

Meeting Minutes



Meeting	Transit Advisory Committee (TAC)
Date	16/03/2023
Location	Guelph City Hall – Meeting Room A
Time	5:30 pm
Present	Jena-Lee Ashley, June Baldwin, Susan Carey (Chair), Dania El-Ayoubi, Colleen Harper, Maryam Rehman, Eldrich Rebello, Deepak Sridhar, Robin Gerus – General Manager – Transit, Mike Van Kooy – Facility and Electrification Supervisor – Transit, Laura Catalano-Bragues – Supervisor, Planning and Scheduling, Lindsay Blanchard – Mobility / On-Demand Supervisor and Judi Prigione – Administrative Assistant Transit.
Regrets	Wm. Frank Holden (Vice-Chair)

Discussion Items

1. Call to Order – Member Eldrich Rebello acted as Chair for the Meeting and called the meeting to order at 5:37 pm.
 - 1.1. First Nations Acknowledgment was read by Acting Chair Rebello.
 - 1.2. Disclosure of Pecuniary Interest and General Nature Thereof – None
 - 1.3. Approval of the Minutes from January 19, 2023
Motion: **That the minutes from January 19, 2023, be adopted.**
Moved: Deepak Sridhar
Seconded: June Baldwin
Carried
2. Committee Items
 - 2.1 Operator Training
 - 2.1.1 Training – Incidents involving Passengers not Paying Fares – Certified Trainer, Supervisor David Sodoro was unable to attend the meeting, Certified Trainer, Supervisor Lindsay Blanchard spoke about our current

module involving operator training with using non-engagement when dealing with difficult customers and also the role of Transit Supervisors, By-Law Officers and Police. Security features, alarms and cameras on Transit vehicles were also discussed.

Note – Susan Carey arrived at this time (5:48 pm) however, Member Rebello continued as Acting Chair for the remainder of the meeting.

2.1.2 Training – Sharing the Road with Cyclists and Bike Lanes - Certified Trainer, Supervisor David Sodoro was unable to attend the meeting, Certified Trainer, Supervisor Lindsay Blanchard detailed Operator training on sharing the road. Robin Gerus, General Manager, discussed a recent "Safety Notice" reminder that was shared with Operators about sharing the road with cyclists.

2.2 TAC Members' Rider Feedback.

2.2.1 Safety at Guelph Central Station After Dark for Operators and Passengers – Submitted by Member Harper - Robin Gerus, General Manager discussed the information obtained from By-Law about security measures in place including patrols and working with Transit Staff and other City of Guelph Staff for monitoring the area.

2.3 Fare Strategy Update – Courtney McDonald, Manager, Transit Business Service was unable to attend the meeting so Robin Gerus, General Manager, spoke to this item. Robin stated that Transit is presenting the Fare Strategy to Council April 4, 2023, and would appreciate support from the TAC committee in terms of a possible delegate from TAC to communicate the Committee's support. The report will be made public on Thursday, March 23, 2023, after it is released, the information will be forwarded to all TAC Members.

2.4 Trip Planner – Laura Catalano-Bragues, Supervisor, Planning and Scheduling reported that the launch of the trip planner continues to be delayed while the vendor completes their upgrades. Laura added that when the application is ready, she would like TAC Members to test the system prior to a final launch to the public. Member Harper had asked the question prior to the meeting – "How are the bus drivers supposed to stay on time for each stop when all the street speed limits have been changed to 40 and 30 km an hour? Especially when it does take time to put the bus down for people with canes to get on and the ramp out for people with wheelchairs to get on?" Laura explained that speed reduction is part of the "Vision O" plan and that Planning and Scheduling staff monitor and audit the routes for issues with on-time performance. She also added that Operators driving the routes provide feedback on timing.

2.5 Planned Implementations for Future Ready Action Plan – Laura Catalano-Bragues – Supervisor Scheduling and Service Planning provided an update on the Plan and what is schedule to take place in 2023 and beyond. She also noted due to construction and other uncontrollable factors, some implementations may be

deferred, such as the proposed Route 98 that travels east and west along Speedvale Avenue. As a result, other implementations may be brought forward sooner. She also detailed the upcoming changes for the extension of Route 19 and the public engagement involved.

- 2.6 Changes to May 2023 Sign-Up - Laura Catalano-Bragues – Supervisor Scheduling and Service Planning provided notice that some service changes are upcoming, and that public notice will be provided in April 2023.
- 2.7 Naming Conventions for Headsigns and Routes - Laura Catalano-Bragues – Supervisor Scheduling and Service Planning provided an overview of the “housekeeping” measure regarding the wording of Headsigns and Routes to provide consistency in naming and in keeping with industry standards.
- 2.8 Terms of Reference Update – Council Approval – Judi Prigione, Administrative Assistant, reported that the amended Terms of Reference were unanimously approved at the Committee of a Whole meeting on March 7, 2023, and will be brought forward for final approval at the City Council meeting on March 28, 2023.
- 2.9 General Transit Update – Supervisor Mike Van Kooy reported that two new Route Supervisors have been hired and will start in the next few weeks. Robin Gerus, General Manager, reported that Operator Appreciation Day is on March 18, 2023. He added that 12 new Operators-in Training started their training on March 6, 2023.
- 2.10 Electric Bus Update - Laura Catalano-Bragues – Supervisor Scheduling and Service Planning discussed the ongoing testing of the vehicle. Robin Gerus added that delivery of the 3 other new electric buses will happen over the next 1 to 2 months.
- 3 Chair and Staff Announcements – none
- 4 Adjournment

Motion: That the meeting be adjourned

Moved: Susan Carey

Adjournment at 7:05 pm

- 5 Next Meeting

Thursday, April 20, 2023, at 5:30 pm – In Person – City Hall – Meeting Room A or via TEAMS.