



MINUTES

REGULAR MEETING OF THE TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC) TUESDAY APRIL 12, 2016, STARTING AT 12:30

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

PRESENT:

Steve Anderson, RMOW Councillor – TMAC Chair
Bill Murray, Citizen-at-Large
Scott Pass, Citizen-at-Large
Johann van Schaik, BC Transit – Senior Regional Transit Manager (by phone)
Juan Carlos Gomez, Whistler Transit Ltd, Manager
James Hallisey, RMOW – General Manager Infrastructure Services
Emma DalSanto, RMOW – TDM Coordinator & Recording Secretary

GUESTS:

Matthew Boyd, BC Transit – Regional Planning Work Lead (by phone)
Colin Heinz, BC Transit – Social Media Coordinator (by phone)
Steve Antil, Whistler Transit Ltd. – Service Delivery Manager, *alternate*

ADOPTION OF AGENDA

Moved by Scott Pass
Seconded by Bill Murray

That the Agenda of the Transit Management Advisory Committee (TMAC) agenda of April 12, 2016 be adopted as with the addition of a new item called Announcements and Introductions.

CARRIED

ADOPTION OF MINUTES

Moved by Emma DalSanto
Seconded by Carlos Gomez

That the Minutes of October 27, 2015 and November 5, 2015 of the Transit Management Advisory Committee (TMAC) be adopted as circulated.

CARRIED

ANNOUNCEMENTS

James Hallisey is the RMOW's new General Manager of Infrastructure Services and will sit on the TMAC.

Johann van Schaik announced that he has resigned from BC Transit and will be moving to the private sector. BC Transit has posted Johann's position and will inform the RMOW of his replacement

PRESENTATIONS/DELEGATIONS

Customer Service
Extended Office
Hours

Steve Antil, Operations Manager, Whistler Transit Ltd. circulated a memo summarizing the winter 2015/2016 Extended Office Hours. The office hours were 7am – 5:30pm seven days per week including statutory days. Regular office hour coverage is Monday to Friday between 8am and 4:30pm.

Highlights:

- 41% of all phone calls were answered on weekend
- 21% of phone calls received from 7-8am or 4:30-5:30pm
- 35% of Visitors came to the office on weekends
- 13% of Visitors dropped in from 7-8am or 4:30-5:30pm
- 61% of all Tweets were sent out on weekends

- Most visitors are claiming Lost and Found items
- Most Tweets sent out are related to service alerts
- Extended winter office hours mirror hours of high vehicle traffic volume which can stress the transit system resulting in more customer contacts.
- The customer service staff are able to resolve concerns (by phone, email, Twitter, walk-ins) before they become complaints
- As Whistler Transit Ltd. is the operator for the Pemberton Commuter, the extended office hours benefits the Pemberton Commuter customer as well.
- If the Whistler Transit System cannot afford Extended Office Hours for the entire winter service, Whistler Transit Ltd suggests that the Extended Office Hours can end after Easter Monday.

*Moved by Scott Pass
Seconded by Bill Murray*

WHEREAS the Extended Customer Service hours have been paid for using the revenue from renting out the covered parking stalls at the transit facility for both winter 2014/2015 and winter 2015/2016;

THAT TMAC recommends that staff budget for Extended Winter Office Hours for Winter 2016/2017 covering Early Winter and Full Winter service.

CARRIED

Whistler Transit
Facebook Account

TMAC has the following outstanding resolutions and Actions related to Facebook:

Moved by Jack Crompton

Seconded by Scott Pass

THAT BC Transit provides the criteria and guidelines for Facebook to Whistler Transit Ltd. by October 1, 2013.

CARRIED

Moved by Jack Crompton

Seconded by Scott Pass

THAT the TMAC requests that BC Transit address the lack of an authentic Whistler Transit System presence on Facebook as soon as possible.

CARRIED

ACTION 3:

THAT BC Transit provides the criteria and guidelines for Facebook to Whistler Transit Ltd. by October 1, 2013.

Colin Heinz, BC Transit Social Media Coordinator, gave an updated on the current state of BC Transit's Facebook channel and opportunities.

- BC Transit sees Twitter as an Operational tool and Facebook for BC Transit Brand elevation.
- BC Transit has one provincial Facebook account that is monitored Monday to Friday 8am – 4:30pm. Visitor posts are not allowed.
- BC Transit staff are in ongoing talks with Facebook to reclaim brand names.
- Next Steps:
 - Create a Whistler Working group of staff from BCT, WTL and the RMOW
 - “pilot” a Whistler Transit Facebook project to see how Facebook can be used by local partners for their local transit systems

Moved by Bill Murray

Seconded by James Hallisey

THAT TMAC does not support moving forward to create a Facebook Working Group at this time.

CARRIED.

Sea to Sky Transit
Future Plan

- The Sea to Sky Transit Future Plan was approved by the BC Transit board of Directors in January 2016.
- The Executive Summary is available for on the BC Transit website.
- The final report should be available later this spring.
- Proposed Sea to Sky 3-Yr Work Plan
2016/2017
 - Initiate the S2S Transit Corridor Study and Governance Analysis
 - Initiate and complete the review of Route 1-Valley Connector and Free Shuttles, which will include how the information is presented to the public

- Financial sustainability analysis of the Pemberton Valley local transit system

2017/2018

- Review the fare structure for all the Sea to Sky Transit Systems in collaboration with any new or expanded regional and interregional service

2018/2019

- Conduct feasibility assessment around the introduction of Custom Transit in Whistler

Action 1:

BC Transit will circulate the recent consultant report looking at Regional service between Nanaimo and Cowichan.

