

The Corporation of the City of Kawartha Lakes
Council Report

Report Number TR2018-002

Date: January 30, 2018
Time: 2:00 p.m.
Place: Council Chambers

Ward Community Identifier: Ward 9, 10, 11, 12

Subject: Transit Advisory Board Annual Report

Author Name and Title: Todd Bryant Fleet and Transit Manager

Recommendation(s):

RESOLVED THAT Report TR2018-002, **Transit Advisory Board Annual Report**, be received; and

THAT the 2018 work plan for the Transit Advisory Board be approved.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

Lindsay Transit has been in operation since 1977 and LIMO Specialized Transit since 1979. Transit ridership, over the past five years, has continued to increase; Lindsay Transit to 102631 and LIMO Specialized Transit to 17155 rides respectively for 2017. This is a 9.7% overall increase from 2016.

The Transit Advisory Board (TAB) was established by Council in 2013. The new Terms of Reference (TOR 2015) were updated and approved by Council in 2015.

Mission:

In accordance with the Municipal Act 2001 and all regulations thereunder, and as may be delegated by Council and defined in in these terms of reference (TOR 2015), the Transit Advisory Board is responsible for oversight of the governance process for Lindsay Transit and LIMO Specialized Transit operations.

Vision:

The vision of the Transit Advisory Board is to provide safe, reliable and accessible transportation to the Citizens of the City of Kawartha Lakes. (TOR 2015)

Board Composition Membership:

The Committee is comprised of a maximum of eight members consisting of up to six (6) members of the public and up to two (2) Council representatives. (TOR 2015)

2017 Board Members:

Lynda Palmer (Chair)

Norm Price (Vice Chair)

Michelle Murphy-Ward

Mark Gray

Lynda DaSilva

Councillor Heather Stauble

Councillor Gord James

The Committee meets a minimum of twice a year and has established Capital Budget and Customer Service working groups. The Capital Budget Team (CBT) meets as part of the board and involves all members. The Customer Service Team (CST) is comprised of the Fleet and Transit Manager, Lynda Palmer, Norm Price and Councillor Stauble.

Work Plans:

For 2017, the Transit Advisory Board is pleased to report to Council on the work that is both ongoing and completed. Boards are required to report on the work completed at the end of each year and identify what is planned for following year (Appendix A).

This report addresses that purpose.

Rationale:

The following details the work completed for each of the Board's required activities as per the Terms of Reference.

Activity

Goal #1

Gather information through a survey to inform the Transit Master Plan.

Work Completed

This work is complete. The survey ran for 14 days in April of 2017 and garnered 199 responses. The TAB has reviewed and completed a Strengths, Weaknesses, Opportunities and Threats exercise on July 27th and identified a number of issues that could be part of a long-term plan for Lindsay Transit. This analysis and the survey responses have been forwarded to the Transit Consultant hired to complete the Lindsay Transit Master Plan.

Goal #2

Participate in the drafting of a Transit Master Plan.

Work Completed

The Transit Master Plan will be completed and presented to Council on February 13, 2018. The TAB members actively participated in this process. The Transit Master Plan is an essential tool to put the City in a shovel-ready position for upcoming funding opportunities related to transit. With the Transit Master Plan completed, the Transit Advisory Board recommends that it be received.

Goal #3

By September 15th of each year, prepare a projected budget of the Board and annual work plan for the succeeding year for Council approval during the budget process. The Goal 3 work plan includes: details on promotion of public education programs, review of other government reports, programs and legislation for any impacts on the City or its programs, and future City policy direction, all with the intent of advancing the City's adopted strategic priorities and the proposed budget.

Work Completed

Budget

The Transit Advisory Board has an annual operating budget of \$1000. This budget is used for mileage expenses, and for board members attending meetings and seminars. In 2017, individual board members attended six board meetings, one transit summit, and several meetings of the Transportation Sub-Committee of the Poverty Reduction Task Force. In addition, members attended two meetings of the Customer Service Team and three meetings of the Capital Budget Team.

As per the Terms of Reference, the 2017 work plan also includes: ongoing promotion of public education programs, review of other government reports, programs and legislation for any impacts on the City or its programs, and future City policy direction all with the goal of advancing the City's adopted strategic priorities and the proposed budget.

