

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

via: Zoom Video Meeting

AGENDA

April 14th, 2021 2:00-3:30pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the March 17th, 2021 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) Presentation of Audited Financial Results for 2019 (Calvin Scott, Partner, Avail CPA)
(Request for Decision)
 - b) Report 2021-04.01 Directors and Officers Insurance (Request for Decision)
 - c) Report 2021-04.02 Reservation System Pilot (Request for Decision)
 - d) Report 2021-03.01 (Revised) Purchase of Proterra Bus (BVRTSC21-77)(Request for Decision)
6. Adjournment

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

via: Zoom Video Meeting

MINUTES

March 17th, 2021 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

ADMINISTRATION PRESENT

Andy Esarte, Town of Canmore
Danielle Morine, ID9
Adrian Field, Town of Banff
Alex Kolesch, Parks Canada
Kendra van Dyk, Parks Canada

1. Call to Order

Brian Standish calls the meeting to order at 2:02PM

2. Approval of the Agenda

Request that New Flyer presentation first before 5A Old Business.

BVRTSC21-73 Brian Standish moves to approve the agenda as amended.

CARRIED UNANIMOUSLY

3. Minutes

- Approval of the February 10th, 2021 Regular Meeting Minutes (attached)

BVRTSC21-74 Chip Olver moves to approve the February 10th, 2021 Regular Meeting Minutes as presented.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a) CAO's Monthly Report (For Information)

BVRTSC21-75 Davina Bernard makes motion to come back to Commission with details about setting up a reservation system for this summer for Johnston Canyon.

CARRIED UNANIMOUSLY

- b) Bring Forward List of Pending Items (For Information)

- c) Transit Service Monthly Statistics (For Information)

5. New Business

- a) BVRTSC2021-02.02 Bus Air Purification System (Presentation by New Flyer - Cathy Ezinicki-Buck and Connie Burns) (For Information)

- b) Report: BVRTSC2021-02.02 Bus Air Purification System (Updated Report) (Request for Decision)

Brian Standish moves that the Commission direct administration to issue a request for proposal for the installation of COVID targeting air purification systems to be installed on all fleet buses prior to summer 2021 at a cost not to exceed \$160,000. This will be funded by Canadian Healthy Communities Initiative if the grant application is successful. If this grant application is unsuccessful, \$110,000 will come from Capital Projects Saving and the remainder from the Municipal Operating Support Transfer MOST grant. All contingent on obtaining any necessary Canadian approvals.

Brian Standish withdraws his motion.

BVRTSC21-76 Chip Olver moves to request Administration to continue to research air purification systems and report back to the Commission at a future meeting.

CARRIED UNANIMOUSLY

c) Report: BVRTSC2021-03.01 Proterra Bus Purchase (Request for Decision)

BVRTSC21-77 Joanna McCallum moves that the Commission approve the purchase of an additional electric bus from Proterra through the City of Edmonton's onboarding clause; funding to be provided by GreenTRIP, the Town of Canmore and Alberta Parks, contingent on Alberta Parks securing necessary approvals to participate.

CARRIED UNANIMOUSLY

d) Presentation of Q4 Results, KPIs and Proposed Transfer of Reserves (Request for Decision)

BVRTSC21-78 Brian Standish moves that the Board approve the reserve transfers presented in the draft 2020 financial results as follows:

2020 Operating Surplus of \$701,253.24 to be transferred as follows:

- \$52,444.21 to the Town of Banff operating reserve
- \$238,949.84 to the Town of Canmore operating reserve
- \$283,490.10 to the ID#9 operating reserve
- \$40,288.99 out of the BVRTSC operating reserve
- \$166,658.08 to the Capital reserve

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC21-79 Brian Standish moves to adjourn the meeting at 3:50PM

CARRIED UNANIMOUSLY

Bow Valley Regional Transit Services Commission



Bus Delivery – South Carolina Truck Drivers

CAO Report

CAO Update – April 2021

Financial:

- The audit results will be presented today by Avail CPA.
- Parks Canada final billing for their fiscal year has been submitted.

Transit Service Updates

- Summer route schedules are now finalized, with information having been sent to Parks for their transit map production.
- Roam will be providing some service to Parks Canada at the Lake Louise Park and Ride this year, with two buses operating the early bird shuttle to Moraine Lake at 6:00, 6:30, 7:00 and 7:30am each day. This allows the buses to be used in service on other routes throughout the remainder of the day.
- Proterra buses have been delivered and are currently parked in the new building, with online training sessions taking place. Charger commissioning will be taking place next week, ensuring that the installations were done correctly, and all systems are operational. The intention for an in-service date for the electric buses is intended to coincide with our planned media event in the third week in May. This allows the electric buses to be introduced to the fleet just prior to increased service dates.
- The Sheep regional bus is currently at Cummins getting a new engine. This engine is in the current capital budget at \$67,969 and the current estimate for the project is just over \$60K.
- Administration is monitoring the ridership on Regional Route 3 in the mornings to determine when to implement a second bus in the morning hours. Our current plan is to implement this return to “normal” service as of the beginning of May, which will also likely coincide with the opening of the Legacy Trail and bicycle demand space.
- Due to the impending move to the new transit building and the relocation of wireless infrastructure hardware, the majority of our fleet is not transmitting ridership statistics currently, so up to date ridership trends are not available. All data is still

being recorded by the farebox and will be transmitted once the connection is available and buses are located in the new building. Our target date to complete adequate training/orientation and be fully operational from the new building is April 22nd.

