

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

111 Hawk Avenue and MS Teams

AGENDA

June 12th, 2024 2:00-4:00pm

1. Call to Order
2. Approval of the Agenda
3. Minutes
 - Approval of the May 8th, 2024 Regular Meeting Minutes (attached)
4. Old Business (including Standing Items)
 - a) CEO Report (For Information)
 - b) Bring Forward List of Pending Items (For Information)
 - c) Transit Service Monthly Statistics (For Information)
5. New Business
 - a) Betterez update (For Information Only)
 - b) Maintenance Re-forecast for remainder of 2024 (For Information Only)
6. Next Regular Meeting – Wednesday July 10th, 2024

To be held at: 111 Hawk Avenue, Banff and Microsoft Teams
7. Adjournment

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

111 Hawk Avenue and Zoom

MINUTES

May 8, 2024 2:00-4:00pm

BOARD MEMBERS PRESENT

Dave Schebek, ID9 (Chair)
Alex Parkinson, ID9
Barb Pelham, Town of Banff
Tanya Foubert, Town of Canmore
Grant Canning, Town of Banff

BOARD MEMBERS ABSENT

Sean Krausert, Town of Canmore

BVRTSC ADMINISTRATION PRESENT

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

ADMINISTRATION PRESENT

Patti Youngberg, Parks Canada
Daniella Rubeling, Parks Canada
Danielle Morine, ID9 (Virtual)
Dwight Bourdin, Parks Canada (Virtual)
Adrian Field, Town of Banff (Virtual)

ADMINISTRATION ABSENT

Andy Esarte, Town of Canmore
Therese Rogers, Town of Canmore

PUBLIC PRESENT

Greg Colgan (RMO)

1. Call to Order

Dave Schebek calls the meeting to order at 2:01PM

2. Approval of the Agenda

3. **BVRTSC24-31** Dave Schebek moves to accept the Agenda as presented.

CARRIED UNANIMOUSLY

4. Minutes

- Approval of the April 17th, 2024 Regular Meeting Minutes (attached)

BVRTSC24-32 Dave Schebek moves to accept the Minutes as presented.

CARRIED UNANIMOUSLY

5. Old Business (including Standing Items)

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

6. New Business

- a) Presentation of Q1 Financial Results (For Information Only)

7. Adjournment

Next Regular Meeting – Wednesday June 12th, 2024

To be held at: 111 Hawk Avenue, Banff and Microsoft Teams

BVRTSC24-33 Grant Canning moves to adjourn the meeting at 2:50 PM

CARRIED UNANIMOUSLY

CEO REPORT



June 2024

Financial:

- As a condition of funding through the Rural Transit Solutions Fund, an agreement monitoring committee is required, with two Infrastructure Canada members and two recipient members. I will be the Recipient Co-Chair and Melanie Booth will be the Recipient Member. See below from Infrastructure Canada:

- *“Given the relatively significant value and scope of project 64007 for the Rural Transit Solutions Fund, Infrastructure Canada requires the establishment of an agreement monitoring committee. An agreement monitoring committee is a joint committee that would include four members in total, two representing BVRTSC and two representing Infrastructure Canada. Section 5 of the signed agreement provides information on the committee mandate, structure, and timelines.”*

A key role of the AMC is to oversee the Contribution Agreement (CA) and ensure that the project complies with the terms and conditions of the CA.

The following activities may be reported by the Recipient and monitored by the AMC:

- *Status of tendering of contracts;*
 - *Project component and/or milestones, their descriptions and timelines;*
 - *Implementation of the project is in accordance with the terms and conditions of the Duty to Consult (DTC), Environmental Assessment (EA), and other provincial, territorial or federal environmental permits, licenses and approvals;*
 - *Actual project costs and Canada’s contributions compared to approved annual budget;*
 - *Communications activities;*
 - *Recipient Progress Reports;*
 - *Audits, if required;*
 - *Ensure implementation of audit recommendations are completed, if required;*
 - *Project risks;*
 - *Review of the reporting schedule, and*
 - *Other special conditions as listed in the CA.*
- Administration is working with the Town of Banff Fleet team to build up a more robust parts inventory to reduce the down time of buses and increase productivity. The Commission will potentially be pre-purchasing some level of parts should TOB reach their financial limits for parts purchased for Roam. Accounting changes will be necessary should this happen to ensure that the parts are allocated to buses correctly at the time they are used.

Transit Service Updates:

- One of the Roam Vicinity buses had a catastrophic engine failure last week due to a massive oil leak caused by an oil plug being ripped out when traveling over a new speed bump constructed at the new Three Sisters roundabout. The bus was traveling slowly through the zone (13kmh) and the Vicinity buses have an oil plug that extends below the oil pan. Unfortunately, on one bus the oil plug was ripped fully out, and the engine seized without the driver being aware. A second bus had the oil plug bent and a smaller leak occurred but was caught before engine damage. The TOB team has been able to source an engine block through Cummins in the US and it will be shipped to Cummins in Calgary for replacement. Once the block arrives in Calgary, it will have to be installed, along with all other parts required. Typically, an unanticipated engine order and replacement takes 60 to 75 days, however by sourcing this engine block in the US, the time is anticipated to be shorter.
- An insurance claim is being filed for this incident, with the intent of holding the construction company/Province accountable for an impassable speed bump and no additional signage.
- Route 12 – Canmore Grassi Lakes began service on Friday May 17th and has seen good ridership and positive feedback for the initial few weekends of operation. Ridership has averaged over 100 passengers per day in reasonable weather and 70 passengers on rainy days. See below email received from a Route 12 customer:

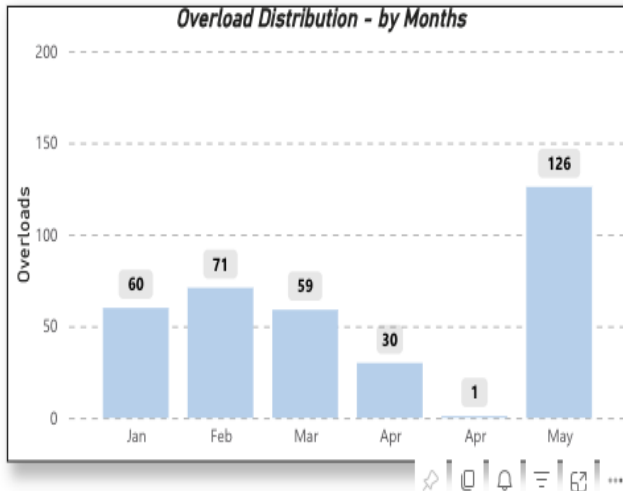
"Just wanted to let you know we used the ROAM transit to get to Grassi lake trailhead and it was perfect! The timing was perfect too. We were able to complete the interpretive trail have a bite to eat at the lakes and then come back down. The bus arrived within 5 mins to take us back to town. Amazing - strongly suggest you continue this service"

- With the planned parades and road closures in both Canmore and Banff, Canada Day is going to be very challenging for Roam. Rerouting and changing signage is requiring a significant amount of pre-planning and operational changes to service, especially in Banff.

