



WHISTLER

MINUTES

**REGULAR MEETING OF
TRANSIT MANAGEMENT ADVISORY COMMITTEE (TMAC)
MONDAY, SEPTEMBER 28, 2020, STARTING AT 10:30 A.M.
Meeting held electronically by Zoom**

PRESENT:

Council Representative and Chair, J. Ford
RMOW General Manager Infrastructure Services, J. Hallisey
Whistler Transit Ltd. Manager, J.C. Gomez
RMOW Transportation Demand Management (TDM) Coordinator, E. DalSanto
Recording Secretary, D. Taveira

GUESTS:

Whistler Transit Ltd., C. Hoffman

REGRETS:

BC Transit, Senior Manager Government Relations, R. Ringma
BC Transit, Senior Planner, B. Bullivant

ADOPTION OF AGENDA

Moved by J. Hallisey
Seconded by J.C. Gomez

That Transit Management Advisory Committee (TMAC) adopt the TMAC Workshop Agenda of September 28, 2020

CARRIED

BC Provincial Election
Effect to Transit

As a crown corporation, BC Transit staff cannot participate in this TMAC meeting due to the Election Protocol from the Province of BC.

- BC Transit is in "caretaker" mode
- BC Transit (and the operating company) will be pausing all public communications, marketing, and social media activity until after the election.
- The exception is for health and safety information and operational information such as route detours, service changes and service interruptions.

PRESENTATIONS/DELEGATIONS

COVID 19 Transit
Update

Whistler Transit Ltd. Manager, J.C. Gomez gave a verbal update on the current state of transit ridership.

- Large increase of people using masks about 10% of riders not using masks since the August 24th implementation of mandatory masks policy

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- Drivers are feeling more comfortable now that full driver doors have been installed on all Whistler buses as opposed to the temporary driver screens.
- Drivers are generally happier and not getting worn down due to lower ridership, less traffic, and the ability to stay on schedule as there are fewer people in the resort

A presentation by RMOW TDM Coordinator, E. DalSanto regarding weekly transit ridership 2019 vs 2020, fares and budgets related to COVID19 in Whistler. Key points are:

- Transit Ridership is currently at about 50% of 2019 weekly average ridership
- The majority of rides are from pass holders (monthly, 6-month, 12-month and Highschool Transit Pass)
- Overall farebox revenue is down from last year due to lower ridership and rear door loading from the end of March to May 31, 2020
- Service levels have been cut to reduce costs and better match current ridership levels
- On September 8, 2020, a service change was implemented where more route 10-Valley Express was added by removing routes 32, 20X and some 20's and 30's mid-day.
- According to BC Transit ridership analysis by route and time of day:
 - Route 10 performance increased greatly in daily ridership from summer to fall, but only slightly in terms of per service hour
 - Due to doubling of trip frequency
 - Route 20, Route 30 performance dropped slightly in avg daily ridership, but increased in ridership per service hour
 - Most likely can be attributed to drop in trip frequency
 - Route 5, Route 6, Route 7, Route 25 all remain very low in avg daily ridership
 - Time of day ridership analysis shows a gradual return to normal morning and evening peaks, although much less significant than normal for Whistler
 - Busiest Route 10 trips are:
 - Northbound at 7:57am
 - Southbound at 2:09pm and 3:19pm

Summer Transportation Action Results

A presentation by RMOW TDM Coordinator, E. DalSanto regarding overall highway traffic, summer ridership and free transit.

- Summer Ridership Update including Free Transit: ridership week over week comparison was increasing up to 60% and now back down to 50% ridership
- The RMOW maintained Free weekend and holiday transit for summer 2020 but suspended adding the extra buses to increase the service from 30 minutes to 15 minutes for those days. There was an increase in ridership but not as high as in other years.

- Whistler Transit System may have to reassess our service level due to this change from the School Board going forward.
- Potential solution is now being discussed with SD48 which would provide a solution using Whistler Transit System to the end of the school year to provide one PM trip from Spring Creek to Cheakamus Crossing.
- BC Transit and Whistler Transit Ltd. are working out the operational details to reach a positive solution for this 2020/21 school year.
- SD48 is in the process of gathering more information from affected families.

ACTION: Circulate the revised draft Engagement Strategy and survey to TMAC.

ACTION: Consider adding questions about public transit vs school buses in the TFAP survey.

Winter 2020/2021
Transit Schedule

A presentation by RMOW TDM Coordinator, E. DalSanto regarding the draft winter 2020/21 Transit Schedule.

- The upcoming Winter Transit schedule is still in draft. Working to make minor changes to last year's schedule by adding additional Route #10 services in the morning and mid-day.
- The Route 10 will have fewer trips than the fall schedule but is supplemented by route 20X and 32s

A presentation by C. Hoffman from Whistler Transit Ltd.

- The difference this winter compared to last is the reduced capacity on the buses.
- The normal capacity is 70 passengers but due to the COVID19 restrictions the maximum capacity allowed is 40 passengers.

TMAC discussed the ability within the existing budget to add more service during peak times should we have a lot of pass up's as we begin the winter season. There is budget to add extra service. However the limitation will be that the entire fleet of buses is already in use during peak times.

