

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

111 Hawk Avenue and Zoom

AGENDA

June 14th, 2023 2:00 – 3:30pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the May 10th, 2023 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) Bring Forward List of Pending Items (For Information)
 - b) CEO's Monthly Report (For Information)
 - c) Transit Service Monthly Statistics (For Information)
5. New Business
 - a) Melanie Booth – Company Credit card limit increase
 - b) In Camera Session (Cyber security review)
 - c) In Camera Session (HR Discussion)
6. Adjournment

Next Meeting – Wednesday July 12th 2023 2:00-4:00pm (111 Hawk Avenue and Zoom)

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

111 Hawk Avenue and Zoom

MINUTES

May 10th, 2023 2:00 – 3:30pm

BOARD MEMBERS PRESENT

Joanna McCallum, Town of Canmore – Chair (Virtual)
Alex Parkinson, ID9
Tanya Foubert, Town of Canmore (Virtual)
Dave Schebek, ID9
Corrie DiManno, Town of Banff (Virtual)

BOARD MEMBERS ABSENT

Grant Canning, Town of Banff

BVRTSC ADMINISTRATION PRESENT

Martin Bean, CEO
Steve Nelson, Director of Service Delivery
Mel Booth, Director of Finance and Administration

BVRTSC ADMINISTRATION ABSENT

ADMINISTRATION PRESENT

Adrian Field, Town of Banff (Virtual)
Daniella Rubeling, Parks Canada
Patti Youngberg, Parks Canada
Danielle Morine, ID9 (Virtual)
Andy Esarte, Town of Canmore (Virtual)

PUBLIC PRESENT

Greg Colgan – Rocky Mountain Outlook (Virtual)

1. Call to Order

Joanna McCallum calls meeting to order at 2:01PM

2. Approval of the Agenda

Joanna McCallum requests to add an item to the Agenda; Item 5C will be an In Camera Session (To Seek Legal Advice) Original 5C will become 5D, an In Camera Session (HR Discussion)

BVRTSC23-029 Tanya Foubert moves to approve agenda as amended.

CARRIED UNANIMOUSLY

3. Minutes

Approval of the April 12th, 2023 Regular Meeting Minutes (attached)

BVRTSC23-030 Alex Parkinson moves to approve the minutes as presented.

CARRIED UNANIMOUSLY

4. Old Business (including Standing Items)

- a) CAO's Monthly Report (For Information)
- b) Bring Forward List of Pending Items (For Information)
- c) Transit Service Monthly Statistics (For Information)

5. New Business

- a) 2023 Q1 Financial Results (For Information Only)

BVRTSC23-031 Joanna McCallum moves to accept the 2023 Q1 Financial Results as information.

CARRIED UNANIMOUSLY

- b) 2022 Reserve Transfer Update (Request for Decision)

BVRTSC23-032 Joanna McCallum moves that the Board moves to approve the updated reserve transfers presented in the draft 2022 financial results as follows:

2022 Operating surplus of \$1,635,828.75 to be transferred as follows:

- \$586,039.63 to the Town of Banff operating reserve
- \$251,767.54 to the Town of Canmore operating reserve
- \$512,611.88 to the ID#9 operating reserve
- \$337.84 out of the BVRTSC operating reserve
- \$285,747.54 to the Capital reserve

CARRIED UNANIMOUSLY

- c) In Camera Session (Seek Legal Advice)

BVRTSC23-033 Tanya Foubert moves to go in camera at 2:24PM

CARRIED UNANIMOUSLY

d) In Cameras Session (HR Discussion)

BVRTSC23-034 Joanna McCallum moves to come out of camera at 3:05PM

CARRIED UNANIMOUSLY

BVRTSC23-035 Joanna McCallum moves that the board approved the BVRTSC CEO remuneration policy as presented.

CARRIED UNANIMOUSLY

6. Adjournment

BVRTSC23-035 Tanya Foubert moves to adjourn the meeting at 3:08 PM.

