

**- ADDENDUM -**

**- Operations, Transit & Emergency Services Committee -**

**Council Chambers @ 5:00 p.m.**

**- December 10, 2012 -**

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**November 19, 2012 Operations, Transit & Emergency Services Committee Minutes**

**OTES-37 Noise By-law Amendments**

Delegations:

- Susan Ratcliffe

Correspondence:

- Luc Fournier
- Raymond Gray
- Doak McCraney
- Ron Beveridge
- John Hart

**OTES-38 Guelph Transit – Service Performance**

THAT the Operations, Transit and Emergency Services (OTES) Committee Report OT121255 Guelph Transit – Service Performance dated December 10, 2012 be received;

AND THAT Guelph Transit adopt the service model recommended in OTES Committee report OT121255 Guelph Transit – Service Performance dated December 10, 2012.

Delegations:

- Andy Cleary, President, Amalgamated Transit Union, Local 1189
- Kevin Chernoff

Correspondence:

- Brenda Pilon

**The Corporation of the City of Guelph  
Operations, Transit & Emergency Services Committee  
Monday, November 19, 2012 at 5:00 p.m.**

A meeting of the Operations, Transit & Emergency Services Committee was held on Monday, November 19, 2012 in Council Chambers at 5:00 p.m.

Present: Councillors, Findlay, Bell, Furfaro, and Van Hellemond

Absent: Mayor Farbridge

Also Present: Councillors Hofland and Wettstein

Staff in Attendance: Mr. D. McCaughan, Executive Director of Operations, Transit & Emergency Services; Mr. M. Anders, General Manager, Guelph Transit; Mr. R. Keller, General Manager, Public Works; Ms. T. Agnello, Deputy City Clerk; and Ms. D. Black, Council Committee Coordinator.

Councillor Findlay declared a potential pecuniary interest regarding the Guelph Transit – Downtown Service because he owns a business within the downtown area being discussed. He did not speak or vote on the matter.

1. Moved by Councillor Furfaro  
Seconded by Councillor Bell

THAT the open meeting minutes and closed meeting minutes of the Operations, Transit & Emergency Services Committee meeting held on October 15, 2012 be confirmed as recorded and without being read.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and Van Hellemond (4)

VOTING AGAINST: (0)

Carried

**Consent Agenda**

The following items were extracted from the Consent Agenda to be voted on separately:

- |                |  |
|----------------|--|
| OTES 2012-A.33 | Guelph Transit – Downtown Service  |
| OTES 2012-A.34 | Adult School Crossing Guard Program  |
| OTES 2011-A.35 | Corporate Commercial Vehicle Operator's<br>Registration (CVOR) Safety Rating |

November 19, 2012

**Operations, Transit & Emergency Services**

Page 2

**Guelph Transit - Downtown Service**

Councillor Findlay vacated the Chair and did not speak or vote on the matter. Councillor Furfaro assumed the Chair.

Mr. Marty Williams, Executive Director, Downtown Guelph Business Association (DGBA), advised they are in support of the recommendation within the Guelph Transit-Downtown Service report. He stated the DGBA is pleased with the collaborative efforts to resolve this matter in a timely fashion.

Mr. Derek McCaughan, Executive Director, Operations, Transit and Emergency Services, identified key components of the report and said the costs involved will be paid from the current operating budget. He said that the City engineers are ready to put the bus stop in place by the end of year if so directed.

Mr. Anders advised that staff will be monitoring usage of the buses and whether time delays occur. Staff will make any necessary adjustments and report back to the Operations, Transit & Emergency Services committee if necessary.

2. Moved by Councillor Van Hellemond  
Seconded by Councillor Bell

REPORT

THAT the Operations, Transit & Emergency Services Committee report #OT111249, Guelph Transit - Downtown Service dated November 19<sup>th</sup>, 2012 be received;

AND THAT Guelph Transit introduce service to upper Wyndham Street as outlined in OTES report #OT111249.

VOTING IN FAVOUR: Councillors Bell, Furfaro and Van Hellemond (3)

VOTING AGAINST: (0)

Carried

Councillor Findlay resumed the chair.

**Adult School Crossing Guard Program**

Mr. McCaughan, Executive Director, Operations, Transit and Emergency Services, advised the report is an update of the status of the adult school crossing guard program.

Mr. Rodney Kellar, General Manager, Public Works, outlined the following issues regarding the adult school crossing guard program:

November 19, 2012

**Operations, Transit & Emergency Services**

Page 3

the security screening process, split shifts, pay, and the small pool of workers. He said that the program is not sustainable in its current format and funding. He noted that there is a need for more people to be on standby. He said if the budget is not approved, amendments will be necessary which may mean changing the criteria and possibly removing school crossing guards. Staff believe proper planning would include a fulltime staff member performing dual duties.

There was discussion regarding the salary, the value of elementary school crossing guards, the criteria measures for adult crossing guards and whether traffic regulations may be a more viable solution.

3. Moved by Councillor Furfaro  
Seconded by Councillor Bell

THAT the Operations & Transit Committee Report OT111246 Adult School Crossing Guard Program dated November 19, 2012 be received.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and Van Hellemond (4)

VOTING AGAINST: (0)

Carried

**Corporate Commercial Vehicle Operator's Registration (CVOR) Safety Rating**

Mr. McCaughan outlined the history of the rating issue and explained the Ministry of Transportation's threshold level. He said driver behavior has been listed as an issue by the Ministry for the past three years. He stated they are requesting a fleet trainer to assist with making corrective changes from a behavioral point of view and noted that testing has been changed from yearly to quarterly to address issues early. He stated that a training program and possible changes to disciplinary measures would be beneficial to lowering incidents.

4. Moved by Councillor Bell  
Seconded by Councillor Van Hellemond

THAT the Operations & Transit Committee Report OT111248 Corporate Commercial Vehicle Operator's Registration (CVOR) Safety Rating dated November 19, 2012 be received.

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and Van Hellemond (4)

VOTING AGAINST: (0)

Carried

November 19, 2012

**Operations, Transit & Emergency Services**

Page 4

5. Moved by Councillor Furfaro  
Seconded by Councillor Bell

THAT the Operations, Transit & Emergency Services Committee now hold a meeting that is closed to the public with respect to:

**Citizen Appointments to the Transit Advisory Committee**  
S. 239 (2) (b) of the *Municipal Act* – personal matters about identifiable individuals

VOTING IN FAVOUR: Councillors Bell, Findlay, Furfaro and Van Hellemond (4)

VOTING AGAINST: (0)

Carried

**Citizen Appointments to the Transit Advisory Committee**

6. Moved by Councillor Furfaro  
Seconded by Councillor Van Hellemond

THAT staff be given direction regarding the citizen appointments to the Transit Advisory Committee.

