



**REGULAR MEETING OF  
TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC)  
MINUTES**

Monday, March 13, 2023, 11:30 a.m.  
Remote Meeting via Zoom  
For information on how to participate:

[whistler.ca/municipal-gov/committees/transit-management-advisory-committee](http://whistler.ca/municipal-gov/committees/transit-management-advisory-committee)

	Mtgs: YTD (1)
<b>PRESENT:</b> J. Murl, RMOW Council Representative & Chair	1
J. Hallisey, RMOW, GM of Infrastructure Services	1
R. Ringma, BC Transit, Senior Regional Transit Manager	1
C. Selfridge, Whistler Transit Ltd. (Alternate)	1
E. DalSanto, RMOW, TDM Coordinator	1
D. Taveira, RMOW, Recording Secretary	1
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<b>GUESTS:</b> B. Bullivant, BC Transit (Alternate), Senior Transit Planner	1
<b>REGRETS</b> J. Gomez, Whistler Transit Ltd., Manager	0

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**1. CALL TO ORDER**

*The Transit Management Advisory Committee recognized the Resort Municipality of Whistler is grateful to be on the shared, unceded territory of the Lilwat People, known in their language as Lilwat7úl, 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.*

**2. ADOPTION OF AGENDA**

Moved By R. Ringma

Seconded By C. Selfridge

**That the Transit Management Advisory Committee adopt the Regular Committee Meeting agenda of March 13, 2023.**

**CARRIED**

**3. ADOPTION OF MINUTES**

Moved By R. Ringma

Seconded By C. Selfridge

**That the Transit Management Advisory Committee adopt the Regular Committee Meeting minutes of November 22, 2022.**

**CARRIED**

#### 4. PRESENTATIONS AND DELEGATIONS

##### 4.1 Transit System Optimization & Expansion Update

A presentation by BC Transit and RMOW staff related to summer 2023 and fall 2023.

In the 2022/23 provincial budget, there was no transit service expansion funding. BC Transit worked with local government partners optimize existing transit service.

- For summer 2022, Route 8 and the weekend extra service hours were reallocated to an earlier start of full winter service December 3<sup>rd</sup> instead of December 17 and to the 10-Valley Express pilot project route deviation into the Village along Northlands and short turn on Millar Creek in Function Junction

In February 2023, it was announced that there will be zero expansion funding for the 2023/24 transit systems across the province.

- Staff are looking at the options for 2023/24 Whistler Transit System based on the results of the 10-Valley Express Service Review including:
  - maintaining last year's changes related to the Route 8 – Lost Lake Shuttle and no extra summer weekend buses.
    - In summer 2022, the Lost Lake Shuttle was operated outside of the transit agreement through a contract between the RMOW and Luxury Transport.
  - Maintaining the 10-Valley Express deviations
  - Extending the 10—Valley Express service span in the morning and evening by reallocating hours
  - Building a new base seasonal service 365 days a year for 10's, 20's, 21's and 30's.

##### Whistler Transit Seasons 2022/2023 Summary:

- Winter level of transit service is higher than the Spring/Summer/Fall
- In Whistler and Squamish, there was a driver shortage this winter and the operating company was unable to crew the planned level of transit service.
  - Weekend extra service was removed from the Full Winter schedule.
  - After Christmas, a further cut in service was implemented. "Late Winter Plus" service operates from Feb.6 until Whistler Mountain closes April 16
- The winter driver shortage is likely to occur again for winter 2023/24

*B.Bullivant arrived at 11:57.*

**Action 1:** RMOW and BC Transit will make the Transit season graph proportionally accurate to service hours per day.

Summer 2023 and Fall 2023 proposed service changes will be discussed after review of the 10-Valley Express survey results.

##### 4.2 Transit System Annual Operating Agreement (AOA)

A presentation by BC Transit staff.

- BC Transit expects to have the Annual Operating Agreement sent to the RMOW before the end of March.
- AOA is a reoccurring annual agreement that sets the total transit service hours and the total budget that is required for the transit system the year.

- BC Transit prepares a 3-year budget in October to help local governments set their budgets and make refinements in the AOA.
- BC Transit would like to see the AOA presented to Council for approval sometime in April

**Action 2:** BC Transit to provide the RMOW with the 2023/24 AOA so that staff can present this to Council on April 18 or May2, 2023.

