

12.c Transit

Member Knisley advised that she has spoken with the Association Supervisor of Environmental Services, Rick Chappell, regarding the new transit provider and issues riders are facing.

Committee members discussed these concerns including drivers not knowing where stops are, passing by bus stops when community members are waiting, drivers doing training and speaking loudly, no press or pull indicator for requesting a stop, and loud music on the buses.

The Director of Community Services advised there is a contract with voyago that addresses performance and suggested that committee ask for an update at the next meeting so these items get addressed back through the committee.

Committee members discussed having staff provide an update at the next meeting, providing a copy of the contract that addresses performance to committee members, and inviting Voyago to provide a deputation at a future meeting.

The Director of Community Services advised that the permanent buses are not yet in service, and this may solve some of the issues, however, some of these concerns can be addressed ahead of this to enhance the level of service.

[Link to full set of minutes.](#)