General/Health and Safety

- I recently had the opportunity to attend a CUTRIC (Canadian Urban Transit Research and Innovation Consortium) conference on Zero Emissions Buses (ZEB) and Transit Operations. This conference featured key speakers, including Catherine McKenna, Minister of Infrastructure and Communities and George Heyman, Minister of Environment and Climate Change, British Columbia.

Some of the learnings from the conference were:

- The Government of Canada is fully committed to the move away from carbon producing vehicles and transitioning to ZEBs.

From Catherine McKenna (Minister of Infrastructure and Communities):

At our opening fireside chat, CUTRIC's Josipa Petrunic asked the Minister what has led to the federal government making investments in #publictransit and #zeroemissions technology now?

"I can take a line from Prime Minister Justin Trudeau - because it's 2021...5,000 zero emissions buses is just the beginning...I'm not stopping at 5,000, we need a lot more than that." - Catherine McKenna, Minister of Infrastructure & Communities.

From George Heyman (BC Minister of Environment and Climate Change)

"Zero emissions transport is going to require both battery electric and hydrogen." -

- Further funding opportunities for purchases will be forthcoming in the near future.
- General from speakers:
 - Electric buses are effective in reducing environmental emissions
 - Electric buses are effective in reducing noise pollution
 - Electric buses have been shown to reduce stress in youth and adults
 - Major transit agencies including TransLink are making commitments to purchase only ZEBs going forward starting between 2021 and 2023.

- Cleaning protocols and safety messaging is ongoing, with regular reminders being issued to employees and public regarding masks, sanitizing and cleaning.
- Weekly calls are being held with our simulator provider Sym2B to monitor and provide input during their construction of the simulator. Progress is going well, however delays are being seen due to COVID shutdowns in France and availability of supply. Administration is pleased with the progress to date and anticipates a high-quality product when received. A link to a short video showing progress is below:
<https://www.dropbox.com/sh/ld497u3x0ptkc3z/AABdHxMidr5H-rkHj5Y-n6DYa?dl=0>
- Our insurance company, AMSC, has recently settled a lawsuit pertaining to a rear end accident that occurred in 2019 whereby the plaintiffs were bringing claims against Roam for injuries received. This matter is now fully closed.
- The collaborative bid that we are involved in for the Alberta Zero Emission Hydrogen Transit project has been submitted to Emissions Reduction Alberta. Once it is confirmed whether the project has been approved for the grant, a report will come back to the BVRTSC Board outlining the detailed timelines and in-kind contributions to this project.
- The Roam Transit Operations and Training Centre building is now being used by Roam, with drivers receiving orientation and a tour set up for Banff Councillors and Commission members on April 21st. A decision on delaying this tour due to COVID spikes will be made in the next few days. Administration will be working on creating a virtual tour video over the next couple of weeks. As mentioned above, operations will commence from 111 Hawk Avenue on April 22nd.
- The date for the media event to be held in May to celebrate the opening of the new building and the arrival of our first zero-emission buses is currently being planned for May 18th or 19th, dependent on availability of stakeholders. With the current COVID situation, we are working towards a virtual or hybrid event.
- An additional Regional Transit Services Commission (Edmonton Metropolitan Transit Services Commission EMTSC) now exists in Alberta and has just appointed its' first CEO (Paul Jankowski from York Regional Transit). The EMTSC has been recently consulting the BVRTSC on best practices as it prepares bylaws and policies.

Bow Valley *Regional* Transit Services Commission



BRING FORWARD LIST

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

ITEM	Date Initiated	Pending Date	Comments:
BVRTSC21-71 Brian Standish moves that the Commission direct Administration to bring back further information on the air purification systems at the next meeting.	February 10, 2021	March 17 th , 2021	Complete
BVRTSC21-76 Chip Olver moves to request Administration to continue to research air purification systems and report back to the Commission at a future meeting.	March 17 th , 2021	Summer 2021	

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
March 2021	Bikes	13	47	42	2
	Strollers	41	29	6	0
	Winter Sports	376	46	480	41

March 2021

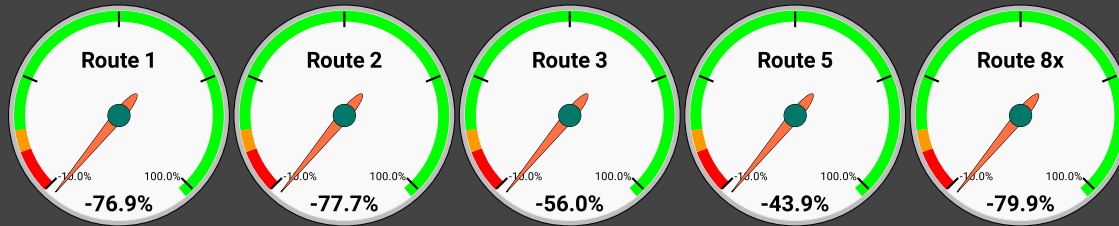
Route	Monthly Ridership Change 2020/2021	Comments
Route 1	-64%*	March 2021 to March 2020 (Pandemic)
Route 2	-63%	March 2021 to March 2020 (Pandemic)
Route 3	-29%	March 2021 to March 2020 (Pandemic)
Route 5	-7%	March 2021 to March 2020 (Pandemic)
Route 8X	-67%	March 2021 to March 2020 (Pandemic)

*Ridership numbers for Banff based Route 1 are temporarily missing 5 days worth of March ridership data due to the ongoing move from our old Fleet building to the new building. Roam's ITS hardware moved to the new building, but one particular bus has not 'connected' to the new garage. There is no data loss. This missing data will be updated in the Google Sheet as soon as this bus connects and uploads it's ridership data.

