

**Minutes for BRS-Transit meeting**  
**Monday, 26 August 2019 @ 3:30-5:00pm**

Location: Committee Room B at City Hall

Present: Cory Shrigley, Allison Gray, Taha Najam from Transit; Peter Gallén, Robert Clipperton, Curtis McCoshen, Jim Wood from BRS.

**MEETING ADMINISTRATION**

- 1) Curtis was Chair of this meeting, while Peter will provide the minutes.

**USSU ITEMS**

- 2) USSU was not present at this meeting

**TRANSIT ITEMS**

- 3) Update on the Bus Stop Audit:
  - a. The Bus Stop Audit uses a phone app with GPS-capture of location coordinates.
  - b. The field audit started last week.
  - c. BRS appreciated Taha taking the participants through the details of the audit.
  - d. First impression was that the audit will capture a lot of useful information.
  - e. Discussion ensued about which amenities should be standard on every bus stop:
    - i. For example, BRS was disappointed in garbage and cigarette receptacles not being mandatory due to the cost of emptying them.
- 4) Improvements to the Customer Service Centre:
  - a. Renovations to the interior space of the Customer Service Centre at the Downtown Terminal have been undertaken; both the functionality and ambience of the public space and the separate operator space are expected to improve.
- 5) Improvements to the App called 'Transit':
  - a. A public announcement will be forthcoming on August 29 regarding 'Transit+', which is an enhanced version of the app called 'Transit'
  - b. Transit+ will include trip planning using taxi and ride-share in combination with walking, cycling and transit.
- 6) Service Alerts
  - a. Transit wondered if 'Full Bus' service alerts on the app called Transit might be helpful to the ridership.
    - a. BRS replied that this information should be helpful to riders if it is both timely and reliable.
    - b. The idea of a pilot on a few routes to university was also floated.

## **BRS ITEMS**

- 7) Discontinuation of On-Site Bus Stop Alerts/Signage:
  - a. BRS conveyed its objection to the impending discontinuation of on-site signage on bus stops that are temporarily out-of-service due to bus route detours.
    - i. Transit informed that alerts will continue to be provided on their various electronic media, and posters to the effect will be provided at all Terminals.
  - b. BRS informed Transit that it had received a copy of a submission from one of its members to a City Councillor.
    - i. Transit informed that a written reply was being prepared
    - ii. BRS gave notice that further action may be undertaken if the reply is unsatisfactory.
- 8) Fall-Winter Schedule:
  - a. BRS noted that the substantial enhancements in bus service that take place each Fall, when schools and post-secondary educational institutions commence, have not yet been publicly announced, although the date is fast approaching.
    - i. Transit informed that Tuesday, September 3, is the date when enhanced services will commence this year.
    - ii. The schedule for Route #26 has been improved as of the same date.
- 9) Rider Etiquette:
  - a. Posters on etiquette will begin appearing September 1 on buses and advertisements.
- 10) Update on Fare Review:
  - a. Transit has been successful in hiring an intern for 8 months to prepare background information in preparation for the impending Fare Review.
  - b. The successful candidate is a PhD-student named Dipak, who will start work on September 4.
- 11) Better Ticketing options:
  - a. BRS expressed yet again concerns about the restrictive and cumbersome procedures to reload Transit Passes; for example the annual renewal of Senior's Passes in June.
  - b. Transit replied that a Request for Proposals for a Mobile Ticketing Application has been issued and vendor responses are currently being evaluated. One of the required features is easier reloading of Transit Cards.
- 12) Update on BRT:
  - a. Transit requested that updates on the BRT-project would henceforth be scheduled quarterly for BRS; thus allowing project staff to attend the meeting.
  - b. It was agreed to dedicate our September meeting to the BRT-project:
    - i. Station Design Requirements would be a major topic at the meeting.
    - ii. A potential rerouting of Route #8 up-and-down Broadway might also be discussed; next June is the earliest it could be implemented.
- 13) Update on Transit's meetings with Neighbourhood Associations:
  - a. Transit has provided a written response to the Sutherland – Forest Grove Neighbourhood Association regarding issues raised at their recent meeting.

COS-minutes, 26 August 2019

- b. No new meetings are currently scheduled with Neighbourhood Associations but the intent is to resume them later in the Fall as time permits.

**NEXT MEETING:** Monday, 23 September 2019, 2:30 – 3:30 pm at City Hall (confirmed; note early start)