



Guelph Transit:
RideCo Partnership,
Standing Order List
and Bus Stop with

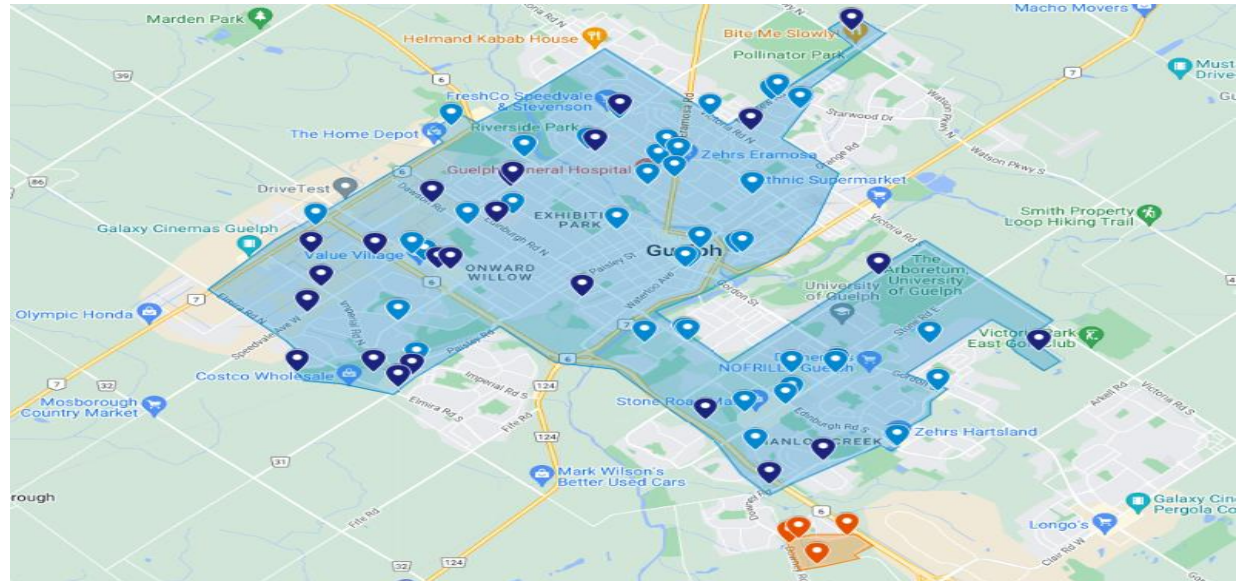


Agenda

1. Introduction to RideCo and Standing Order List - AAC Engagement
2. Bus Stop and Shelter Accessibility – AAC Engagement
3. Bus Stop with Shelter Design

Introduction to RideCo

Guelph Transit has partnered with RideCo to provide dynamic on-demand software and operations support for both Mobility Transit and on-demand services.