Carried

**Adjournment**

7. Moved by Councillor Furfaro  
Seconded by Councillor Bell

THAT the November 19, 2012 Operations, Transit & Emergency Services Committee be adjourned.

The meeting adjourned at 6:07 p.m.

.....  
Chairperson

# Motorcycle Industry Initiative on sound emissions

Luc Fournier, Ba, Ma  
Director of Policy and Government Relations

Motorcycle and Moped Industry Council (MMIC)  
3000 Steeles Ave. E., Suite 201  
Markham, ON L3R 4T9  
www.mmic.ca

Guelph, December 10, 2012



Motorcycle & Moped Industry Council  
Le conseil de l'industrie de la motocyclette et du cyclomoteur

12/10/2012

## Our Members

- **Aprillia, BMW, BRP (Spyder), Ducati, Harley-Davidson, Honda, Kawasaki, KTM, Piaggio, Suzuki, Triumph, Vespa, Victory and Yamaha**
- **95 percent of motorcycles and scooters sold in Canada**

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12/10/2012 • 2

## Noise – a North American issue

- Complaints from public increased in Canada and the US
- Noise is number 1 or number 2 issue in municipalities
- Money and energy going to court
- Lack of solutions until SAE J2825

## Current situation

- All new motorcycles respect federal regulations
- Problems arise with modifications
- Not all aftermarket products increase noise
- Banning products is not the solution



## SAE J2825

- Developed by the Society of Automotive Engineers
- Practical, fair, easy to administer and inexpensive solution
- Ensure all motorcyclists and all motorcycles are treated equitably and fairly
- Remove the subjectivity from compliance/enforcement
- Consistent with federal pass-by sound emission standards

## Common Noise Levels

Jet take-off (at 25 meters)	150 dB
Thunder	120 dB
Rock concert	110 dB
Jackhammer	100 dB



## SAE noise levels

- Idle test: 92 dBA
- RPM test
- 1,2,5,6 cyl: 96 dBA @2000 RPM
- 3-4 cyl: 100 dBA @ 5000 RPM

## Results

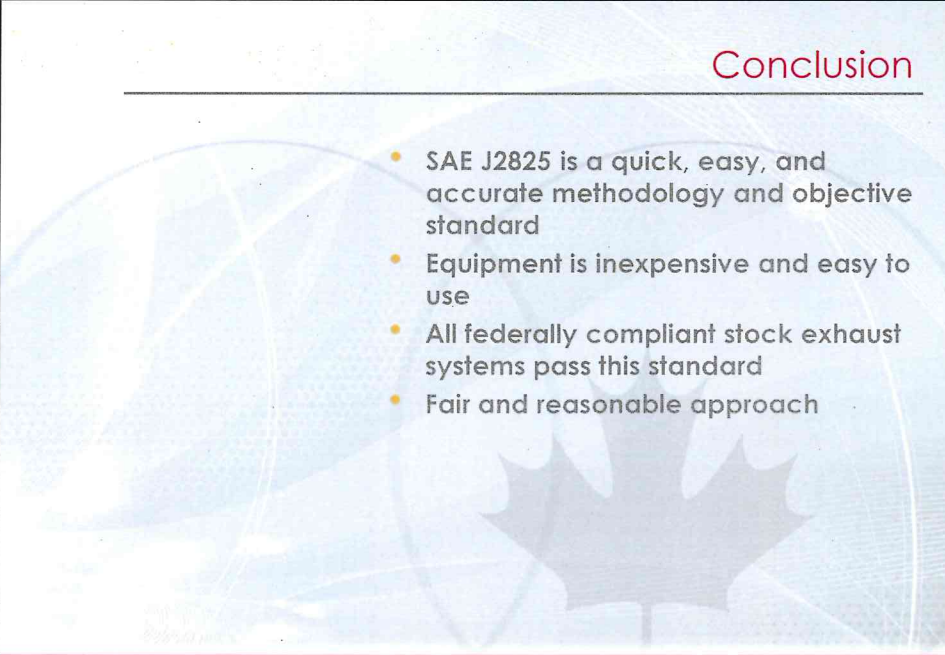
- SAE J2825 approved by the industry and CCMTA
- Municipalities adopt it: Edmonton, Bathurst, Caledon
- Discussions with New Brunswick, Québec and British Columbia



## Best practices

- Appropriate training of the officers
- Clear leadership: who will answer the questions
- Strong outreach activities: targeted meetings with mc shops, rider groups, joint committee, testing clinics, lead time

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## Conclusion

- SAE J2825 is a quick, easy, and accurate methodology and objective standard
- Equipment is inexpensive and easy to use
- All federally compliant stock exhaust systems pass this standard
- Fair and reasonable approach

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**From:** R GRAY  
**Sent:** December 1, 2012 12:05 PM  
**To:** Clerks  
**Subject:** Motorcycle Noise.

Hi. I have been made aware of a report being made for the Operations Transit and Emergency Committee by Mr Godfrey and would like to make some comments regarding motorcycle noise. I have been involved in the repair and maintenance as well as a keen motorcyclist for 50 years culminating in being an Auto Mechanic instructor for 23 years. In the era of protecting the environment I think that reducing environmental noise has to be one of the priorities. I live on a main artery road and vehicle noise especially motorcycles has become increasingly annoying over the past 10 years. A close second to that is pick up trucks and large tractor trailers who insist on using Jake Brakes to slow down within the city.

The excuse to having a noisy motorcycle is that it is safer because other traffic is made more aware of their presence is utter rubbish. If this were true then loud motorcycles should have their exhausts facing forward to or approaching traffic. If you were to ask these riders to wear a fluorescent jacket as a way of becoming more noticeable as is now becoming the law in some countries in Europe they would scoff at such a proposal. As far as testing for noise is concerned there are various ways for that as used by manufacturers and Federal Agencies before a motorcycle is allowed to be sold in the Canada. There is also the fact there is a visual stamp on all motorcycle exhausts to identify it as conforming to federal standards. Lets follow the example of other city's to get Guelph a little quieter.

Regards.  
Raymond Gray.

To city Council and Transit and City Services Committee Dec 3 2012

Subject : Proposed By laws regulating Motorcycle Noise

I have presented many communications to the City and had discussions with Doug Godfrey on this matter the proposal in any form I find disturbing and concerning from many fronts:

The communities which have enacted similar type bylaws using decibel reading equipment are heading down a slippery slope. Edmonton has experienced cases dismissed in court when challenged due to the equipment, and methods proposed. This case law is now available to motorcycle communities across the country.

There are laws in place already to deal with excessive noise or illegal exhaust by vehicles including motorcycles in place note Oakville whom asked the province to include decibel reading in the HTA was told by the ministry no as this area is covered already.

This bylaw in regards to motorcycles profiles them.

