

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

**Zoom Video Meeting**

**AGENDA**

**June 8, 2022 2:00-3:30pm**

1. Call to Order
2. Approval of the Agenda
3. Minutes
  - Approval of the May 11<sup>th</sup>, 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 report on charger installation (Request for Decision)
  - b) Verbal update on driver shortage (For Discussion Only)
6. Adjournment

Next meeting – 111 Hawk Avenue and Zoom – August 10<sup>th</sup>, 2-3:30pm

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

**Held at: 111 Hawk Avenue, Banff  
And via: Zoom Video Meeting**

**MINUTES**

**May 11, 2022          2:00-3:30pm**

**BOARD MEMBERS PRESENT**

Joanna McCallum, Town of Canmore - Chair  
Davina Bernard, ID#9 – Vice Chair  
Corrie DiManno, Town of Banff  
Grant Canning, Town of Banff  
Tanya Foubert, Town of Canmore  
Dave Schebek, ID9

**BOARD MEMBERS ABSENT**

**BVRTSC ADMINISTRATION PRESENT**

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

**ADMINISTRATION PRESENT**

Adrian Field, Town of Banff  
Patti Youngberg, Parks Canada  
Andy Esarte, Town of Canmore  
Alex Kolesch, Parks Canada  
Daniella Rubeling, Parks Canada

**ADMINISTRATION ABSENT**

Danielle Morine, ID9

**Members of the Public**

Greg Colgan, RMO

**1. Call to Order**

Joanna McCallum called meeting to order at 2:04PM

2. Approval of the Agenda

**BVRTSC22-022** Dave Schebek moved to approve the agenda as presented.

**CARRIED UNANIMOUSLY**

3. Minutes

- Approval of the April 13<sup>th</sup>, 2022 Regular Meeting Minutes (attached)

**BVRTSC22-023** Corrie DiManno moved to approve 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)

CAO Performance Review Committee to meet near end of June.

- c) Transit Service Monthly Statistics (For Information)

5. New Business

- a) 2022 Q1 Financial Results (For Information Only)

**BVRTSC22-024** Tanya Foubert moved to accept 2022 Q1 Financial Results for information.

**CARRIED UNANIMOUSLY**

- b) Discussion on Driver shortage and Proposed Schedule Changes (For Information Only)

**BVRTSC22-025** Grant Canning moved to accept Discussion on Driver Shortage and Proposed Scheduled Changes for information.

**CARRIED UNANIMOUSLY**

6. Adjournment

June meeting will be a report/update on staffing for 2022.

**BVRTSC22-026** Joanna McCallum moved to adjourn the meeting at 2:58PM.

**CARRIED UNANIMOUSLY**

## CAO REPORT

I couldn't get my fridge to work this morning, so I took the bus instead.