1: Guelph Transit and RideCo Service Outcomes

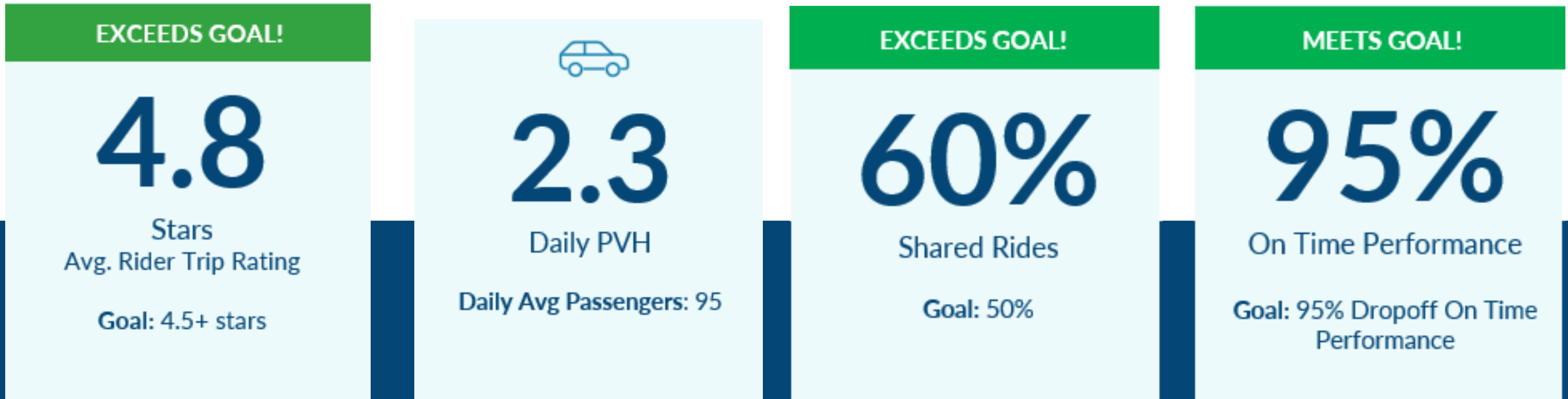


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Service Outcomes

Target Key Performance Indicators (KPIs): **Overall**

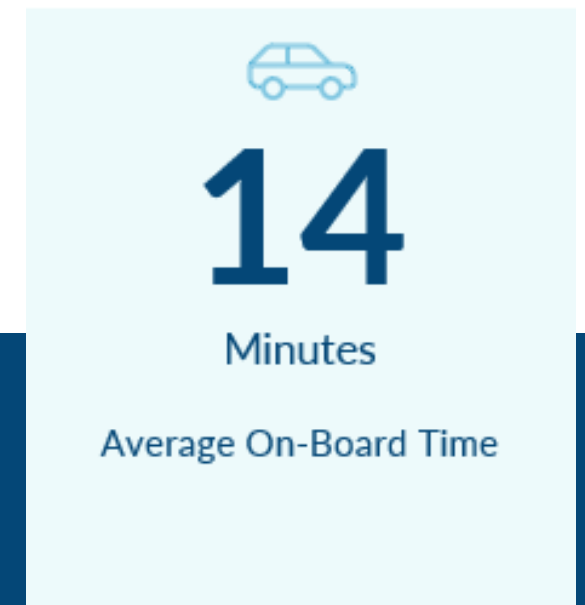
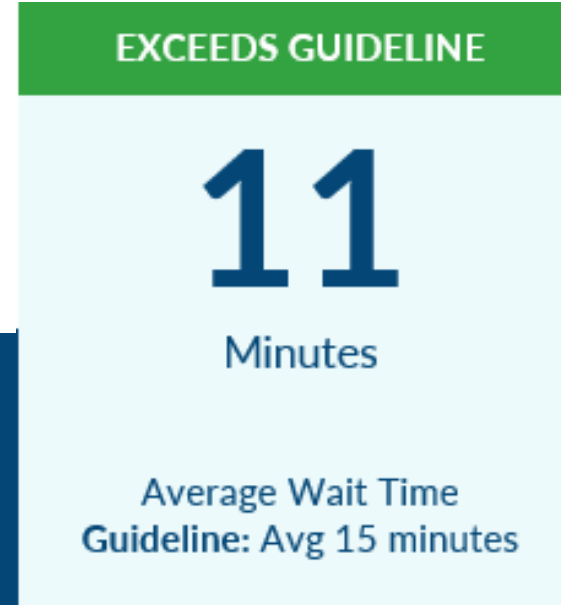
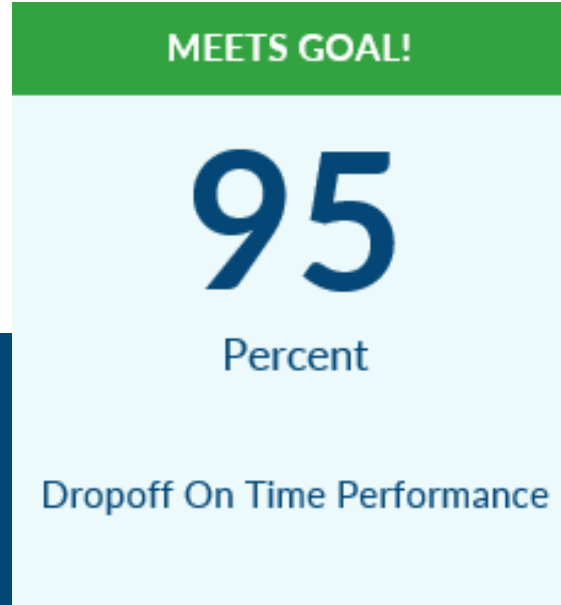
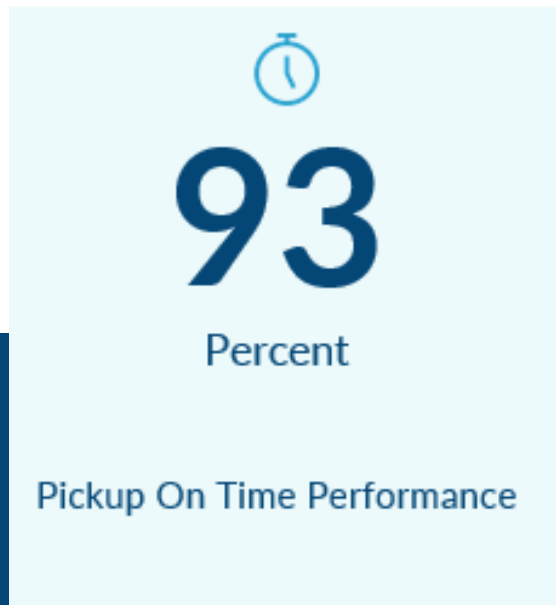