CARRIED UNANIMOUSLY

Next Meeting – Wednesday June 14th 2023 2:00-4:00pm (111 Hawk Avenue and Zoom)

CEO REPORT



June 2023

Financial:

- The RFP for the purchase of a PHEV for Field Supervisors closed without any response/submissions. (A Ford dealership in Calgary reached out *after* the closing date). We are reaching out directly to dealers for PHEV already in stock that match the needs of the organization. A purchase is anticipated shortly after Martin's return.

Transit Service Updates:

- Lake Louise Local Route 11 – Service started May 19th, looks to be good uptake and appears to be providing service for its intended audience. Averaging around 125 boardings a day.
- A challenging few days this past month regarding the availability of buses. Many minor mechanical issues, with parts still taking longer than expected to arrive from suppliers.
- Some positive news from Town of Banff Fleet Services adding 2 new hires – a heavy Duty Mechanic and a Lube Tech. These positions will help with turn around times for bus repairs.
- A/C systems on our MCI buses have all decided to go down at the same time. Operations had to make some decision on which buses to run based on forecast daily high temperatures, trip length, and functioning A/C on remaining fleet. This resulted in a few days this past week of MCIs running on the Route 3, and Novas running on the 8X, and a Cutaway in Canmore. Town of Banff Fleet services are working with an A/C contractor out of Calgary to address these issues as quickly as possible.
- We've had a bit of a run with a handful of new driver hires resigning in the last 2 weeks (4 in total) – in each instance the drivers had personal choices/decisions for quitting, and do not appear to be reflective of the job or Roam Transit. We are now looking to fill these positions to continue to ensure we continue to have ample driver coverage for the summer.
- Customer Service has unfortunately had 3 team members resign in the past couple weeks (2 Customer Service team members and our Marketing Coordinator). The good news is HR has interviewed and received 3 verbal acceptances to fill full time Customer Service summer positions, but it will take a few weeks to complete onboarding and training before Customer Service is back up to full capacity. This is temporarily impacting the number of Transit Ambassadors we're able to have at busy Roam bus stops/hubs. The Marketing position is currently posted.

- Pedestrian Zone has been going very well. A few minor hiccups the first few days with Zone gates being left open, some challenges with the traffic signal lights at Buffalo, but everything seems to have settled down and operating smoothly now.
- Working with the Town of Banff to address some Pedestrian Zone concerns around the placement of bike racks at the Buffalo East bus stop, and the BLT bike storage facility within the Pedestrian Zone. Bike racks are scheduled to be moved across the street in the next day or two.
- OnIt service has been operating with many sold out trips.
 - Last weekend, June 2nd – 4th On-It carried 1228 passengers compared to 739 in 2022, an increase of 66%.
 - This Friday and Saturday AM On-It trips are sold out, and 3 of 4 on Sunday morning.
 - YTD, On-It has carried 4,020 passengers in 2023 vs 2,490 in 2022, an increase of 61%.

Ridership comparison to 2019:

Ridership YTD (end of May)	2019	2023	Increase
1,2 Banff Local	306,690	458,950	50%
3 Canmore/Banff Regional	74,935	103,742	38%
5 Canmore Local	48,810	120,273	146%
8X Lake Louise Express	18,843	40,640	116%
9 Johnston Canyon	0	5,543	0%

Ridership May Only	2019	2023	Increase
1,2 Banff Local	82,195	123,905	51%
3 Canmore/Banff Regional	16,925	23,645	40%
5 Canmore Local	10,769	26,920	150%
8X Lake Louise Express	5,634	11,241	100%
9 Johnston Canyon	0	2,400	0%

General/Health and Safety

- Contracted photographer completed promotional photos and video for the Route 9 Johnston Canyon service, we hope to have this posted to roamtransit.com shortly.

- A very close call of a youngster running out in front of our bus in a crosswalk on Elk Street. Driver had no choice but to brake hard – resulting in very minor injuries to 1 passenger and damaging the same passenger’s phone (we are in communication with the passenger). We have reached out to Banff Elementary to discuss the event, in hopes they might remind students about crosswalk safety (“walk don’t run” etc.).



- A summer photo shoot is being organized within our communications department to highlight all our services areas, our new buses, new drivers/faces, etc.

