



Transit Liaison Committee

Date: Thursday, August 10, 2023

Time: 2:00 pm

Location: Training Room, Transit Offices, 130 Aylmer Street North

AGENDA

1. Call to Order
2. Land Acknowledgement
3. Confirmation of Minutes
 - a. June 22, 2023
4. Presentations
 - a. Transit Service Improvement Options and Staff Recommendations, Report PTLC23-009
5. Other Business
6. Next Meeting – to be determined
7. Adjournment



City of
Peterborough

To: Members of the Peterborough Transit Liaison Committee

From: Barry Wakeford, Peterborough Transit General Manager

Meeting Date: August 10, 2023

Subject: Transit Service Improvement Options and Staff Recommendations, Report PTLC23-009

Purpose

A report to share with the Peterborough Transit Liaison Committee recommendations from City staff, based on the Committee working group session held on June 22, 2023 and to seek the Committees endorsement of recommendations for short-term improvements and longer-term investments in Peterborough Transit.

Recommendations

That the Peterborough Transit Liaison Committee endorse the recommendations outlined in Report PTLC23-009, dated August 10, 2023, of the Transit General Manager as follows:

- a) That short-term, low-cost improvements as outlined in this report be implemented through the remainder of 2023 to improve the current transit experience;
- b) That the longer-term strategies and investments for improved service as outlined in this report be endorsed to support the growth and success of Peterborough Transit; and
- c) That upon conclusion of the On Demand pilot study and the City's contractual obligations, the On Demand service be replaced with an extension of regular service route hours.

Background

The Peterborough Transit Liaison Committee met for the first time on May 11th, 2023. During the next few meetings, the following presentations were delivered:

- PTLC23-001 Transit and the Transportation Master Plan
- PTLC23-002 Transit Route Review and Long-Term Growth Strategy Summary
- PTLC23-003 Transit Operating Budget Overview
- PTLC23-004 Climate Implications of Public Transit
- PTLC23-005 Public Transit and the New Official Plan
- PTLC23-006 Transit Route Enhancements Options
- PTLC23-007 Diversity, Equity and Inclusion
- PLTC23-008 Peterborough Accessible Community Transit Service

These reports were shared with the committee members to build a foundation of knowledge of recent studies of the transit system and to illustrate the important role Peterborough Transit plays in achieving multiple corporate objectives. The presentations highlighted the critical role Peterborough Transit plays within the City's Transportation Master Plan, Official Plan, Climate Change Action Plan, and provides the community with a sustainable, accessible, and equitable mobility option.

At the June 22, 2023 meeting, members of the Peterborough Transit Liaison Committee (PTLC) were separated into four working groups. Each working group met with City staff to discuss potential methods by which various service sectors within Peterborough Transit could be improved. The four service sectors are as follows:

- Route Improvements
- Wayfinding and Navigating the System
- Accessibility within the Transit service
- Customer Service and Communication

City staff collected the suggestions from Committee members and sorted them into categories for further consideration. The categories were established to assist staff with evaluating and identifying the most preferred options to improve the immediate ridership experience or to enhance the Transit service over the long-term.

Options identified into the "Quick Win" category are options that could be implemented at relatively low cost that still provided high benefit to the overall transit system.

Options that fall in to the “Future Investment” category are options that require longer time to implement, more extensive resources than are currently available, or increased financial investment in Transit, but still are expected to increase the quality and attractiveness of Peterborough Transit.

Transit staff have assessed the Committee suggestions and are providing the first set of Transit Service improvement recommendations for consideration by the Committee below.

Quick Win Improvements

The following short-term, low-cost improvements would serve to greatly improve the transit experiences for Peterborough Transit users. Planning for these improvements would begin immediately with the goal of implementation be completed throughout the remainder of 2023:

- Develop a Peterborough Transit package for new riders
- Update the Transit busing signage to clarify Route and Destinations
- Create informational signage to inform riders of bus frequency and/or schedules at transit stops
- Promote the “Ride With Me” training opportunity (pending on-boarding of new Transit Supervisors)
- Reinstate Collison Route (pending on-boarding of new Transit Operators)
- Pilot an East City loop (pending on-boarding of new Transit Operators)
- Create staff policy and education plan for improved/standardized communications
- End the On Demand Service and Reinstate the original routes, frequency, and schedules in areas that were replaced by the On Demand Service

Future Investment Strategies

The following strategies and investments will improve service for existing Peterborough Transit riders and create a foundation for a system that will grow ridership to levels required to meet City of Peterborough goals. As these strategies and investments will require additional time for planning, budget allocation, and further Council approval, it is anticipated that these would roll out over the next 2-5 years.