Consultation was done with the moped industry and one motorcycle organization that are not qualified motorcycle mechanics that understand all issues around engine displacement. The organization discussed with is only considering the lesser of evils rather than cyclists

Mopeds do not equate in this discussion they have no noise and for that as well as other reasons are much less safe to ride than a proper motorcycle

All Common sense factors and skilled Motorcyclists know that all means possible to maintain awareness around the rider lights and sound protects the rider. Any other statement is ridiculous and only comes from riders whom clearly are inexperienced and lucky so far.

A 900 CC sport bike will emit almost nil decibel reading at even 10000 rpm but can shift and rev anywhere up to 16000 rpm where the level will certainly exceed such suggestions.

There is also the underlying concern that this will be an identifiable CHECKPOINT issue resulting in unnecessary detain of bikes on summer days where motorcyclists are simply enjoying their time. This already occurs with a contentious law that exists re handlebar height currently being challenged and other provinces have already removed

Modern motorcycles fuel injected cannot run without baffles without harming engines and destroying performance.

What do you do with bikes built pre mid 80's that have what was a stock exhaust that exceed the decibel reading?

What do you do with out of town visitors to Guelph on bikes whom have no way of knowing this bylaw?

To those whom go out of there way CLEARLY to offend their neighbours apply what exists to deal with it. Bylaws serve one purpose to pit neighbour against neighbour i.e. The articles written in paper where

because one neighbour has ppl next door that ride bikes or have a vintage car. This one I know the guy goes out with a blow horn when ppl even drive on the street period .

By laws are often enacted to provide consoling to the smallest few something I have always found very questionable to begin with . This one don't forget the paper reported it was from TWO ppl coming to council ? I read the other day that a proposal for a nuisance bylaw because a few ppl were opposed is going to be looked at . This one is also VERY disturbing as it has some hidden issues in there about private parties that I find offensive where it seems that a shortcut is being undertaken to deal with issues whether a real problem or not . Discretion does not work when applying losses of freedom.

The fiction that somehow factory exhaust cannot fail a reading . Anyone knows there are brands of motorcycles stock legal that have failed this test . I saw it

The illusion that somehow having a free period where your bike is shown to be loud you will be given time to change exhaust ? Why would someone change something in place that gives them sense of safety? Are they being asked to change something on a vintage bike ie mid 80's that is unavailable ?

The volunteer test system

This whole concept is a waste of time and tax payers dollars . Deal with the small minority for a REAL issue not the I heart a bike 5 miles away and it disturbs my tranquility . These ones you will never satisfy until there is not a motor vehicle left on the road . I have heard that the challenges were looked into in Edmonton and not felt to be a problem . This I assure you is larger than you think as in most bylaw charges the expectation is that people will just pay it rather than show to avoid lost wages or fear of extra charges added on . This one can result in a motorcyclist's safety being put at risk and or high mechanical costs and parts to try to change his bike if that in fact is an option

Doak McCraney

**From:** ron  
**Sent:** December 9, 2012 10:41 PM  
**To:** Clerks  
**Subject:** Noise Bylaw Submission

2012 12 09

City Clerk, City of Guelph  
1 Carden Street  
Guelph Ontario, N1H 3A1

Subject: Noise Bylaw  
*For Consideration by City Operations, Transit and Emergency Services Committee on December 10, 2012*

Dear Committee Members

This submission is made and written solely by me as an individual citizen of this city.

For the past 25 years and more, I have had the opportunity to travel extensively throughout western, northern and eastern Canada, - both in my capacity as a both a business consultant and as an individual traveller.

In my youth, I took my BA from the University of Guelph - a town that was then beautiful and peaceful, with strong agricultural roots. By 2004, I had spent many years living and working in British Columbia and Alberta - mostly recently, in Calgary. Eight years ago, I decided to re-locate to Ontario, my home province, and to Guelph, a city I remembered fondly.

When I arrived in Guelph, my first impression was, surprisingly, loud, annoying traffic noise. As the months and years passed, I became increasingly aware of just how wide-spread and loud the traffic noise was becoming. Such noise seemed like a throw-back to a much earlier time, when cars were king and the people in them could often act with impunity.

Walking on busy city streets or even on side streets and city trails, one expects some noise. But, from careful observations in many locations across the city, I soon concluded that the noise I was hearing wasn't inevitable city noise. Instead, this was noise from cars, light trucks - as well as bigger ones - and yes, motorcycles - *vehicles that obviously had no mufflers at all or were altered to be this way*. [Large truck add to the chaos by frequently using their engines as a brake, rather than the brakes themselves].

Let me understand this. *In other words, this is noise that is deliberately made?? In order to what? - impress ones peers? And one is allowed to drive around the city, with impunity, while subjecting all others, whether nearby or blocks away, to an unbearable racket that these drivers make for the fun of it?!* And then we remember: this noise is unnecessary, egregious noise that is being imposed upon the citizens of Guelph every day, every night, year-round. And yet, nothing changes.

We live in what should be a relatively quiet area. But, every single day (except Sundays and holidays) muffler-less ear-splitting cars and trucks roar along Waterloo Avenue toward the Hanlon. And when the weather is passable, out come the motorcycles which regularly - no exaggeration - scream far over the speed limit, along Waterloo Avenue in a juvenile attempt to outdo others.

Never before, in all the cities I have visited or lived in, have I ever heard of this crazy, unbelievable situation in a post-modern city. The more I walked or drove around Guelph, the more it became clear to me that the wild and outrageous noise from such vehicles can be and is found throughout the city. It seems such noise is actually, a well embedded part of the sub-culture of the city. People on the streets seem to ignore or endure these noises. I was astonished. Do they feel they're helpless bystanders? Have they given up trying to change things?

How could this situation have arisen? Surely the city and the police would have stopped this immediately. But not so. Guelph is often spoken of in glowing terms - and in many ways, such praise is certainly justified. As I have learned, Guelph attracts newcomers from across the world because it's a welcoming, safe, family-oriented small city. True.

But if this matter is not taken seriously, but rather, allowed to continue, will people still want to live here? As much as I would like to remain here, I have certainly seriously considered moving myself. But I have decided, instead, to try again by writing this letter to the Committee in the hope that finally, prompt action will permanently eliminate this blight upon Guelph.

My final point is this. This noise issue is not simply about the outrageous noise. Noise of this type, represents more than noise - it is tied to what is termed, Quality of Life. Noise destroys and disrupts



peace, quiet and sleep, as I well know from personal experience.

Continuous or regular loud, sudden noise, raises blood pressure, causes anxiety and other potential health problems. When you think of choosing a city to live in, you no doubt think of the area's natural beauty; of the playgrounds and the parks; the city trails, the beautiful rivers; the wildlife etc.

One certainly doesn't expect outlandish noise caused by a relatively small number of fools who think what they are doing is acceptable.

How could any city tolerate such conduct? Years ago, perhaps. But today we live in the 21st Century. It's a time of uncertainty, of continuous change, of world conflict, and a time of great stresses upon society and people - people like you and I who want to escape all unnecessary pressures.