Bow Valley *R*egional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as June 2023)

ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
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.			Board (Joanna, Dave, Corrie)	Complete

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
May 2023	Bikes	378	758	672	134
	Winter Sports	134	121	247	33
	Strollers	264	138	62	20

May 2023

Route	Monthly Ridership Change 2022 to 2023	Comments
Route 1	77.8%	May 2022 to May 2023
Route 2	101.00%	May 2022 to May 2023
Route 3	56.09%	May 2022 to May 2023
Route 4	59.67%	May 2022 to May 2023
Route 5	106.0%	May 2022 to May 2023
Route 6	104.46%	May 2022 to May 2023
Route 8X	33.47%	May 2022 to May 2023
Route 9	102.87%	May 2022 to May 2023

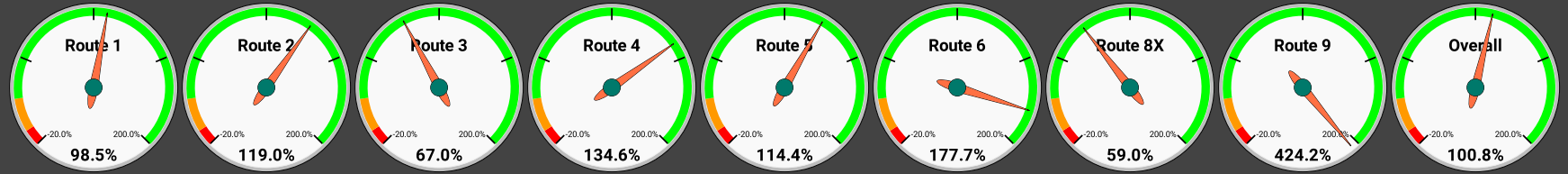
Route 1 (Inns of Banff/ Gondola)								Route 2 (Tunnel Mtn / Banff Springs Hotel)								Route 4 Cave and Basin								Banff Local Combined Totals (Routes 1, 2, 4)							
Month	R1 2019	R1 2021	R1 2022	2022 YTD	R1 2023	% Change -22	% Change -19	R2 2019	R2 2021	R2 2022	R2 2022 YTD	R2 2023	% Change -22	% Change -19	R4 2019	R4 2021	R4 2022	R4 2022 YTD	R4 2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19			
January	28,912	4,761	16,080	16,080	40,109	149.4%	38.73%	27,358	4,703	16,870	16,870	49,553	193.73%	81.13%								56,270	9,464	32,950	32,950	89,662	172.12%	59.34%			
February	29,757	6,370	19,661	19,661	40,285	104.9%	35.38%	26,543	5,903	21,518	21,518	46,800	117.49%	76.32%								56,300	12,273	41,179	41,179	87,085	111.48%	54.68%			
March	34,329	8,668	21,722	21,722	47,435	118.4%	38.18%	27,413	7,734	24,785	24,785	52,940	113.60%	93.12%								61,742	16,402	46,507	46,507	100,375	115.83%	62.57%			
April	27,420	6,709	20,918	20,918	40,606	94.1%	48.09%	22,763	5,643	20,192	20,192	44,317	119.48%	94.69%								50,183	12,352	41,110	41,110	84,923	106.58%	69.23%			
May	48,522	5,901	37,615	37,615	66,885	77.8%	37.84%	32,526	5,008	27,452	27,452	55,179	101.00%	69.65%	1,147	60	1,153	1,153	1,841	59.67%	60.51%	82,195	10,969	66,220	66,220	123,905	87.11%	50.75%			
June	66,195	13,551	65,375	8,558	11,938	39.5%		47,222	11,196	50,118	7,278	9,865	35.55%		4,002	535	4,698		864	0.00%		117,419	25,282	120,191	15,836	22,667	43.14%				
July	80,651	31,554	100,148			0.0%		61,895	31,179	67,979			0.00%		6,704	2,753	7,321			0.00%		149,250	65,486	175,448			0.00%				
August	81,196	43,151	93,303			0.0%		63,073	34,735	68,183			0.00%		7,332	3,438	5,725			0.00%		151,601	81,324	167,211			0.00%				
September	59,934	28,975	61,567			0.0%		45,951	22,068	53,950			0.00%		3,146	1,709	4,842			0.00%		109,031	52,752	120,359			0.00%				
October	28,982	16,333	37,893			0.0%		21,044	12,439	32,911			0.00%				396			0.00%		50,026	28,772	71,200			0.00%				
November	24,776	15,151	30,751			0.0%		20,300	13,693	36,146			0.00%							0.00%		45,076	28,844	66,897			0.00%				
December	28,935	18,948	45,460			0.0%		26,238	16,819	50,744			0.00%							0.00%		55,173	35,767	96,204			0.00%				
YTD	539,609	200,072	550,493	124,554	247,258	98.5%	39.97%	422,326	171,120	470,848	118,095	258,654	119.02%	81.78%	22,331	8,495	24,135	1,153	2,705	134.61%	0.00%	984,266	379,687	1,045,476	243,802	508,617	108.6%	58.7%			