#### **4.3 Route 10 – Valley Express Survey Results**

A presentation by BC Transit staff

BC Transit and the RMOW introduced changes to the 10 Valley Express to address issues with safety and customer feedback. The 10 Valley Express was originally designed to connect neighborhoods north of Whistler Village to employment sites south of Whistler Village, however different usage patterns have emerged since the service was launched in 2018. Two new routing variations were introduced in September 2022 to accommodate these usage patterns.

The service review and public engagement conducted in December 2022 aimed to determine whether the changes to the route are functioning well for the community.

##### **10-Valley Express Survey Results Summary:**

- Two route variations were introduced in September 2022.
  - Short turned the Route 10 in Function Junction on Millar Creek Rd. instead of Alpha Lake Rd. which shortened the route slightly.
  - Route deviation into Whistler Village along Northlands Boulevard. The purpose for this was to improve safety and to allow better access to the village
- There was support for both of these variations
- Survey participants' trip start locations were varied throughout Whistler whereas majority the of people's final destination (just over 50%) remains Whistler Village.
- 30% of respondents were against reallocating hours from the route 20s and 30s to the route 10
- Requested more service in the early morning and in the evenings
- Requested improvements to bus stops on Highway 99
  - RMOW is working with MOTI to improve the stops on Hwy 99 as they can be dangerous due to weather conditions and poor lighting

##### Whistler Village route variation comments and key themes:

- 86% of impacted respondents support this deviation
  - Additional stops requested in the southbound direction on Northlands Boulevard
  - Improve southbound stop at Village Gate Boulevard
- Respondents not in support due to:
  - noise of additional buses on Northlands Boulevard
  - service reliability risk at Northlands and Lorimer Road (and added travel time)
- Consideration for improved stops or integration with Gateway Loop

##### Function Junction Route Variation comments and key themes:

- 78% of impacted user support this change

- 44% of respondents are not impacted
- Consideration for amalgamation of Route 20 and 10 stop at Millar Creek Road
- Request for a stop at the end of Millar Creek Road
- Requests to remove stops on Millar Creek Road
- A number of comments about respondents not wanting service to Function Junction
- Negative responses revolved around returning to old routing as those respondents work or live on Alpha Lake Rd

Trip windows for arriving at Function Junction:

- Roughly 45% of respondents travelled to or from Function Junction
- Requested arrival time before 6:45am (planned for summer 2023)
- The most requested departure time is between 5:50pm to 6pm

**Spring/Summer/Fall Schedule Change Update:**

The decision was made back in fall 2022 to wait until summer 2023 to make any changes to the transit schedule so that recommendations from the 10-Valley Express Survey and Pilot Project review could be implemented with any expansion hours that would be announced in February with the Provincial Budget. There are no service expansion hours so changes need to be accommodated by reallocating existing service hours. Changes for the June 17, 2023 summer transit schedule are limited:

- Increasing service span on Route 10: adding having two more buses in the morning before 6:45am and four more buses in the evening to expand service from 6am-9pm.
- Filling in hour long gaps on route 7-Staff Housing to create 30-minute service.

**More significant service optimization explored for September 2023:**

It is proposed that a new Base Level transit Service be provided with seasonal layers being added to the base service. The goal is to make the service more flexible.

- Trying to create the 365 day a year base line service using Route 10's, 30's, 20's and 21's as our base
- Route 10 base service running twice an hour from 6:15am to 9pm and fill in with route 20's, 21's, 30's and 31's
- Trying to stagger the service on the 20's, 30's and 21's.
- Route 5- free shuttle- 30 minutes from 9:30 am to 1:00am.
- Route 6 Tapley's Bus runs every 30 minutes from 6am to 12:30am.
- Route 7 staff housing bus – every 30 minutes from 5:45am to 2:30am
- We are looking to add in an Early Winter/Late Winter, Full Winter, and summer as this is the concept we are working toward. It will not be fully achieved by the end of 2023 due to not having the 5000 hours for expansion

Questions/Discussion:

- 10 Valley Express – will we have 15-minute service between 10am and 7pm?
  - Yes, that was outlined in the Transit Future Action Plan and would have been implemented with the 5000 hour expansion.
  - We will not be able to achieve that without expansion hours

- How do you contemplate what comes off the priority list for service from the planned service specs?
  - Compare to the service that is on the road today and try to make it equal or better.
- How can you expand the Route 10 trips without service expansion hours from the province?
  - We will need to take hours that are currently allocated for Full Winter service
  - The labour shortage issues in Whistler are predicted to continue through winter 2023/24 as short-term rental units will not be available until 2024.