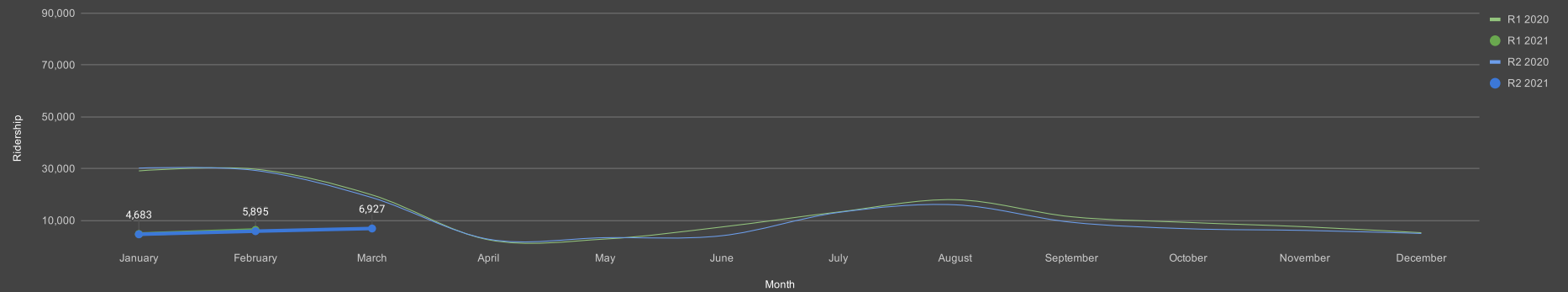
	Route 1 (Inns of Banff/ Gondola)					Route 2 (Tunnel Mtn / Banff Springs Hotel)					Route 3 (Canmore-Banff Regional)					Banff Local Combined Totals (Routes 1, 2, 4, and 7)				
Month	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change
January	28,912	29,158	29,158	4,777	-83.6%	27,358	30,240	30,240	4,683	-84.5%	15,486	17,784	17,784	5,504	-69.0%	48,559	60,685	60,685	9,461	-84.4%
February	29,757	29,827	29,827	6,362	-78.7%	26,543	29,325	29,325	5,895	-79.9%	12,849	14,547	14,547	5,736	-60.6%	51,462	60,512	60,512	12,257	-79.7%
March	34,329	19,875	19,875	7,105	-64.3%	27,413	18,828	18,828	6,927	-63.2%	15,057	11,410	11,410	8,022	-29.7%	57,975	39,413	38,703	14,032	-63.7%
April	27,420	2,557		0	0.0%	22,763	2,791		0	0.0%	14,618	4,106		0	0.0%	49,073	5,348	0	0	#DIV/0!
May	48,522	2,856		0	0.0%	32,526	3,386		0	0.0%	16,925	6,279		0	0.0%	73,542	6,242	0	0	#DIV/0!
June	66,195	7,508		0	0.0%	47,222	4,137		0	0.0%	18,924	5,552		0	0.0%	110,813	11,706	0	0	#DIV/0!
July	80,651	13,296		0	0.0%	61,895	13,112		0	0.0%	20,422	6,973		0	0.0%	147,949	26,958	0	0	#DIV/0!
August	81,196	18,047		0	0.0%	63,073	16,071		0	0.0%	20,105	8,330		0	0.0%	138,176	35,135	0	0	#DIV/0!
September	59,934	11,454		0	0.0%	45,951	9,327		0	0.0%	16,379	7,334		0	0.0%	91,739	21,106	0	0	#DIV/0!
October	28,982	9,268		0	0.0%	21,044	6,834		0	0.0%	15,563	7,535		0	0.0%	50,531	16,102	0	0	#DIV/0!
November	24,776	7,594		0	0.0%	20,300	6,189		0	0.0%	15,682	6,388		0	0.0%	44,039	13,783	0	0	#DIV/0!
December	28,935	5,293		0	0.0%	26,238	5,011		0	0.0%	15,994	5,246		0	0.0%	56,719	10,304	0	0	#DIV/0!
YTD	539,609	156,733	78,860	18,244	-76.9%	422,326	145,251	78,393	17,505	-77.7%	198,004	101,484	43,741	19,262	-56.0%	920,577	307,294	159,900	35,749	-77.6%

