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Coming up at 5:30, it's this month's Transit Advisory Committee meeting. This is what's on the agenda for this one:



MEETING PREVIEW: Transit Advisory Committee Meeting for March 21...

This month transit is coming around again for March's meeting of the Transit Advisory Committee. And what advice will be sought from the committee this month? There will be the usual items ab...

<https://guelphpolitico.ca/2024/03/15/meeting-preview-transit-advisory-committee-meeti...>

Chair Carey calls the meeting to order.

Disclosure of Pecuniary Interest and General Nature Thereof? None.

First item, Preset Audio Message Chime Introduction. Apparently the members of the committee got a chance to hear it. Nothing was included in the agenda on this item.

Laura Catalano-Bragues, Supervisor of Scheduling and Service Planning, explains that an operator asked about having a chime to inform customers about specific instructions, like move to the back, or fill all seats. Detour and delay alerts are also reasons for the chime.

The chime is meant to get people's attention. You will hear three ding sounds followed by announcements. This does not change any of the other sounds the buses currently use.

The chime is also going to come to the AAC meeting next month for their feedback. If you've been on a GRT bus, it's the same chime that they use for special alerts.

Holden says that he thinks it can be louder, and someone else remarks that it might not be loud enough to get through people's headphones. Harper says she sees drivers all the time yelling at high school kids to move to the back, and if they don't listen to the driver...

Supervisor Michael Van Kooy says that the sound will be as loud as the "stop request" announcement. Catalano-Bragues says it will be about the same loudness as the chime on the GO Train. Holden says that chime isn't loud enough either.

Catalano-Bragues says this might be to the extent that they can get riders opinions when it comes to AODA compliance, but that's why they're going to the AAC too so that they can get that honest feedback.

Edwards notes that they're never going to find an alert that will get the attention of high school students, maybe not focus on them. Also, is there a way that the tone can be one or two short tones, something not so calming.

Edwards also asks about people who are hearing impaired, is there anything that can be put on the ticker or screen? She's also concerned about the language barrier.

Catalano-Bragues says they can add the word "Important" to both the message and the signage, they don't have a timeline to implement this so she suggests going back to the drawing board with the tone in April.

Holden asks about stopping the bus before making an announcement, Catalano-Bragues says there are circumstances when they have a message while bus is moving.

The messages:

- Fill all seats, move to back
- Headphones required
- Don't distract driver
- Detour
- Exit thru rear door
- No feet on seats
- Take all belongings before you leave.

Catalano-Bragues says she can come back with new tones in April and by May they will also have feedback from AAC and maybe they'll have some suggested direction ie: sound and volume. There'll also be some social media promo too.

Von Kooy notes that there are a lot of restrictions about noise and sound at Guelph Central Station because there are people that live around there.

Recommendation? Holden moves receipt of update and direct staff to come back with update in April. Edwards seconds, and it's approved.

Next, TAC Members' Feedback. nothing this month.

Next, General Transit Update, including Electric Buses. Courtney McDonald notes that there's been good feedback on the new shelters at Central Station, and are experimenting with new ads there. Nearly finished control room renos, and then moving to admin area.

Continuing with operator recruitment, 5 finished training, and 9 starting. New classes in May and July. Transit will be moving to Insta soon with a new channel on that platform, got the all clear from City comms.

They're building up a library of content to launch in the Instagram channel, look for that to launch in the next month. Holden asks about retention level post-training, and McDonald says they don't lose many, but there are lots of retirees.

Edwards asks if there are any plans to talk to people sheltering overnight at the station. Staff say that's the first they've heard of that. Von Kooy says they mostly hear about the GO shelters because they're full inclosed with a heater.

Von Kooy says they're starting to receive the second order of EV buses, the first of the second wave has arrived but not on the road yet. That's five EVs in total in the fleet now, the new one is being tested.

So there'll be 11 by end of 2024? Von Kooy says yes, and there will be more coming in 2025. Edwards asks about routes for the EVs. Von Kooy says they're appearing on every single route now that they've proven themselves, but mostly on the #99. Everyone sees it in Guelph.

Catalano-Bragues adds that they're working on a mobility on-demand plan to assess how they're doing now and how they'll attack expansion, plus developing service standards to explore future expansion. In April, they're going to TAC and AAC on those services.

There will be an engagement plan attached to this, including Have Your Say, so keep an eye out for that.

Motion to approve the transit update approved unanimously.

That's a wrap for this month's TAC meeting.



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