<http://www.bowvalleytransit.com>

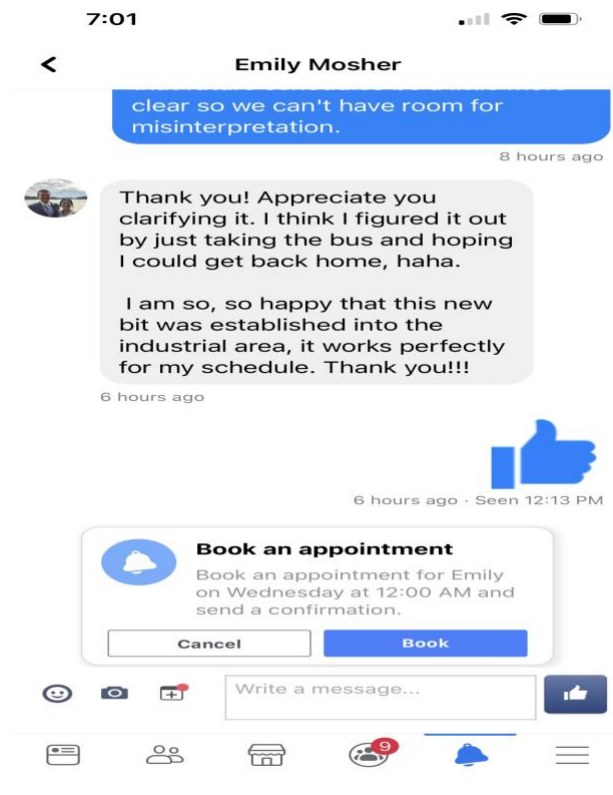
## CAO Update – June 2022

### Financial:

- Administration is in the process of moving a portion of the BVRTSC capital reserve from the ATB chequing account to redeemable investment options within our CIBC investment accounts to increase interest opportunities.

### Transit Service Updates:

- Route 1 service out to the industrial compound is in place, with two stops available for passengers. Administration is promoting this for the next few weeks to ensure awareness and build ridership. Initial ridership is low however it is anticipated that this will increase with awareness and seasonality, with many compound employees using bicycles in the summer months.



- Route 5T, the route that services the Three Sisters area is proving to be challenging to stay on schedule with traffic and pedestrian volumes increasing in the downtown area. Administration is looking at any options to address this concern, while retaining the connectivity with Route 3 to Banff.
- Concerns regarding staff and guests traveling with open alcohol raised by the Bylaw presence and reported in a previous CAO Report on our Route 2 bus have been addressed with hotel management. They are committed to assisting with messaging to their staff with the intent of curbing the problem immediately before summer.
- Maintenance challenges are still leaving us short of spare capacity. Parts are being flown in where possible to address the shortage and the TOB team is working to ensure as much availability as possible. The primary reason for the maintenance shortage is a worldwide parts availability shortage, being felt by organizations everywhere.
- Ridership comparison is below for 2019 to 2022, showing our recovery with both YTD and month of May numbers:

Ridership YTD (end of May)	2019	2022	Increase
1,2 Banff Local	306,690	226,506	-26%
3 Canmore/Banff Regional	74,935	60,831	-19%
4 Cave and Basin	1,147	1,120	-2%
5 Canmore Local	48,810	55,600	14%
6 Lake Minnewanka	3,985	2,687	-33%
8X Lake Louise Express	18,843	24,393	29%
9 Johnston Canyon	0	1,183	

Ridership May Only	2019	2022	Increase
1,2 Banff Local	82,195	64,857	-21%
3 Canmore/Banff Regional	16,925	15,148	-10%
4 Cave and Basin	1,147	1,120	-2%
5 Canmore Local	10,769	13,066	21%
6 Lake Minnewanka	3,985	2,687	-33%
8X Lake Louise Express	1,875	3,308	76%
9 Johnston Canyon	0	1,183	

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### General/Health and Safety

- Roam hosted the steering committee for the Alberta Zero Emission Hydrogen Transition project at our facility last week for a full day planning session. At this point, Roam's involvement in this project does not include having the demonstration buses here due to grant funding. Our involvement (in-kind time) will result in a fleet transition study to be completed in the next year, recommending a 10-year plan for bus types.
- Following an RFP process, the BVRTSC has signed a 5-year contract with Optibus for a full dispatching solution which will create efficiencies and streamline processes, reducing the manual workload on our team. Optibus works with over 1000 transit agencies worldwide, both small and large, including Transport for London with more than 9,000 buses.
- COVID challenges are still affecting our operations team and creating additional workload with drivers calling in and being unable to work due to COVID or symptoms.



- With increased ridership we are also seeing a significant increase in online comments and reviews, most positive but some negative. Administration is ensuring that a response is sent to all pertinent reviews and requests for follow up information are sent as required. Google Reviews, TripAdvisor and Facebook are the primary review forums that are being used.
- The Town of Banff has let us know that the Roam Training and Operations Centre building has been certified as a zero-carbon building by the Canada Green Building Council. This is a great achievement and the result of a lot of hard work by the TOB and Roam teams! The Leed Silver certification is still in the works and will be displayed at the building once received.



