

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

Held via: Zoom Video Meeting

AGENDA

April 13th, 2022 2:00-3:30pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the March 9th, 2022 - 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 Statements - 2021 (Calvin Scott, Partner, Avail LLP)(Request for Decision)
 - b) Presentation of Policy F7 – Compensation Policy (Request for Decision)
 - c) Presentation of RESTOR Funding Allocation (Request for Decision)
6. Adjournment

Next meeting – 111 Hawk Avenue and Zoom – May 11th, 2-3:30pm

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

111 Hawk Avenue, Banff and via Zoom

MINUTES

March 9th, 2022 2:00-3:30pm

BOARD MEMBERS PRESENT

Davina Bernard, ID#9 – Vice Chair
Corrie DiManno, Town of Banff
Dave Schebek, ID#9
Grant Canning, Town of Banff
Tanya Foubert, Town of Canmore

BOARD MEMBERS ABSENT

Joanna McCallum, Town of Canmore - Chair

BVRTSC ADMINISTRATION PRESENT

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

ADMINISTRATION PRESENT

Adrian Field, Town of Banff
Danielle Morine, ID9
Colin DeBaie, Parks Canada
Patti Youngberg, Parks Canada
Andy Esarte, Town of Canmore

ADMINISTRATION ABSENT

Daniella Rubeling, Parks Canada
Alex Kolesch, Parks Canada

Members of the Public

1. Call to Order

Davina Bernard calls meeting to order at 2:06PM

2. Approval of the Agenda

BVRTSC22-009 Davina Bernard moves to approve the agenda as presented

CARRIED UNANIMOUSLY

3. Minutes

- Approval of the February 9th, 2022 Regular Meeting Minutes (attached)

BVRTSC22-010 Davina Bernard moves to approve the February 9th, 2022 Regular Meeting 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) Report on leashed dogs being allowed on buses (Request for Decision)

BVRTSC22-011 Tanya Foubert moves that the Commission direct administration to bring back a report and recommendations by summer of 2022, with public consultation, on potentially allowing leashed dogs on buses without the use of a pet carrier.

CARRIED UNANIMOUSLY

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

BVRTSC22-012 Davina Bernard moves to approve the reserve transfers presented in the draft 2020 financial results as follows:

2021 Operating Deficit of \$246,481.71 to be transferred as follows:

- \$244,055.31 out of the Town of Banff operating reserve
- \$134,850.98 out of the Town of Canmore operating reserve
- \$18,605.92 out of the ID#9 operating reserve
- \$297.30 out of the BVRTSC operating reserve
- \$155,327.81 to the Capital reserve

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC22-013 Tanya Foubert motion to adjourn at 2:54pm

CARRIED UNANIMOUSLY

Next meeting – 111 Hawk Avenue and Zoom – April 13, 2-3:30pm

CAO REPORT



CAO Update – April 2022

Financial:

- The Alberta Relief for Shortfalls for Transit Operators (RESTOR) has been announced as a joint initiative by the Federal and Provincial Governments. The BVRTSC has signed an agreement and will be receiving \$1,162,420.96 as a result of this funding.
- Avail LLP has completed their audit of the BVRTSC for the 2021 financial year and found no significant concerns. Their report will be presented today.

Transit Service Updates:

- Ridership increases are continuing, and some routes are seeing numbers that have surpassed 2019:

| March | 2019 | 2022 | Percentage Comparison to 2019 |
|---------|-------|--------|-------------------------------|
| Route 1 | 34329 | 21720 | -37% |
| Route 2 | 27413 | 24,690 | -10% |
| Route 3 | 15057 | 12705 | -16% |
| Route 5 | 9579 | 12155 | 27% |
| Route 8 | 3310 | 4295 | 30% |

- Route 5 has changed as of April 4th to having one bus circling each side of the Valley, with the first week of this revised routing showing good results. The majority of the signage at the stops now show the route map and a QR code, which will bring up the live bus map and the arrival time of the next buses at the stop. Key time point stops still have the full schedule. Going to this system will allow for schedule changes in the background without having to change the sign at the bus stop, saving significant dollars and time.

- A Town of Banff bylaw officer is providing security on Route 2 up to Tunnel Mountain on weekends now that the town is busier, and the following observations are being made:
 - since the bars are now open till 2AM, we are not seeing the extremely intoxicated groups coming back up on the last runs.
 - Every shift since the relaxation of masks has resulting in drivers running out of masks to provide
 - We are still seeking a large amount of people drinking at the bus stops at Hidden Ridge and Tunnel Mountain Hotels.
 - People are still attempting to bring liquor on the bus; however, this is being curtailed by the bylaw officer. He is also asking groups to clean shelter areas of empty cans.
- Unfortunately, our ticket vending machine at Shoppers Drug Mart in Canmore was vandalized, with the screen broken and the framing dented. The vendor has been provided a quote for repairs totaling approximately \$6,000.



- The transit route in Canmore for accessing Quarry Lake, Canmore Nordic Centre and Grassi Lakes was announced at a press conference up at Silvertip Resort last week. With infrastructure challenges, the timeframe for implementation of this service has

been moved to 2024 vs. the originally announced timeframe of 2023. This could be moved forward if all infrastructure is in place for 2023.

