

The Corporation of the City of Kawartha Lakes

Council Report

Report Number Transit 2017-002

Date: June 6, 2017

Time: 2:00 p.m.

Place: Council Chambers

Ward Community Identifier: 9, 10, 11, 12

Subject: Transit Advisory Board Annual Report

Author Name and Title: Todd Bryant, Manager Fleet and Transit

Recommendation(s):

RESOLVED THAT Report Transit 2017-002, Transit Advisory Board Annual Report, be received; and

THAT the 2017 work plan for the Transit Advisory Board be approved;

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

Background:

The following resolution was passed by Council on Tuesday February 7, 2017

CR2017-103

Moved By: Gord James

Seconded by: Brian S. Junkin

RESOLVED THAT Report TRANSIT 2017-001, Transit Advisory Board Reporting and Work Plan Requirements, be referred back to staff and the Committee to report back with a suitable work plan for 2017 including a vision and a plan for advertising and what was accomplished in 2016

This report addresses resolution CR2017-103, the communication requirements by providing activity results of the Board and establishing board direction for 2017.

The following resolution was passed at the Transit Advisory Board meeting on April 27, 2017

Moved By: Heather Stauble

Seconded by: Michelle Murphy Ward

RESOLVED THAT the Transit Advisory Board Annual report be approved

Carried

Moved By: Mark Gray

Seconded by: Norman Price

RESOLVED THAT the Transit Advisory Board 2017 Work Plan be approved with two minor adjustments being Goal #1 c was to be "Review Responses with Staff"

Goal #2 a measurement was to be moved down to correspond properly 2.b. and change the December 2018 to 2017

Carried

This report addresses the previous mentioned resolutions.

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 for Lindsay Transit to 94,512 and LIMO Specialized Transit to 13,623 rides respectively for 2016. This is a 2.9% overall increase from 2015.

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:

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

Vision:

The Transit Advisory Board vision 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)

2016 Board Members:

Norm Price (Chair)
Lynda Palmer (Vice Chair)
Michelle Murphy- Ward
Mark Gray
Lynda DaSilva
Councillor Stauble
Councillor O'Reilly

2017 Board Members:

Lynda Palmer (Chair)
Norm Price (Vice Chair)
Michelle Murphy-Ward
Mark Gray
Lynda DaSilva
Councillor Stauble
Councillor James

The Committee meets a minimum of twice a year and established a Budget and Customer Service working groups.

The Capital Budget Team (CBT) met on three different occasions in addition to Board meetings during 2016 and is currently comprised of the Manager of Fleet & Transit Michelle Murphy Ward, Lynda DaSilva and Norm Price.

The Customer Service Team (CST) is comprised of the Transit Supervisor, Lynda Palmer, Norm Price and Councillor Stauble.

Work Plans

For 2016, Council initiated a new system of reporting to Council on Committee activities to strengthen accountability. Committees submitted 2016 work plans that were approved by Council.

Rationale:

Boards are required to report on the work completed at the end of each year and identify what is planned for following year. The Committee goals are in various levels of progress with completion expected before the end of 2017.

Activities identified in the Terms of Reference:

The following represents the general activities of the Committee as listed in the Council adopted Terms of Reference:

- a) To prepare, by September 15th of each year, a projected budget of the board and annual work plan for the succeeding year, for Council approval during the budget process. The work plan to include 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 view of advancing the City's adopted strategic priorities and the proposed budget;
- b) Monitoring the delivery of service to residents by periodic review of ridership information;
- c) Monitoring progress on capital projects;
- d) Seeking and receiving advice and recommendations from the ridership and stakeholders regarding hours of operation, type of services offered and pricing
- e) 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.

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

Activity 1

To prepare, by September 15th of each year, a projected budget of the board and annual work plan for the succeeding year, for Council approval during the budget process. The work plan to include 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 view of advancing the City's adopted strategic priorities and the proposed budget.

Work Completed on Activity 1

Budget

The Transit Advisory Board has an operating budget of \$1000. This budget is used for mileage expenses, attending meetings and seminars for Board Members. In 2016, individual Board Members attended three Board meetings, one transit symposium. In addition, members attended four meetings of the Customer Service Team and three meetings of the Capital Budget Team.

Work Plan

The 2017 Work Plan (Appendix A) includes:

Transit Survey

The Board commissioned and will compile results of a survey of customers and residents. This survey will provide information on what customers of Lindsay Transit want from their transit service, who the Lindsay Transit customer is, where transit should go to, when transit should be available, how to make transit useable and meet the vision of "To provide safe, reliable and accessible transportation to the Citizens of the City of Kawartha Lakes". The survey will also provide valuable information for the Transit Master Plan that is to be commissioned in 2017.