I trust Guelph will add to its well-earned reputation as an attractive city, by making certain that this long-standing noise problem is dealt with once and for all. What I've tried to explain here is that the menace of unbridled vehicular noise is something the city can and must act on for the benefit of its citizenry, for the orderly functioning of city streets and for Guelph's cherished reputation.

Thank you.

Ron Beveridge

My comments in regard to:

Amending the Guelph City's Noise By-law (2000)-16366  
in respect to noise generated by motorcycles.

Thank you for the opportunity to provide comment.

People in Guelph are generally considerate of others, managing their behaviours so as to respect the rights of other people.

Most motorcycles run well, utilizing effective muffling devices that make them good neighbours. These represent the norm.

Especially in the warmer weather, I hear the occasional motorcycle as it travels for over a mile before it fades from my hearing. On an otherwise quiet night during the hours when most people sleep, this becomes increasingly inappropriate.

It is unreasonable that a few people should indulge their personal passion for vehicular noise .....at the expense of the peace and quiet of the rest of the population. This behaviour is selfish, discretionary, and just plain not right. (This comment applies to all types of vehicles.)

For me, this is a matter of defining "reasonable behaviour" in a society, and providing monetary fine incentives to encourage that reasonable behaviour.

Thank you.

John Hart

# **Guelph Transit Service Performance Update December 10, 2012**

1

## **Agenda**

- Overview of Transit Growth Strategy (TGS)
- Key Elements of Guelph Transit System
- Issues Encountered and Action Taken
- Service Performance Study and Key Findings
- Issues Impacting Performance
- Where Do We Go From Here

2

## Overview of TGS

- Implemented January 2012
- New service model - 30/60 minute run times with 15 minute service in A.M. And P.M. peaks
- New route structure
- Guelph Central Station opened May 2012

3

## Key Elements of Guelph Transit System

- Hub and spoke system
- Two main hubs - Guelph Central Station and the University Centre
- On-time performance is required to achieve seamless connections. It is the top priority and main driver of customer service/satisfaction

4

## Issues Encountered and Action Taken

- Feedback from public and operators on system performance (good and bad)
- Action taken (January to September):
  - Revised some routes
  - Reduced interlining
  - Adjusted bay allocations at hubs

5

## Route Performance Study

- Needed quantitative data on system performance
- Field observations from September 15 - Sept 28
- Data gathered from Guelph Central Station and University Centre daily from 7:00am - 7:00pm
- 6,600 observations gathered during field work

6



## Key Study Findings

- Run times vary significantly by operator
- Many examples of early departures
- Many examples of on-time arrival but late departures
- Significant variation in performance comparing weekday to weekend

7

## Key Study Findings

- Time performance lowest during two time periods (8:15am to 9:15am and 2:30pm to 5:30pm)
- Bottom line - 15% of trips are late and up to 25% of connections could be missed

8

## Issues Impacting Performance

- Supervisory oversight
- Inconsistent operator performance
- Peaking of demand
- Road construction

9

## Issues Impacting Performance

- Ridership mobility
- Traffic friction
- Inclement weather

10



## **Assessment of Current Situation**

- Despite staff efforts, system is still not meeting community expectations
- What can be done at this point?
  - Reduce number of stops
  - Reduce route length
  - Revise service model
  - Attempt to make the current model work

11

## **Recommendation**

- Revise the current service model
- Revise run times to 20 minutes during A.M. And P.M. peaks.  
Retain 30 minute run times for off-peak periods and weekends
- Restore base level service on Route 20 (Northwest Industrial)
- Review route length on some routes

12

## **Recommendation**

- Until changes are implemented:
  - Dedicate maximum supervisory resources to manage daily operations at two hub facilities
  - Continue to monitor on-street run cycles and operator performance
  - Work with Engineering and Traffic to refine process to minimize impact of planned major road projects
  - Refine approach to gather quantitative data on performance
- Continue to pursue environment to return to 15 minute service at some point in the future

13

## **Acknowledgement**

- Guelph Transit operators
- City Council and OTES Committee
- Guelph Transit riders

14

# COMMITTEE REPORT



TO **Operations, Transit & Emergency Services Committee**

SERVICE AREA Operations, Transit & Emergency Services

DEPARTMENT Transit Services

DATE December 10, 2012

**SUBJECT** Guelph Transit – Service Performance

REPORT NUMBER OT121255

## SUMMARY

### **Purpose of Report:**

To provide the Committee an assessment of on-time route performance for the new routes and service model that were implemented as part of the Transit Growth Strategy in January 2012 and to provide a recommendation on how to improve service.

### **Committee Action:**

Receive the report and recommend the staff recommendation to adjust Guelph Transit's current service model to City Council.

## RECOMMENDATION

THAT the Operations, Transit and Emergency Services (OTES) Committee Report OT121255 Guelph Transit – Service Performance dated December 10, 2012 be received; and

THAT Guelph Transit adopt the service model recommended in OTES Committee report OT121255 Guelph Transit - Service Performance dated December 10, 2012.

## BACKGROUND

In 2008 Council approved a comprehensive review of Guelph Transit services in response to changing social, economic and planning dynamics that were affecting the City and its transportation network. Some of the factors precipitating the review were:

- Construction of a new multi-modal transportation terminal in downtown Guelph;
- Planned introduction of GO Train service;

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- Guelph's Community Energy Plan with requirements for greater transit usage; innovative land use plans for nodes, corridors and intensification strategies;
  - A growing recognition of the need for interregional public transit connections between Guelph and neighbouring communities; and
  - A desire for greater integration of public transit with walking, cycling and transportation demand initiatives in the City.

The review was also undertaken in response to feedback from the community that the service model that was in existence of 20 minute all day service was not an efficient use of City resources as on-street vehicle capacity far exceeded rider demand during off-peak periods.

The comprehensive review was undertaken in 2009 and 2010 and the resultant Transit Growth Strategy (TGS) was presented to and approved by Council in June 2010. A summary of the key recommendations is provided in Appendix 1. The TGS was a high level planning document and Guelph Transit staff spent a great deal of effort over the next 15 months undertaking a variety of activities to prepare for its implementation in January 2012. The activities are summarized in Appendix 2.

In January 2012, Guelph Transit implemented the TGS with a new service model of 30/60 minute run times with 15 minute peak service and 30 minute off-peak service. Of pertinence to this report, the implementation of the strategy also saw a complete revamping of Guelph Transit's route structure. The new routes were developed as part of a table-top exercise involving significant analysis of potential coverage areas, desire lines and traffic flow data. Once identified, the proposed new routes were subject to field testing simulating real-world conditions. Upon approval of our internal review process, the proposed routes were presented for significant public scrutiny and consultation wherein appropriate adjustments based upon received feedback were made. However, as with any such exercise, the real test on how effective the routes would be could not be determined until they were put into use. Upon implementation, a number of issues were quickly identified as a result of both staff monitoring and feedback from numerous parties including riders and operators. A number of changes related to route structure/length have been put into effect since January to address the issues that were identified. The key changes and the timing of the changes are summarized in Appendix 3.

