



Peterborough Transit Liaison Committee AGENDA

Date: Thursday, January 30th, 2025

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. November 21st, 2024

4. Presentations

a. PTLC25-001 Bus Pass Issues

5. Discussion

6. Other Business

7. Next Meeting

8. Adjournment



Peterborough Transit Liaison Committee Meeting Minutes

Date: November 21st, 2024

Present: Keith Riel (Councillor), John Morris (CPD), Julie Morris, Sandra Needham, Larry MacDonald, Tracy Milne (Trent), Natalie Stephenson (Green-Up), Phil Mechatuk,

Virtual: Lindsay Stroud Transportation Demand Management Planner

Staff Present: Barry Wakeford, Director, Transit Services
Andrea Donnelly, Recording Secretary

Regrets: Robert J Dunford, Transportation Planning Manager, Councillor Kevin Duguay, Joel Willett, Fleming College, Stephanie Bolton, Age-Friendly, Ilmar Simanovskis, Commissioner of Municipal Operations, 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 2:04 p.m.

2. Land Acknowledgement

3. Confirmation of Minutes

Moved by Tracy Milne and seconded by Phil Mechatuk

That the minutes of the meeting held on October 24th, 2024, be approved.

Carried.

4. Presentations

- a) Report PTLC24-013 – Out of Service Buses

Moved by Julie Morris second by John Morris

That the Peterborough Transit Liaison Committee approve the presentation outlined in reports PTLC24-013, Keith Reil report on Council participation in PTLC dated November 21st, 2024, as follows:

That the report be received for information.

Carried

5. Other Business

- Report on budget summary for 2024-when finalized by council
- Report on Transit bus pass issues and potential resolutions
- Members made motion to have Phil submit a letter to council regard decision to remove council member from PTLC

Next Meeting

The next meeting of this Committee will be Thursday, January 30th, 2025, at 2:00PM

Adjournment

Moved by Natalie and seconded Sandy

That this meeting adjourns at 3:04 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: January 30, 2025

Report: Bus Pass Issues, Report Number PTLC25-001

Subject

This report is to inform the Peterborough Transit Liaison Committee of bus pass issues and viable solutions.

Recommendation

That the Peterborough Transit Liaison Committee approve the recommendation outlined in Report PTLC25-001, dated January 30, 2025, of the Director, Transit Services as follows:

That the Report PTLC25-001 and the presentation be received for information.

Executive Summary

- At the PTLC meeting on November 21, 2024, a request was made for information on bus pass options, to address bus pass concerns.

Background

Peterborough transit fares are collected using GenFare fare boxes. There are several ways these devices can record a fare collected.

- a) Coin Receptacle: This is where a fare is paid using cash (coins only) and pass through a window that identifies the size of the coin and a highly accurate metal

detector to identify the metal composite of the coin. These are programmed to identify Canadian currency and will reject anything that doesn't match.

- b) Card Reader: Reads the magnetic strip on bus passes as the pass is swiped through the reader.
- c) Trim Unit: Is a scanner/printer where 10 ride passes are inserted, identified and the time and date of the trip is printed on the back. Also, new passes are activated, and transfers are issued from this feature.
- d) Flash Pass: Is a pass which is shown to the driver who selects the appropriate key on the fare box keypad to record the fare. Examples of this are the Trent and Fleming student passes, and the HotSpot app. HotSpot is a mobile device app where passengers add money to their account, select to use a pass, load the date, time and route, then show the screen to the driver as they board the bus. The fare is deducted from the HotSpot app account. HotSpot is billed monthly.

There are challenges with each of these fare options. The most secure types of fare collection are coins and bus passes along with using either the magnetic swipe or trim unit. These are direct contacts with the fare boxes and payments are recorded electronically.

A less secure and, easier to evade, fare payment are the flash pass and HotSpot methods. As a passenger boards the bus, they can place a finger over the date of expiry, picture or they move the device past the driver's vision without stopping for them to be able to read the information.

Another area of fare evasion, which is increasing, is regarding the City's policy that children 12 years of age or younger ride for free. People who are over the age of 12 are identifying as being younger and this is difficult to rectify.

In November 2024, city council approved a motion that a new program providing free transit for youth/students. This program is to go into effect September 2025. Transit will be creating a program for passenger registration and then the bus passes will be issued.

The current fare boxes on Peterborough transit buses are not equipped to accept other methods of payments such as tap with a credit/debit card, cell phone wallet payments and loadable charge cards etc. New versions of these fare boxes do allow for these types of payments; however, it would be costly as each unit is approximately \$34,000. The overall cost would be approximately \$2.6 million to upgrade.

Another option is a tap pass system such as PRESTO, operated by Metrolinx/GO, and used by TTC and approximately six other systems in the GTA. An inquiry was made to PRESTO about Peterborough Transit joining the system, and the answer was that they are re-developing the point-of-sale machines. They will upgrade each of the current systems using their product but will not be expanding until 2027. They are aware of our interest and will keep us informed of the progress.

In 2021, as the pandemic was ending and fare collection resumed, Peterborough Transit invoked a policy that drivers would not engage in fare disputes. This is a safety precaution to protect staff from aggressive behaviour by passengers struggling from the financial impact. Transit has added two on-street supervisors to the staff. They will attend situations where there are any disruptions. This can include fare compliance.

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.

Conclusion

Peterborough Transit collects fares using coin collection, bus passes, flash passes, and a mobile device app called HotSpot. Of these methods, bus passes and coin collection are more secure from fare evasion. Options for additional fare collection methods have been explored and will continue to be researched. However, replacing the current fare boxes are a costly endeavor, and the PRESTO pass system will not be available until sometime in 2027. Using on-street supervision to address frequent individual and or groups engaging in fare evasion can be implemented this year.

Submitted by,

Barry Wakeford
Director, Transit Services

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