Notes: Data from entire year of 2022, all services– weekdays only



Service Outcomes

Customer Experience Metrics: Overall



Insights

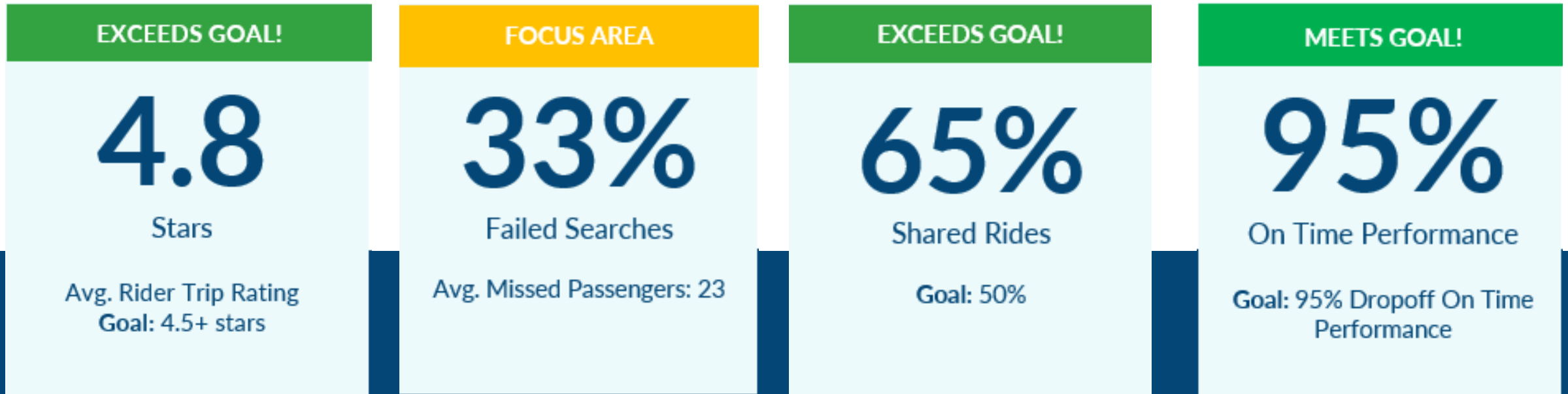
- Shorter on-board times allow passengers to make better use of their time
- Strong on time performance leads to repeat ridership
- **31,609** total passengers moved over 2023.

