



# WHISTLER

## MINUTES

### REGULAR MEETING OF TRANSIT MANAGEMENT ADVISORY COMMITTEE

TUESDAY MAY 3, 2022, STARTING AT 11:00 A.M.

Remote Meeting  
Held via Zoom –

	<b>PRESENT</b>	Mtgs. YTD
	Council Representative and Chair, J. Ford	1
	Whistler Transit Ltd., Juan-Carlos Gomez	1
	BC Transit, Senior Manager Government Relations, R. Ringma	1
	BC Transit, Senior Transit Planner, B. Bullivant (alternate)	1
	RMOW GM Infrastructure Services, J. Hallisey	1
	RMOW TDM Coordinator, E. DalSanto	1
	RMOW Recording Secretary, D. Taveira	1
	<b>GUEST</b>	
	RMOW Acting Communications Manager, Jill Brooksbank	1
	<b>REGRETS</b>	
	Whistler Transit Ltd., C. Selfridge (alternate)	0
	<b>CALL TO ORDER</b>	
	<i>The Transportation Management Advisory Committee recognized The Resort Municipality of Whistler is grateful to be on the shared, unceded territory of the Lil'wat People, known in their language as Lil'wat7úl, and the Squamish People, known in their language as Skwxwú7mesh. We respect and commit to a deep consideration of their history, culture, stewardship and voice.</i>	
	<b>ADOPTION OF AGENDA</b>	
	Moved by J. Carlos-Gomez Seconded by J. Hallisey	
	<b>That</b> Transit Management Advisory Committee adopt the TMAC Committee Agenda of May 03, 2022.	
	CARRIED	
	<b>ADOPTION OF MINUTES</b>	
	Moved by J. Hallisey Seconded by B. Bullivant	
	<b>That</b> Transit Management Advisory Committee adopt the regular Transit Management Advisory Committee Minutes of October 26, 2021 as circulated.	
	CARRIED	

	<b>PRESENTATIONS/DELEGATIONS</b>
<p>Whistler Transit Strike Update</p>	<p>Juan-Carlos Gomez from Whistler Transit Ltd. presented an update on the Unifor Local 114 job action</p> <ul style="list-style-type: none"> <li>• Last bargaining session was on March 17, 2022. Thought they were pretty close to having a deal.</li> <li>• Whistler Transit Ltd requested to go to arbitration, however, the union declined.</li> <li>• There are constant communications with the union to get back to the table             <ul style="list-style-type: none"> <li>○ Currently looking at all options including a short term agreement to come back to work and continue negotiations for long term deal.</li> </ul> </li> <li>• Whistler Transit Ltd cares about their employees and want to bring them back to work as soon as possible.</li> <li>• There is no date set to go back to the bargaining table.</li> <li>• The ball is in the union’s court at this point.</li> </ul> <p><i>11:15 a.m. Juan-Carlos Gomez left the meeting as a conflict of interest</i></p> <p>Rob Ringma from BC Transit presented an update on the Unifor Local 114 job action.</p> <ul style="list-style-type: none"> <li>• It has now been 95 days without Transit service.</li> <li>• BC Transit outlined that the union had three areas of concern: wages, pension and benefits.</li> <li>• There was progress at the March 16/17 talks on pension, benefits and on wages. However, the union felt that the employers offer on wages was not satisfactory and this is where things broke down.</li> <li>• Whistler Transit Ltd. felt they had a fair offer on the table and wanted to go to binding arbitration however, the union did not want to go that route and therefore, rejected the binding arbitration.</li> <li>• There are no negotiations scheduled.</li> <li>• The employer cannot force the union back to the table.</li> </ul> <p>Sea to Sky elected officials have once again requested to meet with the Minister of Labour and the Minister of Transportation and Infrastructure.</p> <p><i>11:41 a.m. Juan-Carlos Gomez invited back into the meeting</i></p>
<p>TMAC 2022/23 Work plan</p>	<p>Emma DalSanto presented on the TMAC 2022/23 work plan. Setting TMAC 2022-23 Work plan.</p> <ol style="list-style-type: none"> <li>1) Transit Planning             <ul style="list-style-type: none"> <li>• Adoption of the Transit Future Action Plan (see Appendix A). Was scheduled for Q1 2022. Currently on hold.</li> <li>• Whistler Transit System Optimization Review &amp; Results                 <ul style="list-style-type: none"> <li>○ TFAP Service Expansion Implementation</li> <li>○ Transit on Demand Report (see Appendix B)</li> </ul> </li> <li>• TFAP Implementation – Rapid Transit Network Study (Appendix C)</li> </ul> </li> <li>2) Transit Infrastructure             <ul style="list-style-type: none"> <li>• Village Gate Boulevard Bus Shelter accessibility retrofit construction</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>• 2022 bus shelter repair and maintenance program             <ul style="list-style-type: none"> <li>○ Gondola Transit Exchange bus shelter</li> <li>○ Cypress Place southbound</li> </ul> </li> <li>• Setting a 2023-2028 bus shelter maintenance plan</li> </ul> <p>3) Marketing and Communications</p> <ul style="list-style-type: none"> <li>• Bus shelter poster revised layout</li> <li>• Return to Transit in Sea to Sky regions – winning back the Customer</li> </ul> <p>The Committee is in agreement that the 2022/23 TMAC work plan is reasonable.</p>
<p>Whistler Transit System Performance Measures</p>	<p>Rob Ringma From BC Transit presented the Performance Monitoring Program and Results. This is a standardized reporting that is done across the province by looking at different Metrix and compare them with tier averages and cover a full fiscal year.</p> <p><b>Annual Performance Summary (APS)</b> Reports provide a snapshot of transit performance compared with the budget and to peer communities.</p> <ul style="list-style-type: none"> <li>○ The criteria is based on Local investment in terms of service hours, service hours per capita and total cost, performance Metrix, operating costs, and passenger trips per service hours.</li> <li>○ Ridership increased in the fiscal 2021 right up until the strike</li> <li>○ BC Transit now uses automatic passenger counters to track boarding by week and Whistler has good on-time performance</li> </ul> <p><b>Service performance evaluation program</b> is focused on the operational performance of the system.</p> <ul style="list-style-type: none"> <li>○ BC Transit created a regional operations committee and the key goal is to ensure that the operating company meets their key standards and fulfilling their obligations.</li> <li>○ This is measured in 4 components which are: Desk Review, Site Review, and Service Evaluation and sum it up in a Performance Scorecard.             <ul style="list-style-type: none"> <li>• <b>Desk Review-</b> A quick scan of the key criteria to determine if there is a deeper dive necessary in certain operational areas. Concerns are identified in a Desk Review and shared with the operating partner. Then a meeting is scheduled 30 days after the issue is conveyed to rectify the concern. This happens twice per year.</li> <li>• <b>Site review-</b> is an in-person, on-site look at the processes and procedures that the operating partner is expected to follow. Recommendations will be reviewed and provided to ensure corrective actions have taken place. This happens once a year.</li> <li>• <b>SEE review- The Service Evaluation &amp; Enhancement Review</b> is a customer facing approach which looks at different criteria that affects the customer experience; on-time performance, Customer Service Requests, Web Alerts, Customer Communication and gauge on on-board experience.</li> <li>• <b>Performance Score card-</b> Reviews operations performance and training to identify performance gaps, access risks and inform contact negotiations. This looks at Fleet, Training, Security, Facilities, Parts, Finance, and Environmental. An important tool to enhance safety and customer experience. This happens every 2 years.</li> </ul> </li> </ul>

