



Peterborough Transit Liaison Committee

AGENDA

Date: Thursday, September 26th, 2024

Time: 2:00 pm

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

1. Call to Order

2. Land Acknowledgement

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.

3. Confirmation of Minutes

- a. June 20th, 2024

4. Presentations

- a. PTLC24-007 De-escalation Training
- b. PTLC24-008 Contacting Transit
- c. PTLC24-009 Service Changes Fall 2024

5. Discussion

6. Other Business

7. Next Meeting

8. Adjournment

Peterborough Transit Liaison Committee Meeting Minutes

Date: June 20th, 2024

Present: Keith Riel (Councillor), John Morris (CPD), Julie Morris, Joel Willett (Fleming), Sandra Needham, Elaine Hewitt, Stephanie Bolton (Age-Friendly), Natalie Stephenson (Green-Up), Larry Macdonald

Staff Present: Barry Wakeford, Director, Transit Services
Lindsay Stroud, Transportation Demand Management Planner
Cassandra Babcock, Public Works Operations Director (in place for Jennifer McFarlane)
Andrea Donnelly, Recording Secretary

Regrets: Robert J Dunford (Manager-Transportation Planning), Tracy Milne (Trent), Jennifer McFarlane, Commissioner of Municipal Operations (Acting), Phil Mechetuk, Kevin Duguay (Councillor) Cory MacLeod, Transit Operator & ATU Union Representative

1. Call to Order

The meeting of the Transit Liaison Committee was called to order by the Chair at 2:12 p.m.

2. Land Acknowledgement

3. Confirmation of Minutes

Moved by Julie Morris and seconded by Sandra Nedham

That the minutes of the meeting held on April 11th, 2024, be approved.

Carried.

4. Presentations

- a) Report PTLC24-004 – 2024 Summer Transit Route Adjustments

Moved by John Morris second by Joel Whillett

b) Report PTLC24-005 – Transit Bus Stops and Shelters Program

Moved by Larry Macdonald second by Elaine Hewitt

c) Report PTLC24-006 – Technology Drive Passenger and Business Survey

Moved by Joel Whitell and seconded by Sandra Nedham

That the Peterborough Transit Liaison Committee approve the presentation outlined in reports PTLC24-004, PTLC24-005, PTLC24-006 dated June 20th, 2024, as follows:

That the report be received for information.

Carried

5. Other Business

- Public that has complaints with Transit-who do they contact.
- Riders have trouble calling into Transit during After-Hours.
- Corey to reach out to the workers union on Technology Drive factories to get a survey into the place of business.
- How are drivers trained to deal with verbal abuse from riders. Report to PTLC on health and safety measures for drivers.

6. Next Meeting

The next meeting of this Committee will be Thursday, September 26th, 2024, at 2:00PM

7. Adjournment

Moved by Stephanie Bolton and seconded Larry Macdonald

That this meeting adjourned at 3:00 pm.

Carried

Andrea Donnelly, Recording Secretary

Keith Riel, Chair



City of
Peterborough

To: Peterborough Transit Liaison Committee

From: Barry Wakeford, Director Transit Services

Meeting Date: September 26, 2024

Report: Transit Staff De-escalation Training, Report Number PTLC24-007

Subject

A Report to inform the Peterborough Transit Liaison Committee of Transit Training on how Transit Staff are trained to deal with verbal abuse and the health and safety of drivers.

Recommendation

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC24-007, dated September 26, 2024, of the Director of Transit Services as follows:

That the report and the presentation be received for information.

Executive Summary

- At the June 20th, 2024, PTLC meeting, there was an inquiry around the training transit staff receive, to deal with verbal abuse.
- There seems to be an increase in abusive behaviors in all areas of society. City staff are not isolated from this. Transit uses the TAPTCO (Transit and Para Transit Training Company) driver training program. This program includes a customer service and de-escalation training module.

- The TAPTCO training program is used by many transit systems such as Windsor, Durham, and Fredericton, New Brunswick. The customer service module, of this training, discusses a situation where a Cleveland, Ohio transit driver punches a female passenger. This was the result of a lengthy argument that escalated to the point where the female spat on the driver, who then punched her in the face. There is a break in the video for discussion with the trainees about the situation and words or options the driver could have used to prevent the situation from reaching that point.
- This training module also includes other situations a driver could face including a passenger complaining that the bus is running late, an inebriated passenger, a disruptive passenger, a fight on the bus etc. This is an interactive session where trainees can discuss ideas and ways they might deal with them, both good and bad.
- The session references a book called “Verbal Judo”, that is used by many American police departments, as a way of defusing situations. The book highlights five tools and they are listen, empathize, ask, paraphrase, and summarize.
- In addition, the book identifies four key points for staff to remember when talking with passengers. Those key points include, people want to be treated with dignity and respect, they want to be asked and not told, they want to know why, and they would like options and not threats.
- The city has developed a De-escalation of Potentially Violent Situations program which Transit will be implementing in the training program later this year. It will be presented to new recruits as well as a refresher program for existing staff.

Background

Transit training has been progressively improving over the past twenty-five years. At one point, drivers were hired, provided with a door key and a uniform, and advised to ride with a few drivers for approximately a week. After the job shadowing, they were assigned work to be conducted on their own. A lot of the responsibilities were learned as they worked and by the instruction, often reprimand, by the senior drivers. A driver evaluation was introduced in the 1990's before a driver was released to drive unaccompanied.

Over the years, the transit training program added more information such as; Bill 168, Accessibility for Ontarians Disabilities Act (AODA), Health and Safety training, and the Transit Ambassador.