In May 2012, Guelph Central Station (GCS) opened and Guelph Transit moved its operations from St. George's Square to the new facility. GCS is comprised of 22 bus bays in a linear orientation and is approximately 300 metres in length. It takes between 3 and 4 minutes to walk the length of the facility and efforts have been made to position buses such that walking distances are minimized.

## **REPORT**

Due to the nature and level of travel demand and the street network pattern in the City, Guelph Transit operates a hub and spoke system where routes connect at one of the two main hubs, GCS and the University Centre (UC). Inherent in this system

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model is the requirement for a portion of riders to transfer from one bus to another bus at one of the hubs to complete their cross-city journey. This means that in terms of customer service, *on-time performance* is paramount if riders are to *connect seamlessly between buses/routes*.

Despite efforts by staff to address issues identified with the new system and the move to GCS, numerous complaints are being received regarding riders not consistently make their transfer at the two hub facilities. Guelph Transit does not have the internal capacity to monitor system-wide connections so the degree of missed connections could not be quantified. To address this, Guelph Transit retained Pyramid Traffic Inc. to conduct the necessary field work to measure the extent of missed connections. In-field data was gathered over a two week period (September 15 to 28) at both GCS and the UC. Data was gathered from 7:00 a.m. to 7:00 p.m. daily and a total 6,600 observations were gathered during the field work.

In terms of assessing system performance, satisfactory on-time performance is defined as a route arriving at a hub prior to its assigned departure time. Routes were also assessed in terms of fastest, slowest and average time to complete as well as on-time performance during the various periods of the day. Appendix 4 contains a summary of weekday on-time performance data for the four worst performing routes at GCS and the UC. A summary of the key conclusions and system issues is provided below:

- Time to complete a route varied widely by operator (greater than 10 minutes in time variation from slowest to fastest on a specific route);
- There were numerous instances when buses left a hub prior to the assigned departure time;
- There were examples of operators arriving on-time but departing late;
- Weekday performance was significantly worse than weekend performance;
- On-time performance was lowest during two time periods: 8:15 a.m. to 9:15 a.m. and 2:00 p.m. to 5:00 p.m. On-time performance was less of an issue early in the morning and later in the evening; and
- **Approximately 15% of trips were late during weekdays and up to 25% of connections could be missed taking into account buses leaving the platform prior to the scheduled departure time.**

Notwithstanding staff efforts to improve performance, clearly the current level of performance is not acceptable. Staff have considered these results and have identified the following reasons that may explain the current situation:

### **Supervisory Oversight**

Since the implementation of the TGS, Guelph Transit's primary focus has been on dealing with a wide variety of scheduling and routing issues associated with the major system and facility changes made in January and May 2012. A consequence of this focus has been our inability to always be on-site at the hubs to manage operations. The Pyramid study confirmed inappropriate operator action was occurring (i.e. leaving early) highlighting the need for supervisory oversight on-site at GCS to the greatest extent possible.

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Staff schedules have now been reorganized to ensure dedicated resources at GCS during the day to manage system and route performance. The immediate benefits of this redeployment will include the elimination of early departures and the minimization of on-time arrivals/late departures. On-time issues at the UC are not as acute as at GCS and resources are dispatched to that facility on an as available basis.

### **Inconsistent Operator Performance**

Operator performance also has a direct impact on route times and the ability to make connections. Management staff is currently investigating the potential reasons for performance related issues and will be conducting on-street route and driver evaluations as required. A portion of the mobile Route Supervisor's daily activities have already been directed to this activity. Based on the evaluations, the appropriate action will be taken by management (coaching, retraining or discipline). In addition, operator interaction with passengers continues to be of concern. Guelph Transit commits to bringing focus to customer service in future training sessions as well as following up on each complaint received.

### **Peaking of Demand/Road Construction**

Field observations indicate that there is acute peaking of both ridership loads and vehicular traffic during two periods of the day on weekdays which coincide with the same period when Guelph Transit's on-time performance is impacted to the greatest degree. Routes on major road corridors with heavy ridership loads during these periods are not being able to reach the hubs in time for connections to be made on a regular basis.

This issue is magnified by the traffic diversion onto Gordon Street (the main spine of Guelph Transit's route system) as a result of current large road projects. This year there were major construction projects and detours on two main north-south roadways (Victoria Road and Hanlon Parkway) and one main east-west roadway (Speedvale Avenue). It should be noted that none of these projects had been started when the on-street planning and route network analysis was being completed by staff in 2010 and 2011 and the full impact of traffic friction from the diversion of vehicles to alternate routes was not fully understood. The rerouted traffic/volume and detours have dramatically increased travel time and negatively impacted the ability of Guelph Transit to make scheduled connections. Major construction projects are scheduled on key arterial routes in the Capital Forecast over the next ten years.

Construction has always presented issues for Guelph Transit and every effort to maintain a reasonable level of service despite disruption has always been an organizational focus. However, the situation encountered in 2012 was unique. As an example, it wasn't uncommon during the afternoon peak weekday periods for buses to take up to ten minutes to travel in the southbound direction on Gordon Street from Wellington Street to College Avenue as motorists crept up the hill through the signalized intersection. Avoiding the spine of our service was and is not possible.

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### **Ridership Mobility**

Run times and timing points on the route network were developed using a historical average time to load/unload passengers at a bus stop. Feedback from operators indicate that the number of riders who require additional time (seniors, mothers with small children or individuals with mobility aids) is continuing to increase and this trend will continue in the future. The current service model of 30 minutes is limited in terms of being able to adjust timing points to accommodate additional loading time at specific points on a route.

As outlined previously, even though Guelph Transit has made efforts to minimize distances between transfers, there will continue to be instances where a rider cannot make connections if they are required to transverse GCS. With average run times at approximately 27 minutes on a 30 minute route and an average walking time of approximately of 3 minutes, a certain segment of riders cannot make transfers between buses.

### **Traffic Friction**

It should also be recognized that Guelph Transit operates in an environment where there are events that impact on-time performance which cannot be forecasted or managed by Guelph Transit. These would include rail shunts, motor vehicle or pedestrian accidents which close roads or result in detours or traffic delays, equipment breakdowns, special events which involve road closures/detours and medical emergencies on-board buses. Even if staff were able to eliminate the internal issues identified, it is not possible for Guelph Transit to guarantee that 100% of connections at the hubs would be made. When this occurs, every effort is made to advise our customers of the disruption through various communication channels including social media.

