

**Report to
Rapport au :**

**Transit Commission
Commission du transport en commun
19 February 2020 / 19 février 2020**

**and Council
et au Conseil
26 February 2020 / 26 février 2020**

**Submitted on February 7, 2020
Soumis le 7 février 2020**

**Submitted by
Soumis par :
Councillor / Conseillère Theresa Kavanagh,
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Ward: CITY WIDE / À L'ÉCHELLE DE LA VILLE File Number: ACS2020-OCC-TRA-0003

SUBJECT: GPS AND USER-FRIENDLY APP SYSTEM FOR BUSES TO PROVIDE ACCURATE INFORMATION ON BUS LOCATION / CANCELLATIONS

OBJET: SYSTÈME D'APPLI CONVIVIALE INTÉGRANT LES TECHNOLOGIES GPS À BORD DES AUTOBUS AFIN DE FOURNIR DES RENSEIGNEMENTS EXACTS SUR L'ENDROIT OÙ SE TROUVENT LES AUTOBUS ET LES ANNULATIONS

REPORT RECOMMENDATION

That the Transit Commission recommend Council approve that in 2020, OC Transpo prioritize bringing forward a reliable GPS and user friendly app system

on all buses to give accurate information on bus location and cancellations to transit users.

RECOMMANDATION DU RAPPORT

Que la Commission du transport en commun recommande au Conseil municipal d'approuver qu'en 2020, OC Transpo accorde la priorité à l'installation d'un système d'appli conviviale intégrant les technologies GPS fiable à bord de tous les autobus afin de fournir aux usagers du transport en commun des renseignements exacts sur l'endroit où se trouvent les autobus et les annulations.

BACKGROUND / DISCUSSION

At the 18 December 2019 meeting of the Transit Commission, Commissioner Kavanagh introduced the following Notice of Motion (subsequently revised, as underlined) for the Commission's consideration at a subsequent meeting:

WHEREAS transit users are frustrated that bus service has been uneven with missing buses and late bus service.

WHEREAS transit riders are also frustrated by the inaccuracy of up to date schedule information available to them

WHEREAS transit riders, in some cases, need to know if one route is not coming so they can make alternate plans to get to their destinations.

WHEREAS bus reliability is the top priority however if a bus is delayed or missing then transit riders has the right to know this information as quickly and accurately as possible.

WHEREAS accuracy of data is relevant to enable OC Transpo, Customers and Councillors to monitor and identify chronic cancellations and/or delays on certain routes, on certain days, at certain times;

WHEREAS modern data is dynamic, real time and comprised of many variables that require more understanding and investigation then a simple OC Transpo summary can provide; and

WHEREAS these tools include all data points for real-time use of on-time cancellations and delays of bus service including closest bus stop location, direction, GPS point, time until next bus;

THEREFORE BE IT RESOLVED that in 2020 OC Transpo prioritize bringing forward a reliable GPS and user friendly app system on all buses to give accurate information on bus location and cancellations to transit users.

The Motion is now before the Transit Commission for its consideration at its meeting of 19 February 2020

RURAL IMPLICATIONS

No specific Rural Implications have been identified in the preparation of this report, which was drafted to transmit the above Notice of Motion to the Transit Commission at its meeting of 19 February 2020.

CONSULTATION

No public consultation was undertaken in the preparation of this report.

COMMENTS BY THE WARD COUNCILLOR(S)

This report is City-Wide in nature.

ADVISORY COMMITTEE(S) COMMENTS

No Advisory Committees were consulted in the preparation of this report.

LEGAL IMPLICATIONS

There are no legal impediments to implementing the recommendation in this report.

RISK MANAGEMENT IMPLICATIONS

No specific Risk Management Implications have been identified in the preparation of this report, which was drafted to transmit the above Notice of Motion to the Transit Commission at its meeting of 19 February 2020.

ASSET MANAGEMENT IMPLICATIONS

No specific Asset Management Implications have been identified in the preparation of this report, which was drafted to transmit the above Notice of Motion to the Transit Commission at its meeting of 19 February 2020.

FINANCIAL IMPLICATIONS

The cost of the GPS and app system has not been quantified, but it may have an impact. Staff will review the financial implication following the direction by Council.

ACCESSIBILITY IMPACTS

No specific Accessibility Impacts have been identified in the preparation of this report, which was drafted to transmit the above Notice of Motion to the Transit Commission at its meeting of 19 February 2020.

TERM OF COUNCIL PRIORITIES

No specific 2018-2022 Term of Council Priorities have been identified in the preparation of this report, which was drafted to transmit the above Notice of Motion to the Transit Commission at its meeting of 19 February 2020.

DISPOSITION

Transportation Department Staff will take direction from the Transit Commission/Council with respect to the disposition of the recommendations.