- [CBC Grassi Lakes](#)

General/Health and Safety

- In continuing to reach for enhanced marketing and community engagement, the BVRTSC has recently joined the Bow Valley Chamber of Commerce. This organization has grown significantly to include approximately 250 business in the Bow Valley and membership will allow further interaction opportunities for promotion of Roam Transit.
- Roam Transit recently supported artsPlace with a bus and driver to help Stoney Nakoda community members travel to artsPlace to have free tickets to see award winning Indigenous singer/songwriter Leela Gilday perform at artsPlace. This was a repeat of a community partnership from 2019, where feedback from artsPlace Program Director, Nicole Fougere, was: “It was a very emotional and meaningful experience for those involved and I received lots of positive feedback from the Stoney Nakoda community members”
- The Commission and Roam have been in the media quite often over the last few weeks with press releases and interviews. A few of the stories are linked here:
 - [Mass Transit Magazine Article](#)
 - [Calgary Herald](#)
 - [Canadian Centre for Policy Alternatives](#)
 - [Globe and Mail Article](#)
 - [Electric Autonomy Article](#)

Bow Valley *Regional* Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of March 2022)

| ITEM | Date Initiated | Pending Date | Responsible for Completion | Comments: |
|---|-------------------------------|------------------|--------------------------------|---|
| BVRTSC22-011 Tanya Foubert moves that the Commission direct administration to bring back a report and recommendations by summer of 2022, with public consultation, on potentially allowing leashed dogs on buses without the use of a pet carrier. | March 9 th , 2022 | August 2022 | Admin | |
| BVRTSC21-101 Vi Sandford moves that the Commission direct administration to report back to the Board with a compensation policy for staff, considering recommendations contained within the compensation review, by February of 2022. | August 11, 2021 | April 2022 | Admin (Mel) | Being presented at April 13 Meeting |
| BVRTSC21-117 Davina Bernard moves that the subcommittee of the CAO performance review committee focuses on the following three topics in 2022. 1. CAO updated Contract 2. CAO performance pay structure update 3. CAO performance review structure update. | | TBA | Board (Joanna, Davina, Corrie) | |
| 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 | No Date Assigned | Admin | Will follow what larger transit agencies are doing with trials and report at a later date |

Bow Valley Regional Transit Services Commission Ridership Statistics

36



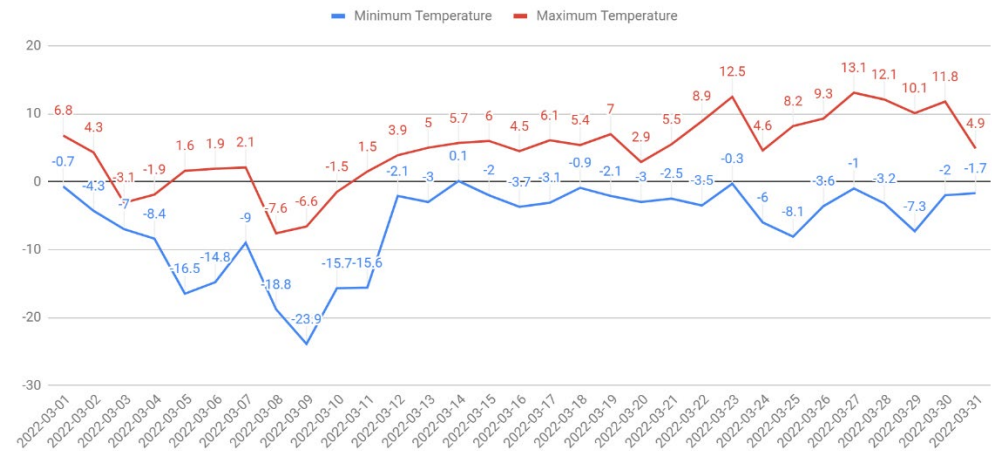
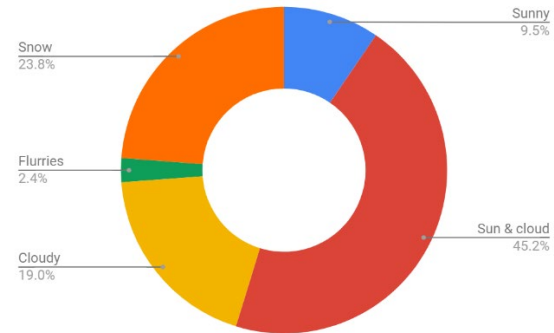
| Month | Type | Banff Local | Canmore Local | Canmore - Banff Regional | Lake Louise - Banff Regional |
|-------------------|---------------|-------------|---------------|-----------------------------|---------------------------------|
| March 2022 | Bikes | 18 | 102 | 93 | 6 |
| | Strollers | 25 | 121 | 22 | 1 |
| | Winter Sports | 1489 | 166 | 467 | 153 |

March 2022

| Route | Monthly Ridership Change 2021/2022 | Comments |
|----------|---------------------------------------|-------------------------------------|
| Route 1 | +151% | March 2022 to March 2021 (Pandemic) |
| Route 2 | +219% | March 2022 to March 2021 (Pandemic) |
| Route 3 | +60% | March 2022 to March 2021 (Pandemic) |
| Route 5 | +41% | March 2022 to March 2021 (Pandemic) |
| Route 8X | +199% | March 2022 to March 2021 (Pandemic) |

