

MINUTES

MEETING	Transit Advisory Committee
DATE	September 19, 2019
LOCATION	Marg MacKinnon Room
TIME	5:30 -7:00 p.m.
CHAIR	Justine Kraemer
PRESENT	Justine Kraemer, Bonnie Burgess, Brian Adkins, Susan Carey, Kody Meads, Claudia Idzik – representing Central Students Association
REGRETS	Dominica McPherson, Scott McWhinnie, Kathryn Hofer, Horeen Hassan
MINUTES	John Mather
GUELPH TRANSIT STAFF	Robin Gerus, Transit General Manager Jason Simmons, Transit Operations Manager John Mather, TAC Coordinator

ITEM #	DESCRIPTION
1.	Call To Order <ul style="list-style-type: none">5:40 p.m.
2.	Introductions
3.	Adoption of Previous Minutes <ul style="list-style-type: none">Motion to move the Minutes forward from Justine Kraemer. Seconded by Brian Adkins
4.	Guelph Transit Update <ul style="list-style-type: none">Electronic Fare Management System<p>Staff reported that the EFMS programme is well underway. There is currently a solicitation for survey completion and public participation has been extremely positive. In one day there had been</p>

over 400 responses. The survey requests input via a) an on-line site at Guelph.ca b) personal manual surveys at the Guelph Central Station and the University Centre c) stickers affixed to all monthly passes directing the public to the on-line site and d) survey stations at public facilities. The survey asks by what means the public would like to re-load their smart cards. Staff added that the EFMS system is expected to launch in early 2020. A test group of approximately 100 participants will begin the roll-out process and that members of TAC will be asked to participate.

TAC Members asked if Guelph Transit was ultimately profitable. Staff answered that the accepted Revenue to Cost (R/C) ratio for municipal transit systems is 40% - 60% and that Guelph Transit currently operates at 49%. They explained that this indicates the City of Guelph funds 49% of the costs associated to Guelph Transit and that the additional 51% is secured through government funding.

Staff added that the EFMS Project Manager and fare box manufacturer "Payment in Motion" are doing an excellent job of getting the project off to a successful start.

TAC Members asked if it is Guelph Transit's intent to eventually have a "no cash" policy for fare payment. Staff answered that it is but not immediately.

- **Additional Buses**

Staff announced that an additional 5 buses have been ordered and they are expected to be delivered by April 2020.

- **Additional Operators**

Staff announced that 5 new operators will be starting soon.

- **Investing in Canada Infrastructure Plan (ICIP)**

Staff announced that The City of Guelph and Guelph Transit have applied for support for 5 different initiatives from the ICIP programme. They added that all 5 applications have been progressed to the Federal level. TAC Members asked what the timeline was on this project but Staff said this information is not known.

	<ul style="list-style-type: none"> • Electric Buses <p>Staff announced that one of the 5 ICIP initiatives involved the eventual conversion of the fleet to electrical power.</p>
5.	<ul style="list-style-type: none"> • Review of TAC’s Terms of Reference <p>Staff reviewed that latest version of the TAC Terms of Reference. TAC Members were shown recent edits suggested by the City of Guelph’s Clerks Department. Staff said that the Clerks Department explained where the Clerk’s department thanked the TAC Members for their input and with very few exceptions approved of the edits they requested.</p> <p>Justine Kraemer motioned that the Terms of Reference be approved as provided. The motion was seconded by Bonnie Burgess.</p>
6.	<p>Update of the “OnYourWay” online tool project</p> <p>Staff reminded TAC Members that the project is being tested now. They added that it was intended to have additional public test groups and that the TAC Members will be invited to participate when that testing begins. Staff then asked TAC Members for any observations they may have following their preliminary testing. TAC Members answered:</p> <ul style="list-style-type: none"> • That they like it • That they would like to see a direct link on the home screen that directs them to the route(s) that they use most frequently. They felt that as the screens constantly refresh any initial link they establish will not appear on subsequent refreshes • That they would like to see a direct link on the home screen that directs them to the stop(s) that they use most frequently. Ideally they would like to see a “pop up” that announces when the next bus will arrive at that stop • That they liked the written description of the route • That they had some difficulties establishing alerts • That they would like to see it in the form of an “App” as it would be less memory-intensive and ultimately faster

TAC Members said that they would find it extremely productive if those responsible for the project could provide a live demonstration at a later TAC meeting. Staff said they would arrange it.

