



City of
Peterborough

To: **Members of the General Committee**

From: **Jasbir Raina, Commissioner of Infrastructure and Planning Services**

Meeting Date: **September 12, 2022**

Subject: **Draft Terms of Reference for the proposed Peterborough Transit Liaison Committee, Report IPSTR22-016**

Purpose

A report to provide a draft Terms of Reference for the proposed Peterborough Transit Liaison Committee for information.

Recommendation

That Council approve the recommendation outlined in Report IPSTR22-016 dated September 12, 2022, of the Commissioner of Infrastructure and Planning Services, as follows:

That the proposed Draft Terms of Reference for a Transit Liaison Committee, attached as Appendix A to the report IPSTR22-016, be received for information.

Budget and Financial Implications

There are no budget or financial implications associated with the recommendations in this report.

Background

Council at its meeting of February 28, 2022, passed the following motion:

That staff bring forward a preliminary report by the September cycle of meetings regarding a Terms of Reference for the next term of Council, describing a potential Transit Rider Liaison Group/ Committee that would provide a forum to facilitate information sharing and education with Transit riders, engagement and the offering of suggestions.

This report is in response to the direction by Council.

Transformation of Transit

Peterborough Transit has undertaken substantial change to advance new programs and initiatives to modernize transit services.

In 2018, the Transit Route Review and Long-Term Growth Strategy Study was launched. The purpose of the Study was to review the City's existing transit services and recommend a redesign of the Transit route system to support future growth of the City. In 2018-2019, the first step of public consultation for this project solicited and received feedback from the public, public funding partners, transit staff and operators.

In mid-March 2020, the Transit Route Review was placed on hold due to COVID-19 pandemic. Transit services were initially reduced with fewer routes and shorter operating hours through the initial period of the pandemic and in July 2020, an interim route network was put in place based on a hybrid grid network. In addition to basic transit services, special runs for Essential Workers were implemented to provide transportation support to front line workers who needed service outside of the reduced operating hours for the rest of the system.

Operational policies and procedure changes were dynamic in nature and were undertaken in response to evolving public health guidance and required continuous change-management communication to transit users and the community. Public feedback on the interim route network continued during this interim phase and the community was invited to provide feedback on the service to help inform the need for service adjustments to improve the customer experience during this period of uncertainty. In response to feedback received, staff made a number of minor adjustments to routes and schedules to address issues raised during the transition.

The Transit Route Review study was resumed in December 2020, and additional consultation activities consisted of a Transit Rider Survey, public outreach using Transit

Ambassadors, public open house sessions (using an online meeting format), and key stakeholder information sessions. Transit staff received valuable input from transit users related to the interim network that informed the recommended new route network.

On July 26, 2021, Council approved four of the six key recommendations from the Transit Route Review and Long-Term Growth Strategy, contained in Report IPSTR21-013. While the service enhancement plan to improve frequency of service on key routes and expand the area of transit coverage was not approved, Council did approve the redesign of the Transit Route Network, moving from a radial/hub network to a grid system, the reallocation of some federal-provincial infrastructure funding for transit bus purchases, and the launch a Transit On Demand Service Pilot Program, with the following three phases of implementation:

1. Providing the Pink Community Bus service in East City, a low ridership area;
2. Replacing some low ridership fixed routes during off peak hours (ie after 9PM or on weekend evenings); and
3. Using On-Demand trip booking to replace the Specialized Transit booking system.

Based on Council's approval of the On-Demand Pilot, Transit introduced the On-Demand service in April 2022, with the New Pink Community Bus Route launched to provide service in areas of East City with low ridership. In May 2022, Transit launched On-Demand software to book specialized (van) transit trips. In September 2022, Transit will test the final application of On-Demand Service by converting some lower ridership fixed routes to On-Demand Service during the evenings and/or weekends.

In addition to these changes, Transit has introduced Contactless Fare Payment, online transit planning tools (ie: GOOGLE Transit, Moovit), Bike Racks on buses pilot, and The LINK rural transit service connecting the City, Selwyn Township and Curve Lake First Nation.

Customer communication and information sharing will be critical to the successful implementation of other Council approved Transit initiatives such as introduction of on-board CCTV bus cameras, and the provision of real time bus information, which is being rolled out this fall.

