BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION REGULAR MEETING

via: Zoom Video Meeting

AGENDA

January 13th, 2021 2:00-3:30pm

- 1. Call to Order
- 2. Approval of the Agenda
- 3. Minutes
 - Approval of the December 9th, 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) Banff Lake Louise Hotel Association Presentation (Darren Reeder) (For Information Only)
- b) Banff Transit Storage Building Time Lapse Slide Show (Screen Share) (For Information Only)
- c) Christmas Transit Video for employees (Screen Share) (For Information Only)
- d) In Camera Session (CAO Review)

6. Adjournment

BOW VALLEY REGIONAL TRANSIT SERVICES COMMISSION REGULAR MEETING

via: Zoom Video Meeting

MINUTES

December 9th, 2020

2:00-3:30pm

BOARD MEMBERS PRESENT

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

BOARD MEMBERS ABSENT

BVRTSC ADMINISTRATION PRESENT

Martin Bean, Chief Administrative Officer Steve Nelson, Operations Manager Mel Booth, Financial Controller Corrie DiManno, Marketing and Communications

ADMINISTRATION PRESENT

Andy Esarte, Town of Canmore Danielle Morine, ID9 Adrian Field, Town of Banff Alex Kolesch, Parks Canada Daniella Rubeling, Parks Canada

Members of the Public

Thom<mark>as Pacy – Dillon</mark> Consulting Bill Menzies – Dillon Consulting

1. Call to Order

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

2. Approval of the Agenda

Martin Bean recommends amend the Agenda to allow for the presentation listed under New Business item 5a to be moved to the top of the meeting.

BVRTSC20-62 Chip Olver moves to approve the Agenda as amended.

CARRIED UNANIMOUSLY

3. Minutes

• Approval of the November 18th, 2020 Regular Meeting Minutes (attached)

BVRTSC20-63 Brian Standish moves to accept the minutes as presented.

CARRIED UNANIMOUSLY

- 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) Dillon Presentation of Transit Technology Report (For Information Only)
- b) Parks Canada Transit Update (Daniella Rubeling) (For Information Only)
- 6. Adjournment

BVRTSC20-64 Brian Standish moves to adjourn the meeting at 3:18 PM.

CARRIED UNANIMOUSLY



Bow Valley Regional Transit Services Commission

Bow Valley Regional Transit Services Commission



CAO Report



CAO Update – January 2021

• Financial:

- Avail CPA has begun gathering documentation for review in order to complete 2020 financial audit. All documentation is shared on a secure online site by BVRTSC finance and will lead to audit completion in March. At this point, the audit is planned to be entirely online.
- The ICIP application for the Banff Transit Pedestrian Bridge has been received by the Federal Government and is being reviewed, with some clarification questions currently being answered by Administration.

Transit Service Updates

- Ridership was down over the Christmas period due to the restrictions; however, the ridership trends were fairly consistent, with few riders in the early mornings and late evenings and larger numbers during the middle of the day.
- As follow up to last month's entry about the Alberta Zero Emission Hydrogen Transit Project, Roam has provided required data and a letter of support which has been submitted by the University of Calgary team to the Government for grant consideration. Our final involvement in the project will be decided if and when the grant is approved.
- Further discussions are ongoing with Alberta Parks and TOC Administration to determine possibilities for a seasonal Roam service to Grassi Lakes once their parking lot and access improvements have been completed in 2022.
- In looking at initial Town of Banff traffic volume counts, traffic for the year was down just over 30% from 2019 whereas overall transit ridership on Banff local service was down 69% for the same period. This confirms the previously identified observation that transit has been impacted more substantially than general visitation due to COVID concerns of riding public transit and the changed make-up of the visitors that do visit the area and their propensity to travel more in private vehicles.



- Administration is currently completing an analysis of our Automatic Passenger Counting system and reporting parameters to enable data mining with regards to passenger loads and individual trip analysis. This system has not been fully reliable since inception and we are still relying on farebox passenger counts as our primary method of reporting. The downside of the farebox counts is that the reporting does not calculate based on individual trips and does not record passenger alighting.
- In planning for the summer, we are doing analysis on the possibility of operating the Tunnel Mtn/Banff Springs route (Route 2) to Bow Falls as an added destination. Initial route planning shows that we can do this without incurring any additional costs or time penalties. This will be further discussed with both TOB Administration and Parks Canada prior to proceeding.