# ZCB-Design Certification Review Report

**Purpose** The Zero Carbon Building Program in Canada was initiated by the Canada Green Building Council to meet the needs of the low-carbon economy by making carbon reductions the key indicator of building performance. Taking a carbon centric approach is crucial because the most important factor in the emissions footprint of a building is often not energy performance, but rather the carbon intensity of the local grid and the fossil fuels used. This project was evaluated according to CoGBC's Zero Carbon Building Standard following the ZCB-Design pathway.

**Zero Carbon Building Components** The report is organized into four categories based on the main components of a Zero Carbon Building as defined by the Zero Carbon Building Standard including: Zero Carbon Balance, Energy Efficiency, Renewable Energy, and Low Carbon Materials.

## Explanation of Scoring

<b>Achieved</b>	<b>6</b>	The applicant has provided the mandatory documentation (completed ZCB-Workbook and associated information) that supports achievement of the requirements.
<b>Pending</b>	<b>0</b>	The applicant has not totally satisfied the mandatory documentation, or the documentation is incomplete and an achievement decision cannot yet be made.
<b>Denied</b>	<b>0</b>	The project has not demonstrated achievement of these requirements.
<b>Not Applicable</b>	<b>1</b>	The project is not required to meet these requirements.

**Review status is: ZCB-Design Certified**

# Bow Valley *Regional* Transit Services Commission



## BRING FORWARD LIST

## BRING FORWARD LIST OF ITEMS PENDING (as of June 2022)

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
<b>BVRTSC21-76</b> 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 <sup>th</sup> , 2021	No Date Assigned	Admin	Will follow what larger transit agencies are doing with trials and report at a later date
<b>BVRTSC21-117</b> 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.			Board (Joanna, Davina, Corrie)	

# Bow Valley Regional Transit Services Commission Ridership Statistics

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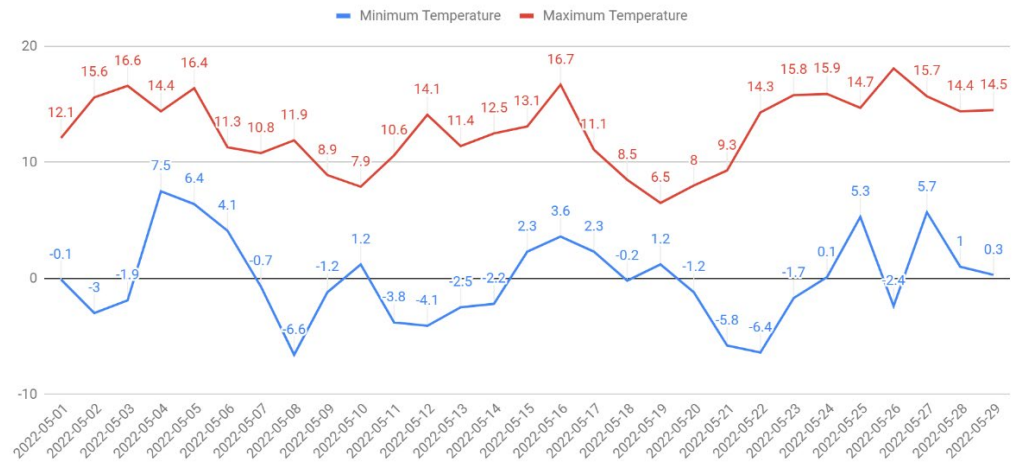
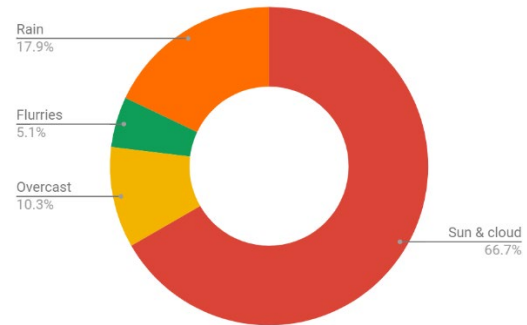
Month	Type	Banff Local	Canmore Local	Canmore - Banff Regional	Lake Louise - Banff Regional
May 2022	Bikes	190	323	556	34
	Strollers	71	113	44	1
	Winter Sports	54	73	165	18

