



GRT community engagement

GRAAC – March 2025

GRT community engagement

Community engagement is essential to building a transit system people trust, know and use

- In 2024, GRT did more than 300 hours of engagement plus 150 hours for the GRT Business Plan

How we regularly engage:

- Travel training, school and community presentations
- Events: KW Multicultural Festival, tri-Pride, Active Living Fairs
- Pop-up information sessions at transit locations
- Annual surveys, EngageWR
- Hop On GRT, Ride-A-Bus



Business Plan engagement

Contributor network

- Area Municipalities, School Boards, Region Departments, GRT operators
- WREDS, Workforce Planning
- GRAAC, CAAC, Older Adults Network
- CYPT, U-Pass, Post-Secondaries
- Service Providers and Agencies, REDI, Non-Profit Leaders
- Public Health Neighbourhood Bus
- 2,000+ riders and citizens through:
 - Station outreach, neighbourhood events, online town halls
 - Two rounds of surveys, maps, Q&A on EngageWR

Specialized Transit Services Committee (STSC)

- Facilitates ongoing stakeholder consultation by providing input to MobilityPLUS management on service improvements and the effectiveness of changes in meeting customer needs
- The committee includes representatives from major interest groups, as well as MobilityPLUS customers
- Meetings are quarterly and hybrid of in-person and virtual



Planned continuous engagement

- New Transit Customer Panel
 - Launch spring 2025
 - Panel members will reflect the diverse ridership of GRT and occasionally participate in online surveys exclusive to the panel
 - First survey will be focused on MobilityPLUS fare payment options
- Annual Customer Satisfaction Survey
 - GRT's Customer Satisfaction Survey is an annual survey to ask riders for their feedback on our services
 - Relaunched in 2024
- Annual plan and budget survey
- Route planning/service adjustments, as needed
- Open feedback channels on social media and grt.ca/CustomerFeedback