

Minutes for BRS-Transit meeting
Monday, 23 September 2019 @ 2:30-3:30pm

Location: Committee Room B at City Hall

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

MEETING ADMINISTRATION

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

USSU ITEMS

- 2) USSU was not present at this meeting.

TRANSIT ITEMS

- 1) Transit issues at Community Association Meetings:
 - a. Transit has informed the City's Community Liaison staff to convey to the Community Associations that they are willing to attend a regular Mon/Tue/Wed-evening meeting of any community association that so desires. The intent would be to spend about 10 minutes at the beginning of the meeting to gather feed-back, discuss concerns and provide information about current Transit plans (more time can be spent if required).
- 2) Experience Transit and its Train-the-Trainer program:
 - a. Transit is reviewing Calgary Transit's very successful train-the-trainer program for ideas to develop and improve their own program.
 - b. As part of Transit's 'Family of Services' initiative, the Access Transit Manager has joined the team overseeing the program.
 - c. A an early adoptee of the program, Saskatoon Council on Aging's (SCOA):
 - i. eNews, dated 22 September 2019, highlights their long-standing Bus Buddy Program and announced that training in 'How to use Saskatoon Transit's mobile app' has been added to their program: <https://scoasite.wordpress.com/>
 - ii. annual event 'Spotlight on Seniors' (this year on October 1) will include Transit's information booth as usual.
- 3) Update to the Etiquette campaign:
 - a. the poster campaign in buses and print media will continue running for several months.
 - b. a humorous video is expected to be completed in October.
 - c. BRS indicated a willingness to post campaign posters on our FB-page.
- 4) Update on 'Toons on Transit':
 - a. This year's winners, whose photographs will be displayed in buses, were unveiled by Transit's Operations Manager Mike Moellenbeck at a recent press conference; unfortunately no media showed up for the event.
- 5) Update on Bus Shelters:

- a. The annual 'Bus Stop Blues' campaign is coming to an end tomorrow (Tuesday); Transit would have liked to have seen more photographs of the submitted stops, but were happy with the number of submissions (44).
- 6) Update on the use of Influencers:
 - a. Starting with Jazz Fest, social media Influencers have been used to date for three particular events. Transit is pleased with the response as indicated by the engagement ratio with the campaign with no negative interactions.

BRS ITEMS

- 7) Posted Notices on bus stops temporarily out-of-service:
 - a. BRS informed Transit that they are awaiting Administration's response (expected at the November SPCoT-meeting) to Councillor Blocks' previous question on the topic.
 - b. BRS re-iterated their sentiment from the last meeting that the current message on the posted Notices is seriously inadequate: 'Service Alert plus a date' does not provide sufficient information to redirect transit riders in a timely fashion to another stop, and the posted suggestion to phone Customer Service for more detailed advice does not work without a cell-phone! It was noted that even motorists get better on-site instructions – and they don't have to scramble looking for a vehicle.
- 8) Scheduling and transfer problems indicated on BRS's FB-page:
 - a. BRS provided posts indicating that buses on route #26 arrive/depart much ahead of the schedule at intermediate stops along the route. Transit promised to look into the issue.
 - b. BRS provided posts that indicated insufficient time for transfers at the Downtown Terminal, especially when the bus on the first leg of the trip is even slightly late. Transit responded that they were not aware of any consistent, systemic problems with these transfers and indicated that they need details of actual problem transfers before undertaking any further review.
- 9) Class Passes:
 - a. BRS wondered if Class Passes could be extended to organizations such as Girl Guides and others since it could provide an opportunity to build future ridership by including Experience Transit training as a compulsory requirement?
 - b. Transit replied that the ClassPass program is designed to take advantage of off peak week day service, between 9 and 3pm. The ClassPass program was designed for teachers to take their classrooms of students on field trips, while service clubs like the Girl Guides take place after 3pm or on weekends.
- 10) Senior's Bus Pass purchase: BRS re-iterated their long-standing frustration with the inconvenient re-loading of annual Seniors Passes. Transit replied that it is one of the items in the outstanding RFP for app-based ticket purchases.
- 11) Ongoing Accessibility project:
 - a. BRS indicated that they were interested in discussing Bus Stop/Station Design Criteria at the regular October meeting, which will be dedicated to an update on the BRT.

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- b. BRS re-iterated their frustration with the lack of credible answers to the issue of kneeling buses in cold weather. BRS also indicated that they would be interested in discussing other technical issues pertaining to the current fleet of diesel buses.

NEXT MEETING: Monday, 28 October 2019, 3:30 – 4:30 pm at City Hall (confirmed). Topic: BRT-update and Bus Station Design Criteria with Rob Dudiak, Project Manager