## May 2022

Route	Monthly Ridership Change 2021 to 2022	Comments
Route 1	572%	May 2021 to May 2022 (Pandemic)
Route 2	459%	May 2021 to May 2022 (Pandemic)
Route 3	130%	May 2021 to May 2022 (Pandemic)
Route 4	1767% (not a typo... →)	(2021 Weekends Only to Start)
Route 5	100%	May 2021 to May 2022 (Pandemic)
Route 6	505%	(2021 1 bus in service till June 1 <sup>st</sup> )
Route 8X	485%	May 2021 to May 2022 (Pandemic)
Route 9	57%	May 2021 to May 2022 (Pandemic)

## Weather for May 2022

Weather Conditions May 2021

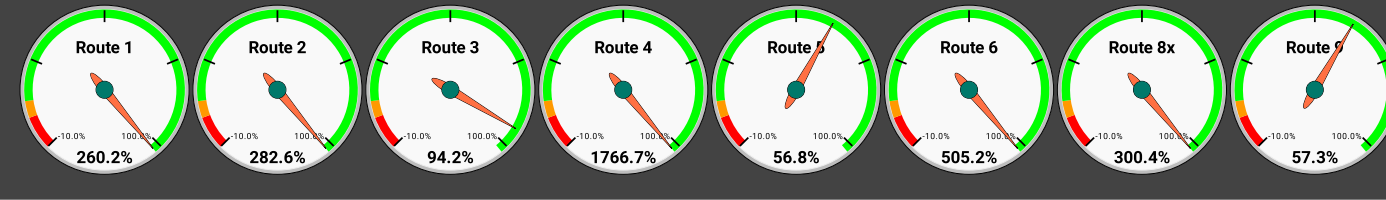


	Route 1 (Inns of Banff/ Gondola)						Route 2 (Tunnel Mtn / Banff Springs Hotel)						Route 3 (Canmore-Banff Regional)						Banff Local Combined Totals (Routes 1, 2, 4)							
Month	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change		
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%		
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	6,709	20,918	211.8%	22,763	2,791	5,643	5,643	20,192	257.8%	14,618	4,106	5,507	5,507	12,028	118.4%	50,183	5,348	12,352	12,352	41,110	232.82%		
May	48,522	2,856	5,901	5,482	36,835	571.9%	32,526	3,386	5,008	4,809	26,902	459.4%	16,925	6,279	6,850	6,591	15,148	129.8%	82,195	6,242	10,969	10,795	64,857	500.81%		
June	66,195	7,508	13,551			0.0%	47,222	4,137	11,196			0.0%	18,924	5,552	9,321			0.0%	117,419	11,706	25,282		0	0.00%		
July	80,651	13,296	31,554			0.0%	61,895	13,110	31,179			0.0%	20,422	6,973	12,330			0.0%	149,250	26,952	65,486		0	0.00%		
August	81,196	18,048	43,151			0.0%	63,073	16,072	34,735			0.0%	20,105	8,331	12,610			0.0%	151,601	35,139	81,324		0	0.00%		
September	59,934	11,450	28,975			0.0%	45,951	9,328	22,068			0.0%	16,379	7,335	11,365			0.0%	109,031	21,104	52,752		0	0.00%		
October	28,982	9,269	16,333			0.0%	21,044	6,834	12,439			0.0%	15,563	7,535	11,258			0.0%	50,026	16,103	28,772		0	0.00%		
November	24,776	7,594	15,151			0.0%	20,300	6,189	13,693			0.0%	15,682	6,388	10,446			0.0%	45,076	13,783	28,844		0	0.00%		
December	28,935	5,293	18,948			0.0%	26,238	5,011	16,819			0.0%	15,994	5,246	10,599			0.0%	55,173	10,304	35,767		0	0.00%		
YTD	539,609	156,731	200,072	31,990	115,214	260.2%	422,326	145,251	171,120	28,792	110,172	282.6%	198,004	101,486	109,517	31,329	60,831	94.2%	984,266	303,934	379,687	61,286	226,506	269.6%		

