

# STAFF REPORT



TO Operations, Transit & Emergency Services (OTES) Committee

SERVICE AREA Operations, Transit & Emergency Services

DATE June 3, 2014

**SUBJECT 2013 Guelph Transit Annual Report**

REPORT NUMBER OTES061422

## EXECUTIVE SUMMARY

### PURPOSE OF REPORT

To provide the Operations, Transit & Emergency Services Committee with information related to Guelph Transit's performance to key performance indicators, supporting areas of sustainability, customer service, internal processes and organizational capacity.

### KEY FINDINGS

A number of initiatives were started or completed in 2013, in areas of customer service, service improvements and community wellbeing including;

- Support of the affordable bus pass pilot program
- Implementation of a new service model
- Development of key performance indicators

### FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

### ACTION REQUIRED

Operations, Transit and Emergency Services Committee to receive this report.

## RECOMMENDATION

1. THAT the Operations Transit & Emergency Services Committee report regarding 2013 Guelph Transit Annual Report, #OTES061422, dated June 3, 2014 be received for information.

## BACKGROUND

This is the third annual report of Guelph Transit, in this format.

# STAFF REPORT



This report provides committee members with information related to budget performance, a dashboard and scorecard reporting on key performance indicators, supporting areas of financial performance, customer service, internal processes and organizational capacity.

## GLOSSARY OF TERMS

| Term                            | Definition   |
|---------------------------------|--|
| Key Performance Indicator (KPI) | A measurement of the degree or status of progress towards goals and objectives. A measurement that can be impacted by management activities.   |
| Statistic                       | A measurement that provides information on trends or events. Management activities often have minimal impact on statistics, such as number of customer calls or quantity of visits. Statistics inform activity that can impact the key performance indicators. |
| Dashboard                       | Provides a snapshot of performance of key performance indicators to the goals/targets. Usually linked to the strategic directions.   |
| Scorecard                       | A performance management tool that provides more detail measurement information, including trends and initiatives.   |

## REPORT

Guelph Transit provides people with mobility and access to employment, community resources, medical care, and recreational opportunities across Guelph.

Public transportation also helps to reduce road congestion and travel times, air pollution, energy and oil consumption, all of which benefit both riders and non-riders alike.

Guelph Transit operates essentially around the clock: regular weekday service in 2013 was provided from 5:40 a.m. to 12:15 a.m. and late night service for the University of Guelph runs from 12:30 a.m. to 3:30 a.m. Guelph Transit provides both conventional and mobility services to the community through a fleet of 73 low floor conventional buses and 10 mobility vans. Mobility services are supplemented through a contract with an external vendor to provide accessible taxi service.

2013 was a very exciting and challenging year for Guelph Transit with the implementation of a new service model, supporting the affordable bus pass pilot program and the development of key performance measures.

In summary, 2013 was a very busy year. The annual report (attached) provides an overview of departmental performance highlights the achievements from 2013 and defines some of the departmental goals for 2014.

# STAFF REPORT



As with previous reports, Committee members are encouraged to convey opinions on the value of the report content and its format in order to improve on the report going forward.

## FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

## CORPORATE STRATEGIC PLAN

2.3 Provide accountability, transparency and engagement.

## DEPARTMENTAL CONSULTATION

Guelph Transit

## COMMUNICATIONS

N/A

## ATTACHMENTS

ATT-1 Transit Annual Report

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