

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

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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	