

Transit Windsor Advisory Committee - Meeting held April 3, 2018

A meeting of the **Transit Windsor Advisory Committee** is held this day commencing at 4:00 o'clock p.m. in the Walkerville Meeting Room, 3rd floor, City Hall, there being present the following members:

Councillor Bill Marra, Chair
Councillor Rino Bortolin
Councillor Irek Kusmierczyk
Councillor Ed Sleiman
Sarah Cipkar
Bernie Drouillard
Vic Garabedian

Regrets received from:

Jacob Frickey

Guest in attendance:

Dale McKenzie

Also present are the following resource personnel:

Pat Delmore, Executive Director, Transit Windsor
Dave Calibaba, Manager, Sales & Marketing, Transit Windsor
Steve Habrun, Manager Planning, Transit Windsor
Jason Scott, Planning Analyst, Transit Windsor
Mark Winterton, City Engineer
Austin Mejia, Intern Student, University of Windsor
Karen Kadour, Committee Coordinator

1. Call to Order

The Chair calls the meeting to order at 4:00 o'clock p.m. and the Committee considers the Agenda being Schedule "A" attached hereto, matters which are dealt with as follows:

2. Declarations of Conflict

None disclosed.

3. Adoption of the Minutes

Moved by Councillor Bortolin, seconded by Councillor Sleiman,
That the minutes of the Transit Windsor Advisory Committee of its meeting held
November 29, 2016 **BE ADOPTED** as presented.
Carried.

4. Business Items

4.1 Update by the Executive Director, Transit Windsor

Pat Delmore, Executive Director, Transit Windsor provides an overview of the projects that will enhance transit service for residents and visitors as follows:

LaSalle Service - In September 2017, Transit Windsor began providing service to the Town of LaSalle on a five year contract. Free service was provided for four months and fares were collected beginning on January 1, 2018. The Town has purchased two 40 foot diesel buses.

In response to a question asked by Councillor Sleiman regarding why the Town of LaSalle purchased two buses, P. Delmore responds the purchase of the two buses were required to compliment the service. He adds the buses were purchased by the City of Windsor and the Town will reimburse the City on an annual basis.

Regional Transit Service - The Towns of Amherstburg and Leamington have applied for the Community Transportation Grant funding program. The grant would allow the town to establish transit service that would link to existing transit service within the City of Windsor. Should the grant application be successful, the Towns would be provided with start-up and operating costs to establish a new transit route that connects municipalities.

St. Clair College - Beginning with the January 2018 semester at St. Clair College, the three routes servicing the college experienced overload situations, as there was an influx of 1400 international students. Additional buses were added when available and the college has advised another 1400 students will be arriving in May 2018 and an additional 1400 in September 2018. An express route to St. Clair has been created along the Herb Gray Parkway.

Councillor Sleiman questions if the 24 buses slated to be retired can be used to assist with the influx of international students. P. Delmore responds 9 of the buses have been decommissioned as they are beyond repair. A report went to Council requesting to keep 5 of the 24 decommissioned buses until the end of 2018.

P. Delmore advises as some students have a vehicle, there is an opportunity for the 5,000 students at the college to create a CPass (college pass). Further discussions are to take place with St Clair College

UPass -The UPass program at the University of Windsor is working out well. In 2017, the Organization of Part-time University Students (OPUS) joined the UPass Program which allowed 1800 additional students to have access to the program. It is expected there will be another referendum in the spring of 2019 to make the UPass program a permanent one.

West End Terminal - Transit Windsor is in the early planning stages of a proposed new West End Terminal to replace the existing terminal on College Avenue. Hotel-Dieu Grace Health Care is willing to partner with Transit Windsor to locate a new terminal on site. They are providing a location inside their facility for Operator relief and passengers will also have access to their cafe. The current location is serviced by four routes, two of which already service the proposed location. The plan would be to bring those other two routes to the new location as well. The process is a lengthy one that includes an environmental assessment since the terminal would be located near residential areas. The timeline for the terminal to come online would be mid 2019.

Councillor Kusmierczyk asks if the transit terminal can include a communications hub to allow an opportunity to reach west end residents relating to job hunts, and community programming. P. Delmore notes there will be no facility built on the site. The riders will be using the waiting areas and cafe in the hospital. Transit Windsor will discuss this idea with the working committee that includes hospital representatives

M. Winterton suggests researching if grants are available to provide an interactive screen in the waiting areas of the hospital. P. Delmore will investigate and report back. The Chair adds this may be an opportunity for the hospital to apply for a grant.

Intelligent Transportation System (ITS) The ITS system is online and providing good information to both the public and transit staff. Once the new 24 buses arrive and are equipped with the hardware components, the whole fleet will be outfitted with the system. Transit Windsor is also using an app called Transit, which is an app that links real time transit data with other transportation partners such as bikeshare, carshare and on-demand. There is no cost to Transit Windsor for partnering with the Transit app, however, as a partner, Transit Windsor has access to their data analytics to see where riders are planning A to B trips and what locations are popular searches.

Service Delivery Review - The RFP selection process to conduct the service delivery review has closed. This project will look at reviewing the existing system and introducing an enhanced transit system that recognizes the growth in the City of Windsor. It is expected these enhancements would increase frequencies, reduce seat times, make the system follow a grid pattern which allows for a more efficient service

with streamlined main lines and more feeder lines along with a potential for a hybrid bus rapid transit routes.

P. Delmore indicates the Service Delivery Review will be a "key project" for the Transit Windsor Advisory Committee.

Fare Structure Review - The fare structure review is a project to review current fare policies to ensure Transit Windsor is offering the best fare options for the new technology. Included in this project is the implementation of software and website design that customers can utilize and purchase fare products, i.e. mobile ticketing and electronic fare payment.