General/Health and Safety

- Steve has investigated online training and educational opportunities for Admin staff for 2021 as in person classes will not be available at this point. We are currently trialing a service called "Skill Share" (skillshare.com), which offers multiple business related courses, from Microsoft Office applications to leadership training. In addition, numerous personal growth classes are available on the site.
- With the pending completion of the transit storage building, we are finalizing purchasing for interior furnishings such as desks, chairs, storage area shelving etc..
- With the purchase of our transit simulator, we are now finalizing the delivery and programming details, with the unit planned to be operational by mid-April.
- Proterra has our 3 buses completed and in storage in South Carolina with an anticipated date for them to be shipped to Canada of March 15th. At this time, we are working through the inspection and delivery acceptance procedure. Typically, we would have a representative at the facility to do an inspection and test drives prior to them leaving the factory however at this point it does not appear that travel will be recommended by March.
- Administration performance discussions are occurring through January as are similar discussions with drivers. All reviews are anticipated to be completed by the end of January with driver reviews being ongoing.



- Administration is working over the next couple of months with Elevated HR to further develop our compensation policies and guidelines.
- Covid protocols are continuing as outlined in December:
 - Reduced staff in the office and alternating schedules with more work occurring from home.
 - Staff with desks in the open area are now utilizing unoccupied office space and sanitizing each office used daily.
 - Masks are being worn whenever moving about the office.
 - Operations staff have reduced in-person contact with drivers.

Bow Valley Regional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of January 2021)

ITEM	Date Initiated	Pending Date	Comments:
BVRTSC20-59 Brian Standish moves that the Commission direct administration to implement a COVID-19 temporary sick pay policy based on up to 10 paid days as outlined.	November 2020	Complete	Complete

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Туре	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
December 2020	Bikes	7	7	28	3
	Strollers	23	19	14	1
	Winter Sports	262	42	185	41

Observations 2020

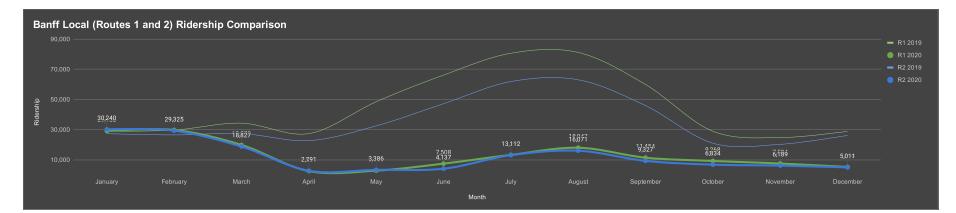
Route	Year to Year Ridership Change 2019/2020	Comments
Route 1	-71%	Gondola/Hot Springs closure + reduced hours
Route 2	-65%	Campground late opening/hotel closures
Route 3	-48%	Reduced work levels and reduced tourism
Route 4	-90%	Cave & Basin closed - Service primarily for hikers and Banff Ave
Route 5	-39%	Essential service only for a period. Schools closed
Route 6	Cancelled	Parks allocated Route 6 funding to supplement Tunnel Mtn bus
Route 7	-31%	Banff Centre Closed as of late March
Route 8X	-64%	Essential service for a period. Transit confidence and Albertans with cars
Route 8S	Cancelled	Bow Valley Parkway closed
Route 9	Cancelled	Bow Valley Parkway closed
Route 10	+40%	Pent up demand and good weather!

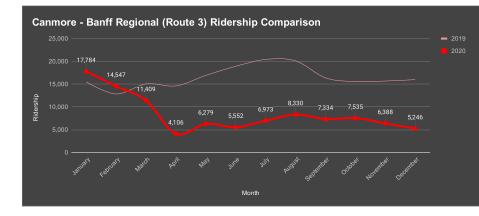
	Roi	ute 1 (In	ns of Ban	ff/ Gonc	iola)	Route 2 (Tunnel	Mtn / Bani	ff Spring	ıs Hotel)	Ro	oute 3 (Ca	anmore-Bar	off Regio	nal)	Banff Local Combined Totals (Routes 1, 2, 4, and 7)						
Month	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 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%		
Мау	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	66,195	7,508	-88.7%	50,499	47,222	47,222	4,137	-91.2%	16,261	18,924	18,924	5,552	-70.7%	110,813	118,809	118,809	11,706	-90.1%		
July	75,168	80,651	80,651	13,296	-83.5%	68,439	61,895	61,895	13,112	-78.8%	17,347	20,422	20,422	6,973	-65.9%	147,949	150,584	150,584	26,958	-82.1%		
August	69,322	81,196	81,196	18,047	-77.8%	64,538	63,073	63,073	16,071	-74.5%	16,063	20,105	20,105	8,330	-58.6%	138,176	153,188	151,601	35,135	-76.8%		
September	50,243	59,934	59,934	11,454	-80.9%	39,878	45,951	45,951	9,327	-79.7%	13,744	16,379	16,379	7,334	-55.2%	91,739	110,337	108,576	21,106	-80.6%		
October	28,296	28,982	28,982	9,268	-68.0%	21,439	21,044	21,044	6,834	-67.5%	14,465	15,563	15,563	7,535	-51.6%	50,531	51,326	50,026	16,102	-67.8%		
November	23,397	24,776	24,776	7,594	-69.3%	19,061	20,300	20,300	6,189	-69.5%	14,461	15,682	15,682	6,388	-59.3%	44,039	46,535	45,076	13,783	-69.4%		
December	30,941	28,935	28,935	5,293	-81.7%	24,772	26,238	26,238	5,011	-80.9%	13,348	15,994	15,994	5,246	-67.2%	56,719	56,108	55,173	10,304	-81.3%		
YTD	494,393	539,609	539,609	156,732	-71.0%	409,501	422,326	422,414	145,250	-65.6%	174,558	198,004	197,456	101,483	-48.6%	920,577	1,000,886	992,785	307,258	-69.1%		