Weather for March 2022

Weather Conditions March 2022

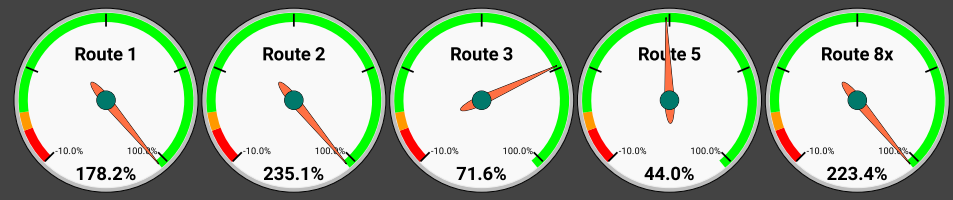


| | Route 1 (Inns of Banff/ Gondola) | | | | | | Route 2 (Tunnel Mtn / Banff Springs Hotel) | | | | | | Route 3 (Canmore-Banff Regional) | | | | | | Banff Local Combined Totals (Routes 1, 2, 4) | | | | | | Train Station Park & Ride | | | |
|-----------|----------------------------------|---------|---------|----------|--------|----------|--|---------|---------|----------|--------|----------|----------------------------------|---------|---------|----------|--------|----------|--|---------|---------|----------|---------|----------|---------------------------|----------|------|----------|
| Month | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2021 | 2021 YTD | 2022 | % Change |
| January | 28,912 | 29,158 | 4,761 | 4,761 | 16,080 | 237.7% | 27,358 | 30,240 | 4,703 | 4,703 | 16,870 | 258.7% | 15,486 | 17,784 | 5,499 | 5,499 | 10,642 | 93.5% | 56,270 | 59,398 | 9,464 | 9,464 | 32,950 | 248.16% | 0 | | 0 | |
| February | 29,757 | 29,827 | 6,370 | 6,370 | 19,661 | 208.6% | 26,543 | 29,325 | 5,903 | 5,903 | 21,518 | 264.5% | 12,849 | 14,547 | 5,781 | 5,781 | 10,308 | 78.3% | 56,300 | 59,152 | 12,273 | 12,273 | 41,179 | 235.53% | | | | |
| March | 34,329 | 19,875 | 8,668 | 8,668 | 21,720 | 150.6% | 27,413 | 18,828 | 7,734 | 7,734 | 24,690 | 219.2% | 15,057 | 11,410 | 7,951 | 7,951 | 12,705 | 59.8% | 61,742 | 38,703 | 16,402 | 16,402 | 46,410 | 182.95% | | | | |
| April | 27,420 | 2,557 | 6,709 | 1,579 | 2,015 | 27.6% | 22,763 | 2,791 | 5,643 | 1,249 | 2,572 | 105.9% | 14,618 | 4,106 | 5,507 | 921 | 927 | 0.7% | 50,183 | 5,348 | 12,352 | 2,828 | 4,587 | 62.20% | | | | |
| May | 48,522 | 2,856 | 5,901 | | 0 | 0.0% | 32,526 | 3,386 | 5,008 | | 0 | 0.0% | 16,925 | 6,279 | 6,850 | | 0 | 0.0% | 82,195 | 6,242 | 10,969 | 0 | 0 | 0.00% | | | | |
| June | 66,195 | 7,508 | 13,551 | | 0 | 0.0% | 47,222 | 4,137 | 11,196 | | 0 | 0.0% | 18,924 | 5,552 | 9,321 | | 0 | 0.0% | 117,419 | 11,706 | 25,282 | 0 | 0 | 0.00% | 378 | 0 | 0 | 0.0% |
| July | 80,651 | 13,296 | 31,554 | | 0 | 0.0% | 61,895 | 13,110 | 31,179 | | 0 | 0.0% | 20,422 | 6,973 | 12,330 | | 0 | 0.0% | 149,250 | 26,952 | 65,486 | 0 | 0 | 0.00% | 1,713 | 0 | 0 | 0.0% |
| August | 81,196 | 18,048 | 43,151 | | 0 | 0.0% | 63,073 | 16,072 | 34,735 | | 0 | 0.0% | 20,105 | 8,331 | 12,610 | | 0 | 0.0% | 151,601 | 35,139 | 81,324 | 0 | 0 | 0.00% | 1,512 | 0 | 0 | 0.0% |
| September | 59,934 | 11,450 | 28,975 | | 0 | 0.0% | 45,951 | 9,328 | 22,068 | | 0 | 0.0% | 16,379 | 7,335 | 11,365 | | 0 | 0.0% | 109,031 | 21,104 | 52,752 | 0 | 0 | 0.00% | 662 | 0 | 0 | 0.0% |
| October | 28,982 | 9,269 | 16,333 | | 0 | 0.0% | 21,044 | 6,834 | 12,439 | | 0 | 0.0% | 15,563 | 7,535 | 11,258 | | 0 | 0.0% | 50,026 | 16,103 | 28,772 | 0 | 0 | 0.00% | | | | |
| November | 24,776 | 7,594 | 15,151 | | 0 | 0.0% | 20,300 | 6,189 | 13,693 | | 0 | 0.0% | 15,682 | 6,388 | 10,446 | | 0 | 0.0% | 45,076 | 13,783 | 28,844 | 0 | 0 | 0.00% | | | | |
| December | 28,935 | 5,293 | 18,948 | | 0 | 0.0% | 26,238 | 5,011 | 16,819 | | 0 | 0.0% | 15,994 | 5,246 | 10,599 | | 0 | 0.0% | 55,173 | 10,304 | 35,767 | 0 | 0 | 0.00% | | | | |
| YTD | 539,609 | 156,731 | 200,072 | 21,378 | 59,476 | 178.2% | 422,326 | 145,251 | 171,120 | 19,589 | 65,650 | 235.1% | 198,004 | 101,486 | 109,517 | 20,152 | 34,582 | 71.6% | 984,266 | 303,934 | 379,687 | 40,967 | 125,126 | 205.4% | 4,265 | 0 | 0 | 0.0% |

