



The Corporation of the Town of Tillsonburg

## Tillsonburg Transit Advisory Committee

September 17, 2019

10:00 a.m.

Suite 203, 200 Broadway, 2nd Floor

# MINUTES

### **Present:**

Cindy Allen, Sherry Hamilton, Pete Luciani, Lynn Temoin, Carolijn Verbakel and John Verbakel (Left at 11:15 a.m.).

### **Regrets:**

David Brown, Kathryn Leatherland.

### **Also Present:**

Kevin De Leebeeck, Director of Operations (Arrived at 10:11 a.m.)  
Amelia Jaggard, Legislative Services Coordinator  
Alex Piggott, Transit Coordinator

### **1. Call to Order**

The meeting was called to order at 10:03 a.m.

### **2. Adoption of Agenda**

#### Proposed Resolution #1

Moved by: Cindy Allen

Seconded by: Pete Luciani

THAT the Agenda as prepared for the Tillsonburg Transit Advisory Committee meeting of September 17, 2019, be adopted.

**Carried.**

### **3. Disclosures of Pecuniary Interest and the General Nature Thereof**

There were no disclosures of pecuniary interest declared.

### **4. Adoption of Minutes of Previous Meeting**

#### Proposed Resolution #2

Moved by: Lynn Temoin

Seconded by: Pete Luciani

THAT the minutes of the Tillsonburg Transit Advisory Committee meeting dated August 20, 2019, be approved.

**Carried.**

### **5. Presentations/Deputations**

## **6. General Business & Reports**

### **6.1. T:GO Transit**

#### **6.1.1. Action Item Summary**

Transit Coordinator provided an overview of the action item summary. All items have been addressed except the transit survey questionnaire which is expected to be released to the committee on surveymonkey later this fall.

#### **6.1.2. Fixed Route Service Comments**

All comments and concerns regarding the transit system should be forwarded to the Transit Coordinator so they can be tracked and addressed.

Kevin De Leebeeck arrived at 10:11 a.m.

It was noted that the bus is not consistently following the set schedule and routes. The bus has skipped Spruce Street on the Blue Route.

It was noted that the drivers are not consistently adhering to the requirement for riders to pay either exact cash or provide a bus pass upon entering the bus.

It was noted that drivers have expressed that they are driving for long periods of time without a break.

It was noted that the new bus stop notification button is very loud and distracting.

It was noted that the bus doors do not function properly and passengers have had to assist in slamming the doors shut.

Staff will address the committee's comments and concerns with the service provider.

It was noted that several residents who were frequent users of the transit system have expressed the new fixed route system does not work for them.

#### **6.1.3. Ridership Stats**

It was suggested to explore a partnership with the Multi-Service Centre's transit program.

Staff to remind the service provider to remove the old phone number from the rear of the bus.

#### **6.1.4. Communications and Promotions**

Bus tickets for October, November and December will be available soon.

It was noted that there are bus stops that do not have a curb cut, which would require a wheelchair user to travel on a roadway to the nearest curb cut. Staff stated that this issue is being addressed with the current RFP for

a service provider. A different style of bus is being proposed that utilizes side loading of passengers on wheelchairs and does not require curb cuts at bus stops. The sidewalks leading up to the bus stops are accessible and people are encouraged to use the sidewalks.

It suggested to provide a press release and photo to the local newspaper.

## **6.2. Inter-Community Transit**

### **6.2.1. Updated Routes & Schedule**

Staff provided an overview of the proposed routes and schedule. The London route has been adjusted to include Dorchester and Nilestown.

The proposed routes and schedule compliment the Ride Norfolk service which comes to Tillsonburg on Wednesdays.

There has been an expressed need for a connection between Port Burwell and Tillsonburg.

### **6.2.2. RFP Transit Operations**

The RFP has been released for public bidding and will close on October 11, 2019 at 2:00 p.m.

John Verbakel left at 11:15 a.m.

The RFP includes minimum legislated requirements that bidders would need to meet to be considered. Performance metrics have been included to make bidders aware of the expectations of the contract.

The bus will be required to have a minimum of ten seats.

## **7. Correspondence**

## **8. Other Business**

## **9. Next Meeting**

Tuesday, October 15, 2019, at 10:00 a.m. at the Corporate Office in Suite 203, 200 Broadway, Tillsonburg, ON.

## **10. Adjournment**

Proposed Resolution #3

Moved by: Cindy Allen

Seconded by: Pete Luciani

THAT the September 17, 2019 Tillsonburg Transit Advisory Committee meeting be adjourned at 11:26 a.m.