

Meeting Minutes



Meeting	Transit Advisory Committee (TAC)
Date	17/11/2022
Location	Guelph City Hall – Meeting Room A
Time	5:30 pm
Present	Jena-Lee Ashley, Susan Carey (Chair), Fawkes Conibear, Wm. Frank Holden (Vice Chair), Eldrich Rebello, Robin Gerus – General Manager – Transit, , Courtney McDonald – Manager – Transit Business Services (attended on-line via TEAMS), Lindsay Blanchard – Mobility/On-Demand Supervisor (attended on-line via TEAMS), Laura Catalano-Bragues – Supervisor – Planning and Scheduling (attended on-line via TEAMS), Kathie Heyworth – Transit Lead Training Supervisor, Judi Prigione – Administrative Assistant Transit.
Regrets	June Baldwin (Unofficial Member), Douglas Frank and Deepak Srindhar

Discussion Items

1. Call to Order - Chair Carey called the meeting to order at 5:34 pm.

- 1.1. First Nations Acknowledgment was read by Chair Carey.
- 1.2. Disclosure of Pecuniary Interest and General Nature Thereof – None
- 1.3. Approval of the Minutes from October 20, 2022
Motion: **That the minutes from October 20, 2022, be adopted.**
Moved: Fawkes Conibear
Seconded: Eldrich Rebello
Carried

Judi Prigione – Administrative Assistant – Transit, reported that at the October 20, 2022, meeting Member Conibear suggested having a complaint/concern form be made available on the Transit website and that Transit Staff, along with Corporate Communication and Privacy Division are working on the form and it should be ready by February 2023.

2. Committee Items

- 2.1 Meet the Lead Trainer – Kathie Heyworth – Transit Lead Training Supervisor, introduced herself to Committee and discussed her professional background. Supervisor Heyworth noted that she started in her position at Guelph Transit on May 31, 2022, after 8 years at Grand River Transit. She added that prior to that she worked for 14 years in the school bus industry. Supervisor Heyworth discussed the Operator training program at Guelph Transit. She also noted that a vision testing machine has just been purchased so Guelph Transit can do this testing in-house. Supervisor Heyworth works with the MTO (Ministry of Transportation of Ontario) for the training requirements. She added that she reviewed the training at Guelph Transit, and they are building a program from the inside out. She stated it is not a cookie cutter program and that a lot of time and energy goes into training Guelph Transit Operators. Robin Gerus added that there are 4 Supervisors at Guelph Transit that are accredited under PRIDE (Professional Instructor in Driver Education), including Supervisor Heyworth. Member Conibear asked if Guelph Transit could develop into a training centre for other municipalities? Supervisor Heyworth responded that at this time her signing authority under the MTO is only valid for City of Guelph employees.
- 2.2 Terms of Reference Update - Judi Prigione – Administrative Assistant – Transit, asked all Members to review the updated Terms of Reference (TOR) included in the meeting package. The TOR, though approved by the Transit Advisory Committee and City Council earlier this year, needs to be updated again to clarify the wording for the appointments of the member from the Administration of the University of Guelph and the member from the Guelph & Wellington Task Force for Poverty Elimination. These members are appointed by the administration of their organizations and the wording in the TOR needs to clarify this. Judi Prigione also reported that the Clerk's Office has reviewed the updated wording and provided the feedback that it is now correct. She added that the updated TOR needs to be approved by the Transit Advisory Committee at the January Meeting, to be ready to go to City Council as scheduled in early March. Judi Prigione asked Members to email her prior to the January Meeting if they had any concerns regarding the updates.
- 2.3 Launch of the Infoweb – Courtney McDonald, Manager Transit Business Services, reported that the launch of the trip planner product for the public that was supposed to happen at the end of November, is now being delayed until early spring 2023, most likely March 2023. She added this delay was due to the products provider, Trapeze, experiencing problems with their server. Trapeze suggested Guelph Transit not launch the product until these problems are resolved. Courtney McDonald added that all the marketing materials are completed, so they are ready for when the program is launched. She added that they want to launch the trip planner when the University Students are still using the busses in large numbers as there is a week of support provided by Trapeze and it would be best to have this support when ridership is at a higher level. She also added that there will be a soft launch of the trip planner for Transit Advisory Committee Members prior to the public launch