	Route 5 Canmore					Route 4 Cave and Basin					Route 8X (Express Lake Louise - Banff Regional)					Roam TOTAL Ridership (Not incl. Onlt or Parking Shuttles)				
Month	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change	2019	2020	2020 YTD	2021	% Change
January	10,225	14,620	14,620	6,204	-57.6%				0		4,053	7,617	7,617	1,146	-84.95%	87,464	100,706	100,706	22,315	-77.8%
February	8,913	14,327	14,327	6,596	-54.0%						2,920	5,913	5,913	1,019	-82.77%	82,851	95,299	95,299	25,608	-73.1%
March	9,759	9,323	9,323	8,676	-6.9%						3,310	4,187	4,187	1,401	-66.54%	91,447	64,333	63,623	32,130	-49.5%
April	9,144	2,506			0.0%						2,926	1,088			0.00%	78,019	13,048	0	0	0.0%
May	10,769	3,322		0	0.0%	1,147	0			0.0%	5,634	1,585		0	0.00%	120,789	17,428	0	0	0.0%
June	12,852	3,618		0	0.0%	4,002	61			0.0%	15,224	1,446		0	0.00%	175,775	22,322	0	0	0.0%
July	14,183	5,724		0	0.0%	6,704	550			0.0%	24,544	4,150		0	0.00%	221,534	43,805	0	0	0.0%
August	13,675	6,447		0	0.0%	7,332	1,017			0.0%	24,743	7,461		0	0.00%	224,513	57,373	0	0	0.0%
September	12,348	6,119		0	0.0%	3,146	325			0.0%	15,154	3,960		0	0.00%	158,402	40,982	0	0	0.0%
October	14,180	7,837		0	0.0%						5,581	1,747		0	0.00%	86,650	34,177	0	0	0.0%
November	13,841	7,305		0	0.0%						4,715	1,155		0	0.00%	80,773	28,631	0	0	0.0%
December	13,526	5,592		0	0.0%						6,645	1,010		0	0.00%	92,273	22,152	0	0	0.0%
YTD	143,415	86,740	38,270	21,476	-43.9%	22,331	1,953			0.0%	115,449	41,319	17,717	3,566	-79.88%	1,500,490	540,256	259,628	80,053	-69.17%

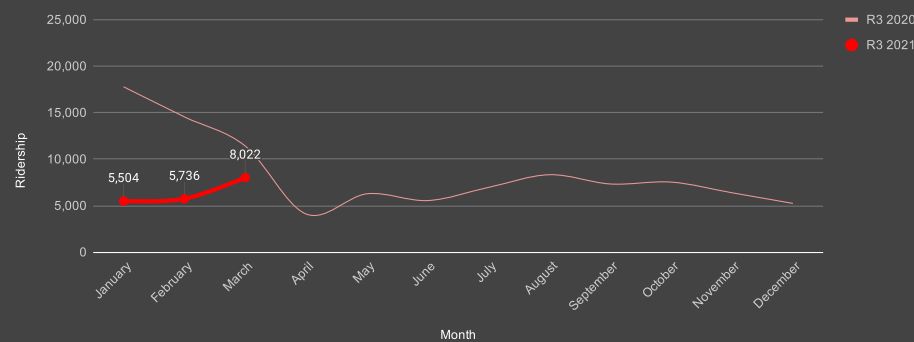
Year to Date % Ridership Change - Comparing 2020 to 2021



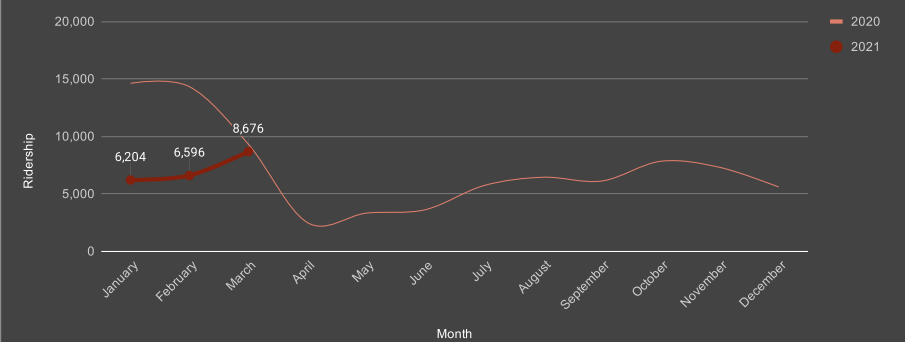
Banff Local (Routes 1 and 2) Ridership Comparison



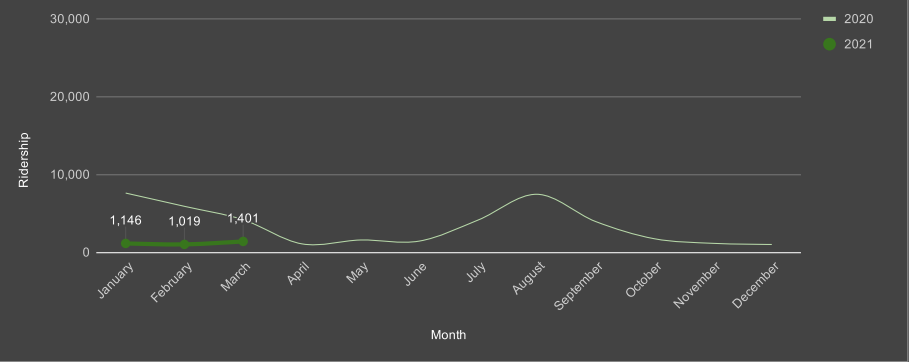
Canmore - Banff Regional (Route 3) Ridership Comparison



Canmore Local (Route 5) Ridership Comparison



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



Bow Valley *Regional* Transit Services Commission



Bow Valley *Regional* Transit Services Commission



Audited Financial Statement Presentation

Calvin Scott – Avail Partners

Suggested motion following presentation:

"...moves to approve the Audited Financial Results as presented"

Bow Valley *Regional* Transit Services Commission



Directors and Officers Liability Insurance

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.01 – Directors and Officers Insurance

April 5, 2021

SUMMARY/ ISSUE

It was recently brought to the attention of BVRTSC Administration that government agencies like the BVRTSC may require additional Directors and Officers Liability Insurance (D&O) to ensure that Board Members and Senior Leadership team members are adequately covered in the unlikely event of lawsuits begin filed against the organization.

