

City of Peterborough Transit Liaison Committee

Terms of Reference

1. Committee Name and Mandate

A liaison committee to be called Peterborough Transit Liaison Committee or “PTLC” is hereby established to engage and inform customers and community stakeholders and provide the opportunity for committee members to share feedback with Transit staff.

2. Roles and Responsibilities

PTLC shall be a liaison committee for the purpose of sharing information received from various stakeholders and providing feedback to Transit staff. The PTLC shall:

- 2.1 Provide feedback and suggestions related to the delivery of transit services in the City of Peterborough which may include hours of service, transit routing, customer policies, customer amenities and proposed service changes.
- 2.2 Provide input and suggestions on customer-facing Transit initiatives including communications plans, marketing strategies, and customer service policies.
- 2.3 Provide input and suggestions on accessibility matters including priorities for bus stop and infrastructure upgrades.
- 2.4 Provide feedback with the best long-term interest of all transit customers and stakeholders as the overarching principle.
- 2.5 Provide input on key performance measures to allow for ongoing monitoring of customer satisfaction and methods to enhance customer satisfaction.
- 2.6 Provide feedback on opportunities and programs for customer engagement and education.
- 2.7 Members recognize that Transit Staff are required to abide by federal / provincial legislation, municipal by-laws, city policies, and contractual obligations (e.g., collective agreements) in the delivery of transit services.
- 2.8 Members do not have any spending or decision-making authority and therefore there are no votes to approve items of discussion or to give direction to staff, other than the approval of meeting minutes.
- 2.9 At the discretion of the Chair, members may vote on a motion to formally support or disagree with an item of discussion, or to establish additional rules of procedure for the Committee that do not conflict with this by-law. The results of such a vote will be recorded in the minutes of the meeting.

- 2.10 Where a vote has been taken on an item of discussion, the Chair or a member of the Committee, designated by the Committee, may make a delegation to Council on behalf of the Committee, regarding the Committee's position on the issue so long as it is part of an item on the Council agenda.
- 2.11 Members who wish to make a delegation to Council regarding an issue of discussion or any other transit issue on the Council agenda, that has not been voted on by the Committee, shall speak on behalf of themselves and not on behalf of the Committee.

3. Membership

PTLC shall be composed of twelve members, appointed by Council as follows:

- 3.1 Two members of Council, represented by the Transportation Chair and a Councillor at Large, appointed to a four-year term commencing in November, or as directed by Council.
- 3.2 Ten citizens of the City of Peterborough.

When choosing citizen appointments preference shall be given to members with experience in, or knowledge of transit services, accessibility, transit infrastructure/planning/design, gender issues, senior issues, indigenous perspectives and youth (16 years and older).

PTLC shall be composed of ten citizen members, representing Transit customers, community groups, local organizations and stakeholders. The structure below collectively represents the PTLC and shall be appointed by Council.

- Two conventional/regular transit service riders from the City of Peterborough.
- Two specialized van/mobility transit service riders from the City of Peterborough.
- One member from the Accessibility Advisory Committee
- One member from Age Friendly Peterborough.
- One member from the Council for Persons with Disabilities.
- One member from Peterborough Green Up.
- One member from the Trent Central Student Association.
- One member from the Fleming College Student Association.

4. Term of Appointment

- 4.1 The term for citizen appointments shall be four years, consistent with the term of Council.
- 4.2 The term of an appointment shall expire in November of the calendar year. Each PTLC member shall continue in their role until their successor is appointed.
- 4.3 Any member of PTLC whose term of office has expired may be eligible for reappointment, up to a maximum of eight years.

- 4.4 PTLC, upon becoming aware of a vacancy, shall notify the Clerk's Office in writing.

5. Remuneration

PTLC members shall serve without remuneration.

6. Committee Chair and Vice-Chair

- 6.1 PTLC, at its first meeting in each calendar year, shall appoint from its membership a Chair and Vice-Chair. The Chair and Vice-Chair shall hold their positions for one-year, renewable terms.
- 6.2 The Chair shall preside over each meeting, ensuring that each item on the agenda is dealt with in an orderly fashion while allowing all members to speak on any item they wish to speak on, or to ask questions of staff. It shall be the duty of the Chair to enforce the observance of order and decorum amongst the members, including ensuring that members and/or staff are permitted to speak about an item without interruption from other members. The Chair may ask a member who is disruptive or unwilling to follow the direction of the Chair to leave the meeting.
- 6.3 The Chair, where required, shall serve as the committee's representative and signing officer.
- 6.4 The Vice-Chair, in the absence of the Chair, shall have all the same rights and privileges as the Chair.

7. Meetings

- 7.1 PTLC, meetings are administrative as they do not qualify as open meetings of Council under the Municipal Act, 2001.
- 7.2 PTLC meetings shall be held nine times annually. Where possible, meetings shall not be scheduled in July, August and December.
- 7.3 Meeting times shall begin at 5:30 pm and end no later than 9:00 pm, unless otherwise agreed to by the Committee through a vote on the matter. Meetings will be held in person or through online formats, at the discretion of the Committee, and in accordance with Public Health Guidelines.

- 7.4 The PTLC Meeting shall commence with the following land acknowledgement statement by the Chair: “We respectfully acknowledge that we are on the treaty and traditional territory of the Mississauga Anishinaabeg. We offer our gratitude to the First Peoples for their care for, and teachings about, our earth and our relations. May we honour those teachings.”

8. Role of City Staff

- 8.1 Staff from the Transit Division shall attend the meeting to support the Committee to provide support and engage with members of PTLC, including the attendance at meetings and presentation of items for discussion with the Committee.
- 8.2 The ATU Local 1320 President or a designate in the President's absence, shall be available as a staff resource at meetings.
- 8.3 The General Manager, Transit Services and/or their designate shall identify matters for feedback by PTLC and prepare agendas for each meeting. Meeting Agendas and information to support items for discussion shall be circulated to members of the PTLC no later than one week in advance of the meeting.
- 8.4 Staff from other divisions shall support the Committee and attend meetings as required.
- 8.5 Staff may arrange for presentations from community groups and agencies and bring information to PTLC for feedback and discussion.
- 8.6 Staff may circulate items to PTLC for feedback and comment outside of items presented at Committee meetings.
- 8.7 Staff will prepare draft minutes of PTLC meetings for approval by the committee. Following Committee approval, minutes will be posted on the Transit Website.
- 8.8 Where applicable, matters discussed with PTLC and the feedback received from the committee, will be incorporated into staff reports to General Committee or through the annual Transit Report.