REGULAR MEETING OF THE
TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC)
16 January 2014, STARTING AT 12:00 noon

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 – by phone
Johann van Schaik, BC Transit – Senior Regional Transit Manager, South Coast
Steve Antil, Whistler Transit Ltd. – Service Delivery Manager, alternate
Joe Paul, RMOW – General Manager Infrastructure Services
Emma DalSanto, RMOW – TDM Coordinator & Recording Secretary

GUESTS:
Matthew Boyd, BC Transit – Senior Planner
Chris Fudge, BC Transit – Regional Transit Manager
Daniel Escudero – PWTranist Intern

REGRETS:
Trevor Webb, PWTransit, Director Transit Operations Southern Region

ADOPTION OF AGENDA

Moved by Bill Murray
Seconded by Scott Pass

That the Transit Management Advisory Committee (TMAC) adopt the TMAC agenda of January 16, 2014 as circulated.

CARRIED

ADOPTION OF MINUTES

Moved by Jack Crompton
Seconded by Bill Murray

That the Transit Management Advisory Committee (TMAC) adopt the minutes of September 12, 2013 Special TMAC meeting as circulated.

CARRIED
PRESENTATIONS/DELEGATIONS

Fuel Cell Bus Project Update

Johann van Schaik, Senior Regional Transit Manager South Coast Region, BC Transit updated TMAC on the Whistler Transit System fleet realignment. The fuel cell buses will be replaced with diesel incumbent vehicles, that is 2008 and 2009 Novas. The total fleet size will remain unchanged. Some movement has already taken place due to vehicle maintenance. The bulk of the fleet migration will take place in March 2014. Other key dates are:

- Feb 2014: senior BC Transit staff will meet with Mayor and Council to give an update on the hydrogen fuel cell project
- Mar 31, 2014: last day of funded pilot project
- Apr 1, 2014: first day of 2014/15 Annual Operating Agreement
- Apr 21, 2014: last day of 2013/14 Winter transit service
- Apr 22, 2014: first day of spring-summer-fall transit service

Responses to questions from TMAC:
- The hydrogen fueling station will be removed.
- The incumbent vehicle calculation for the Whistler Transit System have been based on twenty 2008 Nova diesel vehicles.
- BC Transit has not yet determined the final destination of the hydrogen fuel cell buses.

Whistler Transit System Winter 2013/2014

Matthew Boyd, Senior Planner, BC Transit reviewed the expansions incorporated into the 2013/2014 Winter schedule as well as the early monitoring results. Matt also highlighted the changes incorporated by the BC Transit Marketing group. Emma Dal Santo, TDM Planner, RMOW commented that there were very few issues with the fare simplification that was implemented December 1, 2013. There was some confusion with the local high school students and teachers for the first week. Also, staff are planning a “Kids Ride Free” campaign for the “Family Travel Program” as “Kids Ride Free” is a simpler message to market and understand.

Moved by Scott Pass
Seconded by Bill Murray

That the Transit Management Advisory Committee (TMAC) would like the opportunity to have Whistler submit photos to BC Transit for the Whistler Rider’s Guides.

CARRIED

The following are responses to TMAC’s questions including general comments and observations:
- Have received one suggestion to reinstate Alta Vista service
- Tamarisk residents are not complaining about the reduced service level. They are complaining about missed or late trips.
- Spring Creek residents are using the buses going into Spring Creek southbound (that is, to come home from the Village) more than northbound to the Village. Spring Creek residents are equally as likely to walk to the Highway to catch a northbound bus as to catch the bus that comes into the neighbourhood to the Village.
There has been a noticeable increase in complaints/comments about the inequity of service levels north of the Village compared to south of the Village.

- Generally ridership is down from last year due to low snow
- The increased level of service on the free Village Shuttles is being used. There are still pass-ups but they are generally dealt with within 5 to 10 minutes by the Whistler Transit Ltd (WTL) On-Road Supervisor staff.

**Annual Operating Agreement (AOA) Update**

RMOW staff and BC Transit staff are working together to finalize the 2014/2015 Annual Operating Agreement. RMOW staff have received and used the three year draft budgets from BC Transit in both the RMOW calendar year and the provincial fiscal/AOA year. RMOW staff are using this information to set the RMOW Transit Budget.

RMOW staff have received and are processing the 2013/2014 Annual Operating Agreement Amendment #1 which includes the winter service expansion and fare changes implemented December 1, 2013 and approved by Council on August 20, 2013 and October 15, 2013 respectively.

