

**CITY OF BELLEVILLE
TRANSIT OPERATIONS ADVISORY COMMITTEE
MINUTES OF January 9, 2018 MEETING**

A meeting of the Transit Operations Advisory Committee was held on Tuesday, January 9, 2018 at 4:45 p.m. in the Sir Mackenzie Bowell Room (City Hall).

ATTENDANCE

Councillor Jack Miller, Chair
Councillor Jackie Denyes
Councillor Egerton Boyce
Mr. B. Goodman
Mr. Dwain Hilts
Mr. Robert Johnston
Ms. K. Kitchen

REGRETS

None

STAFF PRESENT

Mr. Paul Buck, Manager – Transit Services

1. CALL TO ORDER

Councillor Miller called the meeting to order at 4:46 p.m.

2. DISCLOSURE OR PECUNIARY INTEREST

None

3. CONFIRMATION OF MINUTES

3.1 Minutes of the Transit Operations Advisory Committee Meeting held on December 5, 2017 had been circulated.

Moved by Mr. Johnston
Seconded by Mr. Hiltz

THAT the minutes of the Transit Operations Advisory Committee meeting held on December 5, 2017 be approved.

- CARRIED -

4. BUSINESS ARISING FROM MINUTES

None

5. DEPUTATIONS

There were no depositions.

6. CORRESPONDENCE

There was no correspondence

7. REPORTS

7.1 2017 Ridership Year End – Report DE&OS-2018-TAC-01

The committee reviewed the report, including a breakdown by route. Ridership increased 9.37% over 2017.

Moved by Councilor Denyes
Seconded by Mr. Goodman

Motion to receive report DE&OS-2018-TAC-01:
- CARRIED -

7.2 Capital Projects Update – Report DE&OS-2018-TAC-02

Staff report was discussed by the committee.

Moved by Mr. Hiltz
Seconded by Councilor Denyes

Motion to receive report DE&OS-2018-TAC-02:
- CARRIED -

7.3 Veterans Pass Report DE&OS-2018-TAC-03

Staff report DE&OS-2018-TAC-03 regarding the review of the current Veterans Pass Application was discussed in depth.

Moved by Mr. Goodman

Seconded by Mr. Johnston

Motion to receive report DE&OS-2018-TAC-03:

REVISED

Motion revised to refer report DE&OS-2018-TAC-03 back to staff for additional information.

- CARRIED -

7.4 Transit Charter rate - DE&OS-2018-TAC-04

Staff report DE&OS-2018-TAC-04 regarding a review of the current charter rate, and the review of other transit service charter rates. Staff recommends making no change to the current rate.

Moved by Councilor Boyce
Seconded by Mr. Johnston

Motion to receive report DE&OS-2018-TAC-04:

- CARRIED -

8. GENERAL BUSINESS

8.1 Transit Supervisor Posting Update

There was great interest in the posting and numerous resumes were received. After vetting by Human Resources and the Manager – Transit Operations, three (3) candidates were selected for interview and testing. Candidates will complete a panel interview and also a thirty (30) minute skills test. Interviews will be booked in the next few days.

8.2 Update on Route 11 – Late Night Industrial Park Bus

The Route 11 service began on January 2, 2018. Currently averaging 15.4 passengers per night; with a total of 108 riders to date. Staff continue to promote the route, and continue to monitor. Passengers have been positive and there is considerable interest from the public.

9. NEW BUSINESS AND INFORMATION MATTERS

- 9.1 There was a concern raised about a possible inoperable farebox on Route #1. With the possibility of this route being reviewed for service adjustment based on ridership, the concern was the quality of the data being used. Staff will review the fareboxes for operation, and also recognise the errors that could be expected with the older fare collection system. No service changes would be implemented without extensive ridership review.
- 9.2 There was considerable discussion regarding the Mobility Bus Service, specifically the weekend coverage. Reports of the Mobility vehicle being out of town and not available for contracted service, reports of passengers not being picked up at all, at origin and destination. Staff will review the current agreement and meet with the contract providers to ensure all contractual obligations are being met with the intent to improve service delivery.
- 9.3 Staff were asked about the dispatch of the mobility service and the required response time when messages were left. The current message at the booking number, 613-968-5888, indicates that calls will be responded to within 24 hours. A call was placed to the number confirming the information. Staff were requested to contact the service provider and update the response time of returning calls.

10. NEXT MEETING

March 7, 2018 at 4:45 PM in the Sir Mackenzie Bowell Room; or at the call of the chair if required.

11. ADJOURNMENT

Moved by Ms. Kitchen
Seconded by Mr. Goodman

THAT the January 9, 2018 meeting of the Transit Operations Advisory Committee adjourn.

- CARRIED -