Increase Frequency on All Routes

Hourly service struggles to create a dependable transportation option for Peterborough residents. Increasing to 30min frequency on weekdays during business hours will build efficiencies into the Transit network that provide for a more connected service. The increase in frequency will require additional staffing resources, including a minimum of 4 full time drivers, plus supervisory staff to provide on street support

This would be in line with the proposed service plan detailed in Report IPSTR21-013, which recommended progressive investment towards increased drivers (28) and supervisory staff incrementally over the next few years

Improve Services at Major Hubs

Funding has been requested from the ICIP (Invest in Canada Infrastructure Program) for enhancements at the Simcoe St. terminal and at Trent University and Fleming College. A capital investment will be required for the City's contribution to create/improve passenger and driver amenities at these high-volume transit "hubs"

Implement a Transit Ambassador Employee Program

High quality customer service is a key aspect of any successful transit service. Peterborough Transit wants to ensure all transit users are respected and treated with dignity and kindness. The Transit Ambassador Employee Program would provide Transit staff with increased training and support to improve the entire transit experience for customers. Additional supervisory staff would be required but could be accommodated within the roles of supervisory staff required to support other long-term service improvements.

Summary

The Peterborough Transit Liaison Committee (PTLC) was established at the request of City Council to help inform Peterborough Transit on opportunities to enhance the Transit service and improve ridership numbers and overall experience. Through the first series of its meetings, PTLC identified and confirmed the value Peterborough Transit bring to the City's transportation network.

The first set of Quick Win Improvements and Future Investment Strategies, listed within this report, will be presented to City Council and form the basis for preparation of the City's draft 2024 budget, if endorsed by the Committee.

The PTLC will continue to meet regularly to discuss, investigate and recommend further improvements and investment strategies. Continued growth of Peterborough Transit provides an invaluable service to the community and all of Peterborough Transit and City's leadership team wish to express our ongoing gratitude to the committee members for their continued dedication to Peterborough Transit.

Submitted by,

Barry Wakeford
Interim General Manager, Transit Services

Contact Name:

Barry Wakeford
Interim General Manager, Transit Services
Phone 705-742-7777 ext. 2879
Fax (705)-876-4621
E-mail address: bwakeford@peterborough.ca

Peterborough Transit Liaison Committee Meeting Minutes

Date: June 22nd, 2023

Present: Keith Riel (Councillor), Kevin Duguay (Councillor), John Morris (CPD), Phil Mechetuk (AAC Rep), Tracy Milne (Trent), Natalie Stephenson (Green-Up), Julie Morris, Sandra Needham, Elaine Hewitt, Bill McKenzie, Jayne Culbert (Age Friendly)

Virtual: Joel Willett (Fleming) only during presentations

Staff Present: Barry Wakeford, Interim Transit Services General Manager
Cory MacLeod, Transit Operator & ATU Union Representative
Michael Papadacos, Director of Asset Management & Capital Planning
Nicole McKeown, Recording Secretary
Robert Dunford, Transportation Planning Manager
Vinod Soman, Senior Transportation Planning Manager
Nicole Schleifer, Geomatics/Mapping Manager
Robin St. Pierre, Transit Accessibility & Admin Supervisor.
Reem Ali, Diversity, Equity and Inclusion Advisor.

Regrets: Stephanie Bolton (Age-Friendly)

1. Call to Order

The meeting of the Transit Liaison Committee was called to order by the Chair at 2:01 p.m.

2. Land Acknowledgement

3. Confirmation of Minutes

Moved by Phil Mechetuk & Natalie Stephenson

4. Presentations

PTLC23-007 Diversity Equity and Inclusion

PTLC23-008 Peterborough Accessible Community Transit

Moved by Julie Morris

That the PTLC approve the presentations outlined in reports PTLC23-007, PTLC23-008, dated June 22nd, 2023, as follows:

That the reports and presentations be received for information

Carried

5. Workshop

The committee was divided into 4 groups and staff were assigned different topics to discuss with each group, staff rotated through all 4 groups and information was collected. A discussion of the findings will take place at the next PTLC meeting in August.

6. Other Business

Next Meeting

The next meeting of this Committee will be Thursday, August 10th, 2023, with start time of 2:00 pm.

Adjournment

Moved by Julie Morris

That this meeting adjourns at 4:01 pm.

Carried

Nicole McKeown, Recording Secretary

Keith Riel, Chair