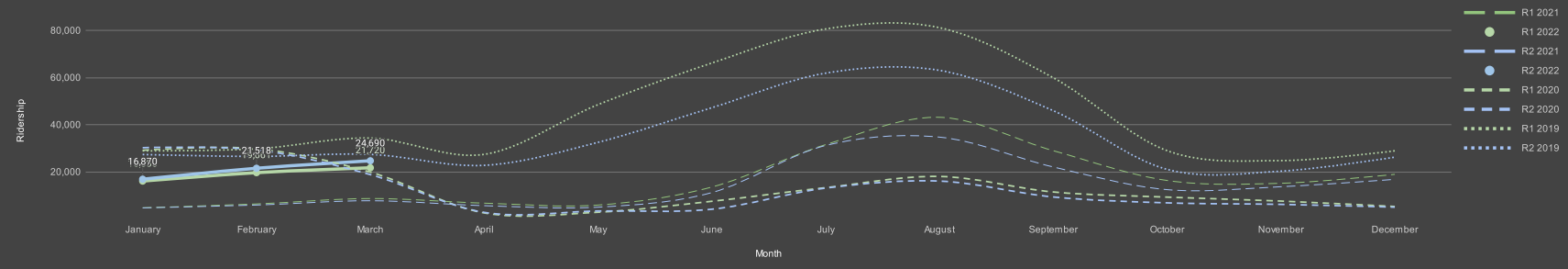
| | Route 5 Canmore | | | | | | Route 4 Cave and Basin | | | | | | Route 8X (Express Lake Louise - Banff Regional) | | | | | | Roam TOTAL Ridership (Not incl. Onlt or Parking Shuttles) | | | | | | On-It (Calgary Regional) | | | | | |
|-----------|-----------------|--------|--------|----------|--------|----------|------------------------|-------|-------|----------|------|----------|---|--------|--------|----------|--------|----------|---|---------|---------|----------|---------|----------|--------------------------|-------|-------|----------|------|----------|
| Month | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change |
| January | 10,225 | 14,620 | 6,204 | 6,204 | 9,224 | 48.7% | | | | | | | 4,053 | 7,617 | 1,117 | 1,117 | 3,714 | 232.50% | 86,034 | 92,919 | 22,284 | 22,284 | 56,530 | 153.7% | | | | | | |
| February | 8,913 | 14,327 | 6,700 | 6,700 | 9,789 | 46.1% | | | | | | | 2,920 | 5,913 | 1,017 | 1,017 | 4,039 | 297.15% | 80,982 | 89,043 | 25,771 | 25,771 | 65,315 | 153.4% | | | | | | |
| March | 9,759 | 9,323 | 8,650 | 8,650 | 12,155 | 40.5% | | | | | | | 3,310 | 4,187 | 1,438 | 1,438 | 4,295 | 198.68% | 89,868 | 60,874 | 34,441 | 34,441 | 75,565 | 119.4% | | | | | | |
| April | 9,144 | 2,506 | 7,360 | 805 | 1,036 | 28.7% | | | | | | | 2,926 | 1,088 | 1,146 | 271 | 379 | 39.85% | 76,871 | 12,231 | 26,365 | 4,825 | 6,929 | 43.6% | | | | | | |
| May | 10,769 | 3,322 | 6,760 | | | 0.0% | 1,147 | 0 | 60 | | 0 | 0.0% | 5,634 | 1,585 | 1,516 | | | 0.00% | 120,779 | 19,828 | 27,604 | 0 | 0 | 0.0% | 1,271 | | | | | 0.0% |
| June | 12,852 | 3,619 | 8,250 | | | 0.0% | 4,002 | 61 | 535 | | 0 | 0.0% | 15,224 | 1,446 | 3,454 | | | 0.00% | 180,155 | 32,767 | 54,438 | 0 | 0 | 0.0% | 3,846 | 244 | 930 | | 0 | 0.0% |
| July | 14,183 | 5,726 | 7,581 | | | 0.0% | 6,704 | 546 | 2,753 | | 0 | 0.0% | 24,544 | 4,150 | 10,637 | | | 0.00% | 232,511 | 58,916 | 107,890 | 0 | 0 | 0.0% | 4,847 | 1565 | 2483 | | 0 | 0.0% |
| August | 13,675 | 6,447 | 8,345 | | | 0.0% | 7,332 | 1,019 | 3,438 | | 0 | 0.0% | 24,743 | 7,462 | 15,688 | | | 0.00% | 237,528 | 71,039 | 132,189 | 0 | 0 | 0.0% | 6,262 | 2134 | 3623 | | 0 | 0.0% |
| September | 12,348 | 6,119 | 8,621 | | | 0.0% | 3,146 | 326 | 1,709 | | 0 | 0.0% | 15,154 | 3,961 | 8,728 | | | 0.00% | 165,538 | 43,167 | 88,472 | 0 | 0 | 0.0% | 4,017 | 981 | 2272 | | 0 | 0.0% |
| October | 14,180 | 7,839 | 9,215 | | | 0.0% | | | | | | | 5,581 | 1,747 | 3,709 | | | 0.00% | 86,305 | 32,432 | 54,346 | 0 | 0 | 0.0% | | | | | | |
| November | 13,841 | 7,305 | 9,685 | | | 0.0% | | | | | | | 4,715 | 1,155 | 2,798 | | | 0.00% | 79,314 | 27,476 | 51,773 | 0 | 0 | 0.0% | | | | | | |
| December | 13,526 | 5,592 | 8,870 | | | 0.0% | | | | | | | 6,645 | 1,010 | 3,973 | | | 0.00% | 91,338 | 21,142 | 59,209 | 0 | 0 | 0.0% | | | | | | |
| YTD | 143,415 | 86,745 | 96,241 | 22,359 | 32,204 | 44.0% | 22,331 | 1,952 | 8,495 | 0 | 0 | 0.0% | 115,449 | 41,321 | 55,221 | 3,843 | 12,427 | 223.37% | 1,527,223 | 561,834 | 684,782 | 87,321 | 204,339 | 134.01% | 20,263 | 4,924 | 9,308 | 0 | 0 | 0.0% |

