

**Minutes for BRS-USSU-Transit online meeting
Monday, 21 September 2020 @ 2:35-3:35pm**

Location: Online meeting using Zoom

Present: Cory Shrigley, Allison Gray from Transit; Jamie Bell from USSU; Peter Gallén, Robert Clipperton, Curt McCoshen, Jim Wood, Doug Rudolph from BRS.

MEETING ADMINISTRATION

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

USSU ITEMS

- 2) USSU noted that Place Riel, which they own, remains closed to the public but is running on skeleton staff.
- 3) USSU reported that they were extremely busy activating about 900 U-Passes to cover the students that will physically attend classes on Campus or require transit for other purposes. They are achieving about 80 U-Pass activations per day, while making sure everyone stays safe from Covid-19 infections.

TRANSIT ITEMS

- 4) See item 5a.

BRS ITEMS

- 5) Covid-19 update:
 - a. Masks
 - i. Mask use is now mandatory on buses and in the Customer Service Centre.
 - ii. The estimate for current mask compliance is about 85% (later rising up to 99%), which is in line with other transit properties in Canada.
 - iii. After Transit received a donation of additional masks, the provision of free masks has been extended until the supply runs out (expected at the end of this week).
 - iv. Operators will not enforce mask use, but will track non-compliance for targeted action.
 - v. Last Tuesday (September 15) two Supervisors handed out masks and advice at the Downtown Terminal (8-11AM) and Confederation Terminal (11AM-2PM).
 - b. Transit has identified and retained staff to continue bus sanitizing mid-route at the Downtown Terminal and at the end of each day at the depot.
 - c. The issue of Covid-19 related bus air quality has been referred to the Maintenance Manager for monitoring of best practises in the transit industry.
- 6) Go-Pass refills:
 - a. BRS wondered why annual Go-Passes cannot be renewed by Transit's Private Vendors.

- b. Transit responded that since annual passes are so expensive (e.g., \$913 for an Adult and \$313.30 for a Senior's annual Go-Pass), Transit always personalizes the annual passes to provide remedies in case of loss of a pass, which can only be done at the Customer Service Centre.
- c. Transit also noted that the new Fare Collection System coming on stream next summer will be much more flexible for riders.

7) App/Schedule problems:

- a. While BRS was most concerned about potential systemic errors, the problems that a BRS-member experienced with the app-schedules for routes 17 & 18 turned out to be issues related to user-settings in the app.
- b. In order to get a better understanding of both systemic and user errors that have been identified, BRS inquired if Transit might be able to discuss some actual instances in more detail.

8) Recent changes to the University Terminal:

- a. After Transit was forced to close Place Riel Terminal in the spring and thus had to locate all bus routes and transfers to College Drive, BRS expressed astonishment that Transit partially reinstated Place Riel Terminal on August 30.
 - i. BRS had hoped that all low-frequency routes would have reverted to Place Riel Terminal (as they existed pre-Covid), which provided easy transfers and good outdoor seating while waiting for the bus (plus bathroom facilities, when Place Riel is open). Alternatively, BRS would have preferred all routes to utilize the same bus stop on each side of College Drive to likewise facilitate easy transfers; this time also including the high-frequency route.
 - ii. Transit noted that the arrangement at University is no different from the long-standing on-street transfer arrangement at Jysk/Indigo, where the frequent routes 8+ and 50/55 facilitate transfers between them on 8th Street, while all other routes use the nearby Centre Mall Terminal.
 - iii. USSU noted that there are still a number of undergraduate and graduate students plus faculty, researchers and staff taking transit to campus. They want to make sure transit considers the convenience and safety of those riders.
- b. Transit also noted that after some Riders had received personalized advice on their particular transfers, very few complaints had been received to date, thus suggesting the system is working well.
 - i. BRS noted that they had received some complaints.
 - ii. BRS also wondered if the visually impaired community had been consulted on their experience with the new arrangement and was told that no such consultations had occurred.
- c. Transit noted that shelters will be coming to College Drive.
 - i. BRS hoped that a sufficient number of benches would also be provided on College Drive to replace the spacious and well-used seating available on the retaining walls at Place Riel Terminal.

- 9) USSU representation at these monthly meetings:
 - a. BRS noted that USSU had been absent from a number of recent meetings and wondered if USSU was *not* finding them useful.
 - i. USSU noted that each of these absences had very particular reasons (exam, conflict, etc.) and in no way indicated a lack of interest.
 - b. BRS suggested that USSU was also welcome to bring staff or students with on-the-ground user experience of transit issues to these meetings.
 - i. USSU noted they had formed an ad-hoc Transit Committee in 2019 of which a member attended a BRS-TRANSIT-USSU meeting on Jamie's behalf. This committee ceased to exist on April 30 as that was the end of the governing year, and all executives and councillors were relieved of their duties.
- 10) Update on Service Standards Documents:
 - a. Transit's first ever Service Standards document will go to the Standing Policy Committee on Transportation in September.
 - b. Transit emphasized that the document will remain a living document even after its presentation to Committee/Council.
 - c. BRS looked forward to an advance peek at the document as Transit will be providing a section of the document to BRS.

NEXT MEETING: Monday, 19 October 2020, 2:30 – 3:30 pm on Zoom (date confirmed).