Route 3 (Canmore-Banff Regional)								Route 5 Canmore								Route 8X (Express Lake Louise - Banff Regional)								Roam TOTAL Ridership (Not including OnIt)							
Month	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19			
January	15,486	5,499	10,642	10,642	20,230	90.10%	30.63%	10,225	6,204	9,224	9,224	22,810	147.3%	123.08%	4,053	1,117	3,714	3,714	7,154	92.62%	76.51%	86,034	22,284	56,530	56,530	140,405	148.37%	63.20%			
February	12,849	5,781	10,492	10,492	18,614	77.41%	44.87%	8,913	6,700	9,789	9,789	22,119	126.0%	148.17%	2,920	1,017	4,039	4,039	6,870	70.09%	135.27%	80,982	25,771	65,499	65,499	135,634	107.08%	67.49%			
March	15,057	7,951	12,770	12,770	20,709	62.17%	37.54%	9,759	8,650	12,208	12,208	25,116	105.7%	157.36%	3,310	1,438	4,305	4,305	7,690	78.63%	132.33%	89,868	34,441	75,790	75,790	154,554	103.92%	71.98%			
April	14,618	5,507	12,028	12,028	20,544	70.80%	40.54%	9,144	7,360	10,924	10,924	23,308	113.4%	154.90%	2,926	1,146	4,153	4,153	7,685	85.05%	162.65%	76,871	26,365	68,215	68,215	137,444	101.49%	78.80%			
May	16,925	6,850	15,148	15,148	23,845	56.09%	39.70%	10,769	6,760	13,066	13,066	26,920	106.0%	149.98%	5,634	1,516	8,422	8,422	11,241	33.47%	99.52%	119,508	27,604	106,822	106,822	193,801	81.42%	62.17%			
June	18,924	9,321	19,058	2,888	3,068	6.23%		12,852	8,250	16,015	2,358	3,181	34.9%		15,224	3,454	18,115	2,088	1,846	-11.59%		176,309	54,438	190,769	23,170	33,459	44.41%				
July	20,422	12,330	22,015			0.00%		14,183	7,581	16,715			0.0%		24,544	10,637	28,200			0.00%		227,664	107,890	271,789			0.00%				
August	20,105	12,610	19,854			0.00%		13,675	8,345	17,070			0.00%		24,743	15,688	22,575			0.00%		231,246	132,189	252,773			0.00%				
September	16,379	11,365	17,364			0.00%		12,348	8,621	17,127			0.00%		15,154	8,728	16,059			0.00%		159,058	88,472	187,459			0.00%				
October	15,563	11,258	17,605			0.00%		14,180	9,215	16,802			0.00%		5,581	3,709	8,061			0.00%		85,350	54,346	118,488			0.00%				
November	15,682	10,446	17,797			0.00%		13,841	9,685	19,956			0.00%		4,715	2,798	6,021			0.00%		79,314	51,773	110,983			0.00%				
December	15,994	10,599	19,213			0.00%		13,526	8,870	21,194			0.00%		6,645	3,973	9,248			0.00%		91,338	59,209	146,145			0.00%				
YTD	198,004	109,517	193,986	63,968	106,810	66.97%	39.12%	143,415	96,241	180,090	57,569	123,454	114.4%	145.67%	115,449	55,221	132,912	26,721	42,486	59.00%	107.91%	1,503,542	684,782	1,651,262	396,026	795,297	100.8%	65.0%			

