

REPORT 1 - 2024

To: CHAIR AND MEMBERS OF GENERAL COMMITTEE

The Transit Advisory Committee presents its first report for 2024 and recommends:

TAC-0001-2024

That the deputation from Jan Durkiewicz and Ethan Lam, on behalf of University of Toronto Mississauga, Urbanism Club with respect to the new Ontario One Fare Program impacts to student negotiations to renew the U-Pass with MiWay be received for information.

(TAC-0001-2024)

TAC-0002-2024

That the deputation from Jan Durkiewicz and Ethan Lam, on behalf of University of Toronto Mississauga, Urbanism Club with respect to transit commuter issues facing the student body, including issues with the U-Pass and bus frequency be received for information.

(TAC-0002-2024)

TAC-0003-2024

That the deputation from Jan Durkiewicz and Ethan Lam, on behalf of University of Toronto Mississauga, Urbanism Club with respect to statistics from Winter survey in collaboration with MiWay regarding student feedback on transit in the city and how their experiences have changed since the Fall semester be received for information.

(TAC-0003-2024)

TAC-0004-2024

That the deputation and associated presentation from Suzanne Holder, Manager, Customer Success and Innovation with respect to Customer Success Program be received for information.

(TAC-0004-2024)

TAC-0005-2024

That the 2024 Transit Advisory Committee Work Plan be approved as presented.

(TAC-0005-2024)

Transit Advisory Committee 2024 Work Plan

ACTION ITEM	INPUTS	SHORT TERM (ST)/ LONG TERM (LT)	PERSON(S) MOST RESPONSIBLE	ANTICIPATED OUTPUTS	PROGRESS REPORTING*	NOTES
General						
Any new Transit strategy documents to be brought to TAC	N/A	ST & LT	Mary Lou Johnston	<ul style="list-style-type: none"> TAC to act as a 'sounding board' for new programs and strategies set out by Transit TAC to be used as a Focus Group for feedback on new and in progress initiatives 	On-going	
Surveys that are conducted by Transit to the public to be brought to TAC	N/A	ST	Mary Lou Johnston	TAC to: <ul style="list-style-type: none"> Participation in survey Suggest questions in survey Analyze results of surveys 	In Progress (conducted bi-annually)	
Customer Service (CS)						
Bring customer service programs (Customer Service Strategy, Customer Charter) to TAC for review	<ul style="list-style-type: none"> Transit Customer Service Program document Transit Customer Service Strategy 	ST	Mary Lou Johnston	TAC to review CS strategy documents and; <ul style="list-style-type: none"> provide comments & suggestions identify any gaps 	In Progress	Customer Charter
Transit Customer Service KPI Information to be taken to TAC for review (including safety, reliability metrics)	<ul style="list-style-type: none"> Transit data 	ST	Mary Lou Johnston	TAC to review data and identify any gaps	In Progress (Metrics to be provided to TAC as set out in the regular 'waves' - quarterly)	

Communication						
Planned and Unplanned Service Alerts (on Twitter/X Social Media Channel) Lean Project	<ul style="list-style-type: none"> ▪ Lean Templates ▪ Transit communication data ▪ CSAT results 	Project Start Date Feb 28, 2024	Mary Lou Johnston (PL – Eva Wong, Lean Coach – Daniel Geiger)	TAC to receive project status	Not Started	
Infrastructure						
Long Term Fleet Plan to be taken to TAC	<ul style="list-style-type: none"> ▪ Fleet Plan 	ST	Geoff Wright	new tech fleet advising on the right way to go	In Progress	
Bring new bus shelter plan to TAC	<ul style="list-style-type: none"> ▪ Bus Shelter Plan 	ST	Mary Lou Johnston	TAC to: <ul style="list-style-type: none"> • Review shelter specs • Review shelter locations 	In Progress	
Partnerships						
Once Service Integration Program with Partners is available, will bring forward to TAC	<ul style="list-style-type: none"> ▪ Recent media release regarding 'one-payment' implementation 	ST	Mary Lou Johnston	Review new 'one payment' and integration with multiple transit agencies in the GTA	In Progress	
Engage GTAA to do a presentation to connect the airport to Mississauga via MiWay (Potential topic - Mississauga kiosk @ airport multiple languages)	<ul style="list-style-type: none"> ▪ GTAA Contact 	ST	Angie Melo	Arrange GTAA presentation & discussion to TAC	Not Started	