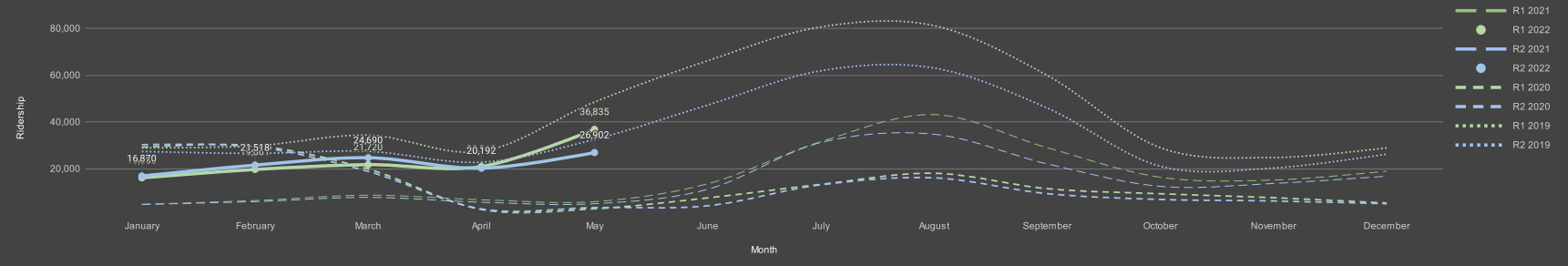
	Route 5 Canmore						Route 4 Cave and Basin						Route 8X (Express Lake Louise - Banff Regional)						Roam TOTAL Ridership (Not incl. Onlt or Parking Shuttles)								On-It (Calgary Regional)			
Month	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change	2019	2020	2021	2021 YTD	2022	% Change						% 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	12,156	40.5%							3,310	4,187	1,438	1,438	4,295	198.68%	89,868	60,874	34,441	34,441	75,566	119.4%						
April	9,144	2,506	7,360	7,360	11,365	54.4%							2,926	1,088	1,146	1,146	4,153	262.39%	76,871	13,106	26,365	26,365	68,656	160.4%						
May	10,769	3,322	6,760	6,542	13,066	99.7%	1,147	0	60	60	1,120	1766.7%	5,634	1,585	1,516	1,453	8,506	485.41%	120,779	21,281	27,604	26,133	105,447	303.5%	1,271			1,755		
June	12,852	3,619	8,250			0.0%	4,002	61	535			0.0%	15,224	1,446	3,454			0.00%	180,155	32,767	54,438		0	0.00%	3,846	244	930	0	0.00%	
July	14,183	5,726	7,581			0.0%	6,704	546	2,753			0.0%	24,544	4,150	10,637			0.00%	232,511	58,916	107,890		0	0.00%	4,847	1565	2483		0.00%	
August	13,675	6,447	8,345			0.0%	7,332	1,019	3,438			0.0%	24,743	7,462	15,688			0.00%	237,528	71,039	132,189		0	0.00%	6,262	2134	3623		0.00%	
September	12,348	6,119	8,621			0.0%	3,146	326	1,709			0.0%	15,154	3,961	8,728			0.00%	165,538	43,167	88,472		0	0.00%	4,017	981	2272		0.00%	
October	14,180	7,839	9,215			0.0%							5,581	1,747	3,709			0.00%	86,305	32,432	54,346		0	0.00%						
November	13,841	7,305	9,685			0.0%							4,715	1,155	2,798			0.00%	79,314	27,476	51,773		0	0.00%						
December	13,526	5,592	8,870			0.0%							6,645	1,010	3,973			0.00%	91,338	21,142	59,209		0	0.00%						
YTD	143,415	86,745	96,241	35,456	55,600	56.8%	22,331	1,952	8,495	60	1,120	1766.7%	115,449	41,321	55,221	6,171	24,707	300.37%	1,527,223	564,162	684,782	134,994	371,514	175.21%	20,263	4,924	9,308	0	1,755	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	444	2,687	505.2%		97		0		853	752	1183	57.31%							
June	9966	2857			0.0%	795	862		-100.0%	1,129	4,412			0.00%							
July	11801	6367			0.0%	3,521	1,313		-100.0%	3,943	4,176			0.00%							
August	12802	8396			0.0%	4,058	2,000		-100.0%	4,262	3,826			0.00%							
September	4184	3303			0.0%	303	757		-100.0%	1,659	1,448			0.00%	1,380	2,463	1,498		0	0.0%	
October											419			0.00%	1,053	955	973		0	0.0%	
November																					
December																					
YTD	42,738	21,482	444	2,687	505.2%	8,677	5,029	0	0	0.0%	10,993	15,134	752	1183	57.31%	2,433	3,418	2,471	0	0	0.0%

