



MINUTES

REGULAR MEETING OF THE TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC) MONDAY AUGUST 17, 2015, STARTING AT 12:00 PM

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

PRESENT:

Steve Anderson, RMOW Councillor – TMAC Chair
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

REGRETS:

Bill Murray, Citizen-at-Large

GUESTS:

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

ADOPTION OF AGENDA

Moved by Scott Pass
Seconded by Steve Anderson

That the Transit Management Advisory Committee (TMAC) adopts the TMAC agenda of August 17, 2015 with the addition of Update on Provincial Funding for 2015-2017.

CARRIED

ADOPTION OF MINUTES

Moved by Scott Pass
Seconded by Steve Anderson

That the Transit Management Advisory Committee (TMAC) defer the review and adoption of the minutes of April 18, 2015 TMAC meeting.

CARRIED

PRESENTATIONS/DELEGATIONS

Funding Update

BC Transit has received no new information from the Province. It is BC Transit's understanding that the dollar value for the 2016/2017 BC Transit contribution will be the frozen at the 2015/2016 Annual Operating Agreement operating contribution level. Therefore, BC Transit is reviewing all internal operations to find corporate savings. BC Transit is also

reviewing all transit systems to look for efficiencies, including unproductive routes. (More to be discussed in System Performance & Future agenda item.)

The Province is doing an audit of BC Transit.

Local Partner "Flex Funding" is not an option at this time.

Whistler Transit
System 2014/2015
Transit Performance

BC Transit presented and led discussion of the "System Performance and Future Priorities Discussion Paper – Whistler Transit System" with TMAC. This is being done for all systems in the province that have Transit Future Plans to create a baseline of information to make decisions going forward.

- TMAC raised concerns that statements in this discussion paper may be taken out of context.
- TMAC is concerned that there is a suggestion to reduce service by 6,000 hours from the 62,500 to 56,500 annual service hours which is well below what the community defined as Minimally Acceptable in the 2011 Whistler Transit System Service and Financial Reviews initiated by the RMOW due to budget issues.
- TMAC is requesting the stronger statements be made regarding the 2011 Whistler Transit System Service and Financial Review implementation outlining that 19% of the service (or 14,000 annual service hours) was cut from the Whistler Transit System and that the service that Whistler has today is considered Minimally Acceptable.
- TMAC is concerned that BC Transit has arrived at the recommendation of reducing the service in the Whistler Transit System by 6,000 hours due to a mandated provincial amount where every transit system must equally cut X dollars from their system to meet the Provincial funding freeze.

Moved by Scott Pass

Seconded by Steve Anderson

WHEREAS the Whistler Transit System has already completed a comprehensive year-long review of the transit system including the route structure, financials and a reallocation of revenue service hours in 2010 and 2011, the review recommendations led to a 19% or 14,000 reduction in annual service hours that was implemented for winter 2011/2012. A subsequent review of the revised service levels and the route structure was conducted in winter 2012/2013, leading to further system refinements including 2,000 annual service hours being added back into the system for winter 21014/2015.

AND WHEREAS the proposed 6,000 annual service hour cut in service would bring the system to 56,500 hours, 7% below the minimally acceptable system service hour requirements as defined in the 2011 Whistler Transit System service and financial review, or a 26% overall cut in service as compared to 2010, which will significantly impact the ability of employees to get work on time and thus negatively impact the reputation and success of the resort and the overall community.

THAT TMAC receive the draft version of the System Performance and Future Priorities Discussion Paper - Whistler Transit System as presented.

AND THAT TMAC requests that the final version of this discussion paper, recognize that the Whistler Transit System cannot afford to lose an additional 6,000 annual service hours and therefore not include a recommendation for additional service hour reductions.

CARRIED

Transit Service
Updates

Matthew Boyd summarized the Winter 2015/2015 transit service planning:

- Early Winter (November 21, 2015 – December 11, 2015)
- Full Winter (December 12, 2015 – March 28, 2016)
- Late Winter (March 28, 2016 – April 18, 2016)
- Service will be similar to winter 2014/2015 with minor tweaks
- Goal is to have Staff Housing Route free in the evenings and early mornings again subject to funding from third parties.

Spring/Summer/Fall service is generally running well. Whistler Transit Ltd needed to put some extra service on the road to deal with passenger loads between April 19th (the first day of the reduced schedule) to the end of April as is done most years.

BC Transit is proposing that TMAC consider changing the layout of the Rider's Guide for winter 2015/2016 to divide the Northbound and Southbound routes in the Village to remove excess blank space.

Action 1:

BC Transit to circulate a proposed new layout for TMAC to consider for the winter 2015/2016 paper Rider's Guide.

BC Transit Future
Plan

BC Transit presented the proposed timeline to complete the Sea to Sky Transit Future Plan. BC Transit is requesting that TMAC schedule a workshop style meeting in late September or early October to focus on reviewing the Draft Sea To Sky Transit Future Plan with the goal to bring the final draft to Council at the end of November 2015.

Village Shuttle Service
Review

TMAC reviewed the Memo circulated outlining the performance of the three free Village Shuttle services. TMAC was asked to consider the following:

1. Does the Ridership warrant the service?
2. Can the service be cut to only run at peak times such as 8-10am and 2-4pm?
3. Can we charge \$1 or \$2 for the shuttle services?
4. Is the Lost Lake Shuttle necessary?

