

# MINUTES

MEETING **Transit Advisory Committee**

DATE February 23, 2017

LOCATION City Hall, Room C

TIME 5:30 -7:00 p.m.

CHAIR John Marchese

PRESENT Pat Hunter, Justine Kramer, John Marchese, Dominica McPherson, Steven Petric, Jay Rojas

REGRETS Ryan Delisle, Dallas Green, Randalin Ellery, Kathryn Hofer

MINUTES Heather Mathewson Jelsma

GUELPH TRANSIT STAFF Robin Gerus  
Jason Simmons  
Nancy Button  
Laura Catalano-Bragues  
Christine Laithwaite

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ITEM #	DESCRIPTION
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1	Call To Order, 5:30 p.m.  Introductions <ul style="list-style-type: none"><li>- Introduction of new member Dominica McPherson, Assistant Coordinator with the Poverty Task Force.</li></ul>
2	Follow up on outstanding items from previous meeting <ul style="list-style-type: none"><li>- <b>Item 5</b> Terms of Reference – Paper copies of the Terms of Reference have been distributed for review and comment. Committee to review</li></ul>

	<p>Terms of Reference in advance of March meeting.</p> <ul style="list-style-type: none"> <li>- <b>Item 6</b> Supervisor shifts – Supervisor shifts have been realigned to better meet customer expectations. Supervisors will be assigned particular positions/tasks. For example, starting next week, there will be a dedicated supervisor on-site at Guelph Central Station during peak times. This may be replicated at the University Centre if the pilot is successful.</li> <li>- <b>Item 6</b> Benches at Guelph Central Station – There are benches at platforms 14 and 15, but are on the opposite sides of the wind break.</li> <li>- <b>Item 12</b> Customer appreciation day – The event is planned for September 2017. Transit staff will reach out to the committee in June to request feedback on the event.</li> <li>- <b>Item 8</b> Mobility – Confirmation that mobility bookings can be made on the weekends. Also, there is community bus service on Saturday, but there is no service on Sunday.</li> <li>- <b>Item 7</b> Transit Talks promotion – Transit staff provided an outline of training and the promotion for the February 28 Transit Talks session, which included an advertisement in City News, and website and social media.</li> </ul>
<p><b>3</b></p>	<p>Route realignment presentation by Laura Catalano-Bragues, Planning and Scheduling.</p> <p>LINK TO POWERPOINT PRESENTATION</p> <p>In addition to the information provided in the presentation, the following information was shared by the Planning and Scheduling team, providing additional insight into the September service realignment.</p> <ul style="list-style-type: none"> <li>- The route names and numbers will change with the realignment of service. All buses operating only during the fall and winter semesters will now have a “U” after the number and will no longer be called Express buses. Guelph Transit staff will work on the appropriate verbiage to describe that these U routes operate only on weekdays when university classes are being held during the fall and winter semesters (excluding winter break, reading week, etcetera.)</li> </ul> <p>Bi-directional routes such as 1A/B College Edinburgh will no longer be differentiated by the A or B in their name. Feedback received from bus operators told us that passenger found the A/B in the route name</p>

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confusing. To reduce the confusion, the routes will be individually numbered and the names will reflect how the buses will travel along the route. For example, Route 1 Edinburgh College, Route 2 College Edinburgh

- The plans for the south-end transit terminal on Clair Road will not go forward as the location did not meet the needs of Guelph Transit.
- Planning and scheduling has confirmed that there are enough platforms at the transit terminals to accommodate the routes as planned.
- Service to the Dawson Road Medical Centre will continue to be provided on the same side as the medical centre. The bus will provide service every 30 minutes all day.
- The system will no longer work on pulse and wave, where all buses operate on the same service frequency, meeting at the same time for connections. With the realignment, service on some routes will remain constant all day, others will have peak service times, and others will operate in limited high demand times only. There will be layover times associated with some connections, but the 99 Mainline will allow for some passengers to connect more efficiently to their desired route.
- Transit staff will ensure a north arrow is included on all maps.
- The Route 16 will be interlined with Route 99. Every third trip on the Route 99 will interline with the Route 16 loop. The Route 16 will run every 30 minutes, all day every day.
- Route 10 will serve the West End Community Centre through a bus stop on Imperial Road but will no longer enter the loop at the West End Community Centre. Mobility Service will continue to provide service to this loop. This change was made as a result of congestion with the West End Community Centre parking lot causing delays and preventing successful connections at Guelph Central Station.
- Service is being realigned to re-allocate buses to when and where they are most needed. Service will be removed from areas where there is low ridership and it will be allocated to areas where there are transit capacity issues or opportunities to grow ridership.