PREVIOUS COMMISSION DIRECTION/POLICY

Our current insurance policy does not have coverage for Directors and Officers Liability.

Administration Recommendation:

That the Commission approve the addition of a \$3 million Directors and Officers Liability Insurance policy through our current provider (AMSC) to ensure all Board Members and employees are protected at an annual cost not to exceed \$2000.

INVESTIGATION

The newly formed Edmonton Metropolitan Transit Services Commission has been in communication with BVRTSC Administration for consultation as they formulate their bylaws and policies. Through this consultation, they are planning to add D&O Insurance and requested information. We learned through our insurance provider that this coverage is not in place for the BVRTSC.

Our insurance provider did confirm that any AUMA municipality would have coverage in place to support Councillors that are involved in the BVRTSC as part of their Council duties. Danielle Morine also confirmed that ID9 has similar coverage in place through RMA. Our insurance provider, AMSC, which is a division of AUMA, believes that there still exists a potential gap and recommends purchasing the additional D&O insurance.

Based on this information, we reached out to our lawyer for clarification on the liability and to our insurance provider for pricing and further answers to questions.

Information below from our lawyer, Daina Young with RMRF:

The short answer is that there will be claims that are not covered under the general liability insurance that would be covered under Directors and Officers, as even if the Board Members are covered under their respective municipalities policies you would not be (and nor would any other employee of the Commission). The definition of insured person that the insurer has provided is broad, and would include not only yourself (assuming that you are an employee, and not an independent contractor) and any employee of the Commission.

This doesn't necessarily mean that you or other Commission employees will be personally exposed to liability in the event of a claim arising from your actions/inactions during the course of your employment. The concept of vicarious liability means that generally speaking an employer will be responsible for its employees' actions when they are acting within the scope of their employment, in terms of resulting liability. However, in the event you are named

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.01 – Directors and Officers Insurance

April 5, 2021

personally in a claim I believe that Directors and Officers coverage may extend to cover your defence costs and I have also seen it engaged in the employment context (wrongful dismissal claims).

That being said, what is covered will depend on the particulars of the coverage (i.e., each policy is different). So I think maybe the question for your insurer is what type of claim/costs would be covered by their Directors and Officers policy (that would not be covered under commercial general liability).

Daina J. Young | Partner

Direct: 780.497.3309

Information below from our insurance consultant, Mark Sosnowski with AUMA:

- I believe Banff and Canmore are AUMA but Improvement District 9 is insured by RMA. Being a government agency, does that change the approach? Do the municipalities take out separate insurance or is it just part of their package? **Municipalities do not carry Directors and Officers Liability coverage as they do not have any Directors or Officers. I recommend to all Government agencies insured under our program to purchase Directors and Officers liability to ensure that all Board members are adequately protected. Reliance on multiple insurance policies from multiple municipalities and insurers is not recommended as we cannot guarantee that all board members will be adequately protected.***
- How do you define “Officers” in a government agency like ours? Would I be considered an officer as CAO? **You very well could be considered an Officer, the policy defines the “Insured Person” as:***

Insured Person means any natural person who has been, now is or shall become a duly elected director or trustee, duly elected or appointed officer, employee or committee member (whether or not salaried) of an Organization, and any natural person acting in a voluntary capacity on behalf of an Organization and at the specific direction of such Organization.

- Could we get a quote on this insurance just so we know approximate costs? **As I mentioned, we started a program to provide our non-profit members access to D&O for competitive rates. I have put in a request with the insurer to allow Bow Valley Regional Transit to participate in the program (should you so desire). If permitted by the insurer I have provided the following rates pending approval. If not approved, we would have to go to market to attain quotes which could be 3-4 times these program rates. If/when permitted I will send you an email to let you know.***

Premiums for limit options for Director & Officers Liability Not For Profit:

- \$1-million limit \$825*
- \$2-million limit \$1,155*
- \$3-million limit \$1,584*

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.01 – Directors and Officers Insurance

April 5, 2021

- *These are annual premiums all have a retention (aka deductible of \$1,000). Employment practices liability is excluded. Subject to terms, limits, deductibles and exclusions of Chubb Insurance Company of Canada Policy# CE 14-02-NFPEXQU (Ed. 06/2000).*

The D&O policy is different than the coverage provided under the CGL policy. The following is a drafted response that provides a good illustration of what our D&O Liability Policy is designed to cover and for your records I have also attached the formal Commercial General Liability wordings and the D&O wordings (note, the 2021 D&O Wordings have not been issued yet by the insurer, so the expired wordings are sent simply as a reference, there likely be only minor changes to the 2021 wordings which I can forward once received).

What is D&O Liability insurance?

Directors & Officers' Liability insurance protects your directors, officers, and volunteers from any personal suits related to the decisions they take on behalf of your organization. D&O coverage can often be expensive and difficult to obtain. We are providing it to you as an inexpensive option to add-in to your existing coverage.

Our D&O Liability insurance offers limits from \$1 million to \$3 million per claim, higher limits are available through market. It has a small deductible of \$1,000 per participant, but we do not charge any administration fees.

Can you provide some examples of the value of D&O Coverage?