The discussion included the following points:

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- The Village Shuttle Services were part of the comprehensive review of the entire Whistler Transit System in 2010/2011 mentioned above.
- At that time, the Village Shuttle Services were fully reviewed and much service – especially during quieter times (winter evenings & early mornings, April through November) was cut.
- The free Village Shuttles are used by sales and marketing staff resort wide to sell Whistler's convenience to guests showing them how easy it is both in winter and summer to get to the Lifts, restaurants, retail, or Lost Lake from the Village Core.
- The Village Shuttles, just as the other routes are monitored for effectiveness and ridership seasonally with tweaks to the service every season.

Moved by Scott Pass

Seconded by Steve Anderson

WHEREAS major changes were made to the free Village Shuttle Services (Route 4-Marketplace Shuttle, Route 5-Upper Village/Benchlands Shuttle, Route 8-Lost Lake Shuttle) as part of the 2011 Whistler Transit System Service and Financial reviews and the Village Shuttle routes were further refined as part of the 2013 Whistler Transit System Winter Monitoring Program report recommendations;

THAT TMAC does NOT recommend any changes to the free Village Shuttle services at this time;

AND THAT TMAC recommends that BC Transit and TMAC continue to monitor and optimize the free Village Shuttle Services on an ongoing basis for the ongoing benefit of the resort.

CARRIED

Revenue Discussion

BC Transit gave an update on the revenue opportunities related to the Whistler Transit Facility for 2015/2016.

- The Sani Dump inside the gates of the facility is now operational
- The PCL Agreement is currently being renegotiated to include parking, use of the new sani-dump and possibly the bus wash
- RMOW Vehicle washing contract is being renegotiated to expand it from only 10 heavy duty vehicle in the winter to year-round washing of heaving and light duty vehicles.
- Office Space. BC Transit now has a good understanding of what office space could be rented to a third party

TMAC is requesting that BC Transit actively seek new lessees in light of the Provincial funding freeze as revenue from the facility goes directly towards offsetting operations costs for the Whistler Transit System.

Extended Customer Service Hours

BC Transit has received the estimated costs from Whistler Transit Ltd to offer extended customer service hours for winter 2015/2016. The costs

can be accommodated in the 2015/2016 Annual Operating Agreement budget therefore BC Transit recommends proceeding.

Moved by Scott Pass

Seconded by Steve Anderson

THAT TMAC recommends that the Whistler Transit System offer the same Extended Customer Service Hours for winter 2015/2016 (from November 21, 2015 through April 17, 2016) as was done for winter 2014/2015.

CARRIED

Action 2:

Whistler Transit Ltd will arrange to have Customer Service staff available 7 am to 5:30 pm daily (including statutory holidays) for winter 2015/2016 (from November 21, 2015 through April 17, 2016).

BC Transit Annual
Workshop Summary

Held April 27 – 29, 2015 in Harrison Hot Springs. The 2016 annual Workshop will be in Whistler. The dates are to be confirmed.

- Discussion regarding flat Provincial Funding for the next three years.
 1. Cost Containment: BC Transit has directed staff to review all operational and administrative procedures.
 - a. Cost of Fuel down by ~30%
 - b. Cost of parts up ~30% as they are purchased in US\$
 2. Crown Agency Review: Ministry of Finance has already initiated a Crown Agency Review of BC Transit. Senior Management at BC Transit will take the results of the review and feed them into the Cost Containment reviews.
 3. Service Reviews: BC Transit has directed staff to initiate Service Reviews across all regional transit systems.
- Fleet:
 - 300-500 vehicles are coming to the end of their useful life over the next 5 years
 - BC Transit is always looking for opportunities to right size the fleet
 - There are new mid-sized buses coming on the market
 - BC Transit has CNG 25 buses in Kamloops and 25 buses going into Nanaimo this year
- SmartBus (GPS/AVL)
 - Kelowna SmartBus Pilot Project has been operating for just under a year
 - Gathering lessons learned to incorporate into new bus orders
- Revenue Generation/Improving the Yield report
 - BC Transit proposing to have one fare set across the entire province and one set of transit policies.
 - BC Transit proposing to remove the paper transfer and replace it with a day pass. This has the potential to reduce revenues in Whistler as passengers will just give their pass to the next person

they see like someone does with a paper parking pass in a parking lot.

- Many of these items are proposed to reduce the administration of developing fare products for different communities.

- Ministry of Transportation and Infrastructure (MoTI) announced that they are formalizing the Transit Betterment Program.
- BC Transit has been testing a new Secret Shopper Program for transit systems called the Service Experience Evaluation (SEE) Audit
 - 78 items checklist grouped into eight general categories, Service Reliability, Customer Service, Vehicle Condition, Safety, Farebox Management, Customer Communications, Customer Information and Local Government Condition.

Real Time Bus Data for Customers

- TMAC discussed the memo "*Whistler Transit AVL Research Study*" dated August 14, 2015 by Acuere Consulting.
- RMOW staff have directed the consultant to prepare a memo outlining a pilot project for Whistler.
- TMAC is looking forward to participating in the Pilot Project.

OTHER BUSINESS

- ***Pemberton Commuter:*** The RMOW has informally been asked to contribute funding to the Pemberton Commuter. TMAC is requesting to see ridership information for this transit service.
- ***Cheakamus Crossing Parking:*** It has been requested that the RMOW consider installing more no-parking signs and/or enforcement of illegal parking along the bus route.

Next Meeting

The next TMAC meeting will be scheduled for late September or early October.

ADJOURNMENT

Moved by Steve Anderson

That Transit Management Advisory Committee (TMAC) adjourns the August 17, 2015 TMAC meeting at 3:05 p.m.

CARRIED

CHAIR: Steve Anderson