Route 6 (Minnewanka)								Route 8S (Scenic Lake Louise - Banff Regional)								Route 9 (Johnston Canyon)								Route 10 (Moraine Lake)							
Month	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19			
January																			549	0.00%											
February																			946	0.00%											
March																			664	0.00%											
April																			984	0.00%											
May	3985	559	2783	2,783	5,890	104.46%	42.79%			97			0.00%			853	1,183	1,183	2,400	102.87%											
June	9966	2857	12662		2,039	0.00%		795	862				0.00%		1,129	4,412	4,728		658	0.00%											
July	11801	6367	20639			0.00%		3,521	1,313	2,183			0.00%		3,943	4,176	6,589			0.00%											
August	12802	8396	19063			0.00%		4,058	2,000	1,640			0.00%		4,262	3,826	5,360			0.00%											
September	4184	3303	10107			0.00%		303	757	0			0.00%		1,659	1,448	2,908			0.00%											
October	0	0	530			0.00%							0.00%			419	897			0.00%											
November													0.00%				312			0.00%											
December													0.00%				286			0.00%											
YTD	42,738	21,482	65,784	2,783	7,729	177.72%	0.00%	8,677	5,029	3,823	0	0	0.00%	0.00%	10,993	14,715	22,045	1,183	6,201	424.18%	0.00%		2,471	6,928	0	0	0.00%				

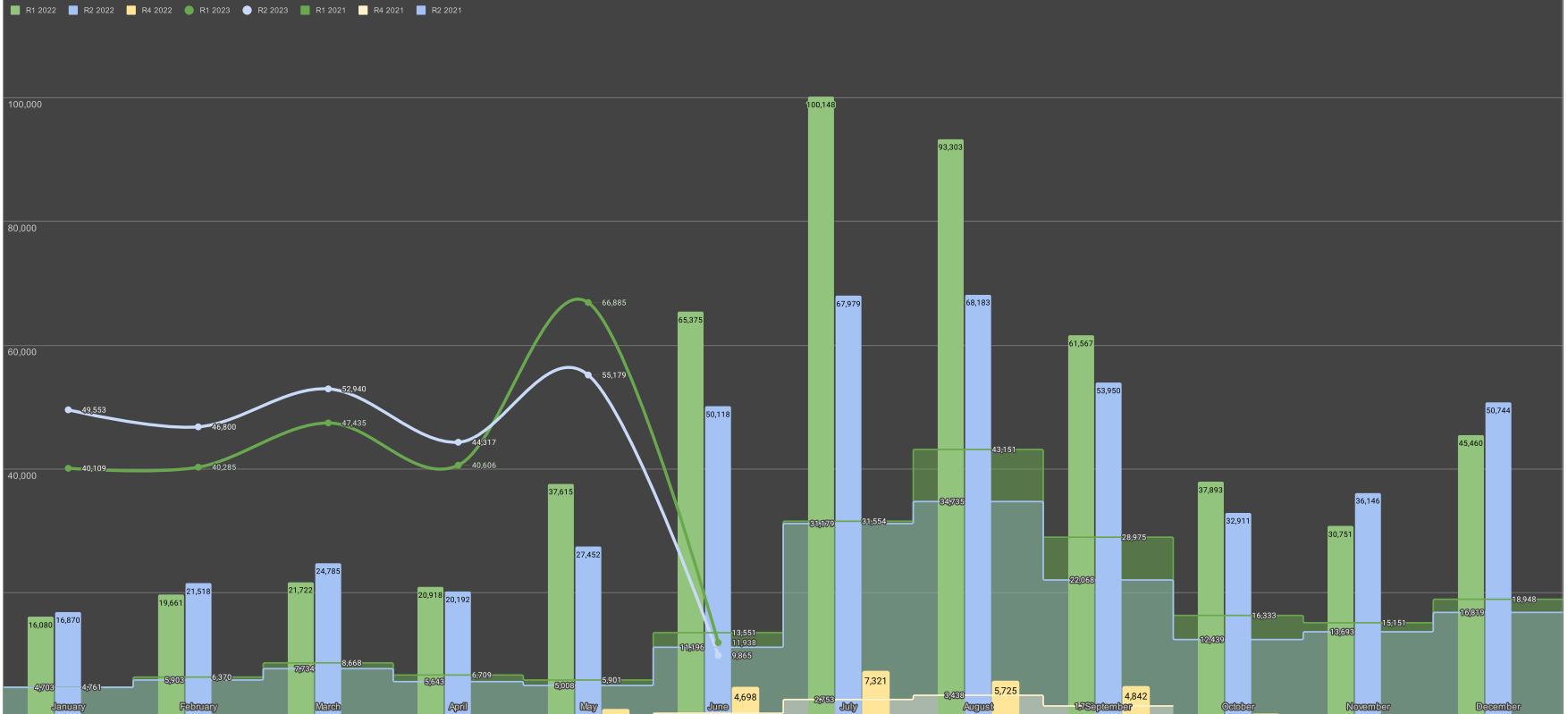
On-It (Calgary Regional)								Route 11															
Month	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19	2019	2021	2022	2022 YTD	2023	% Change -22	% Change -19									
January																							
February																							
March																							
April																							
May				1,759	2,676	0.00%						1,154											
June	1,271	930	3,840		1,228	0.00%						477											
July	3,846	2,607	7,654		0	0.00%																	
August	4,847	3,623	6,531		0	0.00%																	
September	6,282	2,272	5,019		0	0.00%																	
October	4,017					0.00%																	
November																							
December																							
YTD	20,263	9,432																					