- *If a board member invests the non-profit's assets and loses everything, they could be subject to third-party claims. These third parties could be other stakeholders including the municipality, benefit users, vendors, suppliers, or even a class action law suit. Not only the non-profit, but also its directors and officers can be named in a legal action.*
- *Board members may also be liable for an offence under a statute, such as improperly maintaining records. They could also be sued for mismanagement, discrimination, breach of trust, lack of financial oversight, failure to hire the right staff or volunteers to provide services, not being prudent with board responsibilities, and other fiduciary responsibilities.*
- *Board members of a non-profit can be held personally responsible for the organization's acts or omissions. That means a claim will not only hurt the non-profit financially, but can also threaten the personal finances of its leaders.*
- *D&O coverage protects the assets of individual directors and officers from the allegations of a wrongful act covered under the policy. It provides much-needed peace of mind to current board members and can be a retention and attraction asset for future board members.*
- *D&O policy covers all directors of the board even if they are alleged to be liable for acts committed by other directors because they all sit on the same board.*

As for Bow Valley Regional Transit becoming part of the AMSC D&O Program, as a Government Agency BVRTS (ROAM) can participate in the program as long as it is not set up as a for-profit venture whether by incorporation, Act or otherwise. We have another regional commission from the Banff-Canmore area who has D&O coverage through our program, they were able to provide proof of their non-profit status as stated in a Regulation attached to the MGA.

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.01 – Directors and Officers Insurance

April 5, 2021

Currently

The BVRTSC has liability insured to cover vehicular incidents and property claims, however does not have insurance in place to cover the potential of personal lawsuits filed against employees or Board members for claims that arise in the course of their Commission duties.

Proposed

Increasing our insurance coverage to include Directors and Officers Liability insurance as recommended by our insurance agent, AMSC, to the higher limits that have been specified in their quotation. This will serve to insure employees and provide insurance for any gaps for Board Members that may exist in extending municipal policies with regards to personal liability.

Option

1. Remain status quo with the knowledge that employees are not covered for any personal lawsuits that arise from their Commission duties.
2. Remain status quo with the knowledge that employees do not have supplemental insurance for lawsuits that arise from their Commission duties, with the caveat that the Commission is intending to defend any claims against employees caused during the carrying out of their duties.
3. Purchase D&O insurance at different levels than proposed in the current motion.

IMPLICATIONS:

No implications to operations, however increased comfort level to staff and Board members knowing that this supplemental coverage is in place in the unlikely scenario that it is needed.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Financial overall implication of less than \$2000 per year to be added to our current insurance costs.

BRAND IMPACT

In alignment of our Brand as this proposal enhances our Board and employee support.

RISKS

No increased risk associated with this addition.

ATTACHMENTS

None

Bow Valley *R*egional Transit Services Commission



Reservation System

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.02 – Reservations for Route 9 Johnston Canyon & Route 8S Lake Louise Scenic Services (Request for Decision)

April 09, 2021

SUMMARY/ ISSUE

The Bow Valley Parkway (Hwy 1A) will be open to bicycles and pedestrians only between the Fireside day use area and Castle Junction again this year. Roam will be providing the Route 9 – Johnston Canyon and Route 8S – Lake Louise Scenic services daily from May 21st until September 19th, 2021 and will be the only option for visitors to travel by bus to these popular destinations along the 1A Hwy. The BVRTSC administration anticipates much higher demand for both services. To cater for this expected increase in ridership BVRTSC administration believe an online reservation system will help ensure a positive customer experience, and a smoother delivery of service.

PREVIOUS COMMISSION DIRECTION/POLICY

Since its' inception, transit services on Roam Public Transit have been and continue to be on a scheduled basis only with no reservations.

Administration Recommendation:

That the Commission direct Administration to pilot an online reservation system through Betterez for the Route 9 (Johnston Canyon) and Route 8S (Lake Louise Scenic) transit offerings for the summer of 2021.

INVESTIGATION

Reservation systems are used by multiple transit agencies throughout Canada, primarily on regional routes where frequency is not as high, and capacity can be an issue. With limited capacity and COVID challenges, it is anticipated that high demand for the routes visiting Johnston Canyon will create a need to manage passenger numbers to ensure safety and rider confidence.

BVRTSC administration have research multiple transit specific reservation systems and compared their features and fees. After this investigation it has been determined that the best option for this pilot is a Canadian company called Betterez:



Feature's list:

- Customers can select and book each direction of their trip.
- Choose their departure times in each direction.

Report to the Bow Valley Regional Transit Services Commission

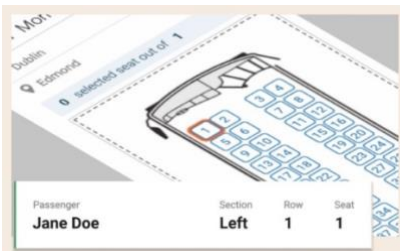
Report 2021–04.02 – Reservations for Route 9 Johnston Canyon & Route 8S Lake Louise Scenic Services (Request for Decision)

April 09, 2021

- Seat map allowing administration to maintain and control capacity expectations.
- Allow administration to set aside a percentage of seats on every bus for walk-ups.
- Administration can change buses as required without disruption to customers.

Betterez will allow passengers wanting to go to both Johnston Canyon (Route 9) and Lake Louise Scenic (Route 8S) to prebook their travel date and time in advance. Not only does an online reservation system allow customers the freedom to select when they would like to travel it also frees up our drivers from having to take questions and payments which can cause buses to become behind schedule.

The reservation platform from Betterez will link directly to Roams current website with a “Book Now” icon and will use our current merchant Moneris as our gateway for customer payments.



The initial pilot project is anticipated to allocate seats based on numbers with the option to add in a seating plan which would allow customers to pick where they would like to sit if administration feel it is required at a later date.

