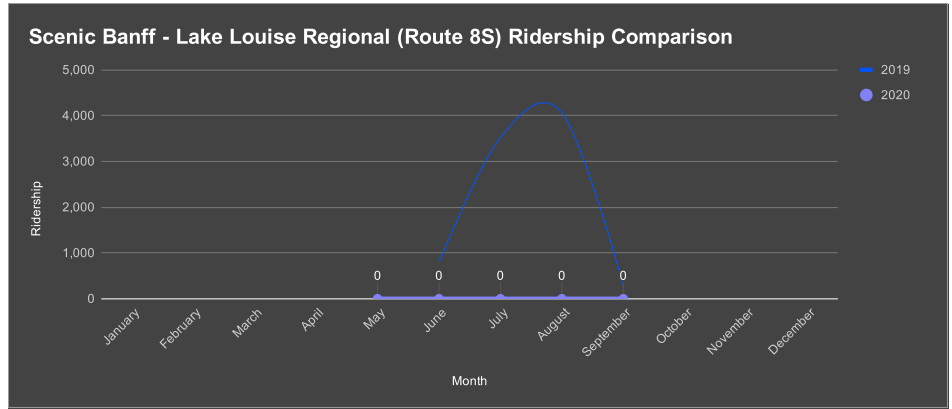
Year to Date % Ridership Change - Comparing 2019 to 2020



Banff Local (Routes 1 and 2) Ridership Comparison





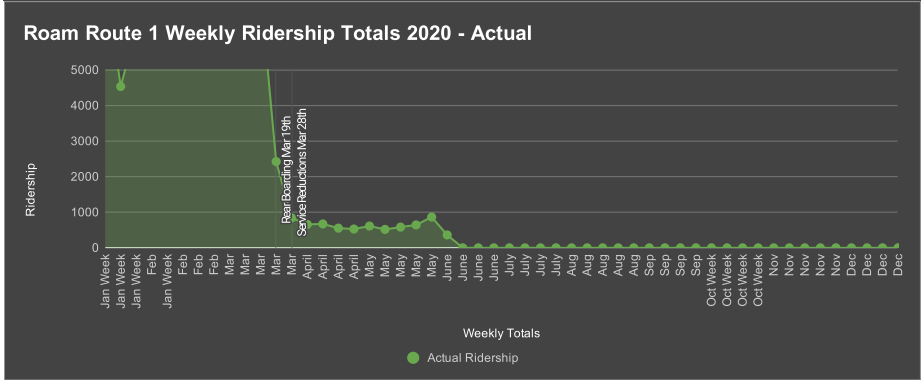


Roam Weekly Ridership Comparisons Actual - COVID-19 Impact

Roam Route 1 Weekly Ridership Totals 2020 - Actual

This line chart displays the weekly ridership for Roam Route 1 throughout 2020. The y-axis represents the number of riders, ranging from 0 to 5,000. The x-axis shows the weeks of the year, from January to December. The data shows a significant drop in ridership in March, coinciding with service reductions. Ridership remains low for the remainder of the year.