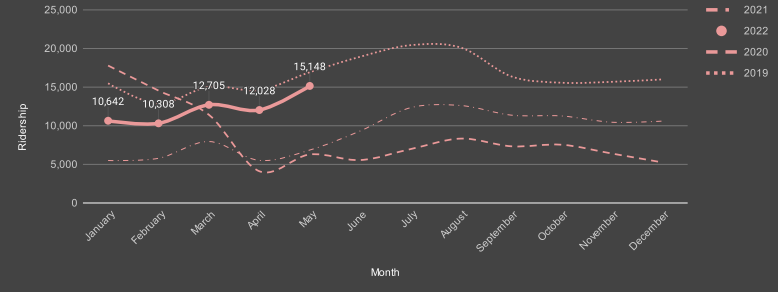
### Year to Date % Ridership Change - Comparing 2021 to 2022



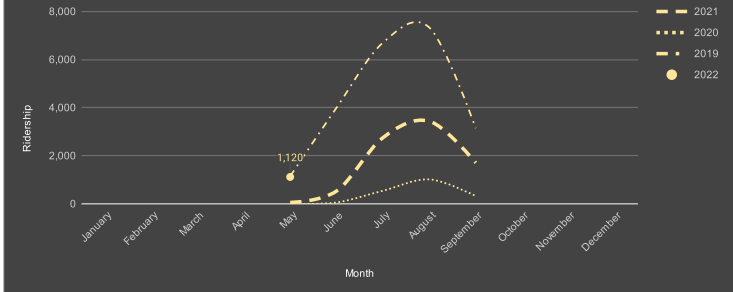
### Banff Local (Routes 1 and 2) Ridership Comparison