PROPOSED:

Administration implements a pilot reservation program for the 2021 Summer season. Administration will bring back to the Board a report outlining our recommendations based on statistics and customer feedback to determine if this system should be used in the future.

The reservation system will initially be setup to allow 75% of passengers to prebook their departure time, as well as have 25% (9 seats) available for last minute walk ups/ commuters with the option to release seats if no shows occur approximately 10 minutes prior to departure time.

Administration is also investigating methodology to implement a nominal fee bike reservation portion to the platform with Betterez. Having a paid fee bike reservation service available will allow customers to ensure their bikes can be transported or choose another departure. The intent is to only have three bike positions available to prioritize passenger carrying and walkers/hikers as cyclists are able to bike both ways should they choose.

Customers who do not have access to a device to make an online reservation will be able to come to the customer service office to book a ticket through one of our representatives.

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.02 – Reservations for Route 9 Johnston Canyon & Route 8S Lake Louise Scenic Services (Request for Decision)

April 09, 2021

- Start Up Cost: approximately \$4000

\$1250	Betterez setup and training
\$750	Hardware
\$1000	Marketing/Communication
\$1000	Ambassador Staff Support

- Ongoing Cost:

For each one-way ticket sold through Betterez, a reservation fee of .25 cents is incurred by Roam Transit.

Additional Moneris fees would apply based on the credit and debit card purchases, however these fees already apply for our other purchase options other than cash.

IMPLICATIONS:

The new reservation system will help to temper customer expectations, give people the confidence that they have a booked seat whilst still allowing a portion for walk ups as well as anyone not 'connected' with internet payment/ticketing. It will also help to reduce potential conflict between drivers and customers who have been *"waiting and now the bus is full!"*

To address the potential challenge that there may be a few regular commuters wanting to use these services; administration will be working with Betterez to implement ways that regular customers can use 10 ride/monthly passes, however we do not anticipate a high number of commuters using these routes based on 2019 ridership information (Route 9 had 2 – 10 ride pass users and no monthly pass users in 2019).

BRAND IMPACT:

The brand will be enhanced by this measure, as customers will be able to plan their travel and ensure they can go to the local attractions this route services with out the pressure of first-come-first-served service.

The reservation site would match our current website design and our logo brand standards would be adhered to closely for digital and paper products.

BUSINESS PLAN/ BUDGET IMPLICATIONS

Administration is anticipating that the fee for the reservation service will not have any significant impact on the approved budget for the following reasons:

Report to the Bow Valley Regional Transit Services Commission

Report 2021–04.02 – Reservations for Route 9 Johnston Canyon & Route 8S Lake Louise Scenic Services (Request for Decision)

April 09, 2021

- In 2019, reservations were not required on Johnston Canyon and the one-way fare was \$4
- For 2020, the fare for Lake Louise Express (8X) was increased to \$5 and the intent was to also increase Route 9 (JC) and Route 8S (LL Scenic) to be \$5 and \$10 to match the pricing on 8X. Due to COVID, neither of these routes operated and as a result the fare increases were not implemented.
- When budgeting for 2021, the ridership and revenue estimates were based on actuals realized in 2019 (\$4 and \$8 one-way fare)
- Based on anticipated ridership numbers and a \$5 fare on Route 9 and a \$10 fare on Route 8S, the cost of the reservation service will be covered by the difference between the fare charges.
- Based on budgeted ridership numbers, a conservative estimate of the reservation service cost is anticipated be approximately \$.50 - \$.60 per ticket.

RISKS

- Reduced ridership and revenue through implementation of reservation system due to the added complication of reserving.
- The possibility of overwhelming administration staff due to complexity of service system.
- Reliance on third party technology and any issues that may arise with their platform.

OPTIONS:

1. Status Quo – No reservation system, drivers maintain customer boarding.
2. Implement a reservation system only on Route 9 (Johnston Canyon)
3. Approve above motion with an additional service fee being added to customers during online purchase process to supplement revenue.

ATTACHMENTS:

www.betterez.com

Example of another company who use Betterez:

Ontario Northland

<https://www.ontarionorthland.ca/en/new-pricing-structure-effective-september-4-2019>

<https://on.betterez.com/cart/52f862392433e2310400004d>

Bow Valley *Regional* Transit Services Commission



Proterra Bus Purchase

Report to the Bow Valley Regional Transit Services Commission

Report 2021-03.01 – Proterra Electric Bus Purchase

March 10, 2021

SUMMARY/ ISSUE

Seasonal summer service to Quarry Lake, Canmore Nordic Centre and Grassi Lakes has been proposed as part of discussions between Alberta Parks, The Town of Canmore and the BVRTSC. With the current fleet in Canmore at capacity on current local routes, an additional bus would be required operate this route. Canmore Town Council has approved the funding to purchase this bus, pending contribution confirmation by Alberta Parks. GreenTRIP funding, which would provide 2/3 of the funding, expires at the end of February 2022. Due to this time constraint, purchasing a prebuilt bus would be the only route that would allow this to proceed.

Update April 2021:

At time of report update and distribution, a decision and approval from Alberta Parks had not been received. At the time of the motion (BVRTSC21-77) approval, Administration committed to bringing back a report in April for options should the Alberta Parks approval not be received in time.

