

MINUTES

MEETING	Transit Advisory Committee
DATE	October 15, 2020
LOCATION	WebEx
TIME	5:30 -7:00 p.m.
CHAIR PRESENT	Justine Kraemer Fawkes Conibear, Horeen Hassen, Amanda Stevenson, Ran Zhu, Susan Carey, Bonnie Burgess, Sarah Steeves
REGRETS	Dominica McPherson, Kathryn Hofer, Brian Adkins
MINUTES	John Mather
GUELPH TRANSIT STAFF	Robin Gerus, General Manager - Guelph Transit John Mather, Transit Data Coordinator – Guelph Transit

ITEM #	DESCRIPTION
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	Call To Order <ul style="list-style-type: none">5:40 p.m.
	Introductions
	Adoption of Previous Minutes <ul style="list-style-type: none">Motion to approve the Minutes Approved by J. Kraemer. Seconded by H. Hassen
	Transit Update ICIP - Investing in Canada Plan <p>Staff reported that Transit’s ICIP funding grants remains in place for electrification of transit fleet and the new transit campus location.</p>

Ridership

Staff reported that ridership and boardings remains lower than normal due to the effects of COVID-19. Transit continues to monitor ridership levels daily.

Covid Safety Precautions

Staff confirmed that all Guelph Transit conventional buses have been retrofitted with full Plexiglas physical-distancing partitions to assist in the prevention and spread of COVID-19.

Covid Wearing of Masks on Transit Buses

TAC Members asked why some passengers were not required to wear a mask while on the bus despite the requirement to do so. They asked for details of Transit's policy on mask usage. Staff answered that the following measures are in place:

- Effective August 5, 2020 all buses have had their head-signs programmed to read:



- Audio announcements are repeated on all buses on all routes throughout the day indicating mask usage is mandatory.
- All Mobility Operators have been issued face shields, masks and disposable gloves as required PPE.
- All Supervisors are required to wear masks when physical distancing levels can not be maintained.

- All transit buses are cleaned 2-3 times daily with enhanced cleaning methods (including fogging processes).
- All customer complaints regarding mask and face coverings are responded to in terms of our processes that are in place.
- Operators and Supervisors are not permitted to question passengers regarding mask and face coverings due to bylaw implications in place to reinforce it. There have been no violence occurrences against transit employees concerning mask usage.
- Transit has taken an educational approach involving ongoing communications, signage and PA announcement reminders.
- Transit Operators are not to engage or escalate any communications regarding reasons for not wearing a mask or face covering on transit buses.

TAC Members expressed concern that without an appropriate bylaw in place enforcement of mask usage will never be possible.

TAC Members complimented transit management on their response to the COVID-19 pandemic. They asked if any transit employees had tested positive. Staff confirmed that (at this time) no employees had tested positive.

Electronic Farebox Management System – EFMS

Staff updated the TAC members that the electronic fare management system (EFMS) continues progressing towards full implementation and continues to be close to schedule. Normal deficiencies are being managed and corrected as per the agreed upon processes within the scope of the project.

New Transit Facility

TAC members were updated that the new transit facility (campus) was in the discussion and approval process based on recommendations as outlined in the ICIP funding grant application. There is a lot of pre-design work to be worked out and approved prior to the start of the campus project. Transit management continues working with their internal and external partners towards a successful project outcome. Further updates will be communicated at future TAC meetings.

Transit Business Service Review

Staff reported that the Service review process is well underway and ...

TAC Members asked if the planned Route 99 expansion was still likely to be put in place as scheduled.

Transit updated TAC members that all transit expansions including the route 99 expansion was on hold due to the outcome of the COVID-19 ridership challenges. Transit is looking forward to all expansions returning once ridership and boarding numbers improve.

On Your Way Programme

Transit management reported that the (EFMS) On-Your-Way fare-card process continues to be implemented with positive results. We continue to monitor the transition from our manual (paper tickets) fare-media process to the automated tap-and-go fare-card system. Positive comments from customers regarding the transition.

Continuous Improvement Programme

Transit management provide TAC members a short presentation outlining the continuous improvements that are taking place at Guelph Central Station.

The PowerPoint presentation follows:

“Customer facing Initiatives – Showcasing Guelph Central Station”
(Positive change becomes the new-normal).



Continuous Improvements (Guelph Central Station)

(Customer Facing) ?

**Do you have the ability to
“Initiate Change” ?**

1



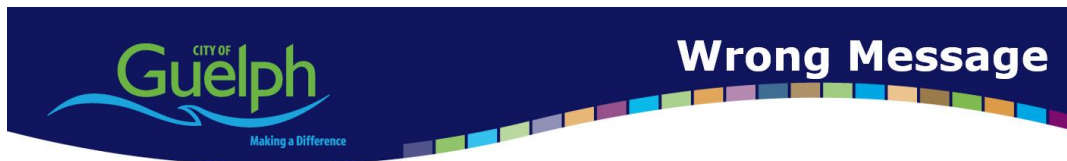
“Customers Facing Initiatives”

Guelph Central Station (GCS) is our “Transit Showcase”

**The following initiatives are under-way to ensure that we
continue to meet our customers expectations.**

(Positive change becomes the new-normal)

2



Is this the right message to our customers?
(Is this acceptable.)



- Graffiti on benches needs to be removed
- Stained dirty concrete needs to be power-washed

3



This is how you meet customers expectations.
(Is this more acceptable now.)



- Graffiti on benches removed and repainted
- Stained dirty concrete - spray-washed clean

4



We Care...

Repainting the weathered concrete brightens up the location and sends a message that we care about the product we deliver to our customers.



- **Does this send a positive message to customers?**
- **Our expectations should always be high?**

5



Enhanced Cleaning is now the "new-normal"



- **Our customers expect the best – we deliver.**
(People will notice)

6



Hazard Identification – Taking actions



- **Clear up hazards before they escalate.**
- **Simple steps to remove the hazard**
- **“Quick Win’s” for our customers**

7



Identify potential hazards – Safety



- **The cost for safety is low**
- **This shows everyone that we care about safety**

8

Enhanced Supervisory Shift Coverage



- **Supervisory staff on duty (extended hours)**
- **Is this a Proactive response to customer service?**

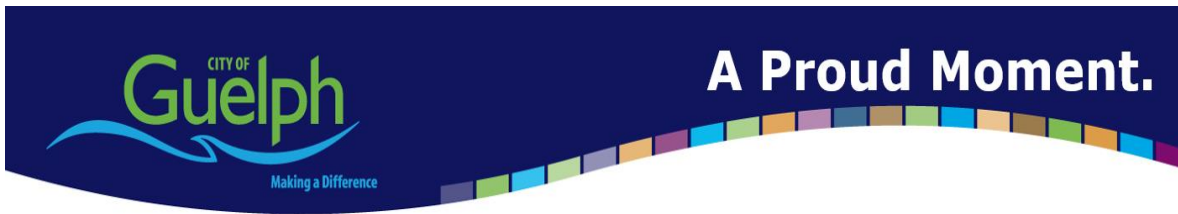
9

Renewed Signage Opportunities...



- **Opportunities for additional revenue?**
- **If you clean-it-up customers will respond**

10



A Terminal to be proud of



- **With a little help from everyone, we can create a terminal that we can all be proud of.**

11

Adjournment

- 6:35 p.m.