Notes: Data from entire year of 2022, all programs – weekdays only



Service Outcomes

Target Key Performance Indicators (KPIs): **Guelph Mobility**



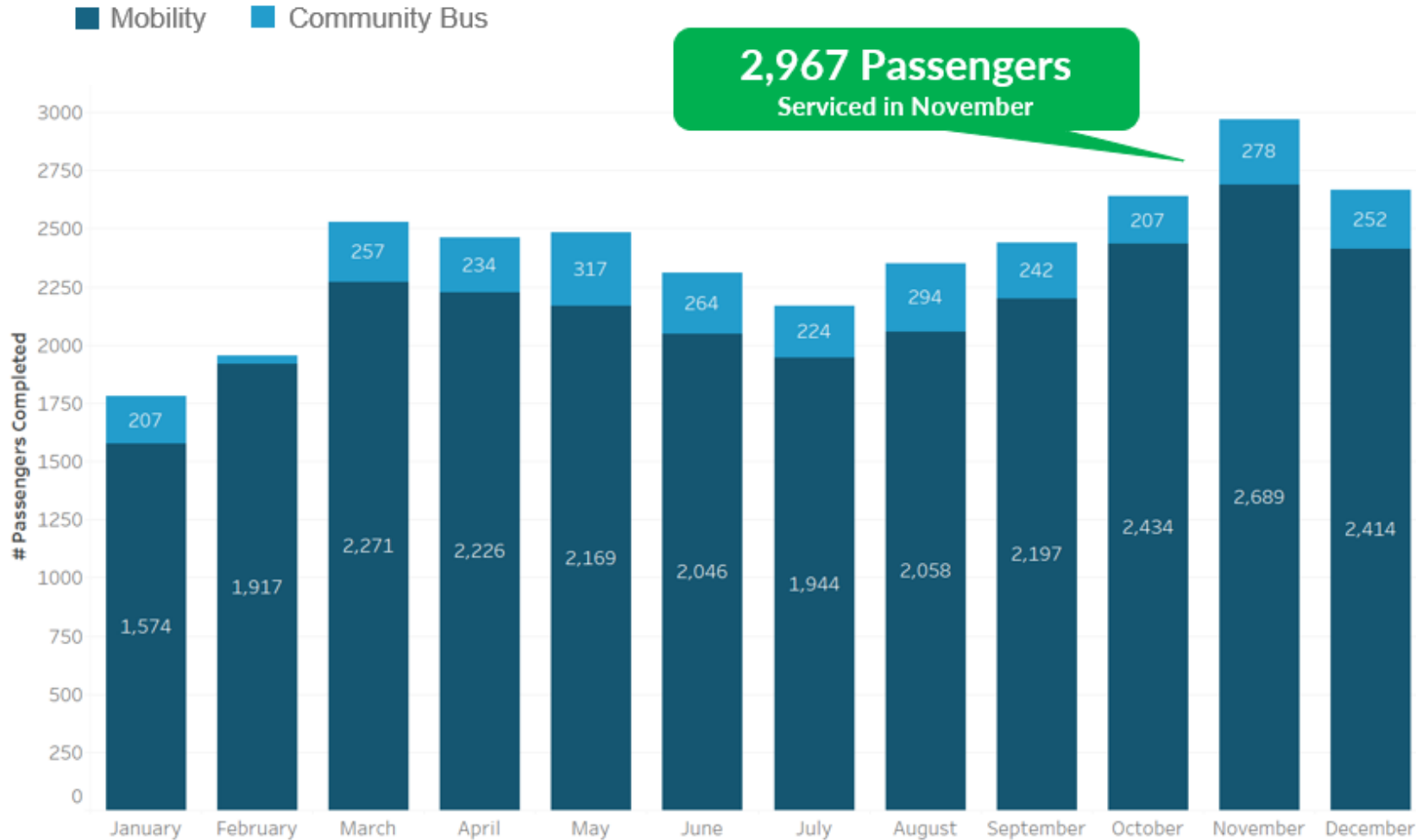
Notes: Data from entire year of 2022, Mobility service– weekdays only



Service Outcomes

Ridership Growing Steadily

Demand continues to increase for both Mobility and Community Bus services.



- Overall ridership and active users have been steady since January 2022
 - Highest ridership between 2021-2022 achieved in November 2022
 - Since July 2022, Mobility ridership has been trending upwards with a 38% increase between July and November
 - July: 1,944 riders
 - November: 2,689 riders
- RideCo's project team works towards improving schedule efficiency through analytics of supply and demand patterns

Notes: Data from entire year of 2022, Community and Mobility service– all service days

1: Standing Order List – AAC Engagement

Standing Order List

Guelph Transit Mobility is researching a change to the current Standing Order List. The Standing Order List was originally created to ensure dialysis patients would not miss their appointments. The List has grown significantly and is beyond just dialysis patients.

- Standing Order List currently totals 150 passengers – clients are automatically booked before all call-in or app. bookings
- Summary Statistics: Reason for Standing Order

Event	Total number of passengers
Religious Institutions	1
Community – Bowling Alley	6
Community – Day Program	24
Medical (Non-Dialysis)	2
Medical - Dialysis	14
Work	1

Suggested Committee Discussion Points

- Keep the existing process with the broad criteria and accept that passengers will not be able to book transportation at their preferred time (Make no changes to the Standing Order List).
- If we change the criteria for being accepted on the Standing Order List, what does that criteria look like?
- If we did remove the Standing Order List, we would still give priority to all medical appointments.
 - What are your recommendations on the how we should prioritize the medical appointment criteria? For example: Dialysis appointments will always have priority, then medical appointments, then footcare clinics, then dental appointments, etc.
- The AAC recommend a different solution

Collective AAC motion: (recommended) The AAC recommends that Guelph Transit _____ the Standing Order List and _____. Further, Guelph Transit return to the AAC in _____ to update the Committee on the status of the List (removal of the List).