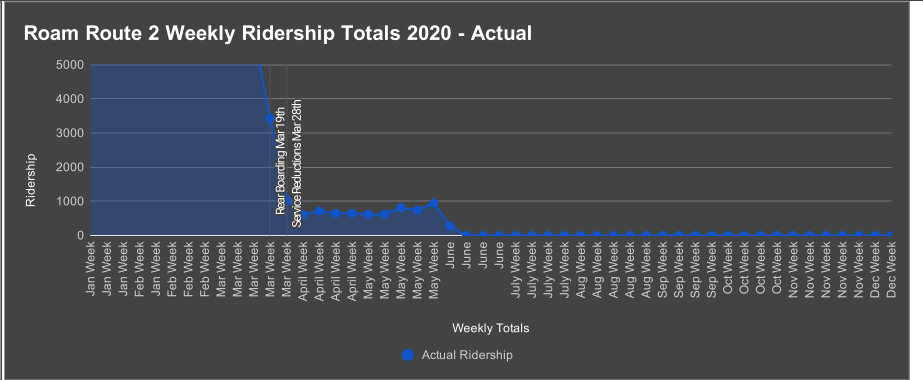
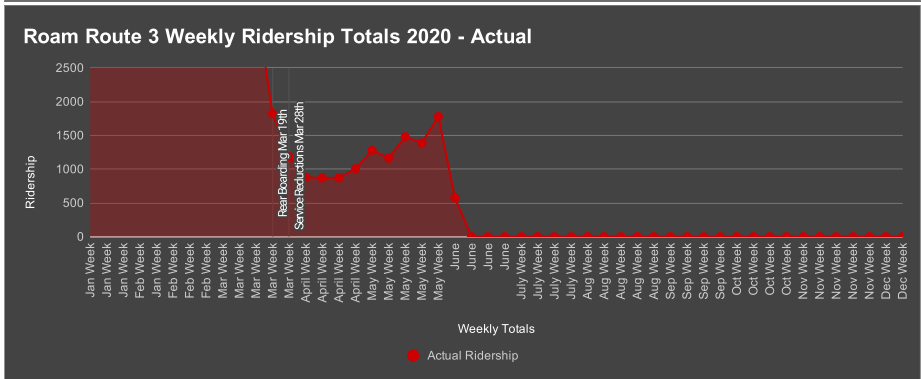
Week	Ridership (Actual)
Jan Week 1	4500
Jan Week 2	4500
Jan Week 3	4500
Jan Week 4	4500
Feb Week 1	4500
Feb Week 2	4500
Feb Week 3	4500
Feb Week 4	4500
Mar Week 1	4500
Mar Week 2	2500
Mar Week 3	2500
Mar Week 4	2500
Apr Week 1	700
Apr Week 2	700
Apr Week 3	700
Apr Week 4	700
May Week 1	700
May Week 2	700
May Week 3	700
May Week 4	700
Jun Week 1	700
Jun Week 2	700
Jun Week 3	700
Jun Week 4	700
Jul Week 1	700
Jul Week 2	700
Jul Week 3	700
Jul Week 4	700
Aug Week 1	700
Aug Week 2	700
Aug Week 3	700
Aug Week 4	700
Sep Week 1	700
Sep Week 2	700
Sep Week 3	700
Sep Week 4	700
Oct Week 1	700
Oct Week 2	700
Oct Week 3	700
Oct Week 4	700
Nov Week 1	700
Nov Week 2	700
Nov Week 3	700
Nov Week 4	700
Dec Week 1	700
Dec Week 2	700
Dec Week 3	700
Dec Week 4	700



Roam Route 2 Weekly Ridership Totals 2020 - Actual

The chart displays the weekly ridership for Roam Route 2 in 2020. The y-axis represents the number of riders, ranging from 0 to 5,000. The x-axis represents the weeks of the year, from Jan Week to Dec Week. The data shows a significant spike in ridership in March, followed by a period of low ridership for the rest of the year.

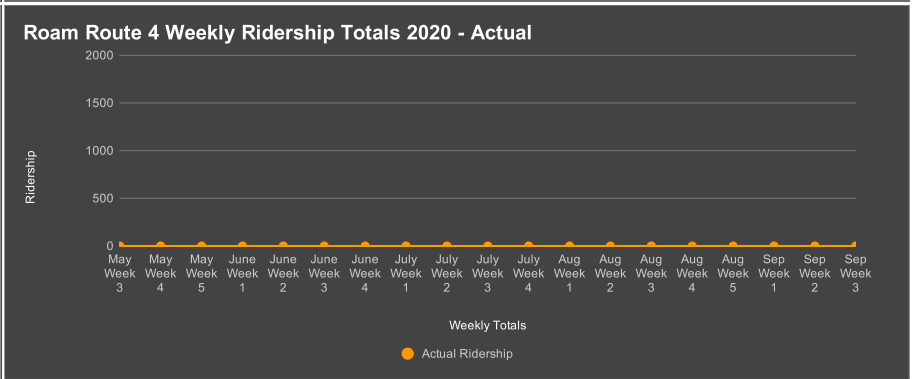
Weekly Totals	Actual Ridership
Jan Week	0
Jan Week	0
Feb Week	0
Feb Week	0
Feb Week	0
Feb Week	0
Mar Week	0
Mar Week	3500
Mar Week	500
Apr Week	700
Apr Week	600
Apr Week	600
May Week	500
May Week	800
May Week	700
May Week	1000
June	200
June	0
June	0
July Week	0
July Week	0
July Week	0
Aug Week	0
Aug Week	0
Aug Week	0
Sep Week	0
Sep Week	0
Sep Week	0
Oct Week	0
Oct Week	0
Oct Week	0
Nov Week	0
Nov Week	0
Nov Week	0
Dec Week	0
Dec Week	0