Overload Report for Discussion:

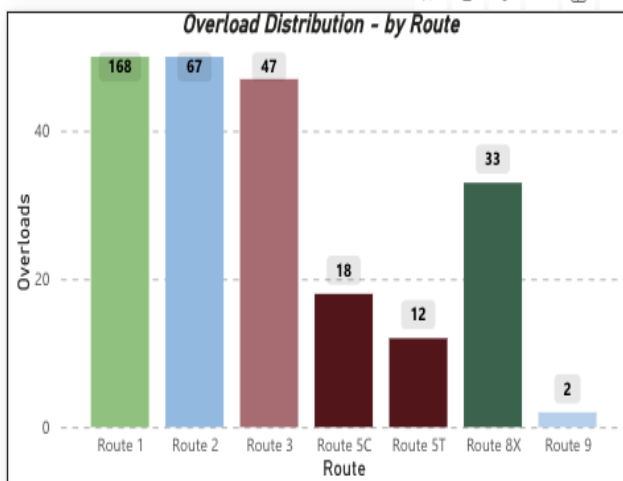


Roam Transit - Overload Report 2024



Overload Distribution - by Months and Routes

Route	Jan	Feb	Mar	Apr	Apr	May	Total
Route 1	22	27	19	10	1	89	168
Route 2	11	13	25	6		12	67
Route 3	15	18	4	7		3	47
Route 5C	3	4	4	2		5	18
Route 5T	1	2	3	4		2	12
Route 8X	8	7	4	1		13	33
Route 9						2	2
Total	60	71	59	30	1	126	347

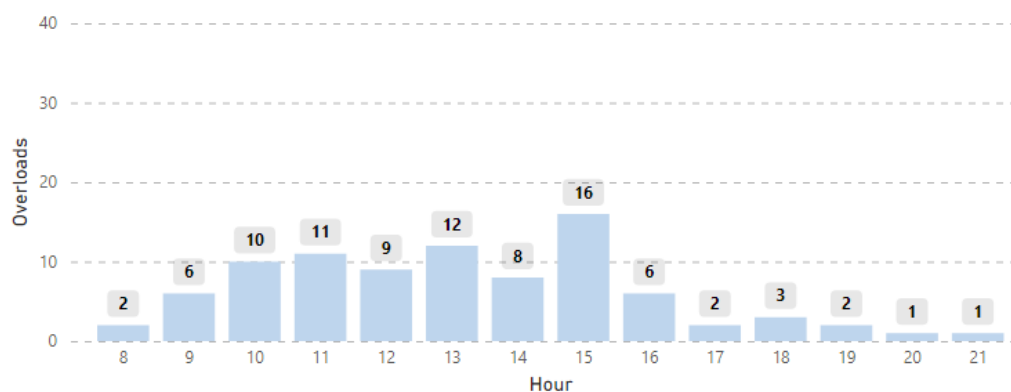


Overload Distribution - by Days and Routes

Route	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
Route 1	41	23	21	16	18	5	44	168
Route 2	5	6	14	12	7	16	7	67
Route 3	5	9	10	8	11	1	3	47
Route 5C	2	3	4	2	5	1	1	18
Route 5T		1	4	1	3	1	2	12
Route 8X	9	9	4	2	2	3	4	33
Route 9	1	1						2
Total	63	52	57	41	46	27	61	347

Route 1 Overloads:

Overload Distribution - by Hour



Bus Stop	Overloads
Banff Gondola	14
Rimrock Resort Hotel	13
Elk Street Transit Hub	11
Banff Park Museum	9
Downtown Caribou West	9
Downtown Buffalo East	7
Glacier Drive	5
YWCA	5
Banff Upper Hot Springs	4
Middle Springs Drive	4
Mountain Ave	3
Downtown Wolf Street West	2
Downtown Caribou East	1
Total	89

General/Health and Safety

○ Lake Louise and Canmore Evacuation Workshops

Roam' Safety and Training Manager recently attend workshops along with the RCMP, Fire Departments and other stakeholders to run through scenarios and become educated on procedures in the event of a required community evacuation.

An evacuation procedure plan is being developed to help guide Roam operations staff in the event of required evacuation of areas and communities. The plan will outline differing levels of evacuation and balancing the needs of buses remaining on transit routes or being used for evacuation.

○ Staff Training

On May 9th, Roam had a full training day for all new staff, with an agenda featuring presentations by a number of our partners:

Pursuit – Gondola Tour and Presentation

Roam – Internal Presentation

Banff & Lake Louise Tourism – Ambassador Program Delivery
Tourism Canmore Kananaskis – Presentation
Parks Canada - Presentation on Banff and Lake Louise

Additionally, senior driving training sessions including classroom time have been completed with all drivers who have been with Roam more than a year.

○ **Customer Experience Team:**

The team is now fully staffed, with our last training group starting on June 6. In the next week Roam will have ambassadors stationed daily at the High School Transit Hub and Lake Louise Lakeshore for the remainder of the summer season. We are already experiencing full departures and have noticed a significant increase in passengers waiting to go to Lake Minnewanka on Route 6. This could be due to Pursuit encouraging their passengers to utilize the free service arrangement, where presenting a Boat Cruise ticket allows them to ride Roam for free to and from the lake.

○ **Marketing and Promotional Events:**

- Roam has attended several events last month to further our integration within the community, including the BLLHA Housekeeping Olympics, Banff Seniors Week, Canmore Seniors Week, and the upcoming Lake Louise Low Down event.
- The inaugural Route 12 trip was a success, despite the cold and wet weather, and ridership is encouraging. We are currently promoting this new service via social media, radio advertisements, a feature article on CanmoreAlberta.com (<https://canmorealberta.com/canmore-stories/roam-transitss-route-12-your-local-guide-to-canmores-gems>), and by creating flyers to place at key locations such as hotels and service providers.
- Additionally, Roam recently participated in a film shoot organized by Tourism Canmore Kananaskis and Travel Alberta to promote sustainable travel options for visitors within Canmore, featuring the new Canmore Local Route 12 service.