Transit Feedback and Engagement

Transit has and maintains several tools to solicit and receive public feedback on its services. These tools direct public inquiries to designated staff in the program areas for review, response, or follow up as appropriate. These tools include:

- Online Transit Feedback Form
- Online Driver Appreciation Form
- Written Customer Feedback Cards
- Dedicated customer service phone lines
- Customer ambassador program

- Direct email and phone exchanges with all transit management staff

Transit staff also participate in a number of community and City events such as the Annual Seniors Summit, Capable Con, On the Bus, Shifting Gears, Grade 8 Transit Quest, etc, to maintain public visibility, promote transit, and support access to transit services. In addition, staff participate actively on various committees and work in collaboration with several community groups and service partners to discuss services, deliver training, mentorship and specialized programming, including:

- Council for Persons with Disabilities – partnership and programming
- Age Friendly Peterborough Committee – partnership and programming
- Accessibility Advisory Committee
- Trent Central Student Association Transit Committee
- Fleming Student Association Committee

Transit also has internal events and processes for engaging with both unions (CUPE 126 and ATU 1320) and all division staff including:

- Regular Labour-Management Meetings
- Employee Engagement Events
- Employee Engagement Committees

Benefits of the Peterborough Transit Liaison Committee (PTLC)

Transit changes have a significant impact on public transit customers. In a short period of time, Peterborough Transit customers experienced reduced services related to the COVID-19 pandemic, responded to rapidly evolving operating policies and procedures in response to Public Health guidance, and learned to navigate the interim hybrid and final approved Grid Route Network.

While public health restrictions related to the pandemic have opened up and allowed much of the Community to return to many of their regular activities, the pandemic related impacts on staffing, recruitment, and ridership have not subsided and transit agencies across the Country are still dealing with these challenges as they try to return back to normal service. More recently, this has been observed in the staffing challenges that have arisen with the continued spread of COVID in the community. Additional sick leave has resulted requiring employees to follow isolation protocols to limit exposure in the community. The inability to maintain staffing levels to support full-service delivery has resulted in trip cancellations due to staff absences and limited resources to cover all shifts. Transit staff are aware of the inconvenience and frustration to our customers who rely on transit services.

The relationship between Peterborough Transit and its customers is critical to ensuring the success of the service and a positive customer experience. Following a sustained period of significant change, the proposed Transit Liaison Committee will provide an opportunity for the public to share feedback and engage with Transit staff on how the services impact their experience, providing an opportunity for staff to assess opportunities to improve that experience.

The PTLC provides an opportunity to improve public awareness of transit programs and services, enhance communication and information sharing among members and Transit staff in an effort to effectively address the issues being raised. The PTLC reflects Transit's goal to make tangible improvements in the customer experience.

The PTLC would provide opportunities for members to connect with Transit staff and Council to provide feedback on a variety of topics of mutual importance that may include:

1. Communication and Processes
2. Feedback and Advocacy
3. Engagement and Outreach
4. Learning and Contributing

Staff Support

The PTLC would receive staff support through the Transit Division; however, Transit Divisions programs and projects often include staff from many divisions and departments in the City. Various staff may become involved and contribute to committee meetings pending the availability of time and resources.

Proposed Transit Liaison Committee

Proposed Committee Composition

Table 1 outlines the proposed members of the PTLC, representing a mix of 2 members of Council, 4 transit riders from the public, and 5 members representing stakeholder groups that advocate for and represent a number of other rider groups.

Table 1: Proposed Committee Members

Members
City Councillor – Transportation Chair
City Councillor – Transportation Co-Chair (if appointed) or Councillor at Large
Transit Rider – Conventional Transit Service
Transit Rider – Conventional Transit Service
Transit Rider – Specialized Van/Mobility Transit Service
Transit Rider – Specialized Van/Mobility Transit Service
Accessibility Advisory Committee Representative
Age Friendly Peterborough Representative
Council for Persons with Disabilities Representative
Fleming College Student Association Representative
Trent Central Student Association Representative

The identified stakeholder groups have a history of partnership with Peterborough Transit and local organizations that serve transit users in the City. Members representing these groups shall be nominated by the organizations, with the Selection Committee making the recommendation to Council on the appointments for approval.

Recruitment and Appointment of Committee Members

To appoint members of the public to the committee, staff recommend using the annual process for Citizen Appointments facilitated by the Clerk's Office. Upon the Clerk's Office providing notice to the public of any vacancies on specified committees, the public can submit an application to the Clerk's Office. Applications are reviewed by the Citizen Appointment Selection Committee, which is comprised of some members of Council. The Selection Committee then makes its recommendations to Council on the appointments for approval.

