

# MEETING AGENDA



MEETING      **Transit Advisory Committee**

DATE            March 29, 2018

LOCATION        City Hall Room 112

TIME            5:30 -7:00p.m.

CHAIR  
STAFF            Robin Gerus, Interim General Manager of Transit  
                      Amanda Martin, Administrative Assistant Transit  
                      Laura Catalano-Braques, Supervisor Scheduling Service Planning  
                      Kraemer Justine

## AGENDA ITEMS

ITEM #	DESCRIPTION
1.	<b>Call To Order</b> 5:30p.m.
2.	<b>Introductions and disclosure of pecuniary Interest</b> N/A
3.	<p><b>Review and Confirmation of Previous Meeting Minutes</b></p> <p style="text-align: center;"><b>Adoption of Previous minutes</b></p> <p><b>Discussion of Committee role/roles length of service</b></p> <ul style="list-style-type: none"> <li>- All TAC members’ terms are expiring in November 2018. All TAC members will receive a letter in July or August notifying you if you have reached your maximum term of 8 years of service. If you have not reached your maximum term you will be encouraged to re-apply to TAC.</li> </ul> <p><b>TAC Procedural by-law Issues</b></p> <ul style="list-style-type: none"> <li>- <b>Adoption of minutes</b> –a motion should be passed by the Committee to confirm that minutes are accurate. The minutes do not need to be reviewed in detail again with the committee if there is an issue with the minutes that should be brought up prior to the meeting the TAC Liaison.</li> <li>- <b>Agenda items</b>- Items should be introduced by the Chair and should be followed in order of Agenda items. If a TAC member would like an item discussed at the meeting that should be</li> </ul>

	<p>brought to the TAC Liaison attention prior to the meeting. Items should not be discussed in a round table form as this goes against an open public meeting.</p> <ul style="list-style-type: none"> <li>- <b>Advisory Committee Role-</b> Members of TAC cannot direct staff to make changes members can only provide advice. TAC members can make recommendations and ask Transit staff to review the recommendations or to give them consideration.</li> <li>- <b>Code of Conduct-</b> Treat members with respect both, during the TAC meeting and outside of the meeting. Don't discuss personal issues during the meeting. Don't make threats or rude comments to members. Address any concerns about discussions or the meeting with the chair or liaison of the meeting. Members need to stay on the topic being discussed by the committee.</li> <li>- Dolores will forward the procedural by law &amp; code of conduct for board and committees to Amanda to circulate to TAC members.</li> <li>- Dolores will ensure that all TAC Minutes and Agendas have been posted online for review.</li> </ul>
4.	<p><b>System Performance</b></p> <p><b>May Schedule Change</b></p> <ul style="list-style-type: none"> <li>- The 50 series of university routes will be changing for May and all other routes will be staying the same. The U Routes shut down during reading week. The University routes run from September to April and do not run during civic holidays.</li> </ul> <p><b>Canada Day</b></p> <ul style="list-style-type: none"> <li>- <b>Canada Day Service will be similar to last years' service. Stat service will be running from 9:15am to 12:45am. At 8p.m. transit will be shuttling riders to riverside for fireworks.</b></li> <li>- <b>After Canada day ceremony regular service resumes and that will run until everyone gets home support festivities</b></li> <li>- <b>Free rides for the whole service</b></li> <li>- <b>Communication of Canada Day Service will be advertised online on print, ad spaces in community guides, website, social media, and ads on our buses. AD IN THE CENTENNEL</b></li> </ul>
5.	<p><b>Communications</b></p> <p><b>Signage at Bus Stops</b></p> <ul style="list-style-type: none"> <li>- All info posts have been redone and posted at all stop locations. Some of the posts were broken during this transition so there has been a slight delay with one or two signs that need to be posted up.</li> <li>- Transit staff is in the process of putting posts up at all Community Bus Stops. Transit's goal for May is to have an info post for every community bus stop.</li> </ul>
6.	<p><b>Customer Service</b></p>