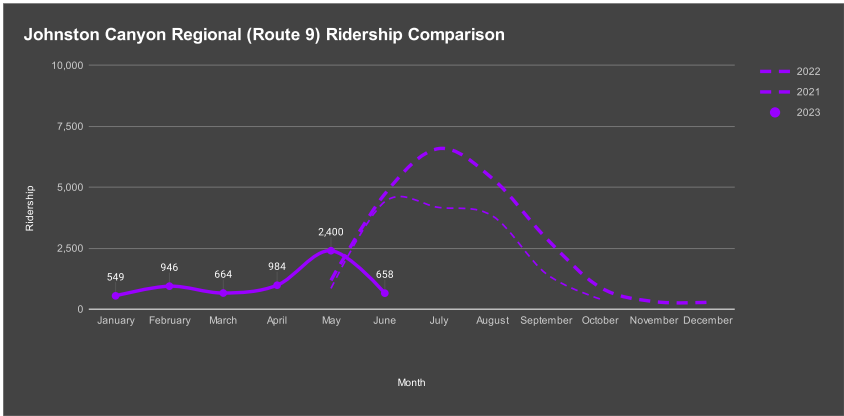
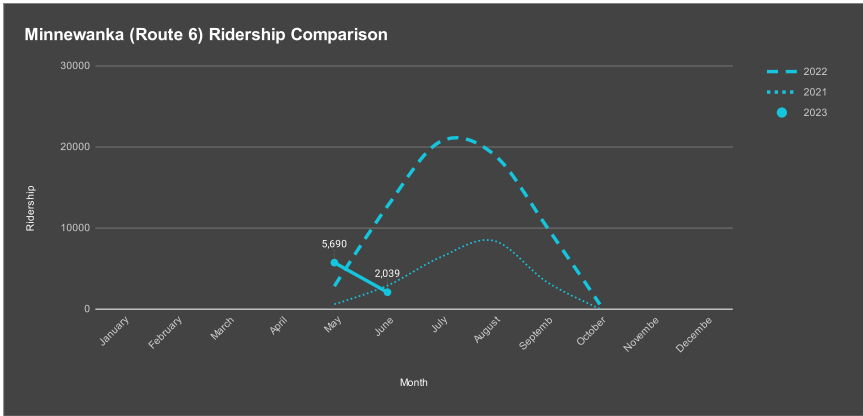
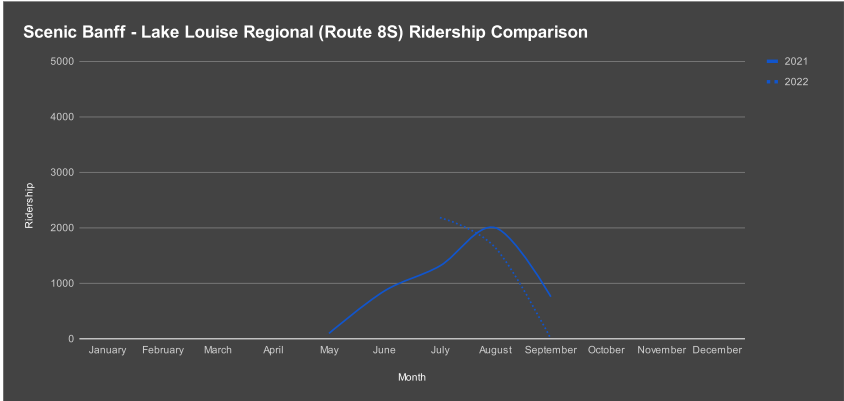
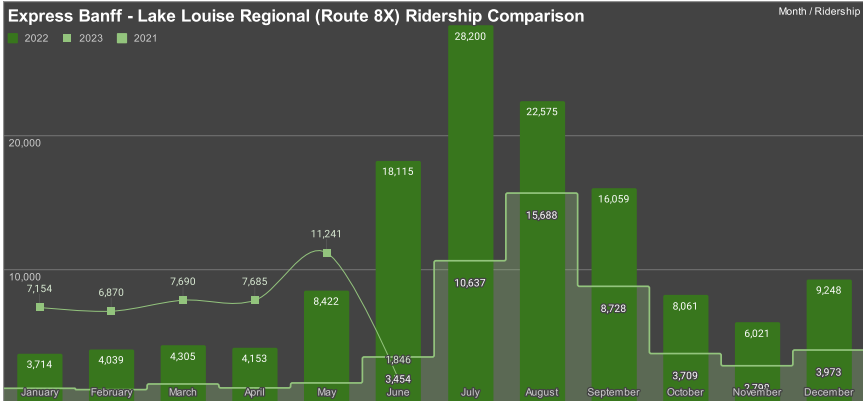