	<p><b>ACTION 1:</b> TMAC has requested that BC Transit share the ridership (from APC and NextRide) data either in a monthly (preferable) or quarterly report and that BC Transit share high level key insights from the Service Performance Evaluation Program with TMAC to adhere to the performance reporting criteria as set out in TSA between BC Transit and RMOW</p> <p><b>ACTION 2:</b> BC Transit has agreed that the Annual Performance Summary Report to formally present it each year to TMAC and Council.</p> <p>Discussion:</p> <ul style="list-style-type: none"> <li>• Is there accessibility reporting as to how this is being used in our community? The Accessibility and Inclusion Committee is concerned about Whistler’s transit infrastructure. There was a statement that the bus ramps never work for wheelchairs.</li> <li>• WTL: A bus does not go out on the road if the ramp doesn’t work. It must be functional (at least manually) for the bus to pass its pre-trip inspection.</li> </ul> <p><b>ACTION 3:</b> BC Transit will look into whether usage of ramps and functionality of wheelchair ramps is being tracked and report back to TMAC.</p> <ul style="list-style-type: none"> <li>• Is there information in the APS that can be used to understand how we can get the public using the transit system again post-COVID and post-strike?</li> </ul> <p><b>ACTION 4:</b> BC Transit will set up a meeting with Sea to Sky Local Government Partners to coordinate “Return to Transit” Marketing and Communications program.</p>
<p>Whistler Transit          Future Action Plan          Next Steps</p>	<p>Bronson Bullivant from BC Transit presented the Whistler Transit Future Action Plan next steps</p> <p><b>Update on Year 1 Expansion and BC Transit Optimization program timelines. There is no funding for expansions for 2022/23 from the Province:</b></p> <ul style="list-style-type: none"> <li>• BC Transit has committed to review ridership performance in all Tier 1 and Tier 2 transit systems in 2022/23 to fine tune the hours that are currently available in the system.             <ul style="list-style-type: none"> <li>• The recommended optimization for Whistler is based on three different opportunities based on the 2021 Ridership data:                 <ol style="list-style-type: none"> <li>1. decrease frequency on route 7 at specific times,</li> <li>2. modify routing on route 10 around the Village and in Function</li> <li>3. modify seasonality in Whistler (for example, use summer extra service hours to start full winter service earlier than December 18<sup>th</sup>)</li> </ol> </li> <li>• BC Transit has planned corporate projects and processes to increase ridership in the absence of service expansion</li> <li>• Marketing Strategy for 2022/23</li> <li>• Next steps for a December 2022 service optimization will be presented at the next TMAC meeting</li> </ul> </li> </ul>

