

# MINUTES

MEETING	<b>Transit Advisory Committee</b>
DATE	November 29, 2018
LOCATION	City Hall, Room 112
TIME	5:30 -7:00 p.m.
CHAIR	Interim Chair: Laura Bragues
PRESENT	Bonnie Burgess, Pat Hunter, Steven Petric, John Marchese, Dominica McPherson, Kayla Weiler, Kathryn Hofer
REGRETS	Brenda Pilon, Justine Kraemer
MINUTES	Laura Bragues, Supervisor Transit Planning and Scheduling
GUELPH TRANSIT STAFF	Jason Simmons, Transit Interim Operations Manager Laura Bragues, Supervisor Transit Planning and Scheduling Katherine Gray, Program Manager Business Process Management

## ITEM # DESCRIPTION

1.	<b>Call To Order</b> 5:30p.m.
2.	<b>Introductions</b>
3.	<b>Adoption of Previous minutes</b> Motion to move the minutes forward by John Marchese, seconded by Bonnie Burgess
4.	<b>Smoking (bus stops/shelters/terminals)</b> TAC has heard that many riders are bothered that they don't have a choice to be around cigarette smoke at the terminal waiting for a bus. Most that were spoken to would like to see the 9m law enforced (if applicable). Cannabis updates to the Smoke Free Act also were part of this discussion.  Guelph Transit stated that one person is the public health officer who can enforce this; however he is based in Fergus. It becomes difficult also because the smoker would only get a ticket for being within the glassed area. Within the shelter at a bus stop, you cannot smoke inside of it as well. There is no by-law that states that smoking cannot occur at a stop where there is no shelter. There

	<p>will be an updated public report released around December 7<sup>th</sup> that will be presented to council December 17<sup>th</sup> discussing smoking both cigarettes and cannabis.</p> <p>TAC could possibly put forward recommendations to council based on the December 7<sup>th</sup> report that will go to the council meeting.</p> <p>TAC suggested the importance of having a space to smoke that is away from the general public, but still has access to connections/bus departures. As part of this, it would be important to identify possibilities for the disposal of cigarettes and cannabis cigarettes.</p> <p>University of Guelph is looking to become a smoke-free campus, including the University Centre bus loop. The University will oversee this area to enforce the new policy; it will be worth following the education and enforcement of the policy to see how successful it will be.</p>
<p>5.</p>	<p><b>Transit Update</b></p> <ul style="list-style-type: none"> <li>● <b>New Mobility Vehicle Coming</b> A new vehicle will be going out on the road in the next couple weeks. We will have approximately 14 by 2019, with the intension to expand by 1 vehicle every 3 years. Multi bookings and cancellations are issues with the service, so Guelph Transit is looking to change the perspective of users, and move toward possibly being able to book trips for the same day. TAC thinks that having same-day scheduling would make a big change to people’s lives, as the scheduling challenges are a large part of user frustrations.</li> <li>● <b>New Bus Stop Signage</b> Within the next week, the new bus stop flag sign that was displayed in the October meeting will start being installed to replace the existing flags.</li> <li>● <b>New Double-Length Shelters</b> These will be purchased in 2018, but installed in 2019 – focusing on bus stops that have higher volume of boardings.</li> <li>● <b>Electronic Farebox System</b> The Request for Proposal (RFP) went out and has now had 6 interested applicants attend a site visit to discuss the electronic farebox system.</li> <li>● <b>Service Review Update</b> Final service review report will be presented to council on January 29, 2019. Katherine will be back to discuss the report on the next January 17, 2019 TAC meeting. The goal of the Service Review is to ensure we our services are relevant, effective and efficient. Engagement results from the community were performed through online</li> </ul>