Questions from the committee about the upcoming changes:

*There have been many changes to the routes/service over the past few years – will there be continued changes? Yes, service will continued to be tweaked to ensure that timing and service are meeting the needs of transit passengers.*

	<p><i>Were consultants used to develop this plan?</i> This was developed by Planning and Scheduling staff, with feedback from administration staff and bus operators. There was positive feedback from transit staff. The committee very pleased to hear that the bus operators have been involved.</p> <p><i>Are there a lot less stops?</i> There will be approximately the same number of stops, but some will be removed and others added.</p> <p><i>Will there be a change to the stop spacing?</i> Transit staff will be working on updating the service standards, including identifying standards for distances between stops.</p> <p><i>Is the cost of running this service more than the existing service?</i> Transit is using the current budget allocation of bus operator hours to design this service.</p> <p><i>When will the public get to provide feedback?</i> Transit staff will reach out to the public in late March to inform them of the changes that will be coming in September. The communications plan has not been developed. It was identified that the ideal time to reach the students is the end of March/early April.</p> <p><i>There is a social housing location on the current Route 13, close to Stevenson at Grange, what about those passengers?</i> Yes, conventional service will be removed from Grange, but the Community Bus will continue to service this stop and Mobility Service will continue to service these streets. The closest conventional bus service will be at Stevenson/Cassino.</p> <p><i>Public Health is on Chancellors Way – How will passengers reach the Public Health area?</i> There will be service to this area on the Community Bus. Alternatively, passengers can access the area from Stone Road West at Chancellors Way, as they do now.</p> <p><i>Will Route 13 continue to have connection issues?</i> The amount of time provided to complete this route has not changed, but the shorter route will allow for improved connections.</p> <p><i>Will the presentation be a part of the minutes?</i> Yes, a link to the presentation will be shared.</p> <p><i>Will a budget increase be required to fund this service for the summer in 2018?</i> No budget increase for summer service is anticipated. The costing of the service will be reduced as a result of the “U” routes not operating in the summer months. Budget decisions are ultimately made by Council.</p>
4	<p>Central Student Association invitation</p> <ul style="list-style-type: none"> <li>- The Central Student Association invited Planning and Scheduling to present the route realignment at their upcoming CSA Board Meeting on March 15 at 6 p.m. Jay will coordinate facility and scheduling.</li> </ul>

<b>5</b>	<p>Way finding at transit terminals</p> <ul style="list-style-type: none"> <li>- Guelph Transit will investigate a way to improve way finding at Guelph Central Station, University Centre and Stone Road Mall, including considering increasing the size of the route numbers on the platform signs.</li> </ul>
<b>6</b>	<p>Community Bus</p> <ul style="list-style-type: none"> <li>- There will be a route review/service assessment for the Community Bus in 2016. This will happen separately from the conventional service realignment.</li> </ul>
<b>7</b>	<p>Mobility Service</p> <ul style="list-style-type: none"> <li>- There are 9 new mobility vehicles being used to replace aging fleet. Transit may be keeping some existing buses to supplement service. Two new mobility operators have been hired recently. There may be the opportunity to increase the extra-board operator staffing.</li> </ul>
<b>8</b>	<p>Letter to Mayor and Council</p> <ul style="list-style-type: none"> <li>- A revised letter was distributed at the meeting.</li> <li>- The committee will consider the request, asking Mayor and Council to attend an upcoming meeting, and confirm the objectives at the March meeting.</li> </ul>
<b>9</b>	<p>Next Meeting Date and Location</p> <ul style="list-style-type: none"> <li>- March 30, 5:30 p.m. – 7:00 p.m., City Hall, location to be determined.</li> </ul>
<b>10</b>	<p>Adjournment, 7:00 p.m.</p>