**Whistler 2021-22 preliminary results:**

- Ridership in 2021-22 was increasing since the pandemic, with free Village Shuttle ridership returning at the same level in 2021, but dropping off at the start of 2022 (before the strike).
- 10 Valley Express total rides is continuously improving. There was a jump in ridership in 2020 due to service optimization in September 2020 (moving trips from the route 20s and 30s to route 10. Ridership continued to improve in 2021 as well.
- Other key trends include:
  - free service on routes 5 and 8 in the summer and had a large uptick in ridership in 2021.
  - Route 10 is busier in the non- winter months
  - New trend ridership increases in the middle of the day on all routes.

NOTE: Should the strike end tomorrow, the Whistler Transit System would go back to the Spring, Summer, Fall schedule (identical to the level of service in October 2022). This would go through to Labour Day. The day after Labour Day we would go to the new optimized schedule with minor changes to the 10-Valley Express routing through Whistler Village and short-turning in Function down Millar Creek Road. This pilot project routing would end once we get into the full winter service. Recommendations will be made for 10-Valley Express Routing for the spring/summer/fall 2023 schedule change.

**ACTION 5:** TMAC requests that the RMOW work with Whistler Transit Ltd to explore the possible develop a 10-Valley Express only schedule for summer 2022 using the existing 153 daily service hours in the Annual Operating Agreement as a way to provide basic transit service to the community should Whistler Transit Ltd not have a full complement of transit drivers once the job action ends.

**Review draft Terms of Reference for a Rapid Transit Network Study (see page 39 of TFAP and Appendix C).**

- The goal of this study will be to ensure 10 Valley Express is optimally routed with opportunities for new transit priority measures and bus stops sited and preliminary designs complete.
- The study will include site specific locations for Highway 99, the # 10 Valley Express, design specific stops for safety, improve accessibility, transit priority measures.
- This is more of an infrastructure project rather than a service design project.
- The next steps:
  - Invite Ministry of Transportation and Highways to be on the study working group
  - Finalize the Terms of Reference

TMAC supports this direction.

	<p><b>ACTION 6:</b> BC Transit to reach out the Ministry of Transportation and Infrastructure to invite them to be part of the Whistler Rapid Transit Network Study working group.</p> <p><b>ACTION 7:</b> At a future meeting discuss the possibility of adding a MOTI staff member to TMAC permanently since Highway 99 is a key part of the Whistler Transit System and review the Terms of Reference for TMAC.</p> <p><b>ACTION 8:</b> Review the Transit-On-Demand Feasibility Study and 2023 TIPS letter at future TMAC meeting.</p>	
<p>Electronic Fare Collection System – UMO (15 minutes)</p>	<p>Discussion of BC Transit Implementation of the Electronic Fare Collection System and the launch of UMO in Whistler. (see Appendix E)</p> <ul style="list-style-type: none"> <li>• BC Transit has selected a proponent for its new Electronic Fare Collection System.</li> <li>• It will be piloted in Victoria and then launched on Vancouver Island so that BC Transit staff are close by and available to trouble shoot.</li> <li>• Whistler and the Sea to Sky communities are scheduled to have the Electronic Fare Collection System installed in January 2023.</li> <li>• RMOW staff have requested that it be installed in Whistler during our system’s quiet season either in the fall (October/November 2022) or the spring (April-June 2023)</li> <li>• Direction from RMOW Council is to implement pay by credit card and debit card on the Whistler Transit System as soon as practical.</li> </ul>	
<p>2022/23 AOA</p>	<p>Presentation by BC Transit on the draft 2022/23 Annual Operating Agreement followed by review and discussion.</p> <ul style="list-style-type: none"> <li>• BC Transit has set a deadline of June 30, 2022 to have the 2022/23 AOA signed.</li> <li>• The RMOW is requesting an extension due to the on-going job action.</li> <li>• Detailed discussion of the AOA will be deferred to the next TMAC meeting.</li> </ul> <p><b>ACTION 9:</b> BC Transit and RMOW to discuss a new deadline for signing a new 2022/23 AOA.</p>	
	<p><b>OTHER BUSINESS</b></p>	
	<p><b>MOTION TO TERMINATE</b></p> <p>Moved by E. DaSanto          Seconded by J. Gomez  <b>That</b> the Transit Management Advisory Committee meeting of May 3, 2022 be terminated at 1:02 p.m.</p> <p style="text-align: right;">CARRIED</p>	
	<p>Chair, J Ford</p>	<p>Recording Secretary, D. Taveira</p>