



WHISTLER

File 584

MINUTES

REGULAR MEETING OF THE TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC) THURSDAY SEPTEMBER 18, 2014, STARTING AT 11:30 AM

**In the Flute Room
4325 Blackcomb Way, Whistler, BC V0N 1B4**

PRESENT:

Jack Crompton, RMOW Councillor – TMAC Chair
Bill Murray, Citizen-at-Large
Scott Pass, Citizen-at-Large
Johann van Schaik, BC Transit – Senior Regional Transit Manager
Juan Carlos Gomez, Whistler Transit Ltd, Manager
Joe Paul, RMOW – General Manager Infrastructure Services
Emma DalSanto, RMOW – TDM Coordinator & Recording Secretary

GUESTS:

Matthew Boyd, BC Transit – Regional Planning Work Lead
Steve Antil, Whistler Transit Ltd. – Service Delivery Manager, *alternate*
Elicia Elliott, BC Transit – Senior Transit Planner

ADOPTION OF AGENDA

*Moved by Bill Murray
Seconded by Scott Pass*

That the Transit Management Advisory Committee (TMAC) adopts the TMAC agenda of September 18, 2014 with the addition of “winter office hours”.
CARRIED

ADOPTION OF MINUTES

*Moved by Scott Pass
Seconded by Bill Murray*

That the Transit Management Advisory Committee (TMAC) adopt the minutes of April 25, 2014 and July 14, 2014 TMAC meetings as circulated.
CARRIED

PRESENTATIONS/DELEGATIONS

Transit Future Plan Matthew Boyd introduced Elicia Elliott, the new BC Transit Senior Planner that will be the lead BC Transit staff working on the Sea to Sky Transit Future Plan.

Scott Pass arrived at 11:47am.

BC Transit delivered a presentation on the Transit Future Plan's (TFP) draft vision, goals, transit mode share targets, and local and regional networks. Discussion on each followed, with an acknowledgement that these components of the TFP continue to be refined through stakeholder and public engagement in November and December.

TMAC requested clarity on how the TFP process will ensure discussion between the parties with respect to Regional Transit so that planning does not occur in silos, exclusive of the other communities, as this TFP is a regional plan.

Gondola Transit
Exchange Bus Bays Both Scott Pass and Bill Murray expressed their disappointment and frustration with BC Transit Victoria regarding the decision made regarding changing back to numbers from letters at the bus bays in Gondola Transit Exchange. At the July meeting, TMAC had an extensive discussion regarding the pros and cons of Letters vs Numbers and decided that a survey of the drivers would be done to ask them if we should keep the letters or return to numbers. The drivers overwhelmingly stated that we should return to numbers to ease communications with passengers in Gondola Transit Exchange – especially the non-English speaking visitors.

TMAC also understands that it supported the change to letters last as BC Transit's arguments seemed local and reasonable. TMAC admits that it was wrong and should have questioned the change to letters last year and should have insisted on surveying the drivers at that time. However, after a full winter of Letters in Gondola Transit Exchange TMAC has recognized the mistake and wants to correct it for this winter.

TMAC understands and respects the chart of responsibilities of each partner in the Whistler Transit System partnership. Gondola Transit Exchange ultimately falls under the responsibility

*Moved by Scott Pass
Seconded by Bill Murray*

Based upon our deep understanding of the unique needs of our Resort Community, and our agreement with the extensive feedback received from the operating company, THAT TMAC strongly requests that BC Transit change the Gondola Transit Exchange bus bay labels from Letters back to Numbers for winter 2014/2015.

CARRIED

Fare Discussion Emma Dal Santo presented an updated on progress with the Staff Housing Pilot Project.

Due to time issues, TMAC is deferring this topic to the next meeting in January 2015. At the January meeting TMAC will receive a presentation on the U-Pass from other areas of the province and have a discussion on what new products may be appropriate in the Whistler resort context.

Whistler Transit System Winter and Early Winter Update Matthew Boyd summarized the changes to Early Winter ramp up service (November 15 – 26, 2014) and full Winter (November 27, 2014 – April 19, 2015) transit service.