RMOW staff are scheduled to present the 2014/2015 Annual Operating Agreement to Council for authorization at the March 18, 2014 Council meeting.

TMAC discussed their role in reviewing Annual Operating Agreements.

**Action 1:**

*RMOW staff is to set a TMAC meeting for Thursday, February 27, 2014 to review the 2014/2015 AOA before it goes to Council with the understanding that TMAC may request the February 27, 2014 meeting be cancelled if TMAC is comfortable that TMAC’s high level direction for expansion is included in the AOA.*

**Whistler Transit System Winter Fleet Review and Discussion**

Emma Dal Santo, TDM Planner, RMOW introduced the memo circulated to TMAC which was a summary of the BC Transit information regarding fleet required to successfully implement the 2013/2014 winter service expansion. After much discussion, TMAC is satisfied that it is in the best interest of the system both from a passenger and financial perspective to operate the Whistler Transit System with 25 vehicles. TMAC accepts BC Transit’s recommendation to move to a 25 vehicle fleet.

TMAC reopened the discussion regarding sub-leasing part of the fleet to summer tourism operations as a way balance the seasonal fleet needs of the Whistler system recognizing that Whistler has reduced service level from late April through early November.

*Moved by Jack Crompton
Seconded by Bill Murray*
That the Transit Management Advisory Committee (TMAC) requests that RMOW staff work with BC Transit staff to find seasonal fleet optimization that is beneficial to the Whistler Transit System.

CARRIED

Performance Summaries

Johann van Schaik, Regional Transit Manager South Coast Region, BC Transit reviewed the summary table of the five page Whistler – Operational Performance Measures – Summary sent out prior to the meeting for TMAC to review. The following are the key points of the discussion:

- Most of the data is gathered by the operating company (manager and on-road supervisors) whose primary objective is delivering service. Therefore, measuring performance often takes a back seat to problem solving.
- The categories for reasons for late/early trips and missed service are Accident, congestion, construction, driver/dispatch error, weather, passenger load, runtime, mechanical issue, vehicle breakdown, short-turn bus to get back on schedule.
- Data is used to deal with issues immediately – such as driver/dispatch error – or in future schedule planning.
- Further refinement of the definition of “pass-up” may be required as a full bike rack in the summer leaving someone behind is considered a pass-up even though the bus may have capacity for more passengers.

BC Transit is proposing that we continue to monitor these performance measures and instead of reporting annually, we report back to TMAC seasonally. The next report will be in spring/summer 2014 showing the new data from winter 2013/2014 comparing it to previous winters.

Action 2:
BC Transit work with Whistler Transit Ltd to report bike rack pass-ups separately from full vehicle pass-ups.

Action 3:
TMAC has requested BC Transit present this data seasonally as suggested to help inform decision making and that if metrics are moving in the wrong direction in two consecutive reports, then a detailed review should occur to offer suggestions on how to move the metric back in the desired direction.

Whistler Transit System
Spring/Summer/Fall 2014

Matthew Boyd, Senior Planner, BC Transit presented the draft spring/summer/fall 2014 which starts on April 22, 2014, the day after Easter Monday. A sneak peak of the draft schedule will take place next week. Items discussed included where to allocate the remaining 350 DART expansion hours. Options included going into Spring Creek at night year round, more service Friday and Saturday nights during events in the summer/fall, a longer or more intense Early Winter service or further expansion in the winter during off-peak periods.

Staff will observe the effects of the newly approved Highway 99 pedestrian
light at Alta Lake Road on transit operations over the summer. Items to be considered for winter 2014/2015 is the removal of the detour into Tamarisk.

**Action 4:**
TMAC was in agreement that any additional hours should not be invested in Spring/Summer/Fall and should instead be invested into next Winter’s service or during priority times during spring/summer/fall such as event weekends. BC Transit will amend/update the Winter monitoring report to review current system and update the list of priorities for investment going forward.

**Action 5:**
TMAC has requested that staff calculate and report back on the cost in time and dollars for the transit system to go in and out of the following neighbourhoods:
1) Spring Creek Loop
2) Tamarisk Loop
3) Rainbow Loop

**Action 6:**
RMOW staff are requested to work with MOTI staff to move the southbound bus stop closer to the intersection and/or improve pedestrian facilities to southbound transit stop at Alta Lake Road as part of the pedestrian signal installation.

Transit Future Plan for Sea to Sky Region
Matthew Boyd thanked RMOW staff and Council for attending the first elected officials forum for the Sea to Sky Transit Future Plan in December.