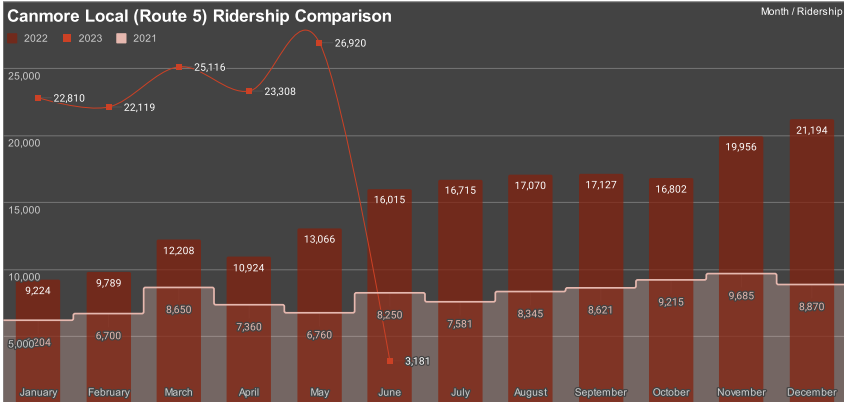
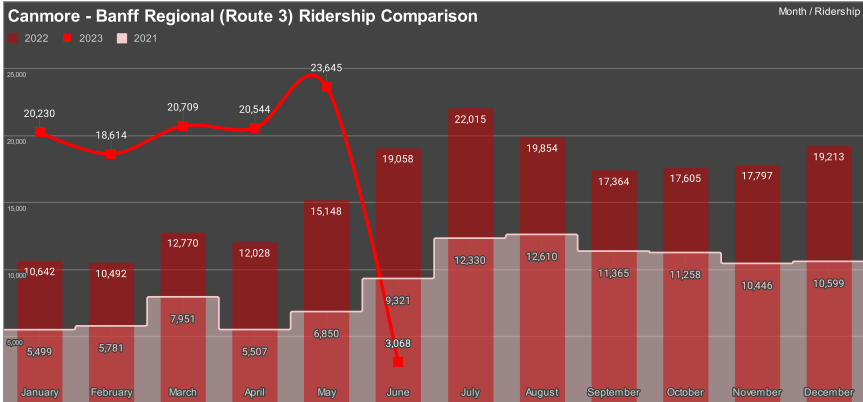
Year to Date % Ridership Change - Comparing 2023 to 2022



