



WHISTLER

MINUTES

REGULAR MEETING OF THE
TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC)
TUESDAY, NOVEMBER 22, 2022, STARTING AT 2:30 P.M.

Hybrid Meeting Held via Zoom and in Meeting Room Flute Municipal Hall

	PRESENT	Mtgs YTD
	Council Representative and Chair, J. Murl	1
	BC Transit, Senior Manager Government Relations, R. Ringma	5
	RMOW GM Infrastructure Services, J. Hallisey	5
	Whistler Transit Ltd Service Delivery Manager, C. Selfridge (alternate)	4
	RMOW TDM Coordinator & Recording Secretary, E. DalSanto	5
	GUESTS	
	Council Representative and Chair, J. Ford	4
	BC Transit, Senior Transit Planner, B. Bullivant (alternate)	4
	BC Transit, Revenue Manager, R. Dennis	1
	REGRETS	
	Recording Secretary, D. Taveira	3
	Whistler Transit Ltd., Juan-Carlos Gomez	2
	CALL TO ORDER	
	<p>J. Ford welcomed members and guests and lead a round of introductions. The role of Chair was assigned to Councilor J. Murl, the newly appointed Council representative to TMAC.</p> <p>The Transit Management Advisory Committee <i>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></p>	
	ADOPTION OF AGENDA	
	<p>Moved by R. Ringma Seconded by J. Hallisey That Transit Management Advisory Committee adopt the TMAC Committee Agenda of November 22, 2022.</p> <p style="text-align: right;">CARRIED</p>	
	ADOPTION OF MINUTES	
	<p>Moved by J. Hallisey Seconded by C. Selfridge That Transit Management Advisory Committee adopt the Regular TMAC Committee Minutes for August 31, 2022 and September 26, 2022 as circulated.</p> <p style="text-align: right;">CARRIED</p>	

	PRESENTATIONS/DELEGATIONS
<p>Electronic Fare Program (UMO) and Policy Update</p>	<p>R. Dennis presented and update on the rollout of the Electronic Fare Program (UMO) in BC and Whistler. The initial rollout will occur on the Victoria Transit System, then on Vancouver Island and then in the Sea to Sky region. The current estimate for Whistler buses to receive the UMO tap technology is June 2023.</p> <p>R. Dennis then led a workshop on Whistler Transit System fares, products and policies changes for 2023 that would support the rollout of UMO in Whistler. The changes are administrative in nature.</p> <p>Cash fare will now be called a Single Ride and a sheet of 10 tickets will be renamed 10 Rides.</p> <p>BC Transit recommends the following changes from current state:</p> <ol style="list-style-type: none"> 1) BC Transit will offer on-line sale of transit tickets. 2) BC Transit will have a province wide vendor. 3) BC Transit will take over the management of the relationship with all ticket vendors including in Whistler. This may change once the provincial vendor is announced. 4) BC Transit will only offer refunds on unused fare products and only for values over \$10. <ol style="list-style-type: none"> a. BC Transit will work with the RMOW staff to create an alternate policy for refunds for 6 and 12-month passes that have been used. For example, if someone has to leave Whistler before their pass expires. 5) 10-Ride and Day Passes will expire 365 days after purchase. 6) Calendar month passes will be replaced with 30-Day pass that will be valid from the first day of use. 7) Transfers will continue to be available only for the next connecting bus but will be valid for 90 minutes instead of 60 minutes. <p>UMO will have three customer facing items:</p> <ul style="list-style-type: none"> - Mobile app with QR Code - Fare validator on the buses - Customer Card (on-line account; or Customer location) <p><i>J. Ford left at 3:04pm</i></p> <p>The goal is to have Credit Card onboard purchase by end of 2023. Debit purchases will come later.</p> <p>Fare capping will only be available for the DayPass.</p> <p>ACTION 1: BC Transit to update UMO memo based on the discussion and have RMOW staff bring to take to Council for approve in early 2023.</p> <p><i>R. Dennis Left at 3:25pm.</i></p>

<p>2023 Spring Service Expansion</p>	<p>BC Transit staff presented the outcomes to date related to the 10-Valley Express Pilot Project as well as a proposed on-line Customer.</p> <p>Highlights include:</p> <ul style="list-style-type: none"> • Routes 20 and 30 still have highest average daily boarding • Route 10 is becoming more productive • Route 10 stops in Village are being used. • Route 10 stops on Hwy 99 at Village continue to be used to access the Village. <p>TMAC asked “What is the criteria for success for the Pilot Project?”</p> <ul style="list-style-type: none"> • Engagement results • Metrics such as ridership (average daily boarding), productivity, boarding and alightings by stop. <p>ACTION 2: RMOW staff to make a sign for stop 130007 to indicate with schedule for this stop.</p> <p>ACTION 3: RMOW and Whistler Transit Ltd staff to develop an operations plan for winter when there is congestion at Northlands and Lorimer Road.</p> <p>ACTION 4: Implement an on-line survey in December regarding the 10-Valley Express Pilot Project. Include questions regarding arrival and departure times for Function Junction.</p> <p>ACTION 5: Use the results of the on-line survey to implement a service expansion for June 17, 2023 with the allocated provincial expansion hours that will be announced as part of the February Provincial budget.</p>
<p>Updates</p>	<ul style="list-style-type: none"> • Full Winter service will start on Saturday, December 3, 2022 • GranFondo – Saturday September 10 – free transit all day and Creekside to Village spectator shuttle • Halloween Free Park and Spook Shuttle from Marketplace Parking Lot to Tapley’s farm from 5pm to 8:30pm (approximately 1000 riders) • In 2023, BC Transit will be issuing an RFP for Transit Management Services in the Sea to Sky Corridor to start April 1, 2024 <p>ACTION 6: BC Transit to share current version of the Transit Services Agreement with RMOW staff.</p>
	<p>OTHER BUSINESS</p>
	<ul style="list-style-type: none"> • Bus Shelter Program Applications – discussion deferred • Next TMAC meeting will be set for early 2023

	MOTION TO TERMINATE		
	Moved by J. Hallisey Seconded by R. Ringma That the Transit Management Advisory Committee meeting of Tuesday, November 22, 2022 be terminated at 3:58 p.m. <p style="text-align: right;">CARRIED</p>		
	Chair, J Muril		Acting Recording Secretary, E. DalSanto