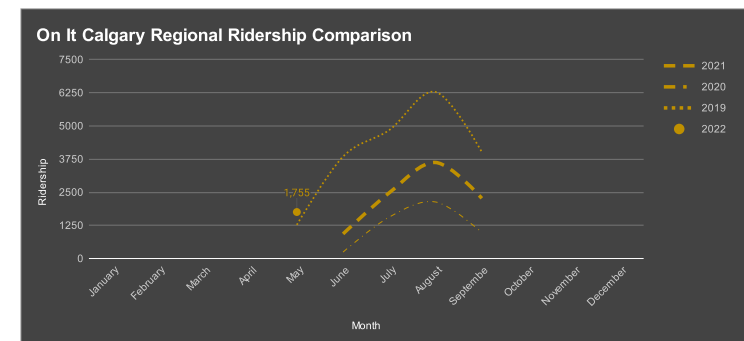
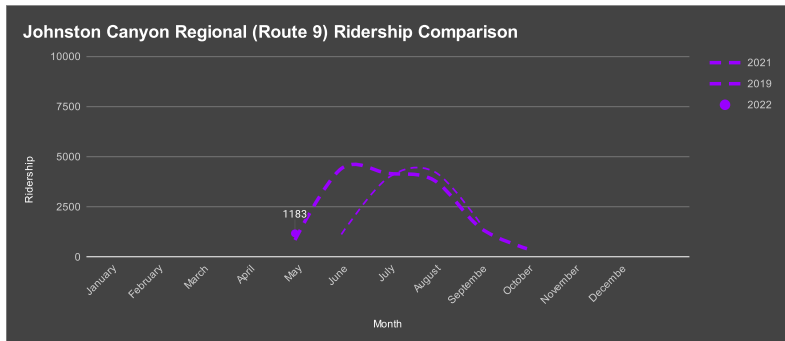
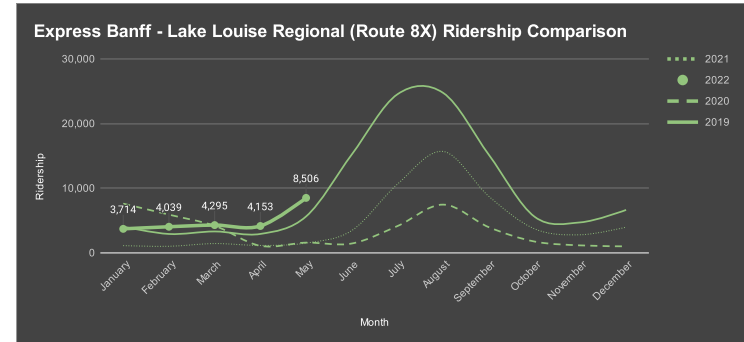
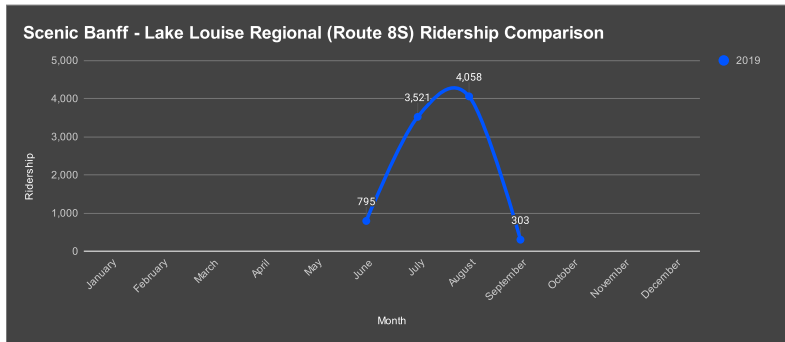
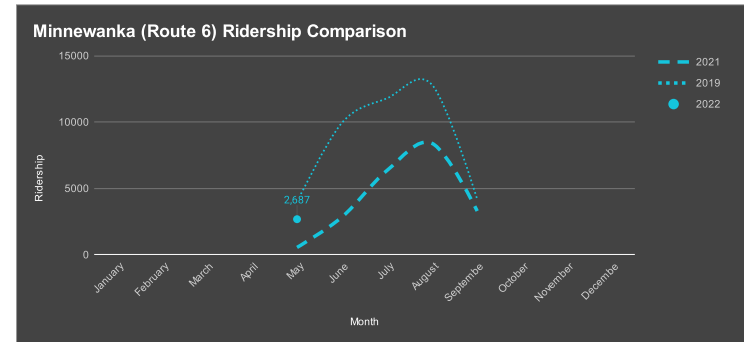
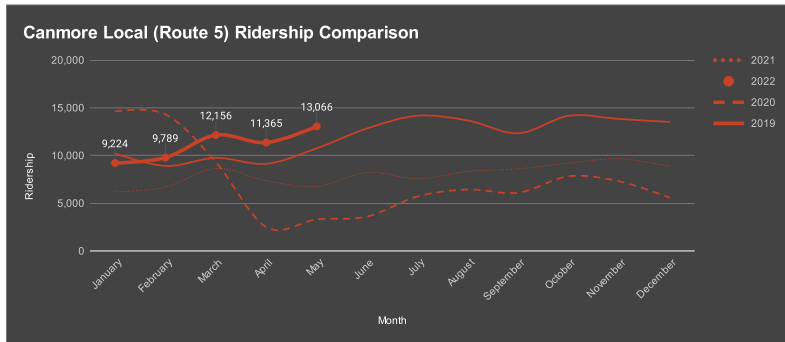
### Canmore - Banff Regional (Route 3) Ridership Comparison



