

# MINUTES

MEETING	<b>Transit Advisory Committee</b>
DATE	September 20 , 2018
LOCATION	City Hall, Room C
TIME	5:30 -7:00 p.m.
CHAIR	Steven Petric
PRESENT	Kathryn Hofer, Bonnie Burgess, Steven Petric, Justine Kraemer & John Marchese
REGRETS	Brenda Pilon, Pat Hunter, Dominica McPherson & Kayla Weiler
MINUTES	Amanda Martin, Administrative Assistant Transit
GUELPH TRANSIT STAFF	Robin Gerus, Interim General Manager of Transit

---

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>- Amanda Martin will chair the TAC meeting in the interim.</li><li>- TAC will nominate a new Chair in December after new committee members are officiated.</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>- John Moved Motion to Adopt Minutes</li><li>- Bonnie Second Motion to Adopt Minutes</li><li>- Minutes Adopted from May 31, 2018 meeting.</li></ul>

4.	<p><b>Transit Update</b></p> <p><b>Service Review</b></p> <ul style="list-style-type: none"> <li>- Transit is currently half way through the service review.</li> <li>- The service review is being completed by internal City staff (Katherine Gray) as well as an external consultant (Dillon consulting won the bid).</li> <li>- Dillon consulting is specialized in Transit and will be looking at our system and comparing it with successful universal transit systems.</li> <li>- A report of the service review findings will be made public at the end of the year and then be submitted to Council for approval.</li> <li>- A survey has gone out to the public in the paper and is also available online for members of the public to complete by October 5, 2018. Katherine Gray confirmed that as of today over 600 people have completed the survey so far.</li> </ul> <p><b>Meet the Management Team at the Guelph Central Station</b></p> <ul style="list-style-type: none"> <li>- The management team had seven public engagement sessions at the GCS and talked to riders/public and asked for suggestion and feedback regarding Guelph Transit.</li> <li>- A lot of the comments, suggestions and concerns surrounded issues such as extending Sunday service, delayed communication on social media regarding dropped runs &amp; transfers and connections being missed.</li> <li>- Robin and the management team will be conducting a meet the management team session at the University in the fall. Robin and Management were at the university for sticker day and answered any questions or concerns students had.</li> <li>- A meet the management engagement session will also be taking place this fall at a seniors centre to get feedback.</li> <li>- Management has taken this step so that customers can assist in pointing Guelph Transit in the right direction.</li> </ul> <p><b>Fare Strategy</b></p> <ul style="list-style-type: none"> <li>- Transit had an RFP out but before it was awarded Transit pulled out the RFP because we felt it could be restructured differently to get a larger quantity &amp; quality of bidders on the RFP.</li> <li>- The new RFP will be out at the end of December.</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>5.</p>	<p><b>Info Web Testing</b></p> <ul style="list-style-type: none"> <li>- Transit began initial testing on Google and Info Web for trip planning purposes. Transit incurred a lot of errors and the system was not working properly.</li> <li>- Transit is looking to do more testing October 1 &amp; 2. When this testing is complete and the errors have been resolved we will include TAC members in the testing process.</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> </ul> <p><b>Slip Clerks</b></p> <ul style="list-style-type: none"> <li>- Three slips operator positions have been created and filled at Guelph Transit.</li> <li>- The Slip Operator positions is one of our first steps towards updating our AVL control centre.</li> <li>- This position will be responsible for the administrative and scheduling of all open related work related positions to the day of and next day assignments.</li> <li>- The supervisory staff will now be able to concentrate on Supervisory duties while the Slip operators will manage the work assignments and administrative duties.</li> </ul>
<p>6.</p>	<p><b>Communication</b></p> <p><b>Committee Vacancies and Process</b></p> <ul style="list-style-type: none"> <li>- Late July committee members were sent a letter that notified if they were eligible to be reappointed or not. Clerks advised that if they did no respond there position would be posted as a vacancy that needed to be filled.</li> <li>- Clerks will be advertising three positions plus the one vacancy TAC already had so a total of four positions.</li> <li>- The ads will be in the Tribune on September 20<sup>th</sup> &amp; 27 with applications due on Thursday October 4.</li> <li>- If any of the 3 incumbents want to be reappointed they need to send an email to <a href="mailto:clerks@guelph.ca">clerks@guelph.ca</a></li> <li>- Clerks will process all received applications and forward to the committee liaisons for feedback of who they would like to appoint.</li> <li>- The liaisons will notify clerks who they would wish to appoint and clerks will write a recommendation to council of the appointees.</li> <li>- Council will make the appointment decision at their Striking Committee Meeting on Monday December 10, 2018.</li> <li>- All applicants will receive notification of the outcome after the Striking Committee Meeting this will be before Christmas.</li> </ul>

---

	<ul style="list-style-type: none"><li>- Committee liaisons will get a copy of the appointed letters so they know when they have been sent and can contact the successful applications regarding any applicable training next meeting etc.</li></ul>
<b>7.</b>	Next Meeting: October 25 2018
<b>8.</b>	Adjournment: 6:30 p.m.