**Action 3:** BC Transit work with the RMOW and Whistler Transit Ltd staff to plan and implement a new base Whistler Transit Schedule based on the service specs discussed for September 2023.

#### **4.4 UMO Program Updates and recommendations to Council**

A presentation by BC Transit staff and RMOW staff.

- UMO is the BC Transit brand for the electronic fare system which is scheduled to come to Whistler in June 2023.
- Victoria BC is scheduled to be the first BC Transit system to have the electronic fare system installed
- Supplier challenges has meant that the roll out has been delayed however, the goal is still summer 2023.
- Goal number one is to get the UMO validators installed on the buses and have the basic UMO system up and running. Phase 2 would add the ability to tap a debit/credit card for fare payment on the buses.

**Action 4:** BC Transit will provide the RMOW with an updated timeline for UMO implementation in Whistler.

### **5. OTHER BUSINESS**

#### 5.1 Winter 2023 Ridership update:

- The 2022 Transit Future Action Plan outlines ridership from 2019 through 2021
- Summer and fall 2022 ridership was tracking to be similar to summer and fall 2019.
- In 2023, rides are lower than in 2019
  - This is due to fewer buses in service this winter and less reliable service due to driver shortages
  - Route 10 was the first route to be cut during driver shortage.
- Generally during the winter, ridership on the route 10 drops off and route 20 increases due to service levels and skier wanting to access Gondola Transit Exchange
- People are starting to move to other modes now that the weather is improving such as bikes and cars.
- It appears that ridership has recovered from the transit strike
  - Transit Loyalty Pass Sale Program sold 1800 6-month and 12-month passes from June through October 31<sup>st</sup>, 2022

- As a comparison, June – October 2019 annual sold 400 6- and 12-month passes.
- The loyalty program encouraged people to buy passes.
- With the introduction of UMO this summer, there is uncertainty on what the 6-month and 12-month pass program will look like next year as UMO passes are fully transferable.

**Action 5:** BC Transit should work with the RMOW to develop a fare product (UMO) marketing program for our locals in the fall.

#### 5.2 Highway 99 Transit Priority study update

- RMOW and BC Transit were walked through a preliminary concept design prepared by Urban Systems on behalf of the Ministry of Transportation and Infrastructure.
  - Bus Lane southbound (5.9km) from Lorimer Road to Taylor Way
  - Bus Lane northbound(3.8km) from Cheakamus Lake Road to Whistler Road.
  - Offers travel time savings
  - No cost estimates developed yet but estimating more than 50 million dollars.
  - This could be a 50-year plan when prioritized against other projects across the Province.
  - BC Transit and the RMOW are looking for a couple of quick wins but got the big project.

#### 5.3 Highschool Transit Pass – Grade 7

- Highschool Transit Pass will be expanded to Whistler Grade 7 students to include children that turn 13 but are not yet in Grade 8

#### 5.4 Day Lot Parking Update

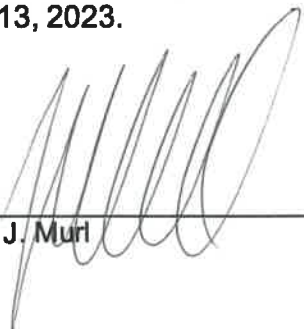
- The Transportation Advisory Group (TAG) recommended to have year-round user pay parking in Day Lots 4 and 5 for summer 2020 but was put on hold due to COVID.
- Year round pay parking in Day Lots 4 and 5 will happen in April 2023.
- Unfortunately, transit expansion will not happen in 2023.
- Programs that will happen:
  - Highschool Transit Pass program will be extended to the Grade 7 Whistler students.
  - Discussions to expand free summer weekend transit service to Friday's as well as the Victoria Day and Thanksgiving Day long weekends.

## **6. TERMINATION**

Moved By R. Ringma

Seconded By J. Hallisey

**That the Transit Management Advisory Committee terminate the Regular Committee Meeting of March 13, 2023.**

  
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Chair, J. Muri

**CARRIED**  
  
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Recording Secretary, D. Taveira