Farebox Upgrade - This upgrade will extend the life of the current farebox by up to 12 years and provide Transit Windsor with access to the latest farebox technology being developed by the farebox vendor, Trapeze Group. New upgrades will provide improved reporting, more options for smart cards, mobile ticketing, improved printing to decrease passenger issues and new driver display units.

Automatic Passenger Counters (APC) - Automatic passenger counters will provide the number, time and location of people boarding and exiting the buses at all times. This is critical information for making service changes, and responding to changing ridership patterns as it allows for informed decisions regarding where and when people are riding. The APC will be placed on 20 buses.

New Buses - Transit Windsor is currently receiving delivery of 24 clean diesel 40 foot buses. Transit Windsor will be retiring 24 buses however, 5 will be kept in service temporarily to help address overload situations with the current service levels. Twelve buses have been received to date and are being outfitted with radios, fareboxes, and ITS system components.

In response to a question asked by Councillor Kusmierczyk regarding some municipalities not using clean diesel buses and use hybrids, P. Delmore responds in order to acquire fuel efficiency, there must be heavy stop and go bus routes and adds a hybrid bus costs approximately \$250,000 more than a clean diesel bus.

Councillor Kusmierczyk asks if electric buses may be utilized in the foreseeable future. P. Delmore replies electric bus pilots are being undertaken, however, there are no universal charging systems for electric buses. Transit Windsor continues to monitor the pilot projects and the advancements of electrification.

B. Drouillard indicates the City of Winnipeg has four electric buses running from the downtown area to the airport as a pilot project.

New Bus Shelters - Transit Windsor has purchased 108 solar powered bus shelters which will be placed throughout the city. Sixty-three shelters will have solar advertising panels while the remainder will have solar lights. There are currently 154 bus shelters,

many of which are over 20 years of age. Sixty bus shelters will be discarded and replaced with new ones. Shelter coverage will increase from 12% to 18% (202 shelters) which moves us closer to the industry standard of 25% coverage.

Public Transit Infrastructure Fund (PTIF) - Phase 2 -The new funding will see the Government of Canada and the province of Ontario make unprecedented investments in public transit, green infrastructure, and recreational and cultural infrastructure. The projects supported through this bilateral agreement will have a total value of over \$31 billion. Transit Windsor has not had formal notification from the Ontario government with regards to eligible amounts.

Moved by Councillor Bortolin, seconded by Councillor Sleiman,
That the Transit Windsor Update 2017-2018 provided by the Executive Director,
Transit Windsor **BE RECEIVED.**
Carried.

4.3 Transit Windsor Advisory Committee Structure 2018-2022

Discussion ensues regarding the committee structure and it is suggested the committee be community based and be supported by City Council via an annual operating budget.

5. Date of Next Meeting

The next meeting will be held at the call of the Chair.

6. Adjournment

There being no further business, the meeting is adjourned at 5:40 o'clock p.m.

CHAIR

COMMITTEE COORDINATOR

Report to - Windsor Accessibility Advisory Committee

2018 - Quarter 2 - Transit Windsor Customer Service Requests (CSR) on Accessibility

Report completed by:
Patrick Delmore
Executive Director
Transit Windsor

RECOMMENDATION:

That the Transit Advisory Committee **RECEIVE** for information the report regarding the second quarter Transit Windsor Customer Service Requests on Accessibility and;

That this report be **FORWARDED** to the Windsor Accessibility Advisory Committee for their information.

BACKGROUND:

Transit Windsor, along with all city departments, logs all customer concerns, complaints, compliments and suggestions into the City 311 Customer Service Request (CSR) logging system. Whether a call is received through 311 or Transit Windsor, the same computerized system is used to document all calls. The system then forwards the CSR to a Transit Windsor Manager for investigation and follow up. The Transit Windsor response is also logged into the system and the customer receives a call back with regards to their initial call or email.

In the summer of 2017, it was suggested that the documented Transit CSR's on accessibility be forwarded to the Windsor Accessibility Advisory Committee for review. At that time, a review of how accessibility complaints were received and documented was analyzed and a number of

recommendations were made for changes to be implemented on January 1, 2018. This report is provided for information only.

DISCUSSION:

For the period of January 1, 2018-June 30, 2018, Transit Windsor received a total of 45 Customer Service Requests that mention accessibility as a part of the reason for the call. In comparison, in all of 2017, there were 112 service requests received that mentioned accessibility as a component to the reason for the call to 311 or Transit Windsor. Effective January 1, 2018, one of the prompt questions will ask, at the beginning of the intake, if the CSR is related to an accessibility issue. By asking this question, Transit Windsor now has a better indication of accessibility related CSRs.

The 2018 CSR breakdown within the area of accessibility is as follows:

- Stop Announcement issue 3
- Request for bus shelter 1
- Snow clearing at bus stop 1
- Detour complaint 1
- Driver complaint 14
- Driver compliment 3
- Schedule issue 2
- Handi-Transit complaint* 1
- Handi-Transit compliment* 1
- Mechanical issue 13
- Passenger bypassed 2
- Route complaint 2
- New service suggestion 1

*Note that Handi-Transit calls are forwarded to that organization to address.

CONCLUSION:

Once Transit Windsor has received a CSR, a depaiiment Supervisor will investigate the issue and the matter is dealt with accordingly. The Supervisor will then follow up with the caller to update them on the results and resolutions of the investigation. The next step in the process is to record the response in the CST system and then the case is closed. As stated in the background, the revised intake system now allows Transit Windsor to better acknowledge Accessibility related CSRs in 2018.