	<p>survey and random telephone surveying. Phone surveys are statistically significant and provide an unbiased community opinion of service and its levels. Themes discussed within the surveys included reliability, scheduling, service on Sunday and Mobility service.</p> <p>TAC suggests that future online surveys should possibly include both Mobility and Conventional as options to sample, because some people are part of both user groups and during the online survey they could only answer to one or the other.</p> <p>Cities that Guelph was compared to during the Service Review: Kingston, Barrie, Sudbury, St. Catherine’s, Windsor (1<sup>st</sup> round) and then followed by Oakville, Burlington, Brantford, Cornwall, Thunder Bay (2<sup>nd</sup> round).</p> <p><b>● Operator Hiring Update</b> As mentioned in the last meeting, Guelph Transit had 120 applicants. On November 24<sup>th</sup> there was further testing – 92 applicants, where 47 people passed. All 47 people will be interviewed on one day in a pilot hiring process. This pilot has shown great success for fire fighters and paramedics.</p> <p>From this, the group of successful candidates will go into a pool, where some will receive offers and some will stay within the pool. Guelph Transit has several Operators that are retiring in early 2019, so this will increase the number of new-hires needed.</p>
6.	<p><b>Communication</b></p> <p><b>● Committee Vacancies and Process</b> We discussed previously with Delores Black, the TAC members will find out by end of December if they will be part of future TAC meetings beginning in 2019.</p> <p><b>● Twitter Communication Strategies and Standards</b> TAC is concerned with tweets posted with incorrect information, where there are cancellations and a suggestion to use alternatives that have also been cancelled. There has also been difficulty with posting, where it isn’t consistent in the way it is posted. TAC suggested to post positive tweets more often – especially after hours, so that cancellations don’t fill up the feed and people can see the positive stuff during the nighttime (not only during the day time). Guelph Transit can follow up and see if night time posting is possible more often (even if scheduled).</p>
7.	<p><b>Other Business</b></p> <p><b>● 2019 Operating Budget</b> TAC asked if the service review will be part of this budget, or a future budget. Guelph Transit answered that it could be both, since it is coming out before the budget, it will be added to the budget. If there are future facing recommendations, it will be presented later on for that applicable budget period.</p>

	<p>The service review report will come out after capital approval, and if the recommendation came out it would be in place for 2020. TAC asked if there will be expansions in capital or operating. Guelph Transit stated that there is a 10 year capital plan rolled out throughout the city where there are many expansions as part of this, pending council approval. There will be ideas presented to expand existing routes, looking at Community Bus rebranding (possibly on-demand), new routes within areas of business within Guelph, and inter-regional opportunities. Guelph Transit stated that the staffing shortages have affected the current budget period, where overtime is higher than normal.</p> <p><b>• Transit Priority Project Status</b> The previous Transit priority project is no longer active (the one that came from part of the previous Transportation Master Plan). There is a new Transportation Master Plan that will be ready for 2021, where there may be new Transit priority projects that could come out of it, within a Transit specific study. Moving forward there will be an internal committee to meet with several city departments to work towards aligning our vision.</p> <p><b>• Passenger Behaviour and Drivers</b> TAC addressed a concern where there is not enough engagement from drivers dealing with behaviour (controlling behaviour of passengers) to allow for efficient boarding and alighting (disembarking from the bus). They believe that Route 99 Mainline would benefit from greater management from the drivers, and Operators do not use their PA system to ask people to move back. Guelph Transit stated that there is a pre-set PA announcement, and Supervisors have been participating in an initiative so drivers can manage the issue of passengers moving back. TAC suggested that there is a possible combination of audio, advertising or social media to educate passengers to move to the back of the bus as often as possible (especially when busy). TAC are looking for greater consistency for food and drinks on the vehicles also.</p> <p><b>• Holiday Service Hours</b> Christmas Eve – regular service day, early end around 7pm Christmas Day – stat holiday (hourly) Boxing Day – Sunday service New Year’s Eve – regular service day, extended night service - Free after 7pm, courtesy of Sleeman’s New Year’s Day – stat holiday (hourly)</p>
8.	<p><b>Next meeting date and location</b> • January 17, 2018</p>
9.	<p><b>Adjournment:</b> 6:5 pm</p>