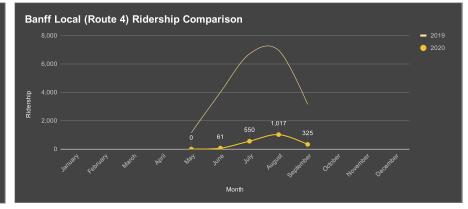
		Rout	te 5 Cann	nore			Route 4	Cave and	Basin		Rout	e 8X (Exj	oress Lake Regional)	Roam T	OTAL Rid Parki	ership (N ng Shuttl		Onlt or	On-It (Calgary Regional)						
Month	2018	2019 2	019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018	2019	2019 YTD	2020	% Change	2018		2019 YTD	,	% Change	2018	2019	2019 YTD	2020	% Change
January	8,392	10,225	10,225	14,620	43.0%							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%							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%							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%							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%	655	1,147		0	0.0%		5,634	5,634	1,585	-71.87%	100,873	120,789	115,657	17,428	-84.9%	1908	1,271	1,908	0	-100.0%
June	8,919	12,852	12,852	3,618	-71.8%	2,369	4,002	4,002	61	-98.5%		15,224	15,224	1446	-90.50%	144,788	177,699	165,809	22,322	-86.5%	3,846	3,846	3,846	244	-93.7%
July	12,349	14,183	14,183	5,724	-59.6%	4,342	6,704	6,704	550	-91.8%		24,544	24,544	4150	-83.09%	191,438	228,998	209,733	43,805	-79.1%	4,847	4,847	4,847	1,565	-67.7%
August	13,800	13,675	13,675	6,447	-52.9%	4,316	7,332	7,332	1,017	-86.1%		24,743	24,743	7461	-69.84%	181,019	232,833	210,124	57,373	-72.7%	6,282	6,282	6,282	2,134	-66.0%
September	8,866	12,348	12,348	6,119	-50.4%	1,618	3,146	2,691	325	-87.9%		15,154	15,154	3,960	-73.87%	118,832	161,744	153,837	40,981	-73.4%	4,017	4,017	2,986	981	-67.1%
October	8,739	14,180	14,180	7,837	-44.7%						4,916	5,581	5,581	1,747	-68.70%	78,651	87,703	86,403	34,177	-60.4%					
November	8,775	13,841	13,841	7,305	-47.2%						4,663	4,715	4,715	1,155	-75.51%	71,938	80,773	79,314	28,631	-63.9%					
December	8,481	13,526	13,526	5,592	-58.7%						4,400	6,645	6,645	1,010	-84.79%	82,948	92,273	91,338	22,152	-75.7%					
YTD	110,668	143,415	143,415	86,737	-39.5%	13,300	22,331	20,729	1,953	-90.6%	13,979	115,449	115,449	41,319	-64.21%	1,263,715	1,522,595	1,451,538	540,217	-62.78%	18,992	20,263	19,869	4,924	-75.2%

