

MINUTES

MEETING	Transit Advisory Committee
DATE	February 21, 2019
LOCATION	City Hall, Room 112
TIME	5:30 -7:00 p.m.
CHAIR	Justine Kraemer
PRESENT	Dominica McPherson, Scott McWhinnie, Kody Meads, Susan Carey, Justine Kraemer,
REGRETS	Kathryn Hofer, Bonnie Burgess, Brian Adkins, Kayla Weiler
MINUTES	John Mather
GUELPH TRANSIT STAFF	Robin Gerus, Transit General Manager Jason Simmons, Transit Operations Manager John Mather, Transit Data Coordinator

ITEM #	DESCRIPTION
1.	Call To Order <ul style="list-style-type: none">• 5:55p.m.
2.	Introductions
3.	Adoption of Previous Minutes <ul style="list-style-type: none">• Motion to move the Minutes forward by Susan Carey, seconded by Scott McWhinnie.
4.	Transit Update <ul style="list-style-type: none">• Service Review Update<ul style="list-style-type: none">○ Staff announced that recommendations are in place waiting for budget approval and that TAC members will be updated with progress and their feedback is welcome.○ TAC members asked what the priorities are. Staff answered that 10 new operators have nearly completed their training. Interviews are

also underway to assure that there is a pool of readily available qualified candidates. Staff also said that the acquisition of new buses is a priority. There has been a shortage of buses as measured by standard ratios. Staff also added that the routing and service options of the Community Bus is an area of focus. The availability to all demographics and selection of routes that best serve the community are under consideration.

- TAC members asked if the Service Review was delivered in its entirety to City Council. Staff answered that everything had been proposed and the capital expense portion is currently under consideration while the operating expense portion will be discussed on March 5, 2019.
- TAC members said that although they value the Service Review they felt that often Guelph Transit is forced to react to transit requirements rather than anticipate needs well in advance. Staff answered that Transit is committed to improving and providing better service under any scenario.
- TAC members suggested that service on Sunday evenings should be a priority and asked if Staff felt a proposal from TAC might be of value. Staff answered that this, and other, proposals are underway in The Transportation Master Plan. The Master Plan is a more open and transparent view of future transit requirements.
- TAC members asked if we train our new Operators in all the licensing requirements. Staff said that new operators have a variety of qualifications when hired. Some have BZ or AZ or G licenses. Some have been school bus operators. They also said that 2 licensed trainers are on staff and they train in a variety of driving, safety and customer service initiatives. This process is more expensive but offers superior training.

- **Guelph Transit Update**

- Staff added that a new smaller Mobility vehicle will be in service in a few weeks. Another is on order and should be delivered in approximately 8 weeks.
- Staff that a new Mobility scheduling application is being reviewed. It will provide a more efficient service and offer passengers a better opportunity to book with little notice.
- TAC member asked if there were criterion in place by which service can be cancelled (ice storms etc.). Staff answered that generally full cancellation of service would be at the suggestion of Guelph Police Services. Staff added that the recent suspension of service for approximately 40 minutes during an ice storm was not a cancellation but rather an opportunity to “reset” buses that were running behind

	<p>schedule. This provided an opportunity for passengers to make their transfers at the terminals.</p> <ul style="list-style-type: none"> ○ The TAC members said that they were aware that in the past ATU members were on the committee and asked if their inclusion in the future was planned or preferred. Staff answered that ATU members had been on previous committees but it was felt that a) TAC is meant to emphasise and prioritize input from citizens who are not directly employed at Guelph Transit and b) ATU member have many other opportunities to input (RAPP, On Street Performance form, ATU Management meetings, Planning Committees etc.). Staff added that there continues to be an “open door policy” and all TAC correspondence is posted for public examination. <ul style="list-style-type: none"> ● Terms of Reference <ul style="list-style-type: none"> ○ The Terms of Reference as approved and edited in 2018 will be posted on the City of Guelph Transit Advisory Committee website following the meeting.
<p>5.</p>	<p>Other Business</p> <ul style="list-style-type: none"> ● Universal High School Bus Pass <ul style="list-style-type: none"> ○ The TAC members asked if there were plans to introduce a reduced or free fare programme for High School students. Staff said that there have been investigation in to this. Guelph Transit staff have met with staff at Kingston Transit and have discussed their experiences with this programme. Kingston Transit started by providing free service to only Grade 9 students with the intent that students who become accustomed to transit travel would become regular customers. Kingston Transit said the cost of this initiative was \$15,000 in the first year and they intended to recover that amount through redistributed gas taxes. Guelph Transit faces a challenge in that they are currently unable to break down ridership beyond a “Youth” (age 5 – 18) category and can therefore not establish individual demographics. The addition of the new fare boxes will solve this problem but in the interim discussion of the Universal High School Bus Pass is ongoing.

	<ul style="list-style-type: none"> • University Bus Pass <ul style="list-style-type: none"> ○ TAC member and Staff agreed to defer further discussion of the future status of the University Bus Pass until the subsequent meeting as interested members were not present at this meeting. • Quorum Requirements <ul style="list-style-type: none"> ○ TAC members asked what amount of time should be considered acceptable before declaring a failure to meet quorum. It was agreed to defer this topic to the subsequent meeting. • TAC Administrator <ul style="list-style-type: none"> ○ It was announced that current Staff TAC Administrator Laura Bragues will be on a leave of absence until mid 2020. The interim administrator will be John Mather. He can be reached at 519 822-1260 X 2793 or john.mather@guelph.ca. All further TAC correspondence should be made/copied to him.
<p>6.</p>	<p>Next meeting date and location</p> <ul style="list-style-type: none"> • March 21, 2019, Room C.
<p>7.</p>	<p>Adjournment</p>