

# MINUTES

MEETING      **Transit Advisory Committee**

DATE            January 29, 2015

LOCATION        City Hall, Room 112

TIME            5:30 -7:30 p.m.

CHAIR           Evelyn Herron

PRESENT       Phil Meagher, Alicia Ryzebol, Pat Hunter, John Marchese, Evelyn Herron, Ryan Delisle, Kathryn Hofer, Britany Skelton, Dallas Green and Spence Sandor

REGRETS       n/a

MINUTES       Courtney McDonald

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ITEM #	DESCRIPTION
1	Call To Order at 5:35 p.m.
2	Introductions
3	Electing a Chair <ul style="list-style-type: none"><li>Phil Meagher opened the floor up for nominations for TAC Chair</li><li>Evelyn Herron volunteered</li><li>Pat Hunter seconded</li><li>Motion to approve Evelyn Herron as chair</li></ul>
4	Customer Service Survey <ul style="list-style-type: none"><li>Survey conducted January 15-30th</li><li>Available online, City Hall, West End Recreation Centre, Victoria Road Recreation Centre and Evergreen Senior Centre</li><li>Results from survey will help improve service going forward</li></ul>
5	Onboard Survey <ul style="list-style-type: none"><li>January 15<sup>th</sup> onboard survey conducted from approximately 1:00 p.m. to 7:00 p.m.</li><li>Survey to determine when and where people get on and off bus and their transfers</li><li>Approximately 8,000 responses</li></ul>
6	Trapeze <ul style="list-style-type: none"><li>Technology project that will significantly improve transit</li><li>Similar system in Niagara Falls – checkout <a href="http://www.wegoniagarafalls.com">www.wegoniagarafalls.com</a></li><li>Project has 3 main components</li></ul>

	<ul style="list-style-type: none"> <li>- Scheduling Software</li> <li>- Automated Stop Announcements</li> <li>- Automated Passenger Counters</li> <li>• Phil will continue to provide updates at meetings</li> </ul>
<b>7</b>	<p>Other Business</p> <ul style="list-style-type: none"> <li>• Transit Dashboard <ul style="list-style-type: none"> <li>- Guelph Transit tracks approximately 25 KPIs (key performance indicators) each month</li> <li>- Helps to identify areas of concern</li> </ul> </li> <li>• Strollers on buses <ul style="list-style-type: none"> <li>- Mobility customers cannot always board when strollers on the bus</li> <li>- Drivers have a SOP to follow</li> <li>- All conventional buses purchased going forward will have 4 wheelchair capacity and perimeter seating</li> </ul> </li> <li>• Transit Awareness day <ul style="list-style-type: none"> <li>- Invitation to Councillors &amp; Mayor to come to Transit for a tour and information session on Transit</li> <li>- Evelyn will a draft invitation and bring to next meeting</li> </ul> </li> <li>• Mobility <ul style="list-style-type: none"> <li>- Mobility customers have issues with scheduled time they have does not match drivers schedule</li> <li>- Mobility scheduling currently done manually and with Trapeze there will be scheduling software</li> </ul> </li> <li>• New Mobility Provider <ul style="list-style-type: none"> <li>- BTS Network has replaced Red Top Taxi effective February 2<sup>nd</sup></li> </ul> </li> </ul>
<b>8</b>	<p>Next Meeting Date and Location</p> <ul style="list-style-type: none"> <li>• Meetings to be scheduled last Thursday of month at 5:30 p.m.</li> </ul>
<b>9</b>	<p>Adjournment at 6:56 p.m.</p>