Bow Valley *R*egional Transit Services Commission



BRING FORWARD LIST

BRING FORWARD LIST OF ITEMS PENDING (as of June 2024)

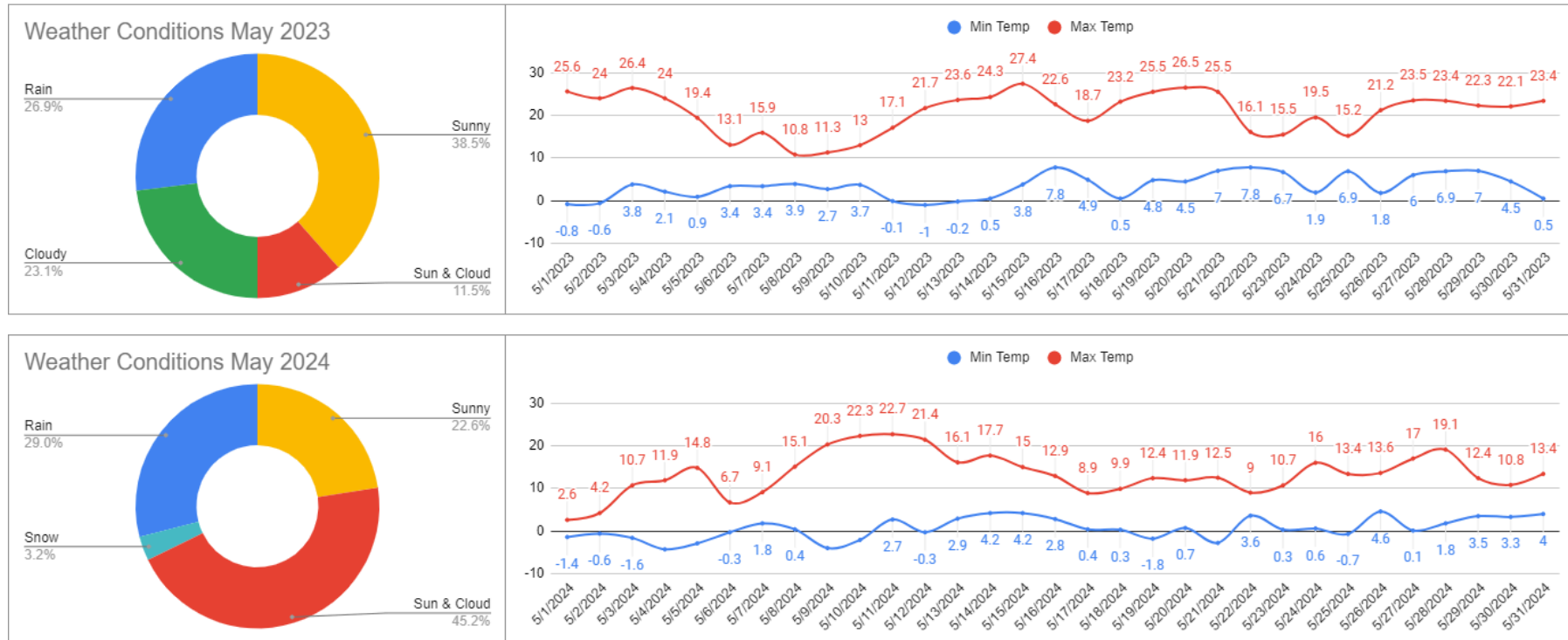
ITEM	Date Initiated	Pending Date	Responsible for Completion	Comments:
BVRTSC23-93 Alex Parkinson moves to discuss the commuter pass more in depth at the strategic planning in 2024.	Nov 8, 2023	Strategic Planning 2024	Martin	To be discussed further at the Strategic Planning Sessions to be held in 2024
BVRTSC23-065 Joanna McCallum moves to hire a consultant to conduct a study based on ridership and projected growth to map out the network-wide fleet associated operational and infrastructure requirements for the next 10 years, as well as the anticipated associated budget, to be funded through capital reserves to a maximum of \$50,000 to be brought back by Q3 2024. <p style="text-align: center;">CARRIED UNANIMOUSLY</p>	Oct, 18 th 2023	Q3 2024	Martin/Steve	Obtaining quotes from consultants, with the planned study implementation to follow the release of the draft Strategic Plan.
BVRTSC24-14 Barb Pelham moves that the Board directs administration to move forward with purchasing an additional \$1,000,000 insurance policy specific to cyber insurance for a cost not to exceed \$17,000.	Feb 14, 2024	June 30, 2024	Melanie	Documentation has all been submitted and awaiting insurance response.

Bow Valley Regional Transit Services Commission Ridership Statistics



Month	Type	Banff Local	Canmore Local	Canmore-Banff Regional	Lake Louise - Banff Regional
May 2024	Ridership	132,933	32,036	28,025	19,151
	Bikes	409	758	811	108
	Winter Sports	141	132	294	18
	Strollers	262	180	88	18

Route	Monthly Ridership Change 2023 - 2024	Comment
Route 1	7.73%	Change from May 2023 to May 2024
Route 2	8.12%	Change from May 2023 to May 2024
Route 3	4.00%	Change from May 2023 to May 2024
Route 4	-10.71%	Change from May 2023 to May 2024
Route 5	18.03%	Change from May 2023 to May 2024
Route 6	-22.66%	Change from May 2023 to May 2024
Route 8X	10.06%	Change from May 2023 to May 2024
Route 9	5.23%	Change from May 2023 to May 2024