| | Route 6 (Minnewanka) | | | | | Route 8S (Scenic Lake Louise - Banff Regional) | | | | | Route 9 (Johnston Canyon) | | | | | Route 10 (Moraine Lake) | | | | | |
|-----------|----------------------|--------|----------|------|----------|--|-------|----------|------|----------|---------------------------|--------|----------|------|----------|-------------------------|-------|-------|----------|------|----------|
| Month | 2019 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2021 | 2021 YTD | 2022 | % Change | 2019 | 2020 | 2021 | 2021 YTD | 2022 | % Change |
| January | | | | | | | | | | | | | | | | | | | | | |
| February | | | | | | | | | | | | | | | | | | | | | |
| March | | | | | | | | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | | | | | | | | |
| May | 3985 | 559 | 0 | 0 | 0.0% | | 97 | | 0 | | | 853 | 0 | 0 | | | | | | | |
| June | 9966 | 2857 | 0 | 0 | 0.0% | 795 | 862 | 0 | 0 | -100.0% | 1,129 | 4,412 | 0 | 0 | -100.00% | | | | | | |
| July | 11801 | 6367 | 0 | 0 | 0.0% | 3,521 | 1,313 | 0 | 0 | -100.0% | 3,943 | 4,176 | 0 | 0 | -100.00% | | | | | | |
| August | 12802 | 8396 | 0 | 0 | 0.0% | 4,058 | 2,000 | 0 | 0 | -100.0% | 4,262 | 3,826 | 0 | 0 | -100.00% | | | | | | |
| September | 4184 | 3303 | 0 | 0 | 0.0% | 303 | 757 | 0 | 0 | -100.0% | 1,659 | 1,448 | 0 | 0 | -100.00% | 1,380 | 2,463 | 1,498 | | 0 | 0.0% |
| October | | | | | | | | | | | | 419 | 0 | 0 | 0.00% | 1,053 | 955 | 973 | | 0 | 0.0% |
| November | | | | | | | | | | | | | | | | | | | | | |
| December | | | | | | | | | | | | | | | | | | | | | |
| YTD | 42,738 | 21,482 | 0 | 0 | 0.0% | 8,677 | 5,029 | 0 | 0 | 0.0% | 10,993 | 15,134 | 0 | 0 | -100.00% | 2,433 | 3,418 | 2,471 | 0 | 0 | 0.0% |

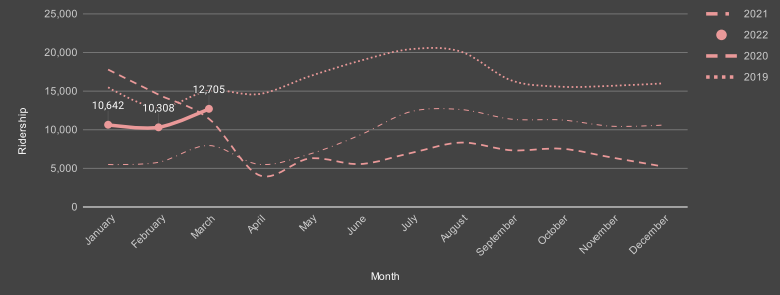
Year to Date % Ridership Change - Comparing 2021 to 2022



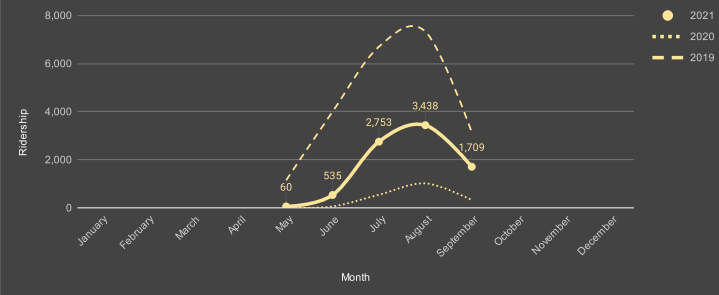
Banff Local (Routes 1 and 2) Ridership Comparison