Staff propose that both Council Members and public committee members have a term of two years. Committee appointments normally end on November 30 of each year; however, with the municipal election in 2022, it is anticipated that the Mayor's report recommending the appointment of Members of Council to various Committees, Portfolios, and Boards will be approved by Council in December of 2022. For 2023, it is anticipated that the assignment of the citizen appointments to the PTLC will occur in spring of 2023.

A Draft Terms of Reference in the form of a by-law for the PTLC is attached as Appendix A to the report.

Next Steps

Due to the October municipal election, it is necessary to shift the process to appoint citizens to various boards and committees to the new year. The draft Terms of Reference attached as Appendix A will be presented to the new Council early in 2023 for approval. Upon their approval, staff from the Clerk's Office will begin the process to advertise for community members in early January of 2023. The two members of Council will be appointed to the Committee, through the Mayor's report recommending the appointment of Members of Council to various Committees, Portfolios, and Boards in December 2022. It is anticipated that the Committee meetings will begin in the late spring of 2023.

Summary

Establishing a Transit Liaison Committee is a positive step in recognizing the importance of communication and information exchange between Council, community stakeholders and the Transit Division, given the significant changes Transit has undergone and their impact on customers. Forming a liaison committee demonstrates leadership and commitment to the continuous improvement of transit services through community engagement. One of the critical benefits to forming a liaison committee is the access that Council and the public will have to a Transit staff and other subject matter experts involved in designing and delivering transit programs. To facilitate the exchange of feedback, information and education between members of the public, a draft Terms of Reference in Appendix A has been developed to support the implementation of the proposed Peterborough Transit Liaison Committee.

Submitted by,

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Attachment

Appendix A – Draft Terms of Reference Peterborough – Transit Liaison Committee

Appendix A – Draft Terms of Reference – Peterborough Transit Liaison Committee



The Corporation of the City of Peterborough By-Law Number 23-XXX

Being a By-law to establish a Transit Liaison Committee

The Corporation of The City of Peterborough by the Council thereof hereby enacts as follows:

Whereas the Council of the Corporation of the City of Peterborough has determined that it is desirable and in the public interest to establish a liaison committee to provide a forum to facilitate information sharing, engagement, and education and the offering of suggestions with Peterborough Transit riders;

AND Whereas section 10(2) 5. of the **Municipal Act, 2001** permits municipalities to pass by-laws for; economic, social and environmental well-being of the municipality, including respecting climate change.

Now Therefore The Corporation of the City of Peterborough by the Council thereof hereby enacts as follows:

1. Committee Name and Mandate

A liaison committee to be called Peterborough Transit Liaison Committee or “PTLC” is hereby established to engage and inform customers and community stakeholders and provide the opportunity for committee members to share feedback with Transit staff.

2. Roles and Responsibilities

PTLC shall be a liaison committee for the purpose of sharing information and education from Transit staff and providing the opportunity for committee members to provide feedback to Transit staff. The PTLC shall:

- 2.1 Provide feedback and suggestions related to the delivery of conventional and specialized transit services in the City of Peterborough including hours of service, transit routes, customer policies, customer amenities and any proposed

- changes to services.
- 2.2 Provide input and suggestions on customer-facing Transit initiatives including communications plans, marketing strategies, and customer service policies.
 - 2.3 Provide input and suggestions on accessibility matters including priorities for bus stop and infrastructure upgrades.
 - 2.4 Provide feedback with the best long-term interest of all transit customers and stakeholders as the overarching principle.
 - 2.5 Provide input on key performance measures to allow for ongoing monitoring of customer satisfaction and methods to enhance customer satisfaction.
 - 2.6 Provide feedback on opportunities and programs for customer engagement and education.
 - 2.7 Members recognize that Transit Staff are required to abide by federal / provincial legislation, municipal by-laws, city policies, and contractual obligations (e.g. collective agreements) in the delivery of transit services.
 - 2.8 Members do not have any spending or decision-making authority and therefore there are no votes to approve items of discussion or to give direction to staff, other than the approval of meeting minutes.
 - 2.9 At the discretion of the Chair, members may vote on a motion to formally support or disagree with an item of discussion, or to establish additional rules of procedure for the Committee that do not conflict with this by-law. The results of such a vote will be recorded in the minutes of the meeting.
 - 2.10 Where a vote has been taken on an item of discussion, the Chair or a member of the Committee, designated by the Committee, may make a delegation to Council on behalf of the Committee, regarding the Committee's position on the issue so long as it is part of an item on the Council agenda.
 - 2.11 Members who wish to make a delegation to Council regarding an issue of discussion or any other transit issue on the Council agenda, that has not been voted on by the Committee, shall speak on behalf of themselves and not on behalf of the Committee.

