



TERMS OF REFERENCE

Transit Management Advisory Committee (TMAC)

Purpose of Committee

To advise and provide recommendations to Council regarding the provision of transit services within the Resort Municipality of Whistler (RMOW) and the overall transit program that fall within the Municipality's scope of responsibilities regarding services provided under the Master Operating Agreement (MOA) and the Annual Operating Agreement (AOA). The responsibilities of each party in the MOA are summarized in Appendix A – Assignment of Responsibility for the on-going Operation of Transit in the Municipal Systems Program. Some strategic areas in which the Committee will function include:

- Transit system service planning; reviewing and providing input on both short-range and medium-range service options, undertaking long-range planning, for local (Whistler Conventional) transit, etc.
- Fleet and facilities; Provide the opportunity for input regarding reviewing transit fleet performance, planning and implementing fleet replacements, facility upgrades and improvements, etc. which according to the Master Operating Agreement are the full responsibility of BC Transit in the transit partnership.
- Budget & Annual Operating Agreement; reviewing and providing input on budgets related to the transit system operation and planned upgrades/expansion, monitoring revenue, tracking expenses, etc.
- Route planning, scheduling, setting service delivery standards and reviewing performance
- Customer Service Issues: providing input and ideas on how to improve the customer experience.

Composition of Committee

The Committee shall be composed of seven (7) members:

- One (1) member of Council;
- One (1) representative from BC Transit
- One (1) representative from the operating company;
- General Manager of Infrastructure Services from the RMOW;
- Transportation Demand Management Coordinator from the RMOW;

Invited stakeholders

The Committee shall invite other stakeholders to meetings as required for discussions from time to time.

Term

Council Member

- The Committee member representing Council has been appointed by Council and will serve a term running concurrently with their election to Council.

Representatives of External Organizations

- Committee members representing external organizations have been appointed by their respective organizations. There is no minimum or maximum time period for a representative from an external organization on the Committee.

Chair

The Committee Chair shall be selected by the Committee members on an annual basis during the month of January.

Meetings

- The Committee shall meet quarterly or as required by the Committee Chair.
- The General Manager of Infrastructure Services or the Chair may call a meeting of the Transit Management Advisory Committee upon giving at least seven days notice to each member.
- Notice of a meeting may be waived by the consent of a majority of the members of the Transit Management Advisory Committee.
- Meetings will be held in Whistler however, attendance may be in person, via conference call, or video conference.

Meeting Quorum

- A quorum will be 2/3 of the members of the Committee and one staff representative from BC Transit, the RMOW, and the operating company must be in attendance.
- Recommendations of the Committee shall be made by consensus of members in attendance at a meeting, provided a quorum is present at the meeting. Should the members in attendance be unable to reach consensus, recommendations shall be made by a simple majority (50%+1) of voting members in attendance at a meeting.

Conflict of Interest

- Committee members are expected to adhere to the RMOW 's conflict of interest policies.
- Any person finding themselves in a position of conflict of interest during a meeting of the Transit Management Advisory Committee shall declare such a conflict and remove themselves from the meeting.

Governance and Procedures of the Committee

- The Committee is appointed by Council and its primary purpose is to provide advice and recommendations to Council in the matters pertaining to the RMOW's public transit system.
- Recommendations are made to Council through resolutions contained in the Committee minutes. Minutes are submitted to Council and will be included in the Regular Meeting Council Package.
- The committee will operate on a consensus model. Should the Committee be unable to reach consensus, a vote will be held where the motion is passed by a simple majority (50%+1).
- All members of the Committee shall have voting privileges with the exception of BC Transit and the operator who have explicitly requested to be non-voting staff resources.
- Resolutions of the Committee recommending that Council enter into Operating Agreements with BC Transit shall be voted on only if BC Transit agrees with the content of the agreements.
- BC Transit as a Crown Agency is subject to the terms of the Freedom of Information and Protection of Privacy Act, accordingly some information especially information that is considered personal information or commercial, financial, labour relations, scientific or technical information of or about a third party may not be shared with members of the public.
- The rules or procedures not provided for in this Terms of Reference shall be as set out in the Consolidated Council Procedure Bylaw.

Sub-Committees

The Committee may convene Sub-Committees to deal with specific transit related issues. The Chair may invite representatives that are not part of the Committee to participate on a Sub-Committee. Sub-Committees report to Council through the Committee.

Staff Liaison

The General Manager of Infrastructure Services is the primary staff liaison for the Committee and shall ensure there are adequate resources for meetings and meeting minutes are properly recorded and submitted to Council.

Committee Terms of Reference

Approved by Council of the Resort Municipality of Whistler at its February 21, 2012 Regular Meeting.

Revised by Council resolution on June 21, 2016.

**ASSIGNMENT OF RESPONSIBILITY FOR THE ON-GOING OPERATION
OF TRANSIT IN THE MUNICIPAL SYSTEMS PROGRAM**

FUNCTION	ACTIVITY	Municipality	BC Transit	Operator
1. Management	A) Management and Supervision of system operation and maintenance of vehicles, including payroll, records and reports of operation			•
	B) Provision of trained, competent, uniformed and licensed drivers			•
	C) Provision of Customer Service			•
	D) Revenue Collection, Security, and Reporting	•		•
	E) Accounting Controls, Reports, Analysis		•	
	F) Service Audits, Ridership Counts, & Performance Trends		•	
	G) Attend BC Transit Management and Maintenance Seminars			•
2. Operations	A) Physical Inspection of the On-street Facilities	•		•
	B) Compliance with Service Specification		•	•
	C) Conduct on-street performance checks			•
	D) Maintain a transit telephone number			•
	E) Maintain a log of Complaints, Suggestions, and Recommendations			•
	F) Maintain a Lost and Found			•
	G) Install & Maintain Bus Stop Signs and make Bus Stop Improvements	•		
	H) Notify Operating Company of street closures or traffic disruptions	•		
	I) Install and Replace Bus Advertising material			•
	J) Make Necessary Traffic Control By-laws & Transit Priority Measures	•		
	3. Vehicles	A) Provide Vehicles, Destination Blinds and Fareboxes		•
B) Maintain, service and clean vehicles				•
C) Conduct Maintenance Inspections			•	•
D) Insure Vehicles			•	•
E) Comply with the National Safety Code (NSC)				•
4. Finances and Contract Administration	A) Approve and Amend Fares	•		
	B) Settle Annual Operating Agreement Budget	•	•	•
	C) Approve and Amend Annual Operating Agreement	•	•	•
	D) Provide Financial Services and Reports		•	
	E) Provide Funding for the Transit System	•	•	
5. Marketing	A) Prepare, Provide, and Control Approved Merchandising Plans	•	•	
	B) Provide Bus Stop signs, public timetables, timetable posters		•	
	C) Maintain a positive public profile and seek new riders	•	•	•
6. Service Planning	A) Prepare plans with Routes, Schedule, Stops and Budget		•	
	B) Review, Amend, or Approve plans	•		
	C) Implement Service		•	•
7. Comprehensive Planning	A) Set Local Transit Objectives	•		
	B) Prepare Service Plans, vehicle and capital improvement plans, merchandising plans, and budget forecasting and analysis		•	
	C) Approve Plans	•	•	