

## MINUTES – NOVEMBER 28, 2024

Meeting of the St. John’s Transportation Commission  
Thursday, November 28, 2024 12:00 PM  
In-Person at 25 Messenger Drive and online via WebEx

### REGULAR

#### In attendance:

Lynn Zurel	Chairperson
Tolulope Akerele	Commissioner
James Greey	Commissioner
Josh Smee	Commissioner
Ron Ellsworth	Commissioner/City Councillor
Maggie Burton	Commissioner/City Councillor
Derek Coffey	Deputy City Manager, Finance & Corporate Services
Judy Powell	General Manager
Donna Power	Administrative Assistant

#### Regrets:

Derrick Hutchens	Commissioner
Kevin Breen	City Manager

#### I. PROCEDURAL

The meeting was chaired by Commissioner Ellsworth and called to order at approximately 12:08 pm.

#### II. AGENDA

**MOTION:** To approve the agenda as presented.

Moved by Commissioner Akerele; seconded by Commissioner Greey. Motion carried.

#### III. MINUTES

**MOTION:** To approve the minutes of the October 31, 2024, regular meeting as presented.

Moved by Commissioner Smee; seconded by Commissioner Greey. Motion carried.

#### IV. BUSINESS ARISING

##### 1. Draft - Communication Protocols for Bus Stop Closures

The Commission was provided a description of the processes and procedures used to publicize closures of bus stops. In summary, once staff are notified that a stop needs to be removed, whether temporarily or permanently, notices are prepared and posted at the affected stop(s). At a minimum, the notice advises the stop is not in service, includes information on how/where to proceed, and the phone number to Information Services. If sufficient notice is received, the signs are posted at least two weeks in advance of the stop closure. In the case of permanent closures, and when time permits, notices are posted 30 days in advance.

Customers are informed through multiple channels – physical signage, website/app bulletins, text/email and social media. The Google Real Time Transit Feed is updated, along with the TimeTrack section of the mobile app. A recording is also placed on the IVR phone system.

The commission noted it may be worth exploring more descriptive ways (other than “proceed to Stop *ID* located at *civic address*”) to communicate directions for customers, to ensure the message is most easily understood.

**MOTION:** To approve the draft communication protocols as presented, with the understanding that staff will explore the suggestion to clarify directional information.

Moved by Commissioner Burton; seconded by Commissioner Akerele. Motion carried.

## V. NEW BUSINESS

### 1. Reports

#### i. General Manager’s Report

With Vicinity Motor Corp. being placed into receivership, staff are now working with a new parts supply company to figure out our options.

#### ii. Executive Summary Report

The Executive Summary report was presented for the Commission’s consideration.

#### iii. Financial Statements for September 2024

The suggestion was made that exploring alternatives for transit advertising may be worthwhile to increase revenue. This matter will be referred to the Marketing Committee.

Another suggestion was made to review internal accounting processes in conjunction with acquiring new software to seek more efficiencies. This matter will be referred to the Finance Committee.

**VI. OTHER**

The next meeting of the St. John's Transportation Commission will take place on December 19, 2024, at 11:00 AM.

**VII. ADJOURNMENT**

Business concluded at approximately 12:25 PM.

**MOTION:** To adjourn the November 28, 2024, regular business meeting of the St. John's Transportation Commission.

Moved by Commissioner Akerele. Meeting adjourned.