### **Industrial Service**

The TGS called for a customized service to the industrial areas which would provide service during peak periods but not during off-peak periods. Unfortunately, despite collaboration with the Chamber of Commerce, we have not been able to provide a reliable service that meets the needs of all commuters to these areas. Customized service to the southwest industrial area was replaced in September with a base route and residents and businesses in this area of the City are now provided regular peak and non-peak service throughout the day and evening. Notwithstanding limited ridership demand during certain parts of the day, we believe it is in the best interest of our customers and the future growth of the service that the customization of this service be abandoned and all areas of the City are provided base level service.

### **Inclement Weather**

As stated, current performance is inconsistent in ideal weather conditions. With the onset of winter, we have already seen system performance deteriorate significantly with the first snow fall. Operators must drive their bus consistent with road conditions for the safety of passengers. We anticipate inclement weather will consistently disrupt performance. While poor performance during inclement weather



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is not unusual, we are concerned that any amount of precipitation with the current service model may create conditions where connections cannot be met.

### Assessment of Current Situation

Efforts by staff over the past number of months have resulted in a number of improvements in system performance. However, these improvements have not resulted in a consistent level of service that meets the community's expectations. Despite what we believe has been tremendous effort, staff are of the opinion the current service model cannot be achieved on a consistent basis given the issues identified above. We are now at a decision point where the only remaining means to achieve an acceptable level of service with the current service model is to reduce the number of stops and/or reduce route length. Either option will negatively impact coverage and consequently customer service.

### **Recommendation**

Staff are of the opinion the appropriate approach to achieve improved on-time performance is to adopt a revised service model as soon as possible. Staff recommend run times be revised to 20 minute peak service from the current 15 minute peak service and the 30 minute off-peak service be maintained. Maintaining a peak and off-peak service model will continue to allow resources to be directed to periods of the day where there is better matching of capacity and demand. This flexibility in resource allocation was a key recommendation of the TGS.

This recommended service model will impact service as follows:

- The shift to a revised service model is the fastest and most fiscally responsible alternative to address the connection issue;
- Will provide riders additional time during peak periods to make connections without having to rush if their transfer is located in a different part of the hub;
- Will somewhat off-set unanticipated events encountered along a route;
- Will better facilitate Guelph Transit operators acting as ambassadors providing higher level of customer service interaction on an individual customer level;
- Some routes may require minor adjustments in terms of length to ensure connections are made;
- All day service will be restored on Route 20 (Northwest Industrial) with peak service;
- Reduced route efficiency (as defined in terms of increases in scheduled layover time on some routes); and
- Reduced overall system carrying capacity in terms of base service (three buses per hour versus four during peak periods). Scheduling will be designed to match demand and capacity during different periods of the day.

With Council's approval, the first opportunity to implement this recommendation would be May 2013 per collective bargaining agreement obligations with Amalgamated Transit Union Local 1189 (ATU). However, the ATU Executive has

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agreed to work with Guelph Transit to implement the recommendation effective February 3, 2013. Their co-operation is acknowledged and appreciated.

It is expected the reopening of Victoria Road in December and the suspension of the Hanlon Parkway repaving project for the winter will provide significant relief to factors that have had a negative impact on performance. In the interim, until February 3<sup>rd</sup>, Guelph Transit will undertake the following activities in an attempt to further improve current service:

- Dedicate the maximum supervisory resources available to continue to manage daily operations at Guelph Central Station and the University Centre;
- Continue to monitor on-street run cycles and operator performance and take the necessary corrective action;
- Work with Engineering and Traffic staff to try and minimize the impact of planned major road projects on Guelph Transit operations; and
- Gather route performance data on a monthly basis to monitor performance.

In discussion with Dillon Consulting Ltd. (the consulting firm that developed the TGS), they agree the factors identified above are impacting Guelph Transit's performance. They maintain a City the size of Guelph should strive to achieve the current service model of 15 minute peak service and maintain the 30 minute off-peak service. However, they also acknowledge a number of the recommended transit priority measures may be required sooner than anticipated in order to regularly meet these standards of service. Staff agree and will pursue these options to facilitate a return to 15 minute peak service at some time in the future.

### **The Transit Growth Strategy**

The TGS provides long term planning direction to Guelph Transit. It provided direction on a 5 year action plan to accommodate anticipated growth, route design/modification, scheduling, inter-regional service, transit specific technology, Higher Order Transit initiatives and introduced us to the concept of 'family of services' regarding our mobility service. The strategy remains a valued document and wise investment by City Council. While it is unfortunate the scheduling aspects of the strategy have not been successfully implemented, the remaining aspects continue to be of value and staff look forward to rolling them out over the next number of years.

### **Conclusion**

Undertaking the implementation of something as significant as a revamping of an entire transit system is a rare event. The magnitude of the change and its impact on customers cannot be overstated. Change is difficult for most people and for those dependant on transit service for their mobility, it is especially so. Unfortunately making a new system work takes tremendous effort and time, there are no short-cuts. Staff of Guelph Transit would be remiss if we did not acknowledge the patience and support of Guelph City Council during this time of transition.

## **CORPORATE STRATEGIC PLAN**

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2.2 Deliver Public Service better

3.1 Ensure a well designed, safe, inclusive, appealing and sustainable City

### **FINANCIAL IMPLICATIONS**

The cost of producing new customer communication material to support the introduction of a revised service model (i.e. route brochures, info posts etc.) will be in the range of \$60,000. Staff will manage this requirement within the existing 2013 operating budget request.

The proposed service model change may likely result in a reduction of operating costs. Staff are currently mapping out the resource allocation and will report back to Committee at its meeting scheduled for February 2013.

### **DEPARTMENTAL CONSULTATION**

The Chief Financial Officer has reviewed the financial aspects of this report.

### **COMMUNICATIONS**

Staff have been working with our Corporate Communications group to develop a progressive campaign to alert Guelph Transit riders and public of this pending change.

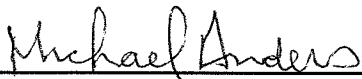
### **ATTACHMENTS**

Appendix 1 - Summary of Transit Growth Strategy Recommendations

Appendix 2 - Activities to Prepare for TGS Implementation

Appendix 3 - Route Changes Implemented Since January 2012

Appendix 4 - Weekday Worst Performing Routes September 2012



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**Prepared and Reviewed By:**

Michael Anders

General Manager, Community Connectivity and Transit  
Transit Services

519 822 1260 x2795

[michael.anders@guelph.ca](mailto:michael.anders@guelph.ca)



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**Recommended By:**

Derek McCaughan, Executive Director  
Operations, Transit and Emergency Services

519 822 1260 x2018

[derek.mccaughan@guelph.ca](mailto:derek.mccaughan@guelph.ca)

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## **Appendix 1 - Summary of Transit Growth Strategy Recommendations**

### Conventional Services

- A complete restructuring of the fixed route system to respond to efficiencies and growth;
- Revise route run times to 30/60 minutes;
- Introduce 15 minute service frequency during peak periods (AM and PM) and 30 minute off-peak service;
- Implement innovative and customized service delivery to serve selected markets; and
- Develop comprehensive service standards and performance measures to guide the development and assessment of system and route performance.

