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Happening now, the monthly Transit Advisory Committee meeting. This is what's on the agenda:



MEETING PREVIEW: Transit Advisory Committee Meeting for June 15, ...

Before taking the summer off, the Transit Advisory Committee will look at couple of matters that will surely be an issue when they come back in the fall. Along with the usual rider concerns and upd...

<https://guelphpolitico.ca/2023/06/09/meeting-preview-transit-advisory-committee-meeti...>

Vice-Chair Frank Holden calls the meeting to order.

No Disclosure of Pecuniary Interest and General Nature Thereof.

Minutes from the previous meeting approved.

Chair and staff announcements? Member Rehman has announced that she's resign from TAC. You can't work for the City of Guelph and take part in local board and committees at the same time.

Next, Information Report - Fare Capping. Courtney McDonald, Manager of Transit Business Service, will present. This is about how transit staff are going to be sharing the info about the changes to the monthly bus pass in September.

You'll start seeing a lot of this promotion around July 10 in terms of social media, website promotion, screens at Stone Road Mall, posters at Central Station and Spotify ads. Retailers will also be briefed, and there will be staff at various high traffic areas in late Aug.

If you already have a registered OnYourWay card, you will be getting emailed information about the changes.

The launch in early July is meant to catch people twice since they typically re-load cards at around the 18th of the month. Gerus says that it's important for everyone on TAC to understand the fare capping strategy so that they can answer Qs too.

Staff just showed a video that they're working on that will explain the fare capping strategy to people. It's about a minute long, and probably explains it better than just about another material I've seen so far.

Member Rebello asks who came up with the strategy. McDonald said it was the City's comms team. The budget for this promotion is being promoted within Transit's established promotion budget for the year.

Rebello asks about the revenue loss transferring to the fare capping. Gerus explains that that it will mean a loss in revenue because with fare capping people will only be paying for the rides they take; some people get a monthly pass and don't take all the rides.

McDonald says that Transit will be adding tactics as needed if it turns out that there's an important group being missed in all this promo. Transit staff will also be stationed at City Hall in the week leading up to Sept 7.

Motion to receive the verbal update passes unanimously.

Next, the Mobility Services Expansion Plan. Laura Catalano-Bragues, Supervisor of Planning and Scheduling will present this one.

Catalano-Bragues outlines the recommendations:

*Expand available mobility trips Monday to Friday – providing consistent hours offered to meet demand;

*Expand available mobility trips on weekends – providing consistent hours offered to meet demand;

1/2

*Expand the hours of dispatch on a Saturday and Sunday to align with Monday to Friday hours;

*Implement policy changes to lower user cancellation rates.

2/2

This is meant to increase flexibility so that it will be easier to book trips on the day you want to take them, or just a couple of days in advanced versus 7 days out. This dispatch hours will also be increased to its easier to get a hold of a human.

Left: Changes to dispatch hours

Right: Changes to operator (driver) hours.

	Year	
	2023 to 2024	2025 to 2027
Sunday	7:00 a.m. to 5:00 p.m.	7:00 a.m. to 10:00 p.m.
Monday	6:00 a.m. to 10:00 p.m.	No change
Tuesday	6:00 a.m. to 10:00 p.m.	No change
Wednesday	6:00 a.m. to 10:00 p.m.	No change
Thursday	6:00 a.m. to 10:00 p.m.	No change
Friday	6:00 a.m. to 10:00 p.m.	No change
Saturday	7:00 a.m. to 5:00 p.m.	7:00 a.m. to 10:00 p.m.

	Year			
	2023	2024	2025	2026 to 2027
Sunday	10	20	30	30
Monday	26	46*	56	72*
Tuesday	24	56	56	80
Wednesday	34	56	56	80
Thursday	34	56	56	80
Friday	44	56	56	80
Saturday	28	30	40	48

Everyday there are 32 per cent no show or cancellation. This happens because people are booking seven days out and then they get a ride in the interim. Enter automatic booking limitations:

Automatic Booking Limitations (ABLS)

It is proposed to begin Automatic Booking Limitations (ABLS), where excess no-shows or cancellations are found.

If a user is flagged over 10 times cancelling their trip day-of or being a no-show to their appointment over 10 times, this would result in a temporary booking limitation being placed on their account.

This would mean that the user would be able to only book 2 trips at a time for a 30-day window, and then the ABL would be removed after 30-days to allow the user to book trips freely again.

