

MINUTES

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| MEETING | Transit Advisory Committee |
| DATE | January 25, 2018 |
| LOCATION | City Hall, Room C |
| TIME | 5:30 -7:00 p.m. |
| CHAIR | Steven Petric |
| PRESENT | Kathryn Hofer, Bonnie Burgess, Pat Hunter, Brenda Pilon, Steven Petric, Justine Kramer, Dominique McPherson |
| REGRETS | Ryan Delisle, John Marchese, Kayla Weiler |
| MINUTES | Amanda M. |
| GUELPH TRANSIT STAFF | Robin G. |

| ITEM # | DESCRIPTION |
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| 1 | Call To Order by Steven Petric 5:30 p.m. |
| 2 | Follow up on outstanding items from previous meeting <ul style="list-style-type: none">- Introduction to new Tac Member Bonnie Burgess- Amanda will provide an update on member's term of service for TAC.- Amanda will follow up with Doug G. David W. to provide an update on any changes to the smoke free act that will be implemented on the July 1, 2018.- Amanda will follow up with Laura on the Community Bus Survey results to determine if the Freshco Plaza was one listed as one of the new desired locations requested. |
| 3 | Adopted minutes <ul style="list-style-type: none">- Adopted minutes as amended from November 30, 2017 TAC Meeting. |

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| 4 | <p>Fare Strategy</p> <ul style="list-style-type: none"> - The service review is currently underway and Transit is looking to secure a vendor to complete the review in March. - When the service review is completed Transit will have a better understanding of what we need in a new fare strategy. - Transit wants to develop a solid fare strategy and will be asking input from TAC to help develop this strategy. - Robin will be meeting with Paul. G in the upcoming weeks to be brought up to date on the Fare Strategy and will provide an update at the next TAC meeting. |
| 5 | <p>Update on Schedule Service Improvements</p> <ul style="list-style-type: none"> - Planning and scheduling made adjustments to routes 11, 14 & 3 during the January Board. All three routes went from 30 minute service to 40 minute service based on ridership numbers. - Ridership numbers are based on the numbers produced by our automatic counters. Guelph Transit automatic counters are up to 95% accurate. - Planning department is monitoring monthly accounts to see where ridership numbers are growing and declining. Based on these counts planning will make adjustments to frequency and routes. |
| 6 | <p>Service Review</p> <ul style="list-style-type: none"> - The service review is currently underway and Transit is looking to secure a vendor to complete the review in March. - When the service review is completed Transit will have a better understanding of what is required and what we need to do to improve services, processes, routes etc. - Robin will keep TAC updated on the service review and have an open dialogue going forward. - The service review will be completed with the City and a consultant. The consultant will be meeting with individuals to review processes and services that Guelph Transit provides. - TAC's role in the service review is to provide input. Currently Transit does not know the structure of the review. When Transit understands how the consultant would like to receive feedback we will provide an update to TAC. |
| 7 | <p>Terms of Reference</p> <ul style="list-style-type: none"> - Amanda will follow up with Dolores to ensure that the TAC Terms of Reference and the removal of Ryan Delise is added to the C.O.W agenda. - Amanda will recirculate the final draft of the TAC Terms of Reference to the committee. |
| 8 | <p>Round Table Discussion</p> <ul style="list-style-type: none"> - Event Fare Fair – will expire in September Robin will get a report of how the Event Fare is doing. |

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| | <ul style="list-style-type: none"> - Pat H. mentioned that a driver went above and beyond expectations. Robin will investigate who the driver was to give him/her proper recognition on a job well done. If you catch someone doing a great job let Robin or Amanda know so that the driver can be acknowledged. - Steven P. noted that International Driver Day is coming up and would like TAC to do something for the drivers on this day. - Robin – asked TAC members if they would like to come to 170 Watson and have a ride in one of the new buses. If any members are interested please contact him directly. Guelph Transit currently has 10 new buses and 10-15 more buses to roll out. - Steven P. – would like the committee to set priorities for the year and bring to the next TAC meeting. TAC members should have a list of goals or initiatives that they would like to see the committee accomplish in 2018. - Bonnie – would like to provide feedback to Age Friendly Guelph on a regular basis. Transit Talks will be at the Evergreen in March and this can be discussed. - Brenda – would like someone from the front desk at Evergreen attend Transit Talks in March so they are able to answer general transit inquiries when asked. - Brenda – Advised that the platform numbers are being confused with the route numbers. Robin will ensure that supervisors go out to each stop and make the necessary correction so that it's easier for riders to understand. Supervisors will be going out within the next two months to change the info posts and conduct an audit of all stops. |
| 9 | <ul style="list-style-type: none"> - Next meeting February 22, 2018 |
| 10 | <ul style="list-style-type: none"> - Adjournment at 6:35pm. |