### Mobility Services

- Expand the Taxi Script program to all registrants;
- Improve and promote the Community Bus; and
- Update the Travel Training Program and investigate alternatives to promote the use of conventional service by Mobility registrants.

### Higher Order Transit

- Undertake planning activities and studies for the protection of key transportation corridors to allow higher order transit service (i.e. BRT and DMU) in the future; and
- Assess the potential demand for inter-regional transit and services to neighbouring Wellington County including an estimate of resource requirements.

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## **Appendix 2 - Activities to Prepare for TGS Implementation**

- Determine the actual on-street routing and bus stop network based on the new service model and service standards;
- Update scheduling databases;
- Update operator run information including timing points for each run;
- Revise all communication material including system maps, route brochures, info post inserts and electronic schedules and web material;
- Develop service performance standards;
- Develop a Communication Plan to inform riders and the public of new routes, stops and schedules; and
- Install and/or relocate infrastructure to support the new system including bus pads, bus shelters, bus benches and info posts.

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### **Appendix 3 - Route Changes Implemented Since January 2012**

- Shortened routing for Route 2 A/B to improve on-time performance and connections (February 2012);
- Added Route 15 to provide coverage where Route 2 A/B had been operating (February 2012);
- Reduced the number of interlining routes at Guelph Central Station and the University Centre to minimize passenger transfers (May 2012);
- Reallocated bus bays at Guelph Central Station and the University Centre to facilitate transfers and minimize walking distances between vehicles for riders (May 2012).
- Replaced Industrial Route 21 with Base Route 16 to provide additional capacity/coverage and provide all day service to residents, students and businesses in the south end (September 2012);
- Switched Route 5 from 30 minute run time to 60 minutes to allow riders in the south end to get to downtown without transferring at the University Centre (September 2012);
- Introduced new University Express route to provide additional coverage and capacity in the area of Victoria and Arkell Road (September 2012); and

## Appendix 4 - Weekday Worst Performing Routes September 2012

### GUELPH CENTRAL STATION

<u>Route</u>	<u>Fastest</u>	<u>Slowest</u>	<u>Difference</u>	<u>Avg.</u>	<u>Late</u>	<u>Trips</u>	<u>Time of Day</u>
9	0:21	0:32	0:11	0:27	On-time	69%	8 to 9 AM
					0:30	23%	2 to 5 PM
					0:31	5%	
					+0:32	3%	
10	0:20	0:36	0:16	0:28	On-time	74%	8 to 9 AM
					0:30	10%	12 to 1 PM
					0:31	5%	3 to 5 PM
					+0:32	11%	
12	0:21	0:33	0:12	0:27	On-time	79%	8 to 9 AM
					0:30	13%	3 to 5 PM
					0:31	5%	
					+0:32	3%	
2A	0:52	0:65	0:13	0:57	On-time	87%	3 to 4 PM
					0:60	5%	
					0:61	0%	
					+0:62	8%	

### UNIVERISTY CENTRE

<u>Route</u>	<u>Fastest</u>	<u>Slowest</u>	<u>Difference</u>	<u>Avg.</u>	<u>Late</u>	<u>Trips</u>	<u>Time of Day</u>
5 IN	0:53	0:67	0:14	0:58	On-time	66%	7 to 8 AM
					0:60	7%	2 to 5 PM
					0:61	10%	
					+0:62	17%	
2B	0:52	0:65	0:13	0:57	On-time	83%	7 to 8 AM
					0:60	1%	2 to 5 PM
					0:61	6%	
					+0:62	10%	
1A	0:21	0:33	0:12	0:25	On-time	87%	7 to 8 AM
					0:30	5%	
					0:31	4%	
					+0:32	4%	
3A	0:51	0:63	0:12	0:56	On-time	90%	8 to 9 AM
					0:60	3%	
					0:61	2%	
					+0:62	5%	



## **20 Minute Service**

I was contacted by Mr Ian Findlay on Saturday 8 Dec 2012 and asked to be a delegate at the Monday 10 Dec 2012 council meeting. Evidently the 15 minute service is not working out and that they were considering going back to a 20 minute service. I won't go on and on with "I told you so." The problem is that you have people trying to fix something that have absolutely no idea what is going on (meaning they do not go down and investigate themselves as to what the problem is) or do not use transit as their main form of transit around the city. I am sorry if that sounds cold, but it is the truth.

All anybody would have to do is go down to the Grand central station and observe. Talk to the drivers. Talk to the customers. I have been preaching that the 15 minute service would not work, pretty much since it's conception. Personally I have missed more transfers downtown and that, since February 2012 than I did in the previous years of 2007- 2011 inclusive.

I put these missed transfers down to a number of items which fall under the umbrella of poor planning. Not trying to point a finger at anybody. Myself I have made tons of mistakes. Just when I make one I try to correct it immediately.

- 20 minute service would aid in a smoother running system. That is through the week. But it has to be all day like the old 20 minute system. Incorporating it into the time slots that the 15 minute service covers, would in my opinion be a recipe for disaster publically. As far as the weekends go unless you want to run 20 minute service there as well you need to make other arrangements. All you have to do is spend a couple of hours downtown on any Saturday or Sunday and observe the chaos at the GCS ( Grand Central Station )
- I would like to think that somebody drove the routes for timing. But did anybody do it in a bus? What I mean is a bus is considerably larger than a car/SUV. Therefore you need bigger gaps in on coming traffic to make a left hand turn at an intersection. Also because it is bigger it isn't as quick on take off as a car or SUV is. Time wasted in making a turn causes the bus to become later in schedule with almost every left turn it has to wait.

- Is there anyway for transit to co-ordinate their routes with the traffic department so that there are advanced green lights where the buses have to turn left? Examples would be # 12 turning south on Inverness, # 3A turning North on Inverness. I think you get the idea.
- Possibly changing the routes to eliminate left hand turns where there is no traffic light and high volume traffic, to assist the buses turn. One such intersection I can think of is on the normal route # 12 making a Northbound turn from Emma onto Stevenson.
- Route # 10 needs a lot of work. Every time I have taken it down town, I have missed my transfer. I am not saying that is all the time, just when I use it. Which isn't a lot as it is only 2 or 3 times a month. But I would consider the missed transfers from the # 10 is significantly higher than just mine. These missed transfers have all been through the week. I have no idea how the # 10 runs on the weekends.
- I applaud the attempts to go through the downtown core with the bus routes. Sadly there is an old saying " You can't have your cake and eat it too." Some routes hit down town going out. Some routes hit downtown going into the GCS. Some routes go through Downtown going out and returning. Prime example is the # 12. It goes through downtown going out and coming back in. So it is always late getting to my stop (on Windsor). Things weren't bad before that when they had eliminated the Delaware loop and just went up Victoria on the detour to bypass the construction on Speedvale. They are still doing that, but the trips through downtown are causing the delay. I get the delay and I don't get the transfer downtown.
- Will anybody be loosing their job with a lay-off if we go to a 20 minute service? I know I talked with a number of drivers about 20 minute service coming back and a couple said they had received emails that in February they would be laid off because 20 min service would require less busses. Maybe they were pulling my leg. Time will tell who is telling the truth. I have the trust and respect of a number of drivers, So I won't be discussing any names. This subject was covered with Mr. Findlay already.