In 2017, the training department purchased the TAPTCO (Transit and Paratransit Company) training program. As people's behaviour has changed, training was required to equip staff to deal with these changes. Since it was purchased, the Customer Service module of the TAPTCO program has been presented to new recruits and at refresher training sessions.

Strategic Plan

Strategic Pillar: Governance & Fiscal Sustainability

Strategic Priority: Support a culture of continuous improvement, safety, and innovation to enhance cost effective delivery of City programs and services.

This Report fits the Strategic Priority by recommending the continuation of a City service the residents depend on.

Budget and Financial Implications

There are no budget and financial implications associated with this report.

Conclusion

The corporation of the City of Peterborough is committed to providing a safe and healthy environment for all staff. The Transit department strives to provide the tools and equipment that enable staff to complete their day safely.

Submitted by,

Barry Wakeford
Director, Transit Services

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City of
Peterborough

To: Peterborough Transit Liaison Committee

From: Barry Wakeford, Director Transit Services

Meeting Date: September 26, 2024

Report: Reporting a Concern to Transit and How After-Hours Phone Calls Are Answered, Report Number PTLC24-008

Subject

A Report to inform the Peterborough Transit Liaison Committee of how passengers can report a concern to Transit and how phone calls are answered after hours.

Recommendation

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC24-008, dated September 26, 2024, of the Director of Transit Services as follows:

That the report and the presentation be received for information.

Executive Summary

- At the June 20, 2024, PTLC meeting, the question was asked who the public are to call with concerns and how calls are answered after hours.
- Many people will visit the Customer Service desk to speak directly to a customer service representative.

- Besides speaking to a customer service representative in-person, there is the option to call the customer service line on 705-745-0525. This phone line is answered from 8:30am until 8:00pm Monday to Friday, and from 9:00am until 4:00pm Saturdays, Sundays and Holidays. Any calls before or after those times, are answered by the Control Office staff who also answer questions regarding van calls, whether it be for information or cancellations.
- Another option is to e-mail transitoperations@peterborough.ca. These e-mails are answered each evening by the nighttime Control Office staff. E-mail correspondences are saved in an electronic file with follow up and completion dates.
- There was some frustration around after hours calls not being answered. When the city upgraded the phone system from VOIP (Voice Over Internet Protocol) to Microsoft Teams, there was a problem with the calls not being routed to the Control desk when customer service closed for the evening. This was rectified by adjusting the call queue programming.
- Looking forward, the City is preparing to implement a Customer Relations Management program (CRM) to assist with customer calls. I have a limited knowledge of this program but understand that it will have the capability to record and track the progression of customer calls. This will allow better tracking of calls and completion of cases.

Background

It's important for transit to have an accessible tool for passengers to use to communicate concerns and ask questions. Many passengers can have their questions answered by drivers or at the customer service counter. However, there are some customer concerns and questions that require a supervisor or manager to answer. The methods have changed over the years, with telephone still being a popular method.

Strategic Plan

Strategic Pillar: Governance & Fiscal Sustainability

Strategic Priority: Support a culture of continuous improvement, safety, and innovation to enhance cost effective delivery of City programs and services.

This Report fits the Strategic Priority by recommending the continuation of a city service the residents depend on.

Budget and Financial Implications

There are no budget and financial implications associated with this report.

Conclusion

It is important for people to be able to reach the Transit department with questions or concerns. Speaking directly to the customer service desk is popular for those who are in the downtown area, if traveling by bus.

Phone calls are also a common method. The phones are answered by the Control office from May to August, Monday to Saturday between 5:30am and Midnight and from September to April, Monday to Saturday between 5:30am and 3:00am. Sundays from 7:00 am until 1:30 am. The customer service desk is open and takes over the calls on weekdays between 8:30am and 8:00pm, and Saturdays, Sundays and Holidays between 9:00am and 4:00pm (closed between 12:00pm and 12:30 pm). Calls are transferred back to the Control office when the Customer service desk closes.

Another method passengers use for assistance or to report a concern is by using the Transit website or e-mailing transitoperations@peterborough.ca. E-mails sent to the address are answered daily by the Control office, usually later in the evenings.

E-mail correspondences are saved in an electronic file with the date of follow up and completion.

Submitted by,

Barry Wakeford
Director, Transit Services

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City of
Peterborough

To: Peterborough Transit Liaison Committee

From: Barry Wakeford, Director Transit Services

Meeting Date: September 26, 2024

Report: Transit Route Adjustments for Fall 2024, Report Number
PTLC24-009

Subject

A Report to inform the Peterborough Transit Liaison Committee of the 2024 Fall transit route adjustments.

Recommendation

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC24-009, dated September 26, 2024, of the Director of Transit Services as follows:

That the report and the presentation be received for information.

Executive Summary

- Transit adjusted the Chemong Route Number 2 extending the northern portion from Rowberry Boulevard at Grange Way to continue up to Trent University at Bata Library. This returns this route to the original northern destination.
- Transit extended the coverage of the Otonabee Route Number 12 to service Collison Avenue, Maxwell Drive and Collison Heights. This reflects the old Collison Route Number 10 route from the hub and spoke route.

Engagement and Consultation

Consultation for these route adjustments occurred during the development of the Transportation Master Plan.

Strategic Plan

Strategic Pillar: Governance & Fiscal Sustainability

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This Report fits the Strategic Priority by recommending the continuation of a City service the residents depend on.

Budget and Financial Implications

There are no budget and financial implications associated with this report.

Conclusion

Staff will continue to make strategic and incremental changes to address safety, efficiencies, and ridership needs. The goal is that these changes will increase ridership.

Submitted by,

Barry Wakeford
Director, Transit Services

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