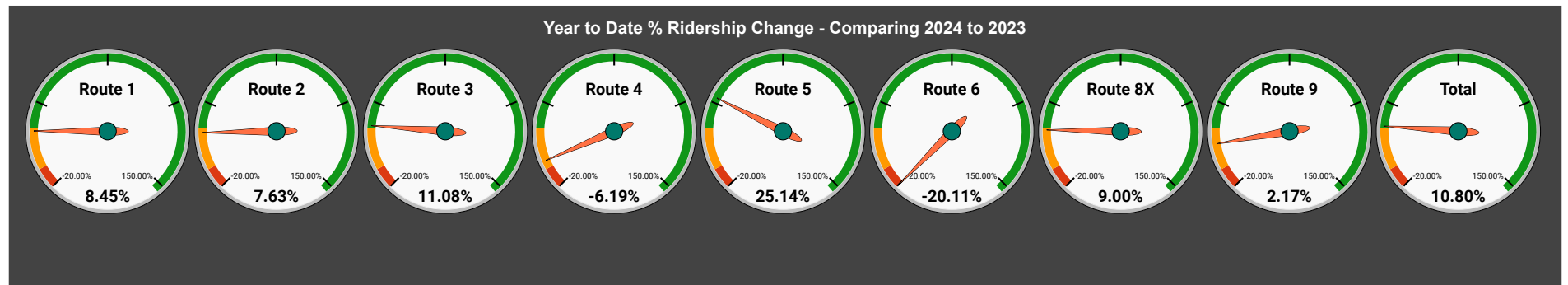


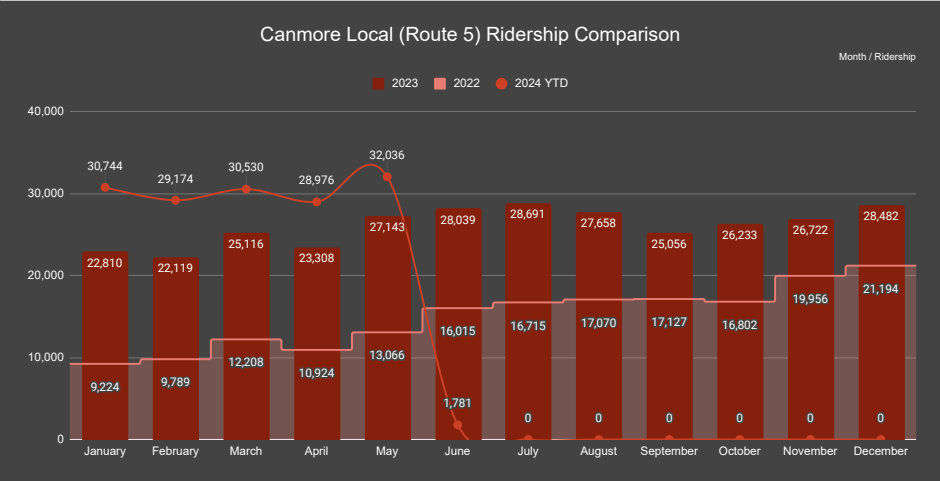
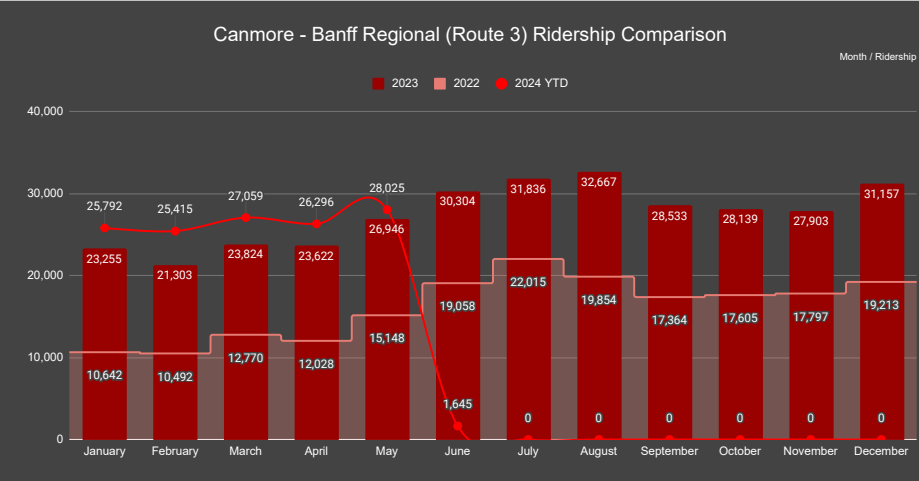
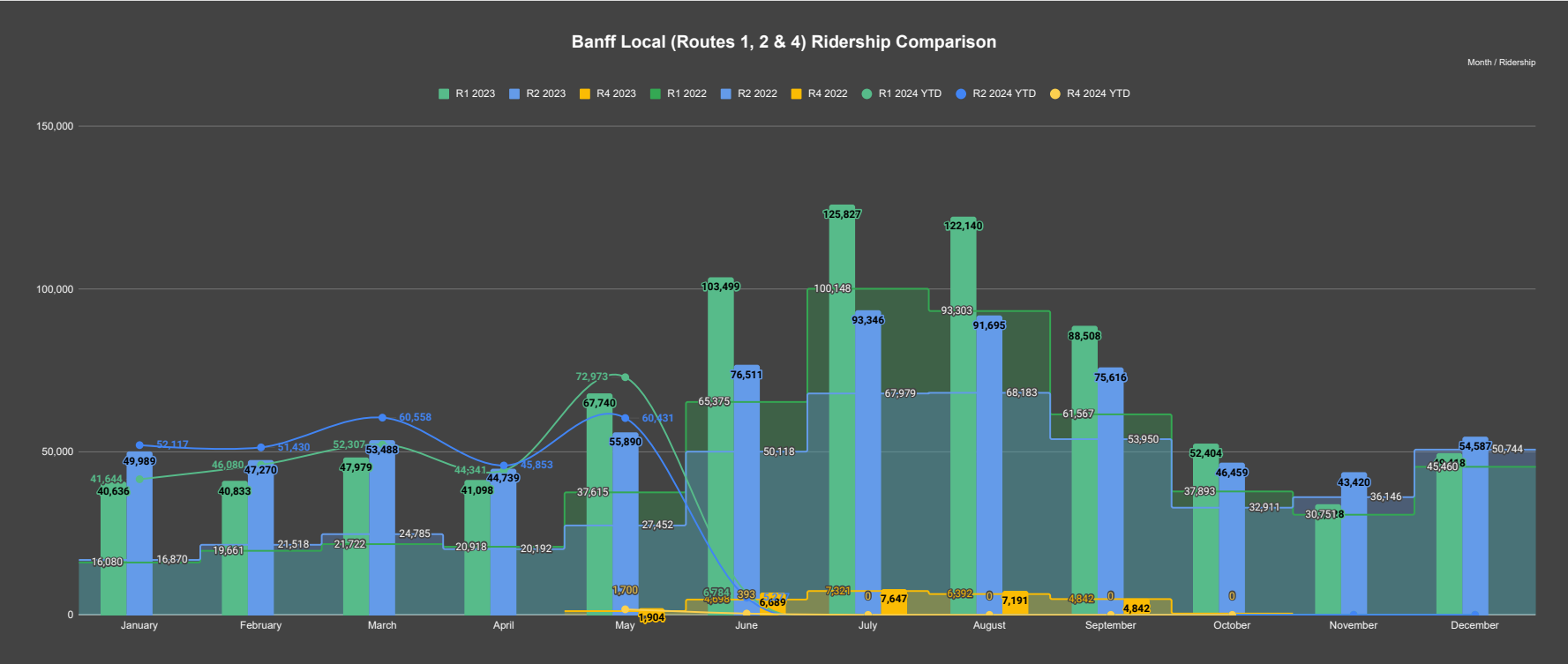
6/3/2024