Funding

The Federal Government has publicly released information stating that Lindsay Transit will receive \$229,145 in funding through Public Transit Infrastructure Funding (PTIF). This money will be allotted to four major projects: LIMO Scheduling software, shelter replacement, cement pad installation and a new main transit shelter/hub in Lindsay. These projects are in various stages of completion with a scheduled completion date for all of February 28, 2018. In accordance with the Terms of Reference, progress will be monitored by the Transit Advisory Board.

Promotion

Lindsay Transit has continued its promotion of public transit through the December "Free Ride" program, the "Fill the Bus for Food Source", Easter and Thanksgiving Brunch service for several long-term care facilities in Lindsay, and media and shelter advertising.

Advertising

Advertising opportunities are available in transit shelters and other city spaces. We are promoting these advertising opportunities with revenue directed as per Council's direction (PAR2015-034).

Goal #4

Monitoring the delivery of service to residents through the periodic review of ridership information.

Work Completed

Members of the Transit Advisory Board have travelled on Lindsay Transit or on LIMO Specialized Transit to record ridership statistics. These statistics have been presented and discussed at each board meeting.

Ridership, routes, level of service, challenges and recommendations for improvements and proposed changes have been discussed at each meeting. As a result, adjustments and improvements to service and routes within staff's authority have been initiated and implemented.

Transit ridership overall, has increased steadily with 2017 ridership data illustrating a 9.7% increase over 2016 ridership data. Conventional Transit ridership increased from 94,512 in 2016 to 102,631 in 2017, a 7.9% increase. Specialized Transit ridership increased from 13623 in 2016 to 17155 in 2017, a 27.8% increase.

Goal #5

Monitoring progress on capital projects.

Work Completed

Transit Advisory Board members have been updated at each board meeting on the status of all capital projects.

The Capital Budget Team (CBT) meets during regularly-scheduled TAB meetings. In 2017, CBT reviewed and recommended that the Board support the staff report to Council for the purchase of a new bus, the installation of cement pads at bus stops, replacement transit shelters and the installation of the Calling of Stops feature in Lindsay Transit buses. The CBT also reviewed the purchase and movement of the main Transit Hub.

Goal #6

Seeking and receiving advice and recommendations from the ridership and stakeholders regarding hours of operation, type of services offered and pricing.

Work Completed

As per the 2017 Work Plan, a Transit Survey was developed and posted for public input. This survey received 199 responses and these responses, along with recommendations from TAB, staff and the consultant, will be presented to Council.

Opportunities for growth, particularly amongst students in college and high school have been identified. Staff continues discussions with several high schools and Sir Sandford Fleming College (SSFC) to better understand their needs and which required transit improvements would benefit students. Minor route changes have improved transit ridership and the Transit Drivers and have noticed a youth ridership increase.

The proposed update to the Transit Master Plan in 2017 will be the key evaluation resource for the Board, staff and Council.

Goal #7

Prepare an annual written report to Council by the end of January of the following year to outline the board achievements in line with the approved work plan.

Work Completed

This report completes this activity. Please see attached 2018 work plan that outlines activities.

Other Alternatives Considered:

No other alternatives are being considered at this time.

Financial/Operation Impacts:

The Transit Advisory Board has a budget of \$1000.

Relationship of Recommendation To The 2016-2019 Strategic Plan:

This report endorses all of the goals in the Strategic Plan, including:

- A Vibrant and Growing Economy. A healthy transit system enables commuters to get to work, to school and to activities that help to support the growth of our City.
- An Exceptional Quality of Life. Affordable public transit assists the general well-being of residents and customers by promoting activity health, education and employment.

- A Healthy Environment. Utilizing public transit promotes active transportation and builds ridership resulting in less individual vehicles on the roads emitting harmful toxins.

Review of Accessibility Implications of Any Development or Policy:

All legal requirements as legislated within Regulation 191/11 made under the Accessibility for Ontarians with Disabilities Act 2005, are met by Lindsay Transit and LIMO Specialized Transit. Lindsay Transit continues to strive for service excellence when providing transportation services to the residents of the City of Kawartha Lakes and will continue to consult all users to ensure that future service excellence are maintained.

Consultations:

Transit Advisory Board
Treasurer
Junior Accountant
Accessibility Coordinator
Transit Supervisor

Attachments:

Appendix A



Transit Advisory
Board Work Plan 2018

Department Head E-Mail: brobinson@kawarthalakes.ca

Department Head: Bryan Robinson, Director of Public Works

Department File: TR2018-002 Transit Advisory Board Annual Report