

# Meeting Minutes



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Meeting	<b>Transit Advisory Committee (TAC)</b>
Date	16/11/2023
Location	Guelph City Hall – Meeting Room A
Time	5:30 pm
Present	June Baldwin, Susan Carey (Chair), Chelsey Edwards (on-line), Wm. Frank Holden (Vice-Chair), Eldrich Rebello (on-line), Deepak Sridhar, Samar Tariq (on-line), Courtney McDonald – Manager- Transit Business Service, Laura Catalano-Bragues – Supervisor Scheduling and Planning Services, Lindsay Blanchard – Supervisor – Transit, and Judi Prigione – Administrative Assistant – Transit.
Regrets	Colleen Harper and Robin Gerus – General Manager – Transit.

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## Discussion Items

1. Call to Order – Chair Carey called the meeting to order at 5:32 pm.
  - 1.1. First Nations Acknowledgment was read by Chair Carey.
  - 1.2. Disclosure of Pecuniary Interest and General Nature Thereof – None
  - 1.3. TAC Member Announcement - Welcome Samar Tariq, VP - External Affairs, CSA, University of Guelph. Member Tariq was introduced to the Committee.
  - 1.4. Approval of the Minutes from October 18, 2023  
Motion: **That the minutes from October 18, 2023, be adopted.**  
Moved: June Baldwin  
Seconded: Wm. Frank Holden  
Carried
2. Committee Items
  - 2.1. Update – Connect-To-GO Program – Signage and Communication - information provided by Courtney McDonald, Manager, Transit Business Services regarding updated text for the website is attached to these minutes.

Motion: **That Transit Advisory Committee receive and approve the verbal update by Courtney McDonald – Manager – Transit Business Service regarding the Signage and Communication for the Connect-**

**to-GO Program with the recommendation that the updated text for the website be included in the meeting minutes and an agenda item be added to the January 18, 2024, meeting for Transit Advisory Committee Members to provide further feedback.**

Moved: Wm. Frank Holden

Seconded: Chelsey Edwards.

Carried

## 2.2 Budget Update:

**Motion: That Transit Advisory Committee receive and approve the verbal Budget Update by Courtney McDonald – Manager – Transit Business Service and Laura Catalano-Bragues – Supervisor Scheduling and Planning Services, regarding the City of Guelph Budget with the recommendations that Transit Advisory Committee Members are encouraged to contact/email their Ward Councillors to provide support for Transit initiatives in the budget and that an agenda item be added to the January 18, 2024, meeting for to further discuss the City of Guelph Operating Budget.**

Moved: Deepak Sridhar

Seconded: Chelsey Edwards.

Carried

## 2.3 Route 5 Goodwin Review and Planning Programme Results

**Motion: That Transit Advisory Committee receive and approve the Route 5 Goodwin Review and Planning Programme Results Report provided by Laura Catalano-Bragues with the recommendation that Laura Catalano-Bragues investigate the possibility of making the results of these reviews public.**

Moved: Deepak Sridhar

Seconded: Eldrich Rebello

Carried

## 2.4 TAC Members' Feedback

2.4.1 CSA Feedback Implementation – Member Tariq, VP External Affairs, Central Students Association (CSA) of the University of Guelph discussed the creation of a centralized feedback form by the CSA for students regarding Transit services. The CSA has also met with Transit Staff.

2.4.2 Improvement Expectations – Member Tariq also discussed how the CSA is streamlining the process for communicating information to University of Guelph students regarding transit services, including opt in passes, the late bus information and the creation of an advocacy group within the CSA to assist with facilitating the communication of this information.

2.5 General Transit Update Including Electric Buses

Motion: **That Transit Advisory Committee receive and approve the verbal General Transit Update Including Electric Buses, by Courtney McDonald – Manager – Transit Business Service, Laura Catalano-Bragues – Supervisor Scheduling and Planning Services, and Lindsay Blanchard, Supervisor – Transit with the recommendation and that agenda items be added to the January 18, 2024, meeting for Robin Gerus to provide an update on the Canadian Urban Transit Association (CUTA) conference he attended in November 2023 and another item to discuss Bus Wraps on Guelph Transit Buses.**

Moved: June Baldwin

Seconded: Wm. Frank Holden

Carried

3. Chair and Staff Announcements – none

4. Adjournment

**Motion: That the meeting be adjourned**

Moved: Wm. Frank Holden

Seconded: June Baldwin

Carried

Adjournment at 6:53 pm

5. Next Meeting

**Thursday, January 18, 2024, at 5:30 pm – In Person – City Hall – Meeting Room A or via TEAMS.**

***Attachment 1***

**Item 2.1 Information**

**Update – Connect-To-Go Program – Signage and Communication**

<https://guelph.ca/living/getting-around/bus/fares-and-passes/guelph-transit-and-go-transit-fare-integration-2/>

**Connect-to-GO fare discount program**

[Ride Guelph Transit for free when connecting to and from GO trains](#)

**Guelph Transit no longer accepts PRESTO cards for rides on city buses.**

Instead, enroll in the Connect-to-GO program to get your free ride by linking your OnYourWay and PRESTO accounts.

The Connect-to-GO program is only available for rides on the GO train and does not apply to rides on GO buses.

[How to link your accounts](#)

Before using the validator for the first time, you'll need to link your accounts by enrolling in the Connect-to-GO program.

### To enroll:

- Visit the [reduced transit fare portal](#)
- Complete the online form (name, email, OnYourWay account number and pass type) and agree to the collection of information
- Provide your PRESTO account number and upload pictures of both the front and back of your PRESTO card; make sure your account number is shown
- Provide your mailing address and phone number
- You'll get an email from [onyourway@guelph.ca](mailto:onyourway@guelph.ca) when your enrollment is confirmed

### How does it work?

#### Travelling to Guelph Central Station on Guelph Transit

1. Hop on the bus and tap your OnYourWay card when you board
2. At Guelph Central Station, tap your OnYourWay card on an OnYourWay validator (located near the PRESTO validators)
3. Tap your PRESTO pass on the PRESTO validator before boarding the GO Train

#### Travelling from Guelph Central Station on Guelph Transit

1. Tap your PRESTO card on the PRESTO validator when you get off the train
2. Tap your OnYourWay card on an OnYourWay validator (located near the PRESTO validators)
3. Tap your OnYourWay card when you board your Guelph Transit bus

When you've tapped your PRESTO card on a PRESTO validator, and your OnYourWay card on the OnYourWay validator and on the bus, your free ride will be applied to your OnYourWay account.

The Connect-to-GO program reflects the City's commitment to a sustainable future by encouraging GO train riders to use Guelph Transit for travel to and from Guelph Central Station.

### Frequently asked questions

#### **I see a correction on my OnYourWay account, what does this mean?**

If you tapped your card on the bus and on the OnYourWay validator but did not take a GO train trip, any refund applied to your OnYourWay account will be reversed.

#### **My OnYourWay card isn't registered, do I still qualify?**

Yes. When you apply to link your OnYourWay and PRESTO cards through the program, your OnYourWay card will be registered automatically. Guelph Transit staff will send you an email from [onyourway@guelph.ca](mailto:onyourway@guelph.ca) when your enrollment is confirmed.

#### **I didn't get my free ride even though I followed all the steps, can you fix this?**

Send your OnYourWay card number to [onyourway@guelph.ca](mailto:onyourway@guelph.ca) with the date and time of your bus and train trips and we'll look into it for you.

#### **I replaced my OnYourWay card, is my PRESTO card still linked?**

When you replace your OnYourWay card through the [reduced transit fare portal](#), your PRESTO card stays linked to your account.