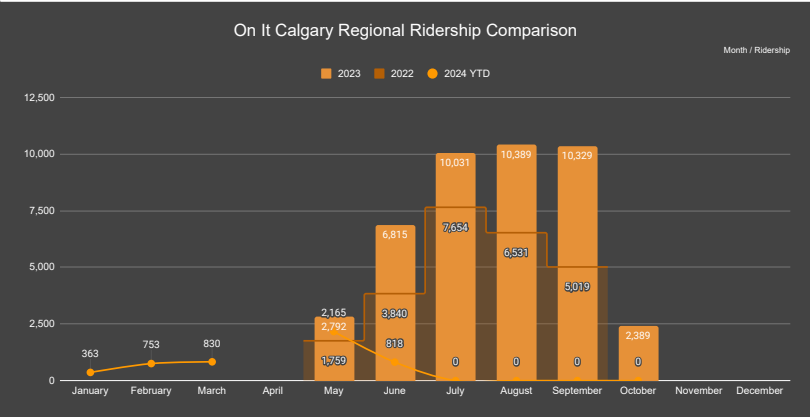
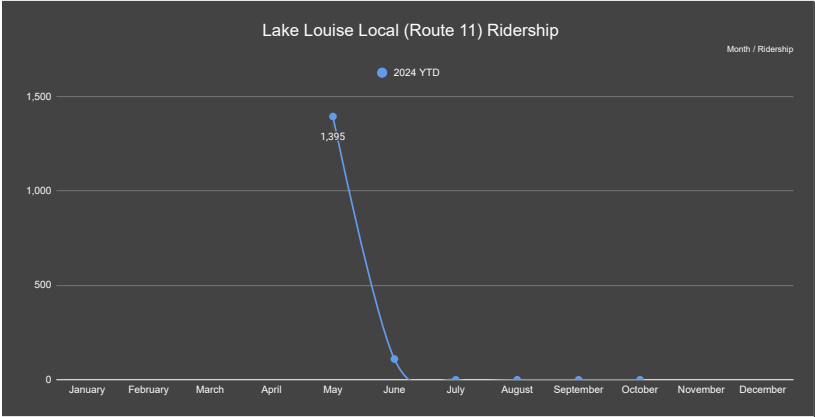
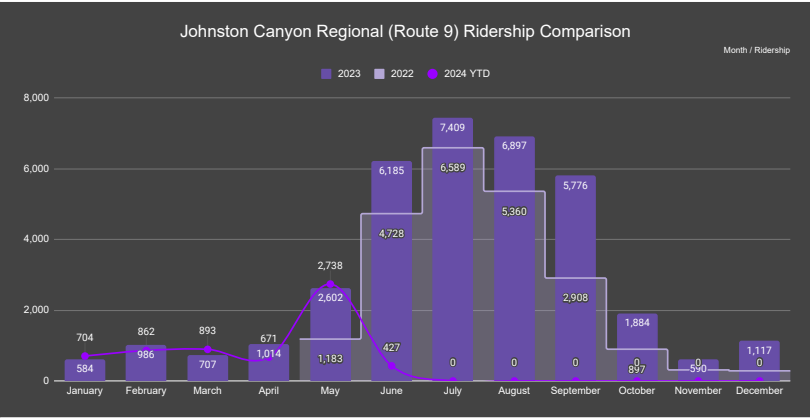
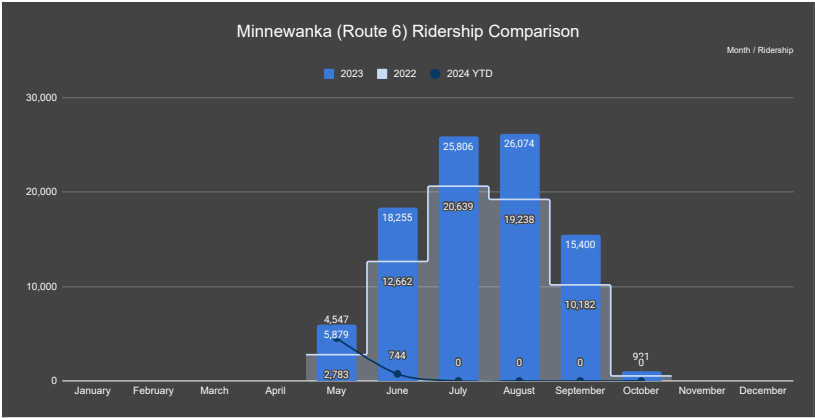
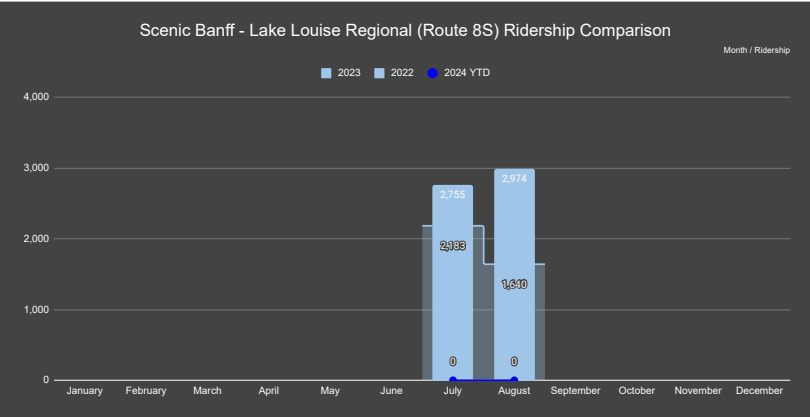
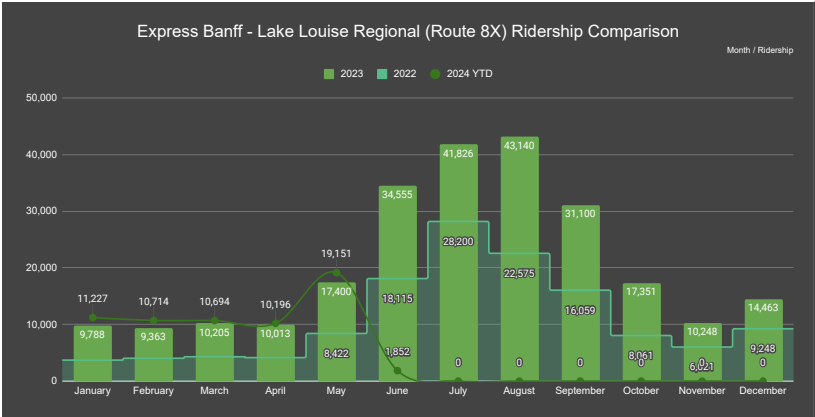
Route 1 (Inns of Banff/ Gondola)								Route 2 (Tunnel Mtn / Banff Springs Hotel)								Route 4 Cave & Basin								Banff Local (Route 1, 2 & 4)							
Month	R1 2021	R1 2022	R1 2023	R1 2023 YTD	R1 2024 YTD	% Change - 23	% Change - 22	R2 2021	R2 2022	R2 2023	R2 2023 YTD	R2 2024 YTD	% Change - 23	% Change - 22	R4 2021	R4 2022	R4 2023	R4 2023 YTD	R4 2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22			
January	4,761	16,080	40,636	40,636	41,644	2.48%	158.98%	4,703	16,870	49,989	49,989	52,117	4.26%	208.93%								9,464	32,950	90,625	90,625	93,761	3.46%	184.56%			
February	6,370	19,661	40,833	40,833	46,080	12.85%	134.37%	5,903	21,518	47,270	47,270	51,430	8.80%	139.01%								12,273	41,179	88,103	88,103	97,510	10.68%	136.80%			
March	8,668	21,722	47,979	47,979	52,307	9.02%	140.80%	7,734	24,785	53,488	53,488	60,558	13.22%	144.33%								16,402	46,507	101,467	101,467	112,865	11.23%	142.68%			
April	6,709	20,918	41,098	41,098	44,341	7.89%	111.98%	5,643	20,192	44,739	44,739	45,853	2.49%	127.08%								12,352	41,110	85,837	85,837	90,194	5.08%	119.40%			
May	5,901	37,615	67,740	67,740	72,973	7.73%	94.00%	5,008	27,452	55,890	55,890	60,431	8.12%	120.13%								10,969	66,220	125,534	125,534	135,104	7.62%	104.02%			
June	13,551	65,375	103,499	5,256	6,784	29.08%		11,196	50,118	76,511	4,758	5,277	10.90%									25,282	120,191	186,699	10,341	12,454	20.43%				
July	31,554	100,148	125,827	0	0	0.00%		31,179	67,979	93,346	0	0	0.00%									65,486	175,448	226,820	0	0	0.00%				
August	43,151	93,303	122,140	0	0	0.00%		34,735	68,183	91,695	0	0	0.00%									81,324	167,878	221,026	0	0	0.00%				
September	28,975	61,567	88,508	0	0	0.00%		22,068	53,950	75,616	0	0	0.00%									52,752	120,359	168,966	0	0	0.00%				
October	16,333	37,893	52,404	0	0	0.00%		12,439	32,911	46,459	0	0	0.00%									28,772	71,200	98,863	0	0	0.00%				
November	15,151	30,751	33,628	0	0	0.00%		13,693	36,146	43,420	0	0	0.00%									28,844	66,897	77,048	0	0	0.00%				
December	18,948	45,460	49,418	0	0	0.00%		16,819	50,744	54,587	0	0	0.00%									35,767	96,204	104,005	0	0	0.00%				
YTD	200,072	550,493	813,710	243,542	264,129	8.45%	-52.02%	171,120	470,848	733,010	256,134	275,666	7.63%	-41.45%	8,495	24,802	28,273	2,231	2,093	-6.19%	-91.56%	379,687	1,046,143	1,574,993	501,907	541,888	7.97%	-48.20%			
Route 3 (Canmore-Banff Regional)								Route 5 Canmore								Route 6 Minnewanka								Roam Total Ridership							
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22			
January	5,499	10,642	23,255	23,255	25,792	10.91%	142.36%	6,204	9,224	22,810	22,810	30,744	34.78%	233.30%								22,284	56,530	147,062	147,062	162,228	10.31%	186.98%			