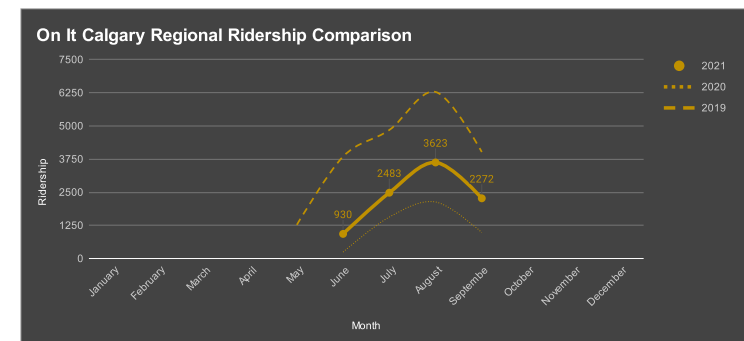
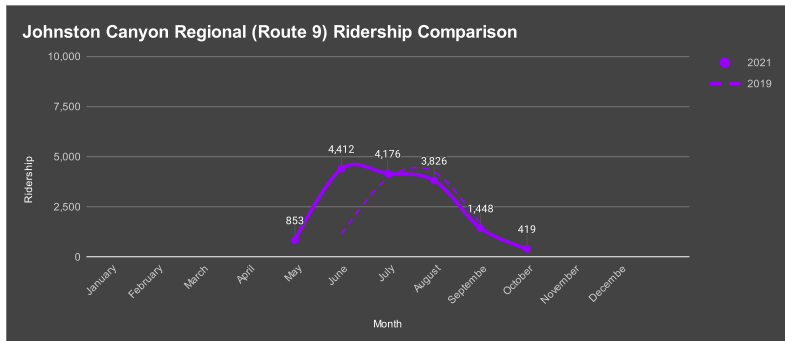
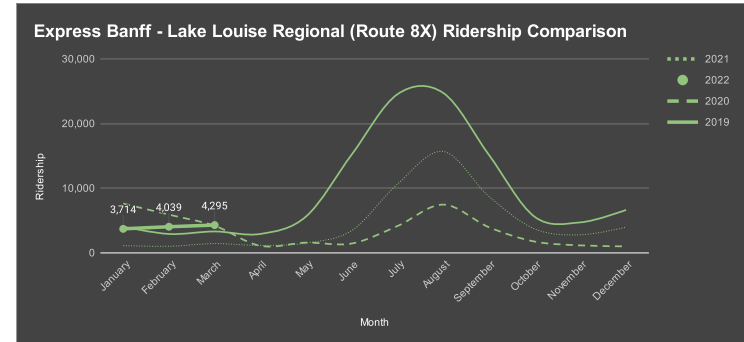
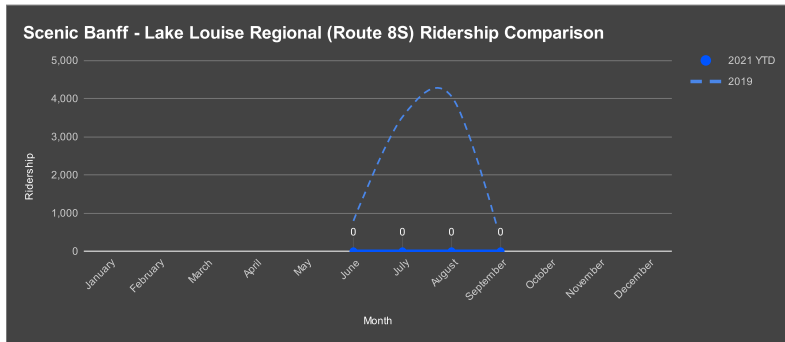
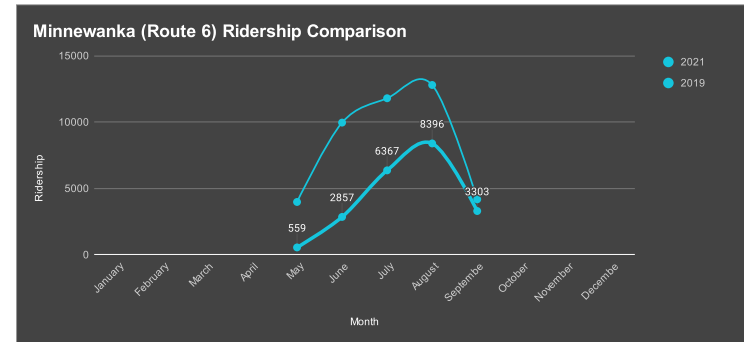
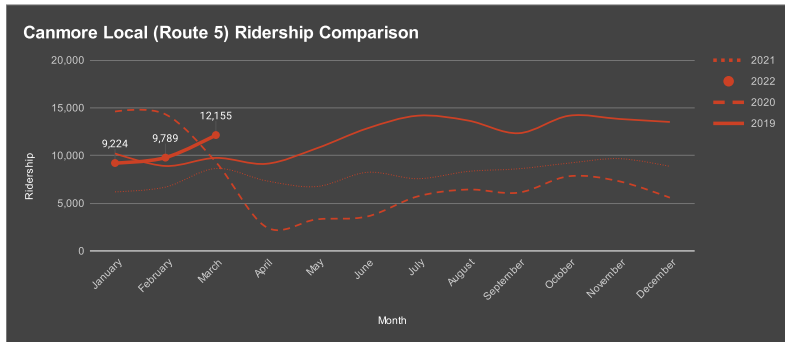


Canmore - Banff Regional (Route 3) Ridership Comparison



Banff Local (Route 4) Ridership Comparison





Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

Bow Valley *Regional* Transit Services Commission



2020 Auditor's Report Calvin Scott – Avail LLP

Suggested motion: “...moves to approve the 2021 Audited Financial Results as presented”

Bow Valley *Regional* Transit Services Commission

Compensation Policy

“... moves to approve the BVRTSC Compensation Policy F7 as presented”

Report to the Bow Valley Regional Transit Services Commission

Report 2022-04.01 BVRTSC Compensation Policy

April 5 2022

SUMMARY/ ISSUE

The BVRTSC requires the development of a compensation policy to ensure consistent processes, transparency, and accountability are applied for Roam employees.

PREVIOUS COMMISSION DIRECTION/POLICY

In August 2021 administration committed that a report would be brought back to the Board with a recommended policy for the April 2022 meeting.

Administration Recommendation:

That the Commission moves to approve the BVRTSC Compensation Policy (F7) as presented

INVESTIGATION

With the rapid growth of the BVRTSC and Roam, compensation has been handled to a large extent on an individual basis. It has been recognized that there is a need to formalize the methodology by which compensation levels are established and maintained. Administration utilized the services of our HR partner, Elevated HR, to draft an initial policy including best practices. This policy was then reviewed in comparison to both The Town of Banff Employee Compensation and Benefits Policy and the Town of Canmore Employee Pay Policy and adapted to ensure synergies with our municipal partners where warranted.