2: Guelph Transit Stop and Shelter Accessibility

Identify/ prioritize bus stops/ shelters

- We're trying to understand which bus stops and shelters in Guelph should be prioritized for added accessibility features.
- Not all of our bus stops are accessible for people with disabilities, but we're working on it.
- Guelph Transit has budget available each year to upgrade bus stops that do not yet have concrete pads and some funds to add shelters where needed.

Current Bus Stops and Shelter Information

1. Total number of stops: **587**
2. Number of accessible bus stops: **442** (76% of stops)
3. Number of bus stops with no pad: **145** (24% of stops)
4. Number of shelters: **156**

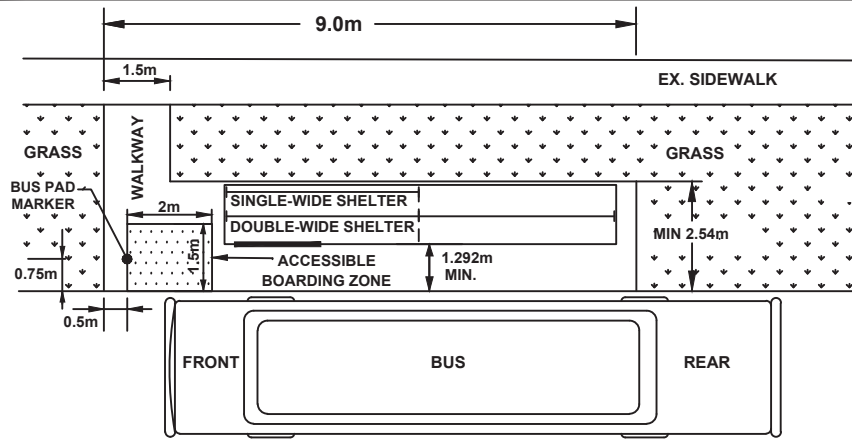
Suggested Committee Discussion Points

- Are there any bus stop locations that currently do not have a concrete pad, that you think Guelph Transit should consider adding?
- Are there any bus stop locations that currently do not have an amenity (bench or shelter), that you think Guelph Transit should consider adding?
- Is there an existing shelter location that you have accessibility concerns?

Collective AAC motion: (recommended)
The AAC recommends that _____ bus stop location(s) should be made accessible to include _____ (concrete pad, bench and/or shelter). Further, that Guelph Transit return to the AAC next year to prioritize a new list of bus stop locations.