Transit Master Plan

The Transit Master Plan is an essential tool to put the City in a shovel ready position for upcoming funding opportunities related to transit. The Transit Advisory Board will meet and provide input to Transit Master Plan. Once the Transit Master Plan is near completion, the Transit Advisory Board will review a final draft to make a recommendation to Council.

Ongoing promotion, public education, review and input of policy, programs and legislation

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 view of advancing the City's adopted strategic priorities and the proposed budget.

Funding

The Federal Government has publicly released information stating Lindsay Transit will receive \$229,145 in funding through Public Transit Infrastructure Funding (PTIF) for four major projects: LIMO Scheduling software, shelter replacement, cement pad installation and a new main transit shelter/hub in Lindsay. These projects are subject to Council approval. In accordance with the Terms of Reference, progress will be monitored by the Transit Advisory Board.

Promotion

Lindsay Transit has continued promoting 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, media advertising and shelter advertising.

Advertising

Advertising opportunities are now available and promoted in transit shelters and other available city spaces is available with revenue directed towards the City's revenue as per Council's direction (PAR2015-034).

Activity 2

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

Work Completed on Activity 2

Members of the Transit Advisory Board travelled on Lindsay Transit or on LIMO Specialized Transit. Ridership 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, minor adjustments and improvements to service and routes within staff's authority have been initiated and implemented.

Transit ridership has increased steadily with 2016 ridership data showing a 2.9% increase over 2015 ridership data. The recent addition of a bus to the LIMO Specialized Transit has resulted in a 9% increase in use month to month of LIMO Specialized Transit.

Activity 3

Monitoring progress on capital projects.

Work Completed on Activity 3

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

The Capital Budget Team (CBT) met on three different occasions during 2016. CBT reviewed and recommended that the Board support the staff report to Council for the purchase of a new bus, installation of cement pads at bus stops, replacement of three shelters and the installation of the Calling of Stops feature in Lindsay Transit buses that is mandated by the AODA before January 1, 2017.

The purchases were approved by Council.

Activity 4

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

Work Completed on Activity 4

As per the 2016 Work Plan, a Transit Survey was developed and posted for public input.

Board members and staff attended and participated in forums to provide input and receive information on transportation funding, initiatives and policy changes and reported to the Board on the impact to transit in the City of Kawartha Lakes.

Members of the Customer Service Team (CST) reviewed transportation reports, government policies, legislation, funding opportunities and discussion papers and reported to the Board on local opportunities and impact.

The CST met on four occasions during 2016 and developed a list of strengths, weaknesses, gaps and opportunities. Recommendations were discussed by the entire Board in the fall of 2016.

As a result, discussions with the City's Marketing Department resulted in advertising in shelters, in buses and through the various media outlets.

Opportunities for growth, particularly amongst students in college and high school were identified. Staff initiated discussions with several high schools and Sir Sandford Fleming College (SSFC) to get a better idea of what their needs are and whether improvements to transit would benefit students and the City.

SSFC will be conducting a Student survey on Campus activities. The results of this survey will be shared with the Transit Advisory Board and will be considered in the development of the Transit Master Plan.

Ridership

Hours of operation were identified as a possible factor in limiting potential ridership as it does not fully serve the needs of students after school hours, the library, academy theater, pubs, shops, mall, groceries, jail and court house.

Routes and Stops

The CST discussed the addition of bus stops at specific locations. Two stops were added to the existing Blue Route.

Service Area

The CST also discussed increasing the service area, increasing the number of routes, increasing service levels and the addition of bike racks to front of buses.

Connections

CST identified opportunities for connections with GO transit and VIA rail within the City of Kawartha Lakes. These opportunities are being monitored for further developments and opportunities.

The 2017 Customer Survey and the City's Transit Master Plan will provide the necessary data to analyze these issues further and build business cases.

Types of Service

CST identified issues with long wait times for the LIMO service during peak periods. Staff was able to gather information on ridership, wait times, and hours affected which provided the necessary data to provide a detailed report to Council. Council's approval of the purchase of an additional bus has resulted in improved service and a 9% increase in ridership since the addition of a second bus.

Pricing

CST identified opportunities to increase ridership and reduce fares through packages to students at SSFC and the local high schools. SSFC will be conducting a survey of their students and further recommendations will flow from the results of that survey and a report to Council.