IMPLICATIONS

Establishment of this policy has minimal effect on the operation and administration of the Commission. The creation of this document serves to formalize processes that are currently being carried out. This has no financial impact on the organization in this budget cycle.

BRAND IMPACT

Having this policy in place helps to ensure fair compensation for employees and will help to attract and retain people, elevating the Brand through employee satisfaction.

RISKS

Minimal risk as this policy only serves to formalize and provide guidelines for current practices.

Report to the Bow Valley Regional Transit Services Commission

Report 2022-04.01 BVRTSC Compensation Policy

April 5 2022

OPTIONS

1. Continue with current practices with limited guiding documentation
2. Direct administration to revised Policy F7 and return a subsequent report to the Board

ATTACHMENTS

F7 – Employee Compensation Policy

Bow Valley Regional Transit Services Commission

Compensation Policy – F7

Date Approved:

1.0 POLICY STATEMENT

The Bow Valley Regional Transit Services Commission (Roam) provides a compensation package that attracts and retains talent.

Roam commits to reviewing salary and overall compensation with individuals (all non-driving staff) based on performance once per year. This will be an opportunity to reflect on achievement and areas for improvement, and ways to continually engage with team members. Additional non-compensation related mid-year reviews will be completed to ensure effective two-way communication is occurring.

Driver group wages will be reviewed on an annual basis to ensure fairness and competitiveness in the industry. Drivers will move through a published wage and compensation scale based on length of service. Driver performance is being reviewed regularly on an individual basis, with a more formalized performance discussion occurring on an annual basis.

Roam targets to pay its employees based on a median rate of the 50th percentile for the jobs they perform.

2.0 PURPOSE

The purpose of this policy is to establish a consistent process for the administration of compensation and benefits while supporting recruiting and retention of employees at Roam. Also, to ensure transparency and accountability regarding our approach when establishing wages for our employees.

3.0 DEFINITIONS

- 3.1 Comparable markets are other municipalities (such as; Small Municipalities Human Resources Team - SMHRT), local publicly funded agencies, local and non-local transit agencies or transportation companies, local and non-local private sector and available survey data (such as; Alberta Government – ALIS, Alberta Urban Municipalities Association – AUMA/AMSC) where relevant. Position wages will be tested against more than one comparable market considering recruitment sources and industry pressure (for example, customer service, bus driver).
- 3.2 50th Percentile means that 50% of the comparable organizations pay more and 50% of the comparable organizations pay less than Roam's median rate for the positions in each job grade.
- 3.3 Total Compensation means a comprehensive compensation package including wages, group benefits, pension, training and development and other programs and services, designed to attract, retain, reward, and motivate employees' commitment and performance.

- 3.4 Wage means employee compensation or earnings, generally based on an hourly rate of pay multiplied by the number of hours worked or by an annualized salary

4.0 PROCEDURES

- 4.1 Roam will communicate their policy in a transparent manner, making updates to the policy annually
- 4.2 Wages are reviewed annually during the budget process according to a blended market and inflationary criteria.
- 4.3 Roam is committed to staying up to date with any legislation changes; reviews of legislation will take place annually alongside our HR Partner
- 4.5 Roam will make salary increases effective
- January 1st for operations/administration staff
 - At the start of the summer season for driver/detailers.
- 4.6 To be competitive with the relevant external labour market, Roam will conduct survey analysis of compensation every three years.
- 4.7 Roam will use length of service to determine wages for positions; those at the beginning of their career will be placed at the low end of the range, while those that commit to Roam and continue to evolve and grow, will be moved up through the range on an approved scale, evaluated by BVRTSC Administration and our HR Partner on a semi-annual basis.

5.0 ADDITIONAL COMPONENTS OF PAY

- **Vacation Pay:** Roam offers all new time employees a minimum of 3 weeks (6%) of vacation (prorated to start date). Alberta is only required to provide 2 weeks and only needs to allow paid time off after the completion of one year of employment. This increases to 4 weeks (8%) after 5 years of employment.
- **Health/Dental Benefits:** 80% employer paid/20% employee paid (with the exception of Long-term Disability Insurance which is 100% employee paid to ensure that any payouts remain non-taxable in the event you need to use them).
- **Health Spending Account:** Reimbursement for out-of-pocket health related expenses.
NOTE employees are either eligible for either Health/Dental Benefits or Health Spending account
Eligibility based on contract details/employee status and hours or regular shifts.
- **LAPP Program:** Roam participates in the Local Authorities Pension Plan which is a defined benefit pension plan that both eligible employees and Roam contribute to.

6.0 AUTHORITY

The Chief Administrative Officer (CAO) will have administrative authority for the compensation policy.

7.0 GOVERNANCE

The pay structure will be reviewed by the Board annually.

Recommendations for any changes to or rescinding of this policy will be brought to the Board as required.

Bow Valley *Regional* Transit Services Commission



RESTOR Funding

Alberta Relief for Shortfalls for Transit Operators

Report to the Bow Valley Regional Transit Services Commission

Report 2022-04.02 RESTOR Funding

April 5 2022

SUMMARY/ ISSUE

The Government of Alberta has introduced funding to address the lingering impacts of COVID-19, this funding is being matched by the Federal government. The program is called Alberta Relief for Shortfalls for Transit Operators (RESTOR) and the BVRTSC is eligible to receive a total of \$1,162,421.

The previous funding received to provide relief for COVID was allocated directly to the municipalities, therefore Banff, Canmore and ID9 received a pre-set amount. In the case of the current RESTOR funding, the Commission will be receiving the funding directly as a lump sum.

The purpose of this report is to provide a suggested method for allocation amongst members. The report will also outline options for discussion about how the funding should be used.