Summary of RAPP (Review and Planning Programme) Routes 11 and 14 and Routes 16 and 99

Staff announced that the RAPP continues to solicit information from passengers, Operators and Supervisors. This is done by verbally surveying them on the buses and recording their responses. Those responses are then compiled and analysed with the intent of making changes and improvements. Those improvements are made to schedules, timing points, stops etc. Collected data often allows quick and efficient changes but the data is also compiled with the intent of providing statistical backup information to Council when additional resources are requested. TAC Members asked if there was a good diversity of passengers represented in the surveying. Staff answered that they were very pleased as almost everyone on surveyed routes are responding and that means that there is great representation of all ages etc.

7.

TAC Members repeated their positive endorsement of RAPP. They felt that it is an excellent way to get direct honest input from those who use the bus most often. They complimented Staff on their commitment to improving Guelph Transit on this very basic level.

Staff then presented their findings on the 4 routes that have been most recently evaluated. They were:

Route 11 RAPP Summary – August 2019

Action Items		Status
1.	Identify midday trips that are overloaded	In progress
2.	Analyze and adjust timing between timing points	In progress
3.	Identify the feasibility, desire, and required resources to extend Sunday service	Defer to Route Reviewer
4.	Develop alternative routing that bypasses St. George’s square. Identify required resources, and cost/benefit analysis	In progress
5.	Signal Concerns: Follow-up with Traffic on ongoing issues with left turn from Dawson to Speedvale; Right turn from Quebec to Wyndham; Timing along	In progress

	Quebec and Wyndham; Advanced left Wyndham to Macdonell	
6.	Stop adjustments: Move stop #2036 Silvercreek/Willow southbound closer to Greengate Rd; Shift pole at Dawson/Shelldale stop to head of stop, request curb be completed for pad	In progress

Key conclusions

Average ridership per revenue vehicle hour: Above industry average

Top 5 busiest stops (APC counts of ons and offs) – also identified by operators:

1. Guelph Central Station
2. 230 Silvercreek southbound
3. Dawson at Guelph Medical place northbound
4. Willow at Bagot westbound
5. Silvercreek at Greengate southbound

On-time performance (January and April 2019)

On-Time = 2 minutes early to 5 minutes late

Route 11: 95% On-Time

Guelph Transit Average: 92%

Route 14 RAPP Summary – August 2019

Action Items	Status
1. Identify the feasibility, desire, and required resources to extend Sunday service	Defer to Route Reviewer
2. Request a ticketing blitz on Grange Road at Ken Danby PS and Holy Trinity the first week of school to discourage blocking bus stops	Requested. By-law will attempt to accommodate.
3. Add new stops on Grange Road: eastbound at Atwood Suites, eastbound and westbound at Bradson	In progress. New poles to be ordered
4. Look into improvements at westbound stop Grange and Auden for lighting and shelter	In progress

Key conclusions

Average ridership per revenue vehicle hour: Above industry average

Top 5 busiest stops (APC counts of ons and offs) – also identified by operators:

1. Guelph Central Station

2. Grange at Breesegarden eastbound
3. Grange at Victoria eastbound
4. Grange at Auden westbound
5. Grange at Silurian westbound

On-time performance (January and April 2019)

On-Time = 2 minutes early to 5 minutes late

Route 14: 96% On-Time

Guelph Transit Average: 92%

Route 16 RAPP Summary – June/July 2019

Action Items	Status
1. Reduce overall driving time on 16 to avoid running early, reallocate to layover time at Poppy Drive for implementation in January 2020 – validate and adjust accordingly timing between timing points	Confirmed to implement in January 2020 Schedule to be developed
2. Shift stops on Clairfields (Drohan and Gordon west to Paulstown and Gosling Gardens) to improve connections to the 99	Confirmed, new poles will be required. Installation for January
3. Shift stop on Laird at Clair WB east to align with Clair intersection to improve access to employers	Confirmed, work order will be placed. Implementation in Sept 2019
4. Shift stop on Southgate at Laird NB one hydro pole south to improve access to employers	Confirmed, work order will be placed. Implementation in Sept 2019
5. Shift stop on Southgate at Clair SB onto Clair for employers on Southgate south of Clair	Confirmed, work order will be placed. Implementation in Sept 2019
6. Terminate last Sunday trip at Poppy Dr instead of Clair/Gordon (verify other last trips to do the same if possible)	In progress
7. Pursue extending the route to Dallan Drive	Confirmed subject to costing Implementation in January 2020