3. Membership

PTLC shall be composed of eleven members, appointed by Council as follows:

- 3.1 Two members of Council, represented by the Transportation Chair and the Transportation Co-Chair (if appointed) or a Councillor at Large, appointed to a two-year term commencing in November, or as directed by Council.
- 3.2 Nine citizens of the City of Peterborough.

When choosing citizen appointments preference shall be given to members with experience in, or knowledge of transit services, accessibility, transit infrastructure/planning/design, gender issues, senior issues, indigenous perspectives and youth (16 years and older).

PTLC shall be composed of nine citizen members, representing Transit customers, community groups, local organizations and stakeholders. The structure below collectively represents the PTLC and shall be appointed by Council.

- Two conventional/regular transit service riders from the City of Peterborough.
- Two specialized van/mobility transit service riders from the City of Peterborough.
- One member from the Accessibility Advisory Committee
- One member from Age Friendly Peterborough.
- One member from the Council for Persons with Disabilities.
- One member from the Trent Central Student Association.
- One member from the Fleming College Student Association.

4. Term of Appointment

- 4.1 The term for citizen appointments shall be two years.
- 4.2 The term of an appointment shall expire in November of the calendar year. Each PTLC member shall continue in their role until their successor is appointed.
- 4.3 Any member of PTLC whose term of office has expired may be eligible for reappointment, up to a maximum of four years.
- 4.4 PTLC, upon becoming aware of a vacancy, shall notify the Clerk's Office in writing.

5. Remuneration

PTLC members shall serve without remuneration.

6. Committee Chair and Vice-Chair

- 6.1 PTLC, at its first meeting in each calendar year, shall appoint from its membership a Chair and Vice-Chair. The Chair and Vice-Chair shall hold their positions for one-year, renewable terms.
- 6.2 The Chair shall preside over each meeting, ensuring that each item on the agenda is dealt with in an orderly fashion while allowing all members to speak on any item they wish to speak on, or to ask questions of staff. It shall be the duty of the Chair to enforce the observance of order and decorum amongst the members, including ensuring that members and/or staff are permitted to speak about an item without interruption from other members. The Chair may ask a member who is disruptive or unwilling to follow the direction of the Chair to leave the meeting.
- 6.3 The Chair, where required, shall serve as the committee's representative and signing officer.
- 6.4 The Vice-Chair, in the absence of the Chair, shall have all the same rights and privileges as the Chair.

7. Meetings

- 7.1 PTLC, meetings are administrative as they do not qualify as open meetings of Council under the Municipal Act, 2001.
- 7.2 PTLC meetings shall be held quarterly or on an as needed basis. Where possible, meetings shall not be scheduled in July, August and December.
- 7.3 Meeting times shall begin at 5:30 pm and end no later than 9:00 pm, unless otherwise agreed to by the Committee through a vote on the matter. Meetings will be held in person or through online formats, at the discretion of the Committee, and in accordance with Public Health Guidelines.
- 7.4 The PTLC Meeting shall commence with the following land acknowledgement statement by the Chair: "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."

8. Role of City Staff

- 8.1 Staff from the Transit Division shall provide support and engage with members of PTLC, including the attendance at meetings and presentation of items for discussion with the Committee.
- 8.2 The Manager, Transit and/or their designate shall identify matters for feedback by PTLC and prepare agendas for each meeting. Meeting Agendas and information to support items for discussion shall be circulated to members of the PTLC no later than one week in advance of the meeting.
- 8.3 Staff from other divisions will support the committee and attend meetings as required.
- 8.4 Staff may arrange for presentations from community groups and agencies and bring information to PTLC for feedback and discussion.
- 8.5 Staff may circulate items to PTLC for feedback and comment outside of items presented at Committee meetings.
- 8.6 Staff will prepare draft minutes of PTLC meetings for approval by the committee. Following Committee approval, minutes will be posted on the Transit Website.
- 8.7 Where applicable, matters discussed with PTLC and the feedback received from the committee, will be incorporated into staff reports to General Committee or through the annual Transit Report.

By-law passed this XXth day of _____ 2023.

Diane Therrien, Mayor

John Kennedy, City Clerk