Fare levels, fare structure and the impacts of fare increases were discussed with staff at the Budget and Customer Service working groups and Board meetings.

Recommendations and input from the Board and working groups will form part of the Board's input to the City's Transit Master Plan.

Discussions at regular Board meetings and at the working groups provide an opportunity for staff to get more information and deal with a variety of issues and opportunities for improvements as they arise.

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

Activity 5

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 on Activity 5

This report completes this activity. Please see attached 2017 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(s) To The 2016-2019 Strategic Plan:

This Report is in alignment with the City's Strategic Plan with respect to effective transit management services.

The Transit Advisory Board supports and endorses all of the goals in the Strategic Plan:

- A Vibrant and Growing Economy. A healthy transit system enables commuters to get to work, school and activities that support the growth of our City.
- An Exceptional Quality of Life. Affordable public transit assists the general well-being of residents and customers promoting activity health, education and employment.
- A Healthy Environment. Utilizing the Transit Advisory Boards expertise promotes active transportation and builds ridership.

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 including people with disabilities to ensure that future service excellence are maintained.


Consultations:

Transit Advisory Board

Accessibility Coordinator

Transit Supervisor

Attachments:


Transit Advisory
Board Work Plan 2017
Appendix A –

Department Head E-Mail: brobinson@city.kawarthalakes.on.ca

Department Head: Bryan Robinson, Director of Public Works

Department File: Transit 2017-002 Transit Advisory Board Annual Report

Committee Work Plan Tool

Committee Name:	Transit Advisory Board
Work plan for Year:	2017
Approved by Council:	

Goal	Measurement Stages	Timeline	Measurement for Success
<p><u>Goal #1</u> Gather information through a survey to make available and advise the Transit Master Plan</p> <p>This goal aligns with the Transit Advisory Board activities to "d) <i>Seeking and receiving advice and recommendations from the ridership and stakeholders regarding hours of operation, type of services offered and pricing</i>"</p>	<p>a) Establish Committee</p> <p>b) Formulate Questionnaire for Customers and potential customers of Lindsay Transit</p> <p>c) Evaluate responses</p> <p>d) Make suggestions to staff.</p>	<p>January 21, 2017</p> <p>March 21, 2017</p> <p>June 22, 2017</p> <p>September 21, 2017</p>	<p>Questionnaire Completed and Evaluated</p> <p>Provide suitable questions for ridership engagement</p> <p>Review responses with Staff</p> <p>Verbal presentation to Transit Advisory Board and provide information to Transit Master Plan</p>
<p><u>Goal #2</u> Participate in the drafting of a Transit Master Plan</p> <p>This goal aligns with the Transit Advisory Board activities to "d) <i>Seeking and receiving advice and recommendations from the ridership and stakeholders regarding hours of operation, type of services offered and pricing</i>"</p>	<p>A) Attend a minimum of one session with the City's chosen consultant.</p> <p>b) Contribute to, support and promote the transit vision for Lindsay Transit</p>	<p>November 21, 2017</p> <p>December 2017</p>	<p>Presentation of the Transit Master Plan to Council for review</p>
<p><u>Goal #3</u> a) To prepare, by September 15th of each year, a projected budget of the board and annual work plan for the succeeding</p>	<p>Periodic progress updates at regularly</p>	<p>September 15, 2017</p>	<p>Requested TAB Budget sent to Council for approval</p>

year, for Council approval during the budget process. The work plan to include 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 view of advancing the City's adopted strategic priorities and the proposed budget.	scheduled Transit Advisory Board meetings		
<u>Goal #4</u> b) Monitoring the delivery of service to residents by periodic review of ridership information	Ongoing progress updates at regularly scheduled Transit Advisory Board meetings	September 15, 2017	Completed ridership reviews with report to Council first meeting in January 2018
<u>Goal #5</u> c) Monitoring progress on capital projects	Ongoing progress updates at regularly scheduled Transit Advisory Board meetings	September 15, 2017	Completed capital projects before June 30, 2018 <ul style="list-style-type: none"> • Cement Pad installation • Shelter installation • Scheduling Software
<u>Goal #6</u> d) Seeking and receiving advice and recommendations from the ridership and stakeholders regarding hours of operation, type of services offered and pricing	Ongoing progress updates at regularly scheduled Transit Advisory Board meetings	September 21, 2017	See goal 1
<u>Goal #7</u> e) 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.	Ongoing progress updates at regularly scheduled Transit Advisory Board meetings	December 8, 2017	Report to Council January 2018