Administration Recommendation:

The Commission directs administration to allocate funding to received through the RESTOR program to routes operated by Partners based on the calculations contained in this report.

INVESTIGATION

The agreement signed with Alberta Transportation designates that the funding can be used to offset revenue shortfalls or transit capital projects. Should capital projects be considered, permission would have to be granted by Alberta Transportation and the projects would need to be completed by March of 2023 as this program will not be extended.

Information received from the Government of Alberta on the method of calculation for the MOST (Municipal Operating Support Transfer) funding is outlined below based on:

Alberta Municipal Affairs provided the information and the break down was calculated based on the % of the Total 2020 Proposed Budget for 'Operating Requisition' found on page 20 of this report: <https://roamtransit.com/wp-content/uploads/2019/11/Oct-2019-Board-Package.pdf>

As MOST funding was allocated based on 2020 budgeted operating requisitions which resulted in the following proportions:

| <u>MOST funding</u> | | |
|----------------------------|-------------------|------|
| Banff | \$ 414,747 | 48% |
| Canmore | \$ 304,714 | 35% |
| ID#9 | \$ 139,682 | 16% |
| | <u>\$ 859,143</u> | 100% |

Report to the Bow Valley Regional Transit Services Commission

Report 2022-04.02 RESTOR Funding

April 5 2022

A significant variance between the allocations that the BVRTSC is receiving for MOST and RESTOR is that the MOST funding was based on Roam ridership numbers from 2018, whereas RESTOR is based on 2019 ridership numbers:

| Roam TOTAL Ridership (Not incl. Onft or Parking) | | |
|--|------------------|--------------|
| 2018 | 2019 | % Change |
| 70,104 | 87,465 | 24.8% |
| 72,097 | 82,852 | 14.9% |
| 80,383 | 91,447 | 13.8% |
| 70,644 | 78,019 | 10.4% |
| 100,873 | 120,789 | 19.7% |
| 144,789 | 177,699 | 22.7% |
| 191,438 | 228,998 | 19.6% |
| 181,020 | 232,461 | 28.4% |
| 118,834 | 161,465 | 35.9% |
| 78,651 | 87,982 | 11.9% |
| 71,938 | 81,113 | 12.8% |
| 82,948 | 92,273 | 11.2% |
| 1,263,720 | 1,522,563 | 20.5% |

PROPOSED:

Based on the same formula for allocating costs, the split for allocation of the RESTOR funding is outlined below:

| <u>Member</u> | 2022 Operating requisition | % | RESTOR allocation |
|----------------------|----------------------------|-------------|---------------------|
| Banff | \$ 1,575,845 | 44% | \$ 507,286 |
| Canmore | \$ 1,288,786 | 36% | \$ 414,878 |
| ID#9 | \$ 746,338 | 21% | \$ 240,257 |
| | \$ 3,610,969 | 100% | \$ 1,162,421 |

Administration will be determining how the funding can be used and providing a report to the Board on planned uses for the funding. Some initial thoughts on this would be projects that have been on hold due to revenue shortfalls such as passenger surveys and engagement opportunities, an electrification modeling study, offsetting reduced revenues from late 2021 and 2022, and compensating for additional cleaning and safety protocols related to COVID.

Report to the Bow Valley Regional Transit Services Commission

Report 2022-04.02 RESTOR Funding

April 5 2022

IMPLICATIONS

This funding has positive implications financially and operationally, with additional funding being available for offsetting lower revenues and additional expenses related to the pandemic.

OPTIONS

Direct administration to return to the Board with alternative formulas to allocate RESTOR funding

BRAND IMPACT

Positive impact to Brand

RISKS

Minor financial risk of not identifying projects that meet criteria prior to March of 2023

ATTACHMENTS

March 16, 2022 letter from Alberta Minister of Transportation, Rajan Sawhney, confirming the Commission funding allocation.



ALBERTA
TRANSPORTATION

March 16, 2022

Office of the Minister

AR 89228

Ms. Joanna McCallum
Chairperson
Bow Valley Regional Transit Services Commission
PO Box 338
Banff, AB T1L 1A5

Dear Chairperson McCallum:

The Government of Alberta is pleased to introduce the new Alberta Relief for Shortfalls for Transit Operators (RESTOR) program for municipalities. This new program encompasses the federal funding announced on February 17, 2022 by the Government of Canada and provides matching provincial funding.

Under this new program, the Bow Valley Regional Transit Services Commission is approved for up to \$581,210.48 in provincial funding, as well as \$581,210.48 in federal funding, for a total of \$1,162,420.96. This funding is available to be used toward transit operating revenue shortfalls associated with the lingering impacts of the COVID-19 pandemic or transit capital.

The RESTOR program is designed to be a simple and streamlined program. Municipalities will receive their funding shortly after the execution of the funding agreement, barring any questions from the federal government on our approach. No application is required. These agreements will require commitments from municipalities to utilize all funds on transit operating shortfalls or transit capital, and to meet reporting requirements. My department will be reaching out to execute the agreement in the coming days, as required by March 31, 2022.

I appreciate the challenge of the tight timelines to implement this program. My department will work collaboratively with you to respond to questions as needed so that we can meet this compressed schedule and ensure this important funding flows to your municipality as soon as possible.

I want to thank you for your leadership during these difficult times. I trust that this support from the Government of Alberta and the Government of Canada will help as we navigate our shared economic challenges and look forward to economic recovery.

Sincerely,

Rajan Sawhney
Minister of Transportation

cc: Honourable Ric McIver, Minister of Municipal Affairs
Honourable Josephine Pon, Minister of Seniors and Housing