February	5,781	10,492	21,303	21,303	25,415	19.30%	142.23%	6,700	9,789	22,119	22,119	29,174	31.90%	198.03%								25,771	65,499	141,874	141,874	163,675	15.37%	149.89%			
March	7,951	12,770	23,824	23,824	27,059	13.58%	111.90%	8,650	12,208	25,116	25,116	30,530	21.56%	150.08%								34,441	75,790	161,319	161,319	182,041	12.85%	140.19%			
April	5,507	12,028	23,622	23,622	26,296	11.32%	118.62%	7,360	10,924	23,308	23,308	28,976	24.32%	165.25%								26,365	68,215	143,794	143,794	156,333	8.72%	129.18%			
May	6,850	15,148	26,946	26,946	28,025	4.00%	85.01%	6,760	13,066	27,143	27,143	32,036	18.03%	145.19%								27,604	106,822	206,716	206,716	222,996	7.88%	108.75%			
June	9,321	19,058	30,304	1,893	1,645	-13.09%		8,250	16,015	28,039	1,964	1,781	-9.32%									54,438	190,769	308,030	17,167	19,013	10.76%				
July	12,330	22,015	31,836	0	0	0.00%		7,581	16,715	28,691	0	0	0.00%									107,890	271,789	371,077	0	0	0.00%				
August	12,610	19,854	32,667	0	0	0.00%		8,345	17,070	27,658	0	0	0.00%									132,189	253,615	366,644	0	0	0.00%				
September	11,365	17,364	28,533	0	0	0.00%		8,621	17,127	25,056	0	0	0.00%									88,472	187,534	284,961	0	0	0.00%				
October	11,258	17,605	28,139	0	0	0.00%		9,215	16,802	26,233	0	0	0.00%									54,346	118,488	179,071	0	0	0.00%				
November	10,446	17,797	27,903	0	0	0.00%		9,685	19,956	26,722	0	0	0.00%									51,773	110,983	142,511	0	0	0.00%				
December	10,599	19,213	31,157	0	0	0.00%		8,870	21,194	28,482	0	0	0.00%									59,209	146,145	179,224	0	0	0.00%				
YTD	109,517	193,986	329,489	120,843	134,232	11.08%	-30.80%	96,241	180,090	311,377	122,460	153,241	25.14%	-14.91%	21,482	66,034	92,335	6,623	5,291	-20.11%	-91.99%	684,782	1,652,179	2,632,283	817,932	906,286	10.80%	-45.15%			
Route 8X (Express Lake Louise - Banff Regional)								Route 8S (Scenic Lake Louise - Banff Regional)								Route 9 (Johnston Canyon)															
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22										
January	1,117	3,714	9,788	9,788	11,227	14.70%	202.29%																								
February	1,017	4,039	9,363	9,363	10,714	14.43%	165.26%																								
March	1,438	4,305	10,205	10,205	10,694	4.79%	148.41%																								
April	1,146	4,153	10,013	10,013	10,196	1.83%	145.51%																								
May	1,516	8,422	17,400	17,400	19,151	10.06%	127.39%																								
June	3,454	18,115	34,555	1,795	1,852	3.20%																									
July	10,637	28,200	41,826	0	0	0.00%																									
August	15,688	22,575	43,140	0	0	0.00%																									
September	8,728	16,059	31,100	0	0	0.00%																									
October	3,709	8,061	17,351	0	0	0.00%																									
November	2,798	6,021	10,248	0	0	0.00%																									
December	3,973	9,248	14,463	0	0	0.00%																									
YTD	55,221	132,912	249,452	58,564	63,834	9.00%	-51.97%	5,029	3,823	5,729	0	0	0.00%	-100.00%	15,134	22,263	35,751	6,161	6,295	2.17%	-71.72%										