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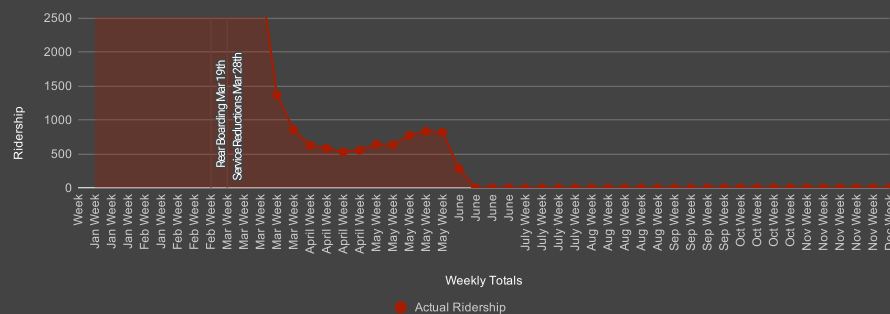
Roam Route 4 Weekly Ridership Totals 2020 - Actual

This line chart displays the weekly ridership for Roam Route 4 in 2020. The y-axis represents the number of riders, ranging from 0 to 2000 in increments of 500. The x-axis shows the weeks from May Week 3 to Sep Week 3. The data points, represented by orange dots, all lie on the x-axis at the 0 level, indicating zero ridership for every week shown.

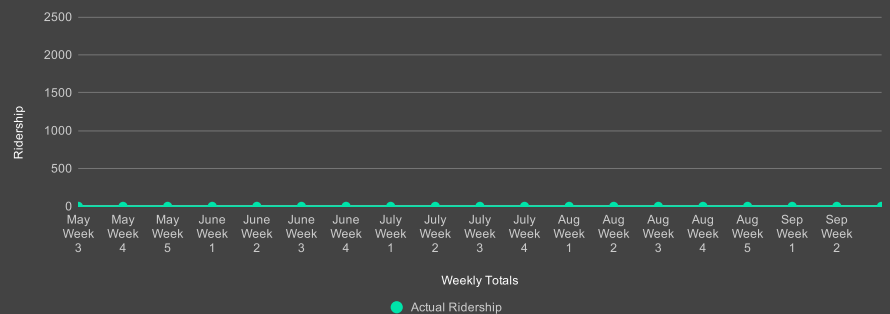
Week	Ridership
May Week 3	0
May Week 4	0
May Week 5	0
June Week 1	0
June Week 2	0
June Week 3	0
June Week 4	0
July Week 1	0
July Week 2	0
July Week 3	0
July Week 4	0
Aug Week 1	0
Aug Week 2	0
Aug Week 3	0
Aug Week 4	0
Aug Week 5	0
Sep Week 1	0
Sep Week 2	0
Sep Week 3	0



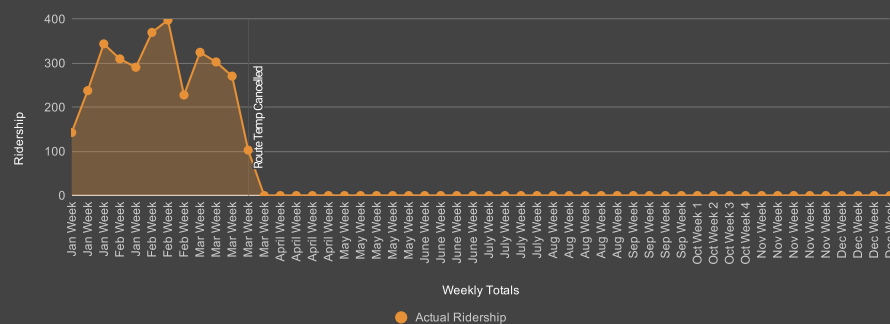
Roam Route 5 Weekly Ridership Totals 2020 - Actual



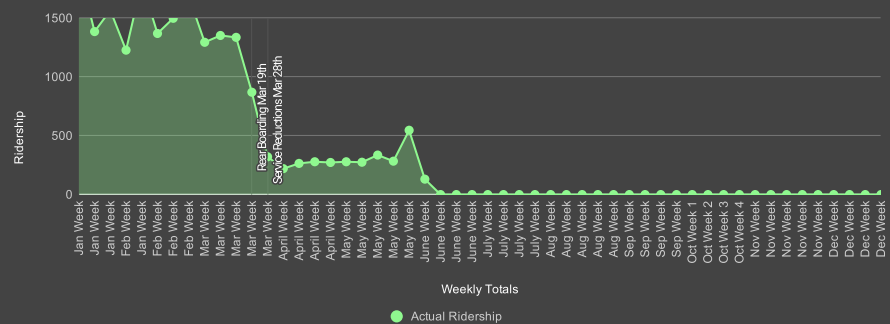
Roam Route 6 Weekly Ridership Totals 2020 - Actual



Roam Route 7 Weekly Ridership Totals 2020 - Actual



Roam Route 8 Express/Winter Weekly Ridership Totals 2020 - Actual



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