PREVIOUS COMMISSION DIRECTION/POLICY

Update April 2021:

The following motion was approved at the March Commission meeting and administration is requesting to change the motion for BVRTSC21-77 as outlined in the recommendation below. Due to requiring further information from Canmore Administration at distribution time, a supplement to this report will be sent to Board members on Monday listing the financial and other considerations for this request.

Report: BVRTSC2021-03.01 Proterra Bus Purchase (Request for Decision)

BVRTSC21-77 Joanna McCallum moves that the Commission approve the purchase of an additional electric bus from Proterra through the City of Edmonton's onboarding clause; funding to be provided by GreenTRIP, the Town of Canmore and Alberta Parks, contingent on Alberta Parks securing necessary approvals to participate.

CARRIED UNANIMOUSLY

Administration Recommendation:

That the Commission approve the purchase of an additional electric bus from Proterra through the City of Edmonton's onboarding clause; funding to be provided by GreenTRIP, the Town of Canmore and Alberta Parks, utilizing Commission Canmore reserve funds should Alberta Parks not be able to secure necessary approvals to participate or be delayed in securing these approvals.

Report to the Bow Valley Regional Transit Services Commission

Report 2021–03.01 – Proterra Electric Bus Purchase

March 10, 2021

INVESTIGATION

With the expiry of GreenTRIP funding, it is unknown whether there will be further funding available in the near future that provides as much (2/3) funding to support electric bus purchases. It is anticipated that the move to zero emission buses will continue to have grants available at unknown levels, however typical grants have been at the 40-50% levels.

The bus that is currently being held for a short time frame by Proterra pending our approvals was a part of the Edmonton order, however it was there for a time frame when their other buses were being built. It has been returned to Proterra at this point to be resold.

Although the available bus has some differences from our current Proterra fleet, it is anticipated to meet the needs of the Canmore routes for a minimum of 10 hours per day. This bus will be purchased at a substantially lower cost than the current buses purchased (approximately \$700K USD vs \$1016USD).

This bus would be purchased based on the anticipation of the Grassi Lakes seasonal route operating however would be used year-round on the Canmore local service, with one of the existing buses being moved to the seasonal route. Having an additional bus available for Canmore routes offers more flexibility for opportunities that may arise in the future. Operating an electric bus on Canmore routes will increase the acceptance of transit through decreased emissions and noise pollution.

The Town of Canmore and Alberta Parks are proposed to each contribute \$175,000 to the capital purchase, which will include the bus and associate equipment, including charger.

Currently

Roam currently has fleet availability to serve existing routes 2021 and 2022 however will need an additional bus to service the Quarry/Nordic Centre/Grassi Lakes route should it go ahead in 2023.

Proposed

Purchase a bus from Proterra that was originally a part of Edmonton's bus purchase agreement, without issuing an RFP due to time constraints based on GreenTRIP funding expiry. This bus is unique from the other purchases as it is an already built bus that has seen a small amount of service and would not be constructed specifically to the same specifications as our other buses.

The purchase price for this bus is \$650,000 USD Plus \$60,000 for wrap and Roam infrastructure plus \$85,000 USD for the charging infrastructure for a total price of \$795,000 USD. At a conservative conversion rate of 1.31, the total cost for this bus and charger will be approximately \$1,040,000 Canadian.

Option

1. Remain status quo with existing fleet and limit service to be provided.
2. Delay this purchase and explore other grant funding that may be put forward by Federal and Provincial Governments in the future

Report to the Bow Valley Regional Transit Services Commission

Report 2021–03.01 – Proterra Electric Bus Purchase

March 10, 2021 – UPDATE April 12, 2021

IMPLICATIONS:

BVRTSC will have increased operational commitments for the 2023 summer season with the requirement to hire more drivers and have an increased commitment from the TOB maintenance group to operate this service.

Purchasing an additional bus will give increased flexibility on utilization and increase our zero-emission fleet offerings.

BUSINESS PLAN/ BUDGET IMPLICATIONS

This purchase requires approximately \$1,000,000 of capital funding (\$667,000 to be paid by GreenTRIP). Operating costs for the service would be paid for by the seasonal route, however there would be reserve funding cost shortfalls by not having a route run on a year-round basis. This shortfall could be mitigated by parking a bus for the winter months when surplus equipment is available. It is anticipated that the full reserve amount for this purchase would be approximately \$40,000 per year.

Administration has further reviewed the financial implications and the liability should Alberta Parks be unable to secure funding to participate prior to the arrival of the bus and have determined the following:

- **GreenTRIP will pay 2/3 of the total price of the purchase, currently estimated to be \$1,040,000**
- **The shortfall to be funded by other sources will be \$347,000**
- **The Town of Canmore has approval currently for \$255,000 in funding for the purchase of an electric bus for this seasonal route.**
- **The shortfall that is being proposed to come out of BVRTSC Canmore reserves (currently sitting at \$793,491) will be approximately \$92,000**
- **It is anticipated that Alberta Parks will proceed, however this approval provides the ability to move forward with a contingency plan.**
- **Further discussion and detail on this will be provided at Wednesday's Commission meeting**

BRAND IMPACT

Purchasing a bus through this opportunity will improve the Brand image of Roam, as it moves our fleet further towards zero-emission vehicles and promotes a route that will get more people out of private vehicles and onto transit.

RISKS

All risks associated with a new purchase; operational, safety and human resource risks. Financial risk exists for ongoing operational costs should Alberta Parks not continue with a long-term agreement. This risk can be mitigated as the bus purchase would remain the property of the BVRTSC and be used on other services and redeployed as needed.