- Transit Expansion
 - Minister Todd Stone announced some funding available for transit expansion in 2017/2018.
 - BC Transit will send the RMOW a Transit Improvement Process (TIPs) memo next week. It will include the following proposed expansion for Whistler:

2017/2018

- 750 hours & 0 buses to improve the Core Transit Network serviced outlined in the Sea to Sky Transit Future Plan

2018/2019

- 6,500 hours & 3 buses to address increasing congestion issues in the Village and on the Highway

2019/2020

- 1,000 hours and 0 buses
- BC Transit also outlined the Squamish Transit and Pemberton Valley Transit System three year expansion plans.

Action 2:

BC Transit will share the details regarding how the provincial and federal transit funding once it is received.

Action 3:

BC Transit send the RMOW the Whistler Transit Improvement Process (TIPs) memo for approval in principle.

Action 4:

TMAC recommends that the Transportation Advisory Group (TAG) be given a presentation from BC Transit regarding the Sea to Sky Transit Future Plan (S2S TFP), S2S TFP Implementation priorities and BC Transit's proposed transit expansion for the region.

AVL/GPS Pilot Project BC Transit has been working on a Request for Proposal to have get an AVL (Automated Vehicle Location) System and GPS (Global Positioning System) on BC Transit bus across the province. The BC Transit Board is to review the draft RFP in May. BC Transit will report out next steps to the Local Partners at the Annual Workshop in early June.

TMAC 2015 outstanding Actions and Resolutions	Items 3, 4 and 5 were dealt with in the Facebook presentation. All other items are deferred to the next TMAC meeting.
BC Transit 2016 Annual Workshop	<p>BC Transit is holding its annual workshop in Whistler June 6, 7, 8, 2016. The draft Agenda for the workshop was circulated with the Agenda. RMOW, BC Transit and Whistler Transit Ltd staff will be attending. The RMOW pay the registration fees for TMAC's chair and members-at-large to attend.</p> <p>All of Council will be invited to attend the Monday night Host reception which will be at the Audain Museum.</p>
2016/2017 Transit Budget	<p>BC Transit will be sending out the 2016/2017 Annual Operating Agreement and Budget to the RMOW later this week. Highlights include:</p> <ul style="list-style-type: none">• Operating costs are generally flat• The operating contract was extended by three years• Fuel costs have decreased slightly• Vehicle lease costs have increased due the fact that historical federal grant monies been exhausted and preventative maintenance. <p>Action 5: <i>BC Transit and the RMOW present more detail on the 2016/2017 Annual Operating Agreement budget related to the increased costs in Lease Fees, maintenance costs and ridership numbers.</i></p>
Winter Performance	<p>BC Transit and Whistler Transit Ltd presented the annual summaries of the Bi-Weekly Performance reporting. This data is gathered by the Operating Company from Gondola Transit Exchange. The 2015/2016 winter data was difficult to interpret as it was incomplete.</p> <p>Action 6: <i>TMAC request a summary of the data with highlights be presented at the next meeting.</i></p>
Transportation Advisory Group (TAG) report	Steve Anderson, Bill Murray, Johann van Schaik, James Hallisey, and Emma DalSanto are members of TAG. TAG has had two meetings. TAG is supposed to look at all traffic and transportation issues in Whistler and the Corridor. TMAC is focused more on how Whistler Transit System and transit in general operates. There will be discussion across committees.
Rider's Guide Update	Victoria has recently updated their Rider's Guide. Staff will bring copies of their Rider's Guide to TMAC to see if we can implement any of their improvements to make the Whistler Rider's Guide better.
2016 Ridership Promotions	<p>Listed below are concepts that are being perused to increase ridership on the Whistler Transit System in 2016:</p> <ul style="list-style-type: none">• "Everyday is Family Day on Whistler Transit" (launch in February reminding Tourism Whistler, Transit product vendors, and the community about the Family Travel Program)

- Village Shuttle Ridership (extra service was put on the road for most January, February and March to meet demand. Staff are working with Tourism Whistler to gain more knowledge about ridership on the Village Shuttle services.)
- Staff Housing Pilot Project
 - Extended by 6 day to April 3 funded by Whistler Blackcomb
 - From April 4 – 17, all trips on the Staff Housing bus were sponsored by FIDO and Whistler Presents
- Fare Product Review – BC Transit has it scheduled for 2017/2018

Action 7:

RMOW staff will present the results of the 2015/2016 Staff Housing Pilot project at the next TMAC meeting.

Updates

MoTI Highway Betterment Program Application

- Whistler has potentially been selected to receive funding to upgrade two highway bus stops in 2016/2017.

Whistler Transit Ltd contact negotiations and job action summary

- Whistler Transit Ltd has signed a 5 year contract with its union employees.
- The Union did issue notice of a Job Action but not job action was taken in any form.

Next Meeting

The next TMAC meeting will be scheduled for May 2016.

ADJOURNMENT

Moved by Steve Anderson

***That** Transit Management Advisory Committee (TMAC) adjourns the April 12, 2016 regular TMAC meeting at 15:35.*

CARRIED

CHAIR: Steve Anderson