2.4 City Guelph Strategic Plan Strategic Plan – Robin Gerus, General Manager – Transit, discussed the City of Guelph’s Strategic Plan. He noted that the plan includes five strategic priorities that aim to improve sustainability across many areas, while working towards improved community well-being. They are - Powering our Future, Sustaining our Future, Navigating our Future, Working Together for our Future and Building our Future. He added that he is the General Manager assigned to the priority / pillar of Navigating our Future. Robin Gerus added that the Guelph Transit Future Ready Action Plan is based on the priorities set out in the City of Guelph Strategic Plan. Some highlights of the action plan include improvement to current routes, introduction of new routes, expansion of the On-Demand Service and interregional transportation routes. Members asked about the interregional routes. Laura Catalano-Bragues, Supervisor – Planning and Scheduling responded that the placeholders are subject to each year’s budget approval but what is in the Transit Plan is in Year 4 (2025) – the introduction of interregional transit from Guelph Central Station to Pinebush Station in Cambridge, Year 5 (2026) the introduction of interregional transit from Guelph Central Station to Fariview Park Mall in Kitchener and Year 6 (2027) the introduction of interregional transit from Guelph Central Station to Aberfoyle. Members asked on how to advocate for these items to be approved in the City of Guelph budgets. Information on how to be a delegate can be found on the City of Guelph website at this link - [Speak or send comments to Council or Committee](#) - The meeting date for the delegations of the 2023 Budget is Wednesday, January 25, 2023 (9:00 am start time). Chair Carey discussed the importance of being a delegate and for Member not to be intimidated by the process. Robin Gerus asked any member that would like a printed copy of Guelph Transit’s Future Ready Action Plan, to please contact Judi Prigione. The digital copy can be found at this link – [Future Ready Action Plan](#). The City of Guelph’s Strategic Plan can be found at this link – [City of Guelph Strategic Plan](#).

2.5 TAC Members’ Rider Feedback

2.5.1 Mobility Vehicles Update – Robin Gerus – General Manager – Guelph Transit, spoke on this item in follow-up from discussions at previous meetings. He reported that at the CUTA (Canadian Urban Transit Association) Conference held in Montreal in October 2022, vehicle options were discussed and investigated by Guelph Transit and Fleet Staff. As a result, a 20 ft electric minibus manufactured by Derma will be coming for a demonstration on November 23, 2022. Member Holden discussed some of the issues he has experienced using the Mobility Service. Lindsay Blanchard - Mobility/On-Demand Supervisor, responded that he is doing ride-alongs with mobility-drivers to review service and interact with the clients. Member Holden has also experiencing some issues with his OnYourWay card. Judi Prigione will forward to Courtney McDonald and Lindsay Blanchard, Member Holden’s contact information so they can follow-up with him.

2.5.2 University of Guelph Student Issues – U-Pass and Operator Customer Service. Courtney McDonald reported that prior to this meeting she discussed with Member Ashley the issues. She added that there was an issue with the card readers on the fareboxes being too slow and the card readers were replaced. After hearing about the Operator issues, the memo previously distributed

regarding what to do if a U-Pass card does not scan was re-issued to all Guelph Transit Operators. Transit management will continue monitoring for these types of issues over the next few months.

2.6 General Transit Update – Laura Catalano-Bragues reported that in the next few weeks a new audio voice will be used on the buses. The voice will be much more natural sounding. She added that this will be announced on social media so riders are aware of the update. She also reported that Planning & Scheduling Staff completed an audit of the Routes 17 and 18. Congestion on Woodlawn Road is causing issues with these routes. As a result, in early in 2023 there will be some adjustments to the timetables for these routes. Robin Gerus added that Planning and Scheduling staff have taken on the tasks of Transit stop care and maintenance. Audits will be conducted of all stops and locations over the next year. Lindsay Blanchard reported one of the mobility vehicles has been sent off site for testing to see if there is a way to make the ride smoother for passengers. He added that two mobility vehicles are out of service because of difficulties in obtaining parts to repair them. Courtney McDonald reported that on December 9, 2022, a six-month update report on the Kids Ride Free Pilot Program will go to City Council. She added that the Fare Strategy report will go to Council on April 4, 2023. Robin Gers reported that ridership is now at about 80% of pre-COVID levels. He also reported that 7 new Transit Operators have started their training. He noted that Mike Van Kooy – Facility and Electrification Supervisor was unable to attend the meeting but provided some information to share with Members - Guelph Transit currently has Siemens back on site to continue and complete installation of the first two power cabinets plus four plug-in chargers. The installation of the new overhead pantograph chargers (petrograph down) are to be installed at the Watson Road Transit Facility in the summer of 2023. Nova Bus has recently informed us of a revised delivery delay for our four new Electric Buses, they are now expected to be delivered in late February of 2023. Training and operational testing to be implemented immediately upon delivery and acceptance.

- 3 Chair and Staff Announcements – Chair Carey thanked outgoing members, Member Conibear and Member Frank (absent from the meeting) for their time on the Transit Advisory Committee. Member Conibear was presented with a thank you gift.

- 4 Adjournment

Motion: That the meeting be adjourned

Moved: Wm. Frank Holden

Adjournment at 6:52 pm

- 5 Next Meeting

Thursday, January 19, 2023, at 5:30 pm – **In Person – City Hall, Meeting Room A**