Key conclusions

Average ridership per revenue vehicle hour: Above industry average

Top 5 busiest stops (APC counts of ons and offs) – also identified by operators:

1. Poppy at Gordon westbound
2. Southgate at Clair southbound
3. Clair at Gordon westbound
4. Southgate at Laird southbound
5. Southgate at Corporate southbound

On-time performance (March 2019)

On-Time = 2 minutes early to 5 minutes late
Route 16: 91% On-Time
Guelph Transit Average: 94%

Route 99 RAPP Summary – June/July 2019

Action Items		Status
1.	Identify trips that are overloaded	All northbound trips between 7:30 am and 6 pm appear to have overloads when University is in Majority of southbound trips between 8:00 am and 6 pm appear to have overloads when University is in
2.	Analyze and adjust timing between timing points	In progress
3.	Pursue additional resources for weekday service to maintain schedules	In progress - budget requested
4.	Consider option to bypass right-turn to Gordon Street from Poppy Dr when finishing a 16 run	Will be re-visited when budget for Poppy Lane expansion happens (2021)
5.	Follow-up with correct departments on improved access for buses to Macdonell at Wilson westbound stop	Site visit completed. Considering shifting stop 8 m east to No Stopping sign. Will test with operator
6.	Pursue possibility of shifting Norfolk at Suffolk southbound stop to nearside Liverpool (closer to library)	In progress
7.	Request installation of advanced left from Clairfields to Gordon	In progress
8.	Request fix timing of light exiting Walmart Smart Centres (extend or repair sensor)	In progress

Key conclusions

Average ridership per revenue vehicle hour: Above industry average

Top 4 busiest stops (APC counts of ons and offs) – also identified by operators:

1. University Centre (North and South)
2. Guelph Central Station (North and South)
3. Clair at Gordon westbound
4. Woodlawn Smart Centres northbound

On-time performance (March 2019)

On-Time = 2 minutes early to 5 minutes late
Route 99: 92% On-Time*
Guelph Transit Average: 94%

	<p>*While the on-time performance appears high, the standard deviation of on-time performance on the 99 is skewed toward running late on weekdays, and the spread of schedule adherence is high. This indicates that schedule adherence is not reliable on the 99.</p> <p>TAC Members reviewed the information and added the following questions, observations and suggestions:</p> <ul style="list-style-type: none"> • There is a considerable delay on buses exiting the Smart Centres on Woodlawn Road West. They suggested that the lights should be timed to allow additional time to make the left turn on to Woodlawn Road West • A shelter should be provided at StopID 1640 Gordon at College northbound (AKA "The Bear") • What constitutes "on-time" performance? Staff answered that Guelph Transit considers +/- 2 minutes as acceptable. • Often the buses along Gordon Street in the south end are too full to accommodate all the passengers along there. Staff said that Supervisors are currently monitoring that problem. • Parking spots have been reduced at the University so it was suggested that the Central Students Association (CSA) promote ridership • Late Night service and Sunday Night (Magic Bus) service are not as well known as they should be. Again it was suggested that the CSA promote these services.
	<p>Other</p> <p>Staff reminded TAC Members that there will be a TAAG Transit Summit on November 9, 2019 at St. Andrew's Presbyterian Church. TAAG member John Marchese was present at this meeting and advised that additional information will be forwarded to the TAC Members.</p>
<p>8.</p>	<p>Next meeting date and location</p> <ul style="list-style-type: none"> • Thursday October 17 Marg MacKinnon Room
<p>9.</p>	<p>Adjournment</p> <ul style="list-style-type: none"> • 18:45