Changes to Full Winter are summarized below:

- Improved service to Emerald – particularly in the evening
- Improved service to Function
- All service to Tamaris discontinued except late night southbound buses
- Better connections in the early AM to meet work start times in the Village, Base 2 and Nesters
- Evened out headways especially on the free Village Shuttles
- Starting route #5 earlier in Winter to connect with Fresh Tracks breakfast and in the spring/summer/fall to connect with the 10am opening of the mountain

TMAC reconfirmed its support for increased office hours from 8AM to 4:30pm Monday to Friday extended to 7am to 5:30pm 7-days a week.

13/14 Annual Performance Report Johann van Schaik presented the highlights of the 2013/2014 Annual Performance Report for Whistler that was circulated with the agenda package. These results show a slight increase in revenue hours (DART refurbishment phased expansion) as well as a slight decrease in revenue when comparing 12/13 to 13/14. Therefore although a decrease in total cost was achieved, a slight increase in operating costs was recorded due to inflationary increases as well as expansion.

TMAC commented that the presentation was excellent with lots of good news stories. TMAC suggests that the cover letter should have more local information instead of just provincial lights.

Action 1:

TMAC is requesting that BC Transit present the AOA schedule F information for Summary 2014 at the next TMAC meeting.

*Moved by Jack Crompton
Seconded by Scott Pass
TMAC requests that comparative financial information from other systems be shown alongside the results presented in the 2013/2014 Annual Performance Report, and commentary be offered where the results are significantly different from the comparison systems. The cost per service hour is of particular interest.*

CARRIED

GPS Data TMAC thanked BC Transit for the presentation by Rory Kumula at the April 2014 meeting regarding the Kamloops Pilot Project. Considering the scope of that pilot project, TMAC strongly believes the Whistler Transit System needs something much simpler.

*Moved by Jack Crompton
Seconded by Bill Murray*

TMAC requests that BC Transit provide a response to the scenario described at this meeting wherein the RMOW may wish to proceed, in advance of larger BC Transit programs, with the installation of geolocating equipment on the Whistler Transit System buses, for the purpose of developing Whistler-specific on-line content for residents of, and visitors to, our Resort Community.

CARRIED

Outstanding
Action Item
and Motions

Summary of items:

RMOW and BC Transit will work together over the winter 2014/2015 to develop a plan to complete the following motions and action requests:

- 1. Moved by Bill Murray
Seconded by Scott Pass
Whereas, the size and shape of the current bus shelter poster was originally designed in 1991 when the Whistler Transit System only had less than half the service it has today; TMAC requests **THAT** BC Transit work with TMAC to redesign the bus shelter poster over the summer of 2013 to be more readable.*
- 2. Moved by Jack Crompton
Seconded by Scott Pass
THAT the Transit Management Advisory Committee (TMAC) requests that BC Transit develop a metric for Whistler related to passenger boarding: that would act as a trigger to refer the question of bus stop amenities such as the need for new shelters to TMAC.*
- 3. Transit Service Type for Whistler in the Future**
TMAC is requesting that there be a workshop or survey focused on Frequency of Service vs Express Service focusing on Emerald, Alpine, Tamarisk, Spring Creek, Function and Cheakamus neighbourhoods. People need to fully understand the trade-offs.

4. Spring Creek

BC Transit will forward a copy of the Engineer's report and other relevant information regarding the left turn from Spring Creek onto Highway 99 to the RMOW.

OTHER BUSINESS

Updates

- Jack Crompton thanked TMAC members for hard work over past three years.
- Construction projects affecting transit routes:
 - The Alpine Water Main Replacement Project scheduled for fall 2014 will be bundled with a larger project in 2015, which will cause disruption to the Alpine Meadows portion of Route 1.
 - Whistler Creek Bus layby pavers replacement project is scheduled for October. Two bus stops may need to be closed while work is being done.

Next Meeting

The next TMAC meeting will be scheduled for January 2015.

ADJOURNMENT

Moved by Jack Crompton

That Transit Management Advisory Committee (TMAC) adjourns the September 18, 2014 TMAC meeting at 2:59 p.m.

CARRIED

CHAIR: Jack Crompton