ACTION: TMAC is requesting information from BC Transit regarding maximum capacity for winter, and would trigger an increase to 49 passengers?

ACTION: TMAC is requesting that proactive solutions be employed to solve this issue. Some examples are:

- a strong communication campaign – What's your best Option?
- NextRide.
- Allowing workers priority boarding

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- The pattern remains the same as previous years where Saturday is the busiest day, Sunday the second busiest day, weekdays the third busiest day and then holiday Monday's were the quietest days
- Lower overall ridership due to having no events this summer.
- Spring/Summer Ridership (April 1st to Sept.7th)- Average daily ridership on daily routes results:
 - Route 20 busiest and Route 30 second busiest
- Pass up's results during Spring/Summer Ridership:
 - 126 pass up's in 2020, 328 in 2019, 488 in 2018
 - In 2020 87% of these passup were due to the bus being full and only 13% were related to bike racks being full
 - In 2019 65% of these passup were due to the bus being full and 45% were related to bike racks being full
 - This is related to a lower passenger capacity on the buses and the fact that the bike park only opened in July.
- Bike Rack deployments on the bus.
 - 8,950 bicycles were carried on the buses from May to September 2020
 - 12,700 bicycles were carried during the same period in 2019

Whistler High school
Transit Pass

A presentation by RMOW TDM Coordinator, Emma DalSanto regarding Whistler High School Transit Passes.

- The RMOW is re-issuing the High school transit passes for the Fall through Whistler Secondary School and the Waldorf School
- Phase one passes expire on September 30th so we are working on October passes
- We have received a lot of positive feedback from families as kids are using transit more than in the past due to free transit passes
- We will have the Survey Data from the students in the near future

Whistler Transit
Future Action Plan
(TFAP)

Review and Discussion of revised Transit Future Action Plan Process (TFAP) and Timelines including implementation by RMOW TDM Coordinator, E. DalSanto

- Fall 2020 new timeline for an updated TFAP Engagement Strategy has been moved to start in November after the election
- Survey questions have been added regarding COVID19 and to assess the September 8th service change where we added more Route 10 by removing midday trips on route #20 and #30's
- BC Transit is planning on doing an on-line engagement first 2 weeks of November 2020 to propose changes necessary for Winter 2020/2021.
- Draft survey – Pre-COVID19 regular questions were being asked to riders, these are now being revised by BC Transit to ensure they add a COVID19 lens to these questions and questions about Route 10

TMAC discussed how to best gather information about School District (SD) 48's student transportation policy effects on the Whistler Transit System.

- Issue - SD48 has removed the Cheakamus Crossing student bus route to Spring Creek School.

- Transit Infrastructure A presentation by RMOW TDM Coordinator, E. DaISanto regarding Updates, Review and Discussion of preliminary designs
- Emerald Layby: Work has begun which includes currently clearing shrubbery and creating space for a bus pullout. RMOW Roads crews will relocate the bus shelter next spring and a second layby space will be created where the current bus stop is currently located.
 - Village Gate Boulevard Bus Shelter retrofit: A consultant has been hired to develop a plan to make the bus shelter wheelchair accessible. The proposal is to enlarge the shelter with an accessible wing. The consultant is also looking at the cost to remove the steps in the existing bus shelter making it flush with the sidewalk level and gutters. Currently pricing this out to ensure it meets next year's budget. This design may need to go to ADP in the future.
 - TMAC likes the design of the addition but is cautioning removing the step from the existing shelter as it keeps snow and ice out of the shelter.

ACTION: Confirm preference with RMOW snow clearing crew.

- The RMOW will continue to work with the Ministry of Transportation and Infrastructure on Route #10 potential bus stop improvements. The current priorities are:
 - Alta Vista Southbound
 - Bayshores to Whistler Road Transit Priority improvements
 - Whistler Village stops

OTHER BUSINESS

Halloween in Tapley's
Park and Spook free
Shuttle

RMOW staff have reached out the Tapley's Halloween Committee regarding 2020 Halloween and is currently helping them get clarification from Vancouver Coastal Health on Halloween. It is unlikely that VCH will approve the Tapley's event as it has been done in the past.

- The RMOW and BC Transit will most likely decline providing the Park and Spook Shuttle service during Halloween this year because of COVID19.
- The RMOW draft 2021 transit budget includes the Park and Spook Shuttle for 2021.

ACTION: RMOW staff work with the Tapley's Halloween Committee to communicate that we encourage the dispersal of Halloween to your home neighbourhood for this year.

Next Meeting Set for October 27, 2020

MOTION TO TERMINATE

Moved by J. Hallisey
Seconded by C. Hoffman

That the Transit Management Advisory Committee Meeting of September 28, 2020 be terminated at 11:50 a.m.

CARRIED



A handwritten signature in cursive script, appearing to read "J. Ford", written over a horizontal line.

Chair, J. Ford



A handwritten signature in cursive script, appearing to read "D. Taveira", written over a horizontal line.

Recording Secretary, D. Taveira