	Route 10 (Moraine Lake)							On-It (Calgary Regional)							Route 11 (Lake Louise Local)						
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22
January												363									
February												753									
March												830									
April																					
May								1,759	1,759	2,792	2,792	2,165	-22.46%	23.08%				1,212	1,212	1,395	15.10%
June								930	3,840	6,815	206	818	297.09%					3,993	163	110	-32.38%
July								2,607	7,654	10,031	0	0	0.00%					5,934	0	0	0.00%
August								3,623	6,531	10,389	0	0	0.00%					6,208	0	0	0.00%
September	1,498	3,535	6,556	0	0	0.00%		2,272	5,019	10,329	0	0	0.00%					3,574	0	0	0.00%
October	973	3,393	4,827	0	0	0.00%					2,389	0	0	0.00%				853	0	0	0.00%
November																					
December																					
YTD	2,471	6,928	11,383	0	0	0.00%	-100.00%	11,191	24,803	42,745	2,998	4,929	64.41%	-80.13%	0	0	21,774	1,375	1,505	9.48%	0.00%

	Route 5C (Cougar Creek)							Route 5T (Three Sisters)							Route 12 (Grassi Lakes)						
Month	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 UTD	% Change - 23	% Change - 22	2021	2022	2023	2023 YTD	2024 YTD	% Change - 23	% Change - 22
January					19,797							10,947									
February					17,830							11,344									
March					18,442							12,088									
April					17,958							11,018									
May					18,563	Please note that comparative date for 5C and 5T separately will not be available until August as route data was not split until then						13,473							680		
June					1,084							697							223		
July					0							0							0		
August			15,005	0	0	0.00%				12,653	0	0	0.00%						0		
September			14,113	0	0	0.00%				10,943	0	0	0.00%						0		
October			15,771	0	0	0.00%				10,462	0	0	0.00%						0		
November			16,468	0	0	0.00%				11,318	0	0	0.00%						0		
December			17,333	0	0	0.00%				11,149	0	0	0.00%						0		
YTD	0	0	78,690	0	93,674	0.00%	0.00%	0	0	56,525	0	59,567	0.00%	0.00%	0	0	0	0	903	0.00%	0.00%







Bow Valley *R*egional Transit Services Commission



NEW BUSINESS

Bow Valley *Regional* Transit Services Commission



Reservation System Questions

Bow Valley Regional Transit Services Commission

Responses to Board member reservation system questions arising from May Commission meeting:

Q: Is our reservation system is being used to purchase passes for resale?

A: No, analysis of the tickets sold do not suggest this is the case.

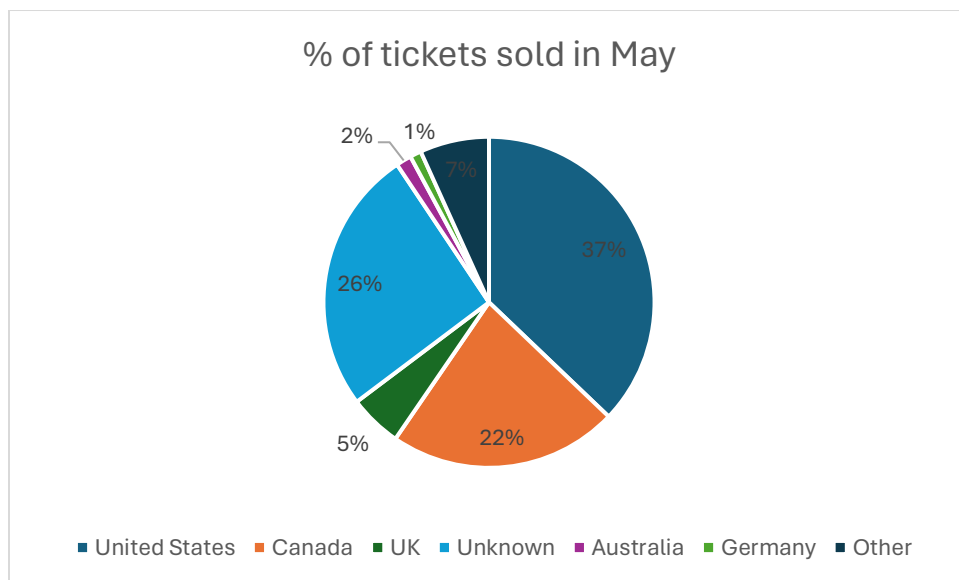
Administration looked at the unique email addresses of all reservations made in May for the summer of 2024.

	# tickets	% of ticket sales
Banff Lake Louise Tourism (flex passes to book summer staff)	590	1%
Rocky Mountainer - booking clients	249	1%
30-100 tickets per email address (mostly flex passes and small groups over 1-2 days)	1,550	4%
16-29 tickets per email address	4,373	10%
1-15 tickets per email address	35,656	84%
	42,418	100%

Q: Where are reservation system clients from?

A: Majority from Canada and the USA.

Administration looked at the country of origin of all reservations made in May for the summer of 2024. Note if a customer does not create an account, they do not have to provide their address details. This is why the 'Unknown' number is quite high.