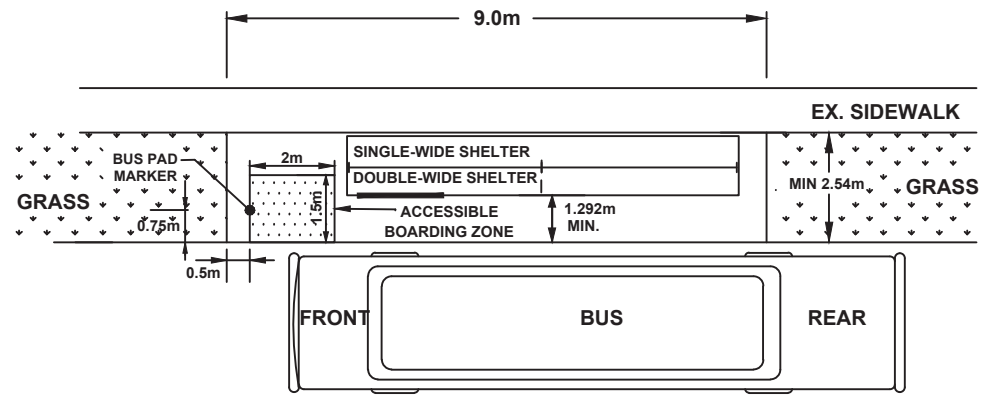


3: Bus Stop with Transit Shelter Layout



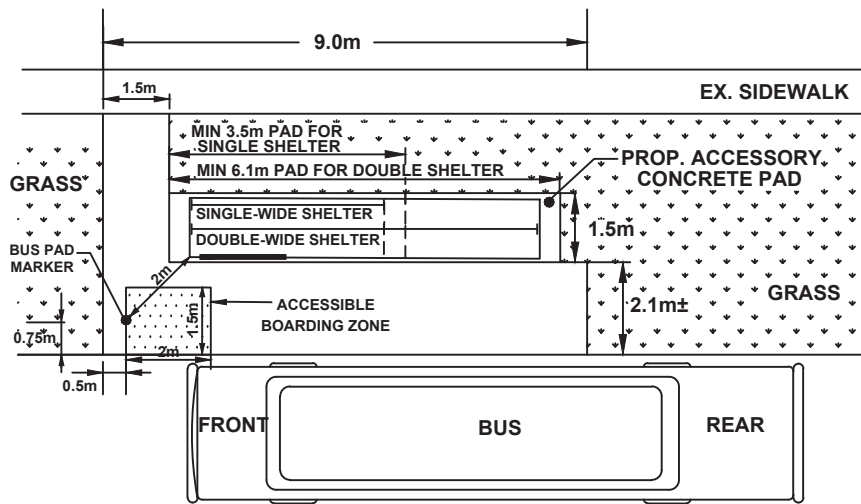
STANDARD BUS STOP WITH TRANSIT SHELTER AND WALKWAY

FIGURE 1



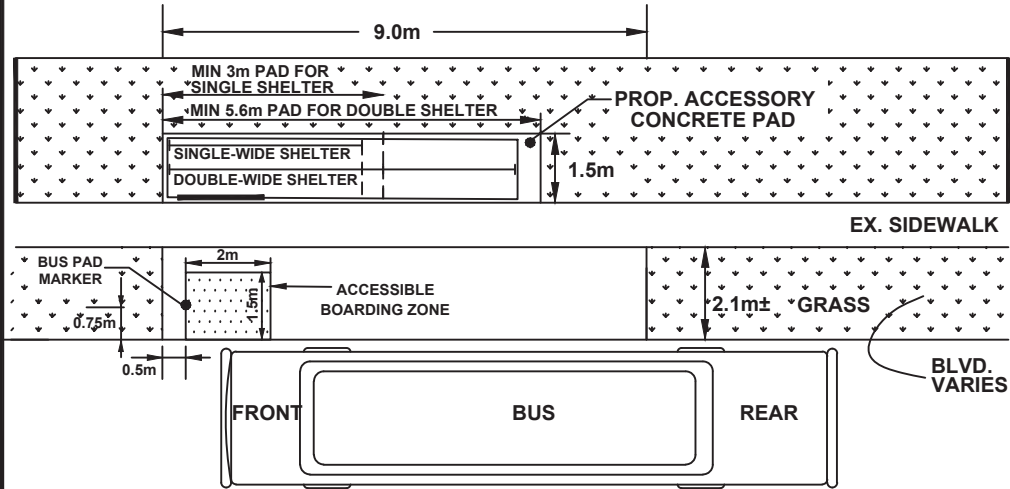
ACCESSORY CONCRETE PAD WITH TRANSIT SHELTER OPPOSITE SIDE OF EXISTING SIDEWALK

FIGURE 2



ACCESSORY CONCRETE PAD WITH TRANSIT SHELTER ABUTTING EXISTING CONCRETE PAD

FIGURE 3



STANDARD BUS STOP WITH TRANSIT SHELTER

FIGURE 4

- NOTES:
1. SHELTERS REQUIRE HYDRO CONNECTION.
 2. CONCRETE AS PER SS-27.
 3. SAW-CUT CONSTRUCTION JOINTS.
 4. 2m MIN CLEARANCE BETWEEN MARKER AND SHELTER

CITY OF GUELPH STANDARD DRAWING

BUS STOP PAD WITH TRANSIT SHELTER LAYOUT

DATE DRAWN : JAN/10
REV. No. : R-3

DESCRIPTION :
REVIEWED FEB/2021

REV. DATE : FEB/2021
REV. BY. : J.B.

APPROVED BY:

CITY ENGINEER



ENGINEERING

Suggested Committee Discussion Point

Are there any elements beyond the FADM that we should be considering in the next update?

Collective AAC motion:

(recommendation) The AAC recommend that staff return to the AAC next year when the staff annual review of this design takes place.