	<p><b>Communication Protocol</b></p> <p><b>Send all communications through TAC Liaison Amanda Martin. All inquiries will be responded to within in a 24 to 48 hour time frame.</b></p> <p><b>Communication twitter</b></p> <ul style="list-style-type: none"> <li>- Ivan Cvek – Marketing Coordinator for Transit communicates all information regarding Transit to the public through Twitter, Facebook, press releases and print ads in local papers.</li> <li>- Twitter – is a useful tool to get information out to the public as soon as possible. If there is an accident or service advisory it is posted on twitter as soon as it happens and alternative routes are provided.</li> </ul> <p><b>Proposed Shelter Locations</b></p> <ul style="list-style-type: none"> <li>- Guelph Transit is currently in the process of installing 52 shelters starting April 1, 2018. Transit plans to install 2-3 shelters per day and have all 52 shelters installed by the end of June 2018.</li> <li>- Transit plans inbound shelter locations based on boarding’s, proximity to elderly facilities, ridership numbers.</li> <li>- Transit would like to put a shelter at all stops if possible however some shelters can’t fit based on feasibility, sightline issues, right of ways etc. when we look at all of our bus stops we look how many people are boarding at that stop.</li> <li>- Riders can request a pad or shelter by emailing transit at Guelph.ca</li> <li>- Currently there are no plans for renovating Guelph Central station there is no budget to redo the shelters at that location.</li> <li>- Motion passed the following: That TAC would like to make shelters a priority for 2018. This motion is different then the 52 shelters being installed. TAC would like consideration for more shelters above and beyond the 52 already being installed.</li> </ul>
7.	<p><b>Other Business</b></p> <p><b>Service Review</b></p> <ul style="list-style-type: none"> <li>• Transit hosted a Service Review Kick Off for staff and operators.</li> <li>• The service review is not a route review it is a review of processes in place at Guelph Transit. Operational processes will be reviewed and measured to industry standards.</li> <li>• The Service Review will show what is working well in Guelph Transit and what processes need to be reviewed and improved.</li> <li>• The Service Review will be looking at processes from an economical perspective.</li> <li>• The Service Review should be completed by the end of 2018</li> <li>• Currently an RFP has been put out and will be posted until April 11, 2018.A successful</li> </ul>

	<p>applicant will be chosen a week or two after the RFP has closed.</p> <ul style="list-style-type: none"> <li>• The consultant hired will be specialized in Transit and will be looking at our system and compare it with successful universal systems.</li> <li>• A report will be going to Council detailing the successful applicant a copy of the report will be shared with TAC.</li> <li>• PTIF funding has nothing to do with the service review process this funding is determined at the Federal level. In order to qualify for the PITF funding Transit has to meet certain criteria.</li> </ul> <p><b>Fare Strategy</b></p> <ul style="list-style-type: none"> <li>• Transit is currently reviewing all the specifications of the Fare Strategy and has asked Paul G. to give Transit a two week extension for this review process before awarding the contract to the best suited vendor.</li> <li>• Transit is looking to have secured a vendor by May 2018.</li> </ul> <p><b>Priority Seating Update</b></p> <ul style="list-style-type: none"> <li>• An awareness campaign was completed 12 months ago emphasizing the priority seating guidelines however a new campaign may be required to reiterate this point.</li> <li>• Another way to draw awareness would be to create new signs on the windows or place a sticker on the priority seats. Amanda will bring these ideas forward to staff for consideration.</li> </ul> <p><b>Status of Transit Talks</b></p> <ul style="list-style-type: none"> <li>• Transit Talks was hosted by Mayor Cam Cuthrine it was not hosted by Transit. If you require an update on items that were discussed please contact Mayor Cam Guthrie or Ward 3 councilors June Hofland and Phil Allt.</li> </ul>
8.	<p><b>Student Card Issues</b></p> <p><b>5-10 students were involved in creating fake stickers and taking the bus with outdated stickers. The driver of the bus realized that the cards were fake and told the riders to get off of the bus.</b></p> <p><b>What is the process when a rider is caught with a fake card?</b></p> <p><b>Supervisors should be contacted by the operator if there is a fare dispute on the bus. Transit does not want to throw a customer off for a fare dispute. Transit wants to ensure that our operators and educated on our policy and that we treat all riders respectfully.</b></p> <p><b>Students have also mentioned that the stickers on the passes have been wearing off. Can Transit staff look into getting better stickers (stickers that won't peel or rub off) Ivana C. will look into this issue and report back to TAC</b></p>
9.	Next Meeting: April 26, 2018

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<b>10.</b>	Adjournment: 7:20p.m.
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