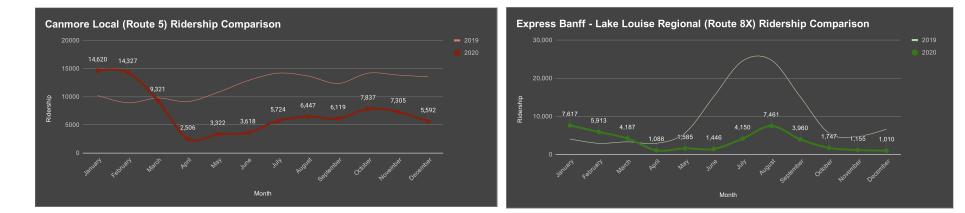
		Route 6 (I	Minnewanka)		Route	7 (Banff C	entre)		Rout	Route 8S (Scenic Lake Louise - Banff Regional)				ute 9 (Johns	yon)		Route 10 (M	loraine L	ake)	Park & Ride (Moraine Lake Shuttle)				
Month	2018	2019 2019	9 YTD 2020	% Chang	2018	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change	2019	2019 YTD	2020	% Change
January						1,431	1,431	1,253	-12.4%																
February						1,870	1,870	1,360	-27.3%																
March						1,579	1,579	711	-55.0%																
April						1,148	1,148	0	-100.0%																
Мау	3,882	3985		0 0.0%	5	1,281	1,281	0	-100.0%			(D		0										
June	8,795	9966		0 0.0%	5	1,390	1,390	0	-100.0%	795			0.0%	1,129	9 0		-100.00%								
July	13,793	11801		0 0.0%	6	1,334	1,334	0	-100.0%	3,521			0.0%	3,943	3 0		-100.00%								
August	12,980	12802		0 0.0%	6	1,587		0	0.0%	4,058			0.0%	4,26	2 0		-100.00%								
September	4,483	4184		0.0%	5	1,306		0	0.0%	303			0.0%	1,65	9 0		-100.00%	1,380	1,380	2,463	78.5%	C	0 0	5,494	4 0.0%
October					796	1,300		0	0.0%									1,053	1,053	956	-9.2%	C	0 0	3,123	3 0.0%
November					1,581	1,459		0	0.0%																
December					1,006	935		0	0.0%																
YTD	43,933	42,738	0	0.0%	3,383	16,620	10,033	3,324	-66.9%	8,677	0		0.0%	10,993	3 0	0	-100.00%	2,433	2,433	3,419	40.5%	0) 0	8,972	2 0.0%

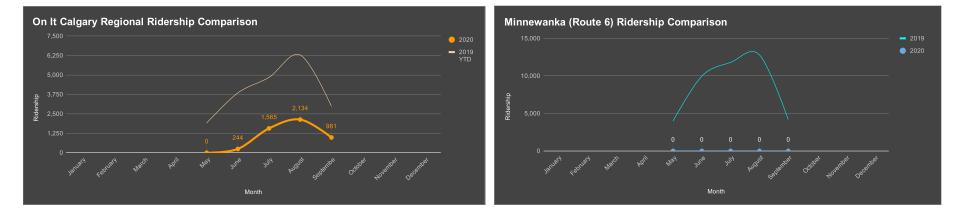


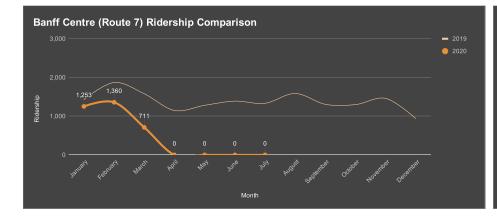


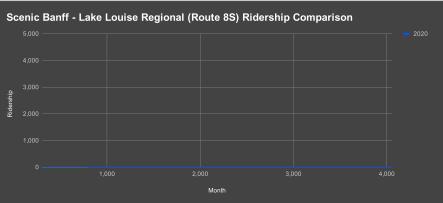


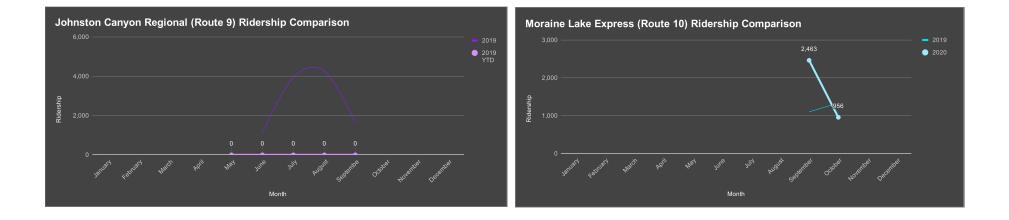












Bow Valley Regional Transit Services Commission



- a) Banff Transit Storage Building Time Lapse Slide Show (Screen Share) (For Information Only)
- b) Christmas Transit Video for employees (Screen Share) (For Information Only)
- c) In Camera Session (CAO Review)