Holden says he's got a big problem because his name is probably number one on that list. He sometimes gets a migraine the day of and can't get on a bus, or he's had to change a time because he gets to the doctor's office and it takes longer than anticipated.

Holden recommends that Transit not be prescriptive, perhaps give people the opportunity to follow up and explain why or get a doctor's note?

Gerus says the intent is to never abandon anyone, the intent is to make things smoother and demonstrate to people that they don't have to book 7 days in advance. The hope is that once the service is broadened and the need is being met. ABL might not be needed as much.

Catalano-Bragues notes that if TAC wants to make a change to what's presented here then they will need to bring forward a motion prescribing a specific change that they want and pass it.

Member Harper asks about re-considering the definition of need because she walks with a cane and says that she doesn't qualify for mobility despite her chronic pain. Gerus says to get in touch with him b/c he used to be the manager of mobility and knows the paperwork well.

Rebello asks if we know how many people cancel 10 times in a row. Catalano-Bragues says she doesn't have that info handy. Holden says if his doctor calls to cancel an appointment, he's not just cancelling one trip, but two (there and home again).

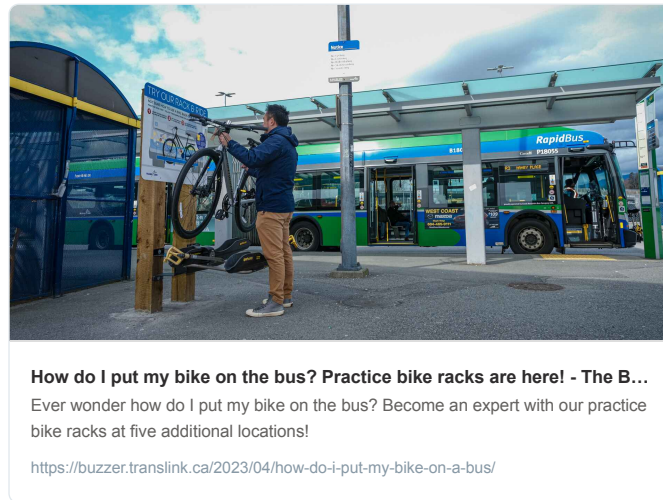
So the motion is a recommendation that people get a call before reaching 10 missed or cancelled trips. There's a lot of cross talk about maybe bringing more information to the next meeting, Member Sridhar is unsure if he's full informed on this.

So there's a second recommendation to bring back more information about this at the next meeting, which won't be till September.

The recommendation to support the plan with amendments passes unanimously.

Next, TAC Members' Rider Feedback. Chair Carey, who has joined us, said that she's seen a lot of people on social media express frustration about learning how to put your bike on the rack with a bus full of people watching.

Hence, this:



How do I put my bike on the bus? Practice bike racks are here! - The B...

Ever wonder how do I put my bike on the bus? Become an expert with our practice bike racks at five additional locations!

<https://buzzer.translink.ca/2023/04/how-do-i-put-my-bike-on-a-bus/>

Some transit services offer a place you can practice putting your bike on the rack.

Catalano-Bragues says that Transit staff have been thinking about this to. They're looking at practice racks at the UC and Guelph Central Station, and additionally they would have a permanent bike repair station at GCS. No timeline for this, but it could be sometime next year.

Next, General Transit Update, Including Electric Buses.

Lindsay Blanchard, Mobility / On-Demand Supervisor, explains that the EV buses were out on the road during Clean Air Day, one just demonstrating the difference and one on route. There were a lot of positive comments. The third EV bus should be arriving next year.

*week. Not year. Gerus says that the second bus came with fewer issues than the first in terms of testing. They will be getting out on the roads on a regular basis soon.

Catalano-Bragues talks about September service. The route extension on #19 will go into effect in September, going to Stone Road Mall via Woodland Glen. The #99 goes back to 9 minute peak service, and #8 service will go 20-minute all day.

This means that the #4 and the #8 are getting a divorced 😞 The #4 will not turn into the #8 anymore and vice versa because the timing is off. The #8 will also get a name change to "Janefield"

McDonald reports that they're reviewing RFPs submissions for the digital sign project. There's a delay in the start of upgrades to the shelters at GCS, they will now start in July due to a delay in fabrication.

Gerus notes that they're getting workforce numbers in place for September and a new class is being trained right now. Transit should have the workforce they need come September, which has been an effort post-COVID. September's going to be very busy, he says.

That's a wrap for this meeting!



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