Next steps for the project involve BC Transit staff meeting with the Village of Pemberton, the District of Squamish, the Squamish first nation and the Lil’wat first nation to provide an overview on the plan and discuss timeline and scope and to finalize the project Terms of Reference. BC Transit staff are scheduling the first public consultation with the Transit Future Bus in Whistler, Squamish and Pemberton in March/April.

In addition to Matthew Boyd and Johann VanSchaik, BC Transit staff Chris Fudge and Adam Cooper will also be participating. Whistler staff should expect a meeting to be arranged sometime in February to discuss next steps and begin collection of information towards the report.

It should also be mentioned that as part of the report the creation of Service Standards and Design Guidelines which will help the decision-making process for service changes in the future.

@WhistlerTransit Twitter Pilot Program Update
Johann van Schaik, Regional Transit Manager South Coast Region, BC Transit reviewed the Whistler Twitter Pilot Project – Status Update memo circulated to TMAC prior to the meeting. The pilot project will end March 31st, 2014 and be evaluated. At that time BC Transit will recommend expansion outside of normal office hours which are Monday to Friday 8AM to 4:30PM. Twitter is seen as a tool for operational communication and FaceBook is seen as a tool for corporate communication.
RMOW and Whistler Transit Ltd staff attended both the Welcome Week dinner and the Winter Trade Show. Staff were surprised to find out that the new seasonal staff had smart phones but did not intend to purchase Canadian data plans. Therefore, the real target market for the @WhistlerTransit Twitter feed is year-round locals and regional weekenders.

TMAC commented that the @WhistlerTransit Twitter account key performance indicators do not look impressive and that they still believe that to grow year-round local and regional weekenders as followers, the feed needs to focus on providing real useable information during peak travel times.

Outstanding TMAC Actions and Resolutions

Emma Dal Santo, TDM Planner, RMOW updated TMAC on items one to twelve listed in the memo “2013 Transit Management Advisory Committee outstanding Actions and Recommendations” circulated to TMAC with the agenda.

Items 11 and 12 were completed today as part of the Performance Summaries agenda item.

Item 1 – BC Transit will bring appropriate staff to the February TMAC to present on the Automatic Vehicle Location (AVL) technology and GPS tracking.

Items 2 and 3 – will be reviewed as part of the Twitter pilot project final review.

Item 4 – was not done in 2013 and will be worked on in spring 2014. RMOW staff will lead this project.

Item 5 – was not done in 2013 and now that the Whistler International Campus rezoning has been decided on, RMOW staff need to complete this action item.

Item 6 – after much discussion it was decided that TMAC requests that RMOW staff bring back MoTI’s current position on providing northbound and southbound highway stops at Rainbow Estates and Spring Creek.

Item 7 and 8 – not done. BC Transit to report back to TMAC

Item 9 – To be included in the upcoming transit future planning process.

Item 10 – BC Transit’s Marketing and Accessibility groups have advised that Accessibility Cards should be developed locally with the transit operating company taking the lead.

Taxi Saver Program

Emma Dal Santo, TDM Planner, RMOW presented the concept of a Whistler TaxiSaver program for clients of Whistler Community Services Society Volunteer Driver program.
Moved by Jack Crompton  
Seconded by Bill Murray

That the Transit Management Advisory Committee (TMAC) recommends that RMOW staff work with Whistler Community Services Society (WCSS) staff to set up a pilot program for a Whistler Taxi Saver Program.

CARRIED

Scott Pass left the meeting at 2:55pm.

OTHER BUSINESS

Updates

Transit Fare Simplification

- Implemented December 1, 2013. BC Transit's standard Fare Change templates caused confusion. Riders thought it was a full fare change.
- Next step is to promote the Family Travel Program using the message “Kids Ride Free”.

Halloween and New Years Eve

- The Halloween Park and Spook service is well received by the community. Buses were full of trick-or-treaters and people going to see the fireworks from 5:15pm and in both directions from 6pm.
- New Year’s Eve went well. Buses were full and no vandalism reported.

Whistler Transit Facility Commercial Venture

- BC Transit is investigating expanding services to PCL starting in the spring.
- BC Transit and the RMOW have just worked out an arrangement to wash 10 large vehicles (fire trucks, snowplows and the vactor truck) in the bus wash for the remainder of the winter.

ADJOURNMENT

Moved by Bill Murray
That Transit Management Advisory Committee (TMAC) adjourns the January 16, 2014 TMAC meeting at 3:10 p.m.

CARRIED

CHAIR: Jack Crompton