### Banff Local (Route 4) Ridership Comparison







# Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

# Bow Valley *R*egional Transit Services Commission

## ***Charger Installation Process***

# Report to the Bow Valley Regional Transit Services Commission

## Report 2022-06-01 Banff Charger Installation

May 31, 2022

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### **SUMMARY/ ISSUE**

Roam is currently anticipating delivery of an additional 150KW charger for installation in the Banff Transit building at 111 Hawk Avenue. Limited electrical contractors have the experience and knowledge necessary to install these chargers and administration believes it is advisable to use one of the two contractors that have experience with the Roam facility, based on quotations provided rather than the RFP process.

### **PREVIOUS COMMISSION DIRECTION/POLICY**

The original installation of the two chargers in the building was completed by Mikes Electric, with commissioning and troubleshooting diagnosis completed by Peco Electric (Proterra's preferred supplier).

Administration Recommendation:

That the Commission:

- Direct administration to secure a contractor to install the new 150KW charger at 111 Hawk Avenue based on quotations received from Mike's Electric and Peco Exodus.

### **INVESTIGATION**

- The installation of these high voltage chargers is specialized and there are limited contractors with the ability and knowledge to complete this installation.
- The two contractors that have been asked for quotations have experience and knowledge of both the installation of these chargers and the Roam operations facility.
- Obtaining two quotations allows for a competitive process, while maintaining the necessary knowledge and skill required for this specific job.
- Both contractors have knowledge specific to the building and the initial installation and can ensure that the new installation is compatible and works in conjunction with the existing installations.

This request requires Board approval as it is an exception to Financial Policy F1, which states:

# Report to the Bow Valley Regional Transit Services Commission

Report 2022-06-01 Banff Charger Installation

May 31, 2022

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## Financial Controls - Policy Number: F-1 (Purchasing Policy)

Date Approved: March 14, 2012

Date Amended: Sept 12, 2012

### Policy Objective:

- To ensure financial due diligence on behalf of the Commission for expenditures arising from the contracting of goods and services required by the Commission.
- To ensure that all services provided to the Commission are governed by legally and financially sound principles and procedures, and that any and all qualified parties wishing to participate in the tendering of contracts are given fair and equitable opportunity.

### Policy:

- a) All new major purchases of goods and services of any kind for a value exceeding \$50,000 (Fifty Thousand Dollars) will require formal contract tenders. A tender review process will be organized by the General Manager which will involve the General Manager and up to two voting members of the Commission. The Commission may choose to include non-biased (no conflict of interest) parties to be part of the tender review committee if it serves to benefit the selection (i.e. subject matter expert).
- b) Continuation of existing contracts (i.e. annual service contracts, existing system upgrade etc.) that exceed this amount may be exempt from the necessity to open tender, however Commission approval will be required. This extension may be granted only if a) there is a provision in the original contract which stipulates an option for extension and b) shall not exceed the original length of the contract.

- Although this is an exception to policy F1, it is part of an already approved project, the purchase of electric buses and chargers. The discrepancy is that the charger installation is being procured separately and will be more than \$50,000 due to the intricate installation requirements of the building.

## **IMPLICATIONS:**

The quotation process will guarantee the installation by a knowledgeable and experienced contractor

## **BUSINESS PLAN/ BUDGET IMPLICATIONS**

No additional financial implications through the quotation process

# Report to the Bow Valley Regional Transit Services Commission

Report 2022-06-01 Banff Charger Installation

May 31, 2022

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## **BRAND IMPACT:**

Brand impact will be positively impacted through professional installation and potentially less problems throughout the life of the charging infrastructure.

## **RISKS**

Minimal risk through this decision as both contractors have experience with Proterra charger installation and Roam.

## **ATTACHMENTS**

None