

**Minutes for BRS-Transit meeting**  
**Monday, 22 October 2018 @ 3:30-4:45PM**

Location: Committee Room B at City Hall

Present: Cory Shrigley, Allison Gray from Transit; Peter Gallén, Lila Wagner, Douglas Rudolph from BRS; Liz Hoffman from the Growth Plan Team (part of the meeting).

## **FOLLOW-UPS**

### **1) Overcrowded Buses:**

- a. Transit noted that routes 13, 26 and 27/21 run at 15-minute headways; route 17 runs on 10-minute headway, and route 50/55 on 7.5-minute headway (all during rush-hour).
- b. Having said that, Transit acknowledged particular problem areas: i) routes 27/21 and 26/18 at the last few stops out of Sutherland, ii) route 81 at Taylor/Cumberland, and iii) route 82 at Main/Arlington. Transit recommended that riders experiment by taking a slightly earlier/later bus; Transit does not endorse riders walking to an earlier bus stop on the route, because that only results in someone else instead being refused boarding.
- c. Transit continues to monitor the situation across the city and apply available remedies.

### **2) Persistent problems with Route 11:**

- a. Transit noted that the already implemented time-point changes at the Airport and the route moving from 2<sup>nd</sup> to 3<sup>rd</sup> Avenue (during week-day rush hours) has resulted in a 2 minute time saving.
- b. Transit is now aware that a persistent 6-9 minute delay occurs at the intersection of Avenue C and Circle Drive due to unfavourable traffic light timing. BRS has personal experience of even 12-minute bus delays at that intersection.
- c. Transit is monitoring the traffic congestion along Avenue C.
- d. Transit is conducting physical ridership counts on the bus, including noting where riders board and disembark, for the purpose of a potential route shortening.
- e. Transit is evaluating the impact of roadwork near the Airport.
- f. Transit is now also actively considering the following potential remedies, none of which have yet been confirmed:

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- i. Hook-up of routes 10 & 11 (i.e., bus on inbound route 11 would continue as outbound route 10, and vice versa). Implementation would have to wait until January 2019, when the next route 'bidding' takes place.
- ii. Addition of one more bus to the route. Implementation would have to wait until January 2019, when the next route 'bidding' takes place.
- iii. Shortening of the route. Implementation would have to wait until January 2019, when the next route 'bidding' takes place.

3) Transit App:

- a. The ongoing problems with Transit App remain puzzling:
  - i. Saskatoon Transit has been in contact with Transit App, who is not aware of such problems elsewhere. However, Transit App is now aware of our problems and will also closely monitor the two cities that are next in line to upgrade to the new Version 5 of the software.
  - ii. At least some of the problems seem to be concentrated to a few individuals, who may have erroneous phone settings or other particular circumstances.
  - iii. Transit is closely monitoring for potential problems with their own Open Data feed.
  - iv. BRS lamented the lack of a good 'Help Desk' for the Transit App. It was noted that Transit's own staff at the Customer Service centre is not capable of helping riders with Transit App questions, although the app is heavily promoted as trip planner and electronic replacement for paper schedules.
- b. Although Saskatoon Transit has chosen to endorse, advertise and promote Transit App (a downloadable, third-party smart-phone app) as a suitable electronic trip planning tool and next-bus indicator, Transit does not discourage the use of other third-party apps. Riders should be encouraged to learn to use any number of available apps or online web services, such as Transit 55 ( <https://transit55.ca/saskatoon/> ), Google Map Transit, Buskatoon ( <https://buskatoon.ca/> ), Moovit, etc.

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**NEW ITEMS**

4) HDR-project:

- a. Transit provided answers to our “BRT myth & misunderstanding” questions.
- b. Liz Hoffman, Engagement Staff for the Transit Plan section of the Growth Plan Team, attended this agenda item at the meeting and provided the following information:
  - i. Engagement opportunities on Bus Rapid Transit:
    - 1. Open Houses for the general public will take place i) on November 6 @ 3:00-8:00pm in the Garden South Room at Hilton Garden Inn on 90 22<sup>nd</sup> Street East, and ii) on November 8 @ 3:00-8:00pm in Hasalam Hall (basement) of Emmanuel Anglican Church at 609 Dufferin Avenue.
    - 2. Mobile Tours (previously called ‘Pop-up Events’), will take place on November 13-28 at eleven locations around the city: at transit terminals and in Stonebridge and on the street (1<sup>st</sup> Ave, 3<sup>rd</sup> Ave, Broadway); the events will run Tuesday-to-Thursday every week from 10am to 2pm and will be advertised on the City’s newsfeed and Facebook page 2 days ahead of the events.
  - ii. Liz indicated that Rob Dudiak, Manager of the Transit Plan within the Growth Plan Team, is willing to meet with BRS. It was suggested that BRS’s next General Meeting (at Mulberry’s on Tuesday, November 20 @ 7:00 pm) might be a good opportunity for Rob to meet with our membership (Liz, Allison & Peter to finalize the arrangements for a meeting with Rob).

5) Detours: On October 15 BRS met with 3 members of the City’s Transportation Department: Cory Funk, Traffic Operations & Control Manager; Todd Harms, Roadway Activity Group Operations Superintendent; and Andy McMeekin, Senior Project Management Engineer in the Construction & Design Branch. BRS reported the following from that encounter:

- a. To accommodate street/utility construction work, Transportation attempts to make detailed detour arrangements for all transportation modes (vehicles, pedestrians, cyclists & transit) with motor vehicles actually requiring the least

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effort. Planning for such work includes notifying recipients on an extensive email list (which might require updating/review).

- b. Transportation is not willing to make preferential arrangements for transit at the expense of other modes.
- c. Transportation was not aware that their current detour practises cause problems for Transit operators and riders and appreciated being informed.
- d. Transportation does not currently consider impacts on bus stops in their work/tendering procedures.
- e. Transportation lamented the lack of ongoing communication and encouraged Transit to immediately make contact regarding any perceived problems.
- f. Cory Funk expressed a willingness to meet with BRS/Transit to further discuss any concerns.

#### HEADS-UP

- 6) Visually Impaired: Douglas Rudolph will head BRS's efforts to investigate and communicate to Transit the needs of and potential solutions for the visually impaired community.

#### NOTICES/CONCERNS/SUGGESTIONS FROM TRANSIT

- 7) Transit suggested that BRS might be interested in a session on the intricacies of Transit's IT-systems. We are!

**NEXT MEETING:** Thursday, 22 November 2018, 3:30 – 4:30 pm at City Hall