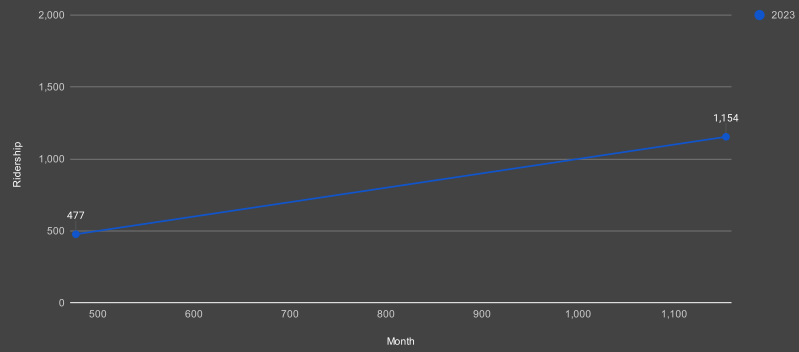
Banff Local (Routes 1, 2 & 4) Ridership Comparison

Month / Ridership

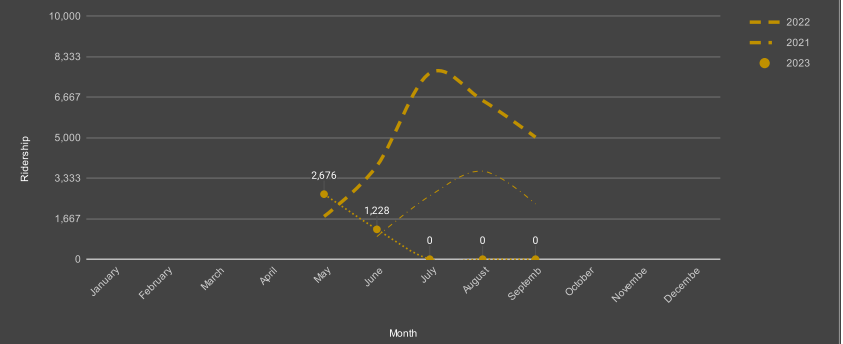




Lake Louise Local (Route 11) Ridership



On It Calgary Regional Ridership Comparison



Bow Valley *Regional* Transit Services Commission



NEW BUSINESS

Bow Valley ~~R~~egional Transit Services Commission



Credit card limit increase

Administration would like to request an increase in the limit for Melanie Booth's company credit card from \$5,000 to \$8,000. This credit card is used for the main card for regular monthly payments including:

- company land line phones and internet
- company cell phones
- monthly Human resources retainer
- monthly office supplies billing from Bow Valley Basics.

The current \$5,000 limit is often insufficient to handle the above recurring charges, and we find that frequently we must make additional payments so that the card does not go above the limit.

Motion

That the BVRTSC Board approve a company credit card limit increase for Melanie Booth from \$5,000 to \$8,000.

Bow Valley *Regional* Transit Services Commission



Cyber Security Review

Due to increased security risks administration would like to request a 3rd party review of our cyber security environment.

In camera session in order to discuss and obtain sensitive advice from officials.

Motion

That the BVRTSC Board approve administration recommendation to move forward with the proposal of a 3rd party review of our cyber security environment up to a maximum of \$18,000 to come from operating reserves.