



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services

**PAGE NUMBER:** 2

**ELECTED OFFICIAL:** Pelham

## QUESTION:

big jump in rev from 23 approved to 23 proposed - why?

## ANSWER:

Generally a result of increased revenue recovery from Roam related to the Roam approval of 2 net new bus mechanics and a parts person. 2022 Q3 forecast foreshadows this trend, it also shows up in the increased expenses.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services

**PAGE NUMBER:**

**ELECTED OFFICIAL:** Pettigrew

## QUESTION:

Why are fuel targets not met in many sectors?

## ANSWER:

Fuel measurements are taken between July 1st and June 30th annually. During the most recent period the covid restrictions the Town was observing restricted one occupant per vehicle. Many tasks Operations performs requires more than one operator; i.e. non-residential garbage service, Municipal Parks snow, turf, urban forest services, etc. In those cases multiple vehicles, if available, were deployed. Additionally the scheduled vehicle replacement was postponed for 2020 and 2021 therefore operating less fuel efficient vehicles instead of their planned replacements. Lastly the EV and Hybrid industry is lagging the market demands, meaning we are not seeing these options widely available across our fleet requirements.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - Fleet Mgmt.

**PAGE NUMBER:** 9

**ELECTED OFFICIAL:** DiManno

## QUESTION:

As Roam continues to grow, is there ongoing conversation and planning with the Commission on how this impacts the need for the transit fleet mechanics/shop to grow in tandem? Will the plan be for the Town of Banff to always be the first line of mechanics on the buses (unless they need to go to Calgary for work

## ANSWER:

Regarding the impacts, the rapid ramp up in demand for Roam fleet services is staggering. Fleet is always playing catch-up to ensure the spare ratio is met and we are successful 50% of the time. Roam fleet services operates 7 days a week. Regarding the shop, upgrades and modifications to the Roam side are anticipated in the near future. Essentially the transit side was designed for storage of buses and a wash bay. Currently one stall is occupied to provide winter tempered storage for the Vactor truck, a mission critical piece of equipment, and another is the wash bay. The storage/washbay side of the facility was not designed to be a full service transit garage and the teams are piecemealing together solutions that are not sustainable. Regarding when Roam opts to take service inhouse or contract out remains their decision, however in discussing with the CAO over the summer that decision has not yet been contemplated. Roam currently receives superior labour rates which acts as a disincentive to look elsewhere.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - Fleet Mgmt.

**PAGE NUMBER:** 9

**ELECTED OFFICIAL:** DiManno

## QUESTION:

I know it's been challenging to hire and retain new mechanics over the last few years, are we now adequately staffed in this area?

## ANSWER:

No we are not. Currently Roam fleet is short 2 bus technicians. Generally we have been unsuccessful to recruiting journey people for a variety of reasons, but mostly wages and cost of living. Operations has adopted a home grown apprentice program that, in time, should provide us with a fully licensed staff compliment. A downside of the apprentice program is a reduction of productivity both from the apprentice and the journey person they work with. Additionally the apprentices return to school 2 months every year, generally at the same time, for 4 years leaving fleet shorthanded during that period.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - NSLR Operations Fleet Pool

**PAGE NUMBER:** 1

**ELECTED OFFICIAL:** Pelham

## QUESTION:

could one of the new cars asked for be an ebike? walk the talk of active transportation?

## ANSWER:

That would not be a practical solution for year round usage. Operations currently utilizes 8 e-bikes, 2 scooters, 2 Evs and 1 hybrid.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - NSLR Service Truck

**PAGE NUMBER:** 3

**ELECTED OFFICIAL:** Pelham

## QUESTION:

is attending to immobile buses Roam's job or ToB's job?

## ANSWER:

Typically when a bus experiences an "outage" Roam is dispatched to assess and when it is deemed to be a mechanical issue then fleet services is contacted and potentially deployed.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - NSLR Service Truck

**PAGE NUMBER:** 5

**ELECTED OFFICIAL:** Pelham

## QUESTION:

how is \$200 call out fee calculated? can that be reviewed annually... \$200/\$250/\$300 for 23/24/25?

## ANSWER:

The call out fee is derived from a 3 hour labour rate (2 hours @ 1.5 afterhours rate), vehicle usage, fuel, etc. Yes it will be reviewed annually and will be scheduled in the ToB Fleet Services/Roam Servicing Agreement.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - NSLR Portable Hydraulic Lift System

**PAGE NUMBER:** 9

**ELECTED OFFICIAL:** Pelham

## QUESTION:

are mobile column lifts sued to Roam only? if yes, can Roam buy them?

## ANSWER:

Roam is aware of the specialized requirement , associated NSLR and what the recovery charge out rate will be.





# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services - NSLR Portable Hydraulic Lift System

**PAGE NUMBER:** 10

**ELECTED OFFICIAL:** Pelham

## QUESTION:

how is the fee of \$5.25/hour for all 4 lists determined. seems very low.

## ANSWER:

The charge out rate is derived from the expected useful design life in years (hours) plus annually hoist certification.



# 2023 Service Review Council Questions

**SERVICE AREA:** Fleet Services NSLR Portable Hydraulic Lift System

**PAGE NUMBER:**

**ELECTED OFFICIAL:** DiManno

## QUESTION:

Do I have this right - through billing to Roam, the system will be paid back through its estimated lifespan? (12 years)

## ANSWER:

Yes that is correct