Bow Valley *Regional* Transit Services Commission



2024 Revised Maintenance Forecast

Report to the Bow Valley Regional Transit Services Commission

Report 2024-06-06 Vehicle maintenance forecast for 2024

June 6, 2024

SUMMARY/ ISSUE

Based on feedback from the last meeting the Board requested a forecast for vehicle maintenance expenses for the year. In the BVRTSC Q1 financial package, vehicle maintenance expenses were \$290,000 over budgeted amounts, and based on discussions with the Town of Banff this trend will continue over the rest of the year. This report gives a forecast for 2024 based on invoices to date and estimates from Town of Banff.

Administration Recommendation: Report is provided for information only.

BACKGROUND

2024 Budget was formulated with a 24% increase in vehicle maintenance expenses from 2023 actuals.

- 2023 actuals \$1,950,000
- 2024 budget \$2,420,000
- Increase of \$470,000 (24%)

For 2024, the Town of Banff has split their charges into fixed costs, including overhead, building and support, and maintenance labour costs as outlined below. The fixed costs charged to date are in line with budget, however maintenance labour, parts and contracted services are significantly above budget.

	2024 Budget
Labour/ fixed costs	1,356,271
Parts/R&M/Contract services	931,772
Supplies	132,998
	\$ 2,421,041

Town of Banff estimated Aug 2023:

Charge Description	Billing type	Annual Billable Estimate
6 Mechanics @ \$117/h	Monthly invoice	\$1,033,344
Fixed overhead Support Services	Quarterly invoice	\$148,860
Fixed Costs	Quarterly invoice	\$185,190
Total 2024 – Option 1		\$1,367,394

See Appendix 1 for details of Fixed costs estimates.

Report to the Bow Valley Regional Transit Services Commission

Report 2024-06-06 Vehicle maintenance forecast for 2024

June 6, 2024

To date, Roam has received January to April billings, and total maintenance expenses are currently \$440,000 over budgeted amounts:

Bow Valley Regional Transit Services Commission			
Budget vs. Actuals			
January - April, 2024			
	Total		
	Actual	Budget	Over budget
Vehicle Expenses			
5250 Parts	426,635.96	249,668.00	176,967.96
5255 Vehicle Supplies	50,361.27	35,644.00	14,717.27
5260 Maintenance Labour	645,135.97	395,485.00	249,650.97
Total Vehicle Expenses	\$ 1,122,133.20	\$ 680,797.00	\$ 441,336.20

Budget costs are allocated monthly based on service hours. As such January – April budget represents 28% of total budgeted costs.

FORECAST

Based on discussions with the Town of Banff, billable maintenance labour hours are expected to be 13,600 hours instead of 8,800 hours. Estimates are based on 8/9 mechanics throughout the year (fluctuating based on school leaves etc).

Based on these estimates, administration forecasts that total vehicle maintenance costs will be approximately \$830,000 above budgeted figures for the year. This estimate may fluctuate lower dependent on workforce remaining at a full complement throughout the year.

See forecasted numbers below:

	2024 Budget	2024 Forecast	Difference
Labour/ fixed costs	1,356,271	1,967,355	611,084
Parts/R&M/Contract services	931,772	1,122,097	190,325
Supplies	132,998	160,164	27,166
	\$ 2,421,041	\$ 3,249,617	\$ 828,576

Anticipated split of additional costs:			
Banff	44%	\$ 366,498	
Canmore	27%	\$ 224,593	
ID9	11%	\$ 91,580	
Parks	18%	\$ 145,905	
	100%	\$ 828,576	
* This assumes actual proportion of total maintenance costs is consistent with budgeted proportions			

Report to the Bow Valley Regional Transit Services Commission

Report 2024-06-06 Vehicle maintenance forecast for 2024

June 6, 2024

The Town of Banff has indicated that the following are key contributors to the increase in forecasted amounts:

- Administration approved the adding of 3 mechanics to facilitate Roam's maintenance needs. 2023 actual labour levels were low due to staffing issues and school leaves, so the additional 3 mechanics gives more capacity to ensure Roam's needs are met.
- In 2023 the Town of Banff provided Roam with 7 months of weekend service, in 2024 this will be 10 months of weekend service.
- Roam's fleet was quite run down by 2023 due to lack of labour to repair, and parts & supply chain constraints. Time was spent in 2024 to clear up outstanding work orders and send units out to contractors to repair to rebuild spare ratios.
- The Proterra bus maintenance has been much greater than forecasted. There was also a lack of training available for these units, as such they are more labour intensive to repair. Parts are also difficult to source which adds time required for repair.
- Known manufacturer issues such as MCI front door engineering problems. These design problems have taken considerable time and resources to address. MCI engineers are currently working on a solution for this issue.
- Roam has 6 different bus manufacturers and 12 different models. This creates huge challenges when teaching, becoming familiar with unit systems, and stocking parts for the myriad of different systems & parts. All this takes additional time.

There are risks that costs will be higher than predicted should additional overtime be required in the event that spare ratios decrease to an unacceptable level.

Parts/R&M/Contract services are estimated using average historical proportions of labour costs. These costs are unpredictable and difficult to estimate because they can fluctuate dramatically based on major breakdowns or accidents.

These additional maintenance costs and challenges above highlight key issues that the Town of Banff Fleet Service are navigating when dealing with the Roam fleet. It is anticipated that challenges will feed into the maintenance study that is being completed this month. Results of this study, including potential solutions, will be presented and discussed in the July board meeting.

Report to the Bow Valley Regional Transit Services Commission

Report 2024-06-06 Vehicle maintenance forecast for 2024

June 6, 2024

Appendix 1

Details of the inclusions in the fixed cost allocation:

Fixed overhead Support Services	Allocation	Billable Amount
Fleet Manager	50%	\$0
Fleet Foreman	50%	\$0
Parts Technician	100%	\$114,145
AP Admin Support	20%	\$22,765
AR Admin Support	10%	\$9,360
Payroll Support	2%	\$2,590
Total		\$148,860

Fixed Costs	Allocation	Billable Amount
Building Maintenance	50%	\$55,595
Building Energy	50%	\$33,605
Building Insurance	50%	\$2,915
Building Amortization	50%	\$70,035
Training	100%	\$1,770
Subscription	100%	\$1,460
Tools Allowance	6 mechanics	\$3,795
Phone Plan	6 mechanics	\$2,730
IT Equipment	6 mechanics and desktop stations	\$13,285
Total		\$185,190