

# MINUTES

MEETING	<b>Transit Advisory Committee</b>
DATE	May 31, 2018
LOCATION	City Hall, Room C
TIME	5:30 -7:00 p.m.
CHAIR	Steven Petric
PRESENT	Kathryn Hofer, Bonnie Burgess, Pat Hunter, Steven Petric, Justine Kraemer, John Marchese, Kayla Weiler & Dominica McPherson
REGRETS	Brenda Pilon
MINUTES	Amanda Martin, Administrative Assistant Transit
GUELPH TRANSIT STAFF	Robin Gerus, Interim General Manager of Transit Katherine Gray, Program Manager Business Process Management Andy Cleary, ATU President Laura Catalano-Braques, Supervisor Scheduling Service Planning

ITEM #	DESCRIPTION
1.	<b>Call To Order</b> 5:30p.m.
2.	<b>Introductions and disclosure of pecuniary Interest</b> <ul style="list-style-type: none"> <li>- Steven Petric officially resigned as Chair</li> <li>- John Marchese has officially resigned as Vice Chair.</li> <li>- At the June 28, 2018 meeting TAC will nominate a new Chair and Vice Chair</li> <li>- Any members who are interested in one of the positions should express interest through email to the Committee.</li> </ul>
3.	<b>Review and Confirmation of Previous Meeting Minutes</b> <b>Adoption of Previous minutes</b> <ul style="list-style-type: none"> <li>- Steven Moved Motion to Adopt Minutes</li> <li>- Kayla Second Motion to Adopt Minutes</li> <li>- Minutes Adopted from March 29, 2018 meeting.</li> </ul>

<p>4.</p>	<p><b>System Performance</b></p> <p><b>Shuttles planned for riders when parkade is not available</b></p> <ul style="list-style-type: none"> <li>- Guelph Transit is not providing shuttles when Wilson Street is closed or Elizabeth Street to Quebec Mall is closed due to the Parkade.</li> <li>- A separate company called Red car provides shuttles. The shuttles operating hours are between 8am to 6p.m. and run every 15-20 minutes.</li> <li>- There is no fee for the shuttle because it is a service contracted between Red Car and the City of Guelph.</li> </ul>
<p>5.</p>	<p><b>Communications</b></p> <p><b>TAC Communication</b></p> <ul style="list-style-type: none"> <li>- Send all communications through TAC Liaison Amanda Martin. All inquiries will be responded to within in a 24 to 48 hour time frame.</li> <li>- If you need information or want information internal/external contact Amanda Martin by phone or email and she will advocate on your behalf to that get that information.</li> <li>- Amanda will mail out information to committee members that do not have access to email or internet.</li> <li>- News releases and other information will be mailed or emailed to the committee when it is released to the Public.</li> </ul> <p><b>Bus Shelters</b></p> <ul style="list-style-type: none"> <li>- Guelph Transit is currently in the process of installing 52 shelters starting April 1, 2018.</li> <li>- 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 &amp; 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.</li> <li>- Guelph Transit currently still has 22 shelters that need to be installed.</li> <li>- Amanda will provide a list of bus shelters that have been installed so far to the Committee.</li> <li>- TAC noted that some shelter lights are not working. Amanda will follow up with the Facilities Supervisor &amp; Metrolinx to ensure that all shelter lights are in working condition.</li> </ul>

	<p><b>Info Web Testing</b></p> <ul style="list-style-type: none"> <li>- Transit is currently testing Google and Info Web for trip planning purposes.</li> <li>- Transit would like to have TAC members participate in the Info Web testing to assist in identifying errors and plan trips in recreational areas or areas where residents would like to go.</li> <li>- Testing can be completed at home or at Guelph Transit</li> <li>- Laura will provide an update at our June 28, 2018 meeting on scheduling of testing Info Web.</li> </ul>
<p>6.</p>	<p><b>Customer Service</b></p> <p><b>CRM</b></p> <ul style="list-style-type: none"> <li>- The City of Guelph is developing a customer service database where all inquiries, incidents, complaints, comments and concerns will be logged, tracked and responded to by the appropriate department.</li> <li>- Amanda would like TAC to provide feedback on what they would like to see in our CRM and how we can provide better customer service.</li> <li>- TAC will update Amanda on ideas and suggestions at the June 28, 2018 meeting.</li> </ul>
<p>7.</p>	<p><b>Other Business</b></p> <p><b>Service Review</b></p> <ul style="list-style-type: none"> <li>- The service review is being completed by internal City staff (Katherine Gray) as well as an external consultant (Dylan consulting won the bid).</li> <li>- Dylan consulting is specialized in Transit and will be looking at our system and comparing it with successful universal transit systems.</li> <li>- The service review is not a route review it is a review of processes in place at Guelph Transit.</li> <li>- 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>- A number of engagement opportunities will be starting in September that will engage TAC members and riders to provide valuable feedback about Guelph Transit.</li> <li>- When the Service review is completed a report will be going to Council outlining all of the recommendations for Guelph Transit. It will still be up to Management to decide what is best for the business.</li> </ul>

	<p><b>Fare Strategy</b></p> <ul style="list-style-type: none"> <li>- Transit is looking to have secured a vendor for the Fare Strategy by June 2018.</li> <li>- The goal of Transit is to have a new electronic Fare Box and Fare media</li> <li>- When the successful vendor has been selected TAC members will be notified.</li> <li>- A team at Transit has been established to focus on the Fare Strategy project. When updates become available it will be shared with TAC.</li> </ul> <p><b>June Seniors Month</b></p> <ul style="list-style-type: none"> <li>- Transit Talks is taking place at the Evergreen Centre on June 1, 2018 from 12:00p.m.- 3:30pm</li> <li>- Transit is looking at different ways to reach out to riders in the community directly.</li> <li>- Transit will update TAC members at the next meeting about different events, promotions Transit will be working on this summer.</li> </ul> <p><b>Priority Setting</b></p> <ul style="list-style-type: none"> <li>- TAC members are to list priorities and goals for TAC in 2018.</li> <li>- Steven will pull the priorities he has received so far.</li> <li>- The priorities will be listed and set at the next TAC meeting.</li> </ul>
8.	Next Meeting: June 28, 2018
9.	Adjournment: 7:00 p.m.