In closing on the 20 minute service subject. I think it is a good idea if run like the old 20 minute service. Meaning it is run till 7:15 pm. It won't help

on the weekends, but it will indeed help with keeping the customers happy. I would imagine that running Guelph transit is much like when I was food services in the military. "Silence is Golden" Meaning everything is good when you don't hear complaints.

## **Other Guelph transit problems**

Other problems I have observed with transit are as follows.

- At the GCS not all the lights work and there are dark areas. This isn't a recent event as it has been ongoing for months. I am wondering if possibly something could be done to repair this problem and make it brighter and safer down there.
- insuring there are enough drivers to cover breaks, A number of times I have been late for appointments or my route has been cancelled because there weren't enough drivers to cover breaks. One example was when I had a job interview on the 31<sup>st</sup> of October 2012. I planned my route and was ready and guess what? The # 12 was 15 minutes late. So needless to say the transfer was missed for the # 16. So I was late in showing up for the appointed time for the interview. Not a very good way to set a first impression. If situations like this are happening to me, then how many others is it happening too.
- Swipe the stripe. Once again this has not worked on the 31<sup>st</sup> of any month with 31 days other than the month of August. It also didn't work on the first of September. Other times it is particular buses that the machine that reads the card.
- Travel times are longer to get where you are going. That is compared to the old system. This too causes problems in the customer satisfaction category.
- Four busses go to Wal-Mart and only 3 to stone road mall. Of which only 1 goes downtown. I am under the understanding that there are 2 # 12's at certain times of the day. Just to cover the customer volume.
- You have too many routes. You have a lot more routes now for what I would consider a little more coverage of the city.

- I have been to the UofG terminal and the GCS. With current layout at both, you have to be strong of heart and fleet of foot to get transfers at both. This means that the elderly and handicapped will probably have a hard time making transfers,
- When you make changes to the platforms at GCS. An example would be 2 Sept 2012. (I believe that was the date) It might be nice if some staff were available to help direct confused riders to transfer points. It just eliminates hard feelings from people that get on the wrong bus.
- You need to get somebody to proof read stuff before you post it. Personally I hate the grammar nazis as I am not a great writer myself. There is a poster on the busses behind the driver about the buses going through downtown I believe. 2<sup>nd</sup> line has "at at" in it. Where you need only one "at". If it was me a nobody writing I am sure a lot of people wouldn't care. But as a part of the city of Guelph it makes you look very unprofessional. Just my opinion but I am sure others think the same way.
- Still lots of cracks in the cement at the GCS.
- Would it be possible to get a few more garbage cans at the GCS? In particular recyclable ones as well. After all we boast we are a green city.
- I was on 2 busses that broke down in October and heard of at least 3 more. Not trying to sound rude. But reliability is an appealing feature of a service.

This is all the stuff at the moment that I can think of, off the top of my head. I hope that some of it opens your eyes and hopefully smoothes over some of the rough spots in the Guelph Transit and rider relationship. If you have any questions that I might be of assistance, then by all means please feel free to contact me.

Sincerely  
Kevan M.D. Chernoff

## GUELPH TRANSIT SYSTEM

1. Non- acceptable response to riders when they are left stranded. When I was one of a group of nine individuals left standing at a bus stop in the pouring rain at 10:15 p.m. we were told by the supervisor that we would have to wait for the next bus and he was very sorry that the incident happened. This individual had a warm vehicle to sit in for the half hour. This response is totally unacceptable. We were all in the proper place, we tried to wave the drivers, of three buses, down and yet we were not seen. I refuse to believe that he was sorry and that drivers were going to be spoken to re the issue.
2. Buses being extremely late arriving at bus stops. Waiting in the cold for a bus that was off schedule by 45 minutes because we had the first snowfall of the year. Are the drivers experienced or are they not?
3. Waiting at the bus stop for 45 minutes (in warmer weather) while the bus sat at the Wal-Mart area because he was so off schedule the decision was made to miss one trip to get back on schedule. This truly happened to me and another resident who gave up and went home. At that time I contact Guelph Transit and was given that explanation.
4. The time allowed for patrons to transfer from one bus to another. There is insufficient time (even on the ½ hour schedule) for people with walkers, canes, wheelchairs and also just two feet, to get from one end of the transit hub to the other end. I am a senior and I have to practically run to make a connection to the Waterloo Avenue bus when I arrive at the hub on the 2A bus.
5. The distance between some stops is too long. I had an appointment at a business establishment at the corner of Elora and Yorkshire Streets. In order to take the bus to this appointment the closest stops are at either Waterloo Avenue or Suffolk Streets. That is a little bit of a distance.
6. I have not tried this trip a second time but it was difficult to take the bus out to the Salvation Army because I had to go to the University Center and transfer to another bus to go to the Church. Try this with a 92 year old lady. Trust me it is not that easy.
7. As you may or may not know, there are many seniors located in the area of Woolwich Street, Marlborough Road, and Delhi Street. It used to be possible to get the bus at the intersection of Woolwich and Speedvale and get off at the Freshco stop near the intersection of Speedvale and Stevenson. Riders were able to do their grocery shopping and then cross the street and catch a bus home. That is no longer an option as there are no buses going down the 4 blocks. The number 12 bus goes near the Stevenson Street plaza but the bus stop just above the intersection of Speedvale and Stevenson has not been in place for many months.
8. Changing bus stops without notice. On Monday December 3<sup>rd</sup> I rode the bus downtown and caught the bus home at the stop next to the Bank of Nova Scotia. On Friday December 7<sup>th</sup> I was again downtown and was standing by the bank when a young woman said to me “you do know that the stop has been moved up the street in front of Pond’s”. I did not know because only a few days had passed since I had caught the bus home from the initial stop.
9. This may not be possible for the commission to do but I would like to see any changes to the system more prominently displayed in the Guelph Mercury. When I saw the notice about the changes to the bus routes that now go down Wyndham Street, it was terribly small and on an inside page.
10. Although this comment is way down the list I would like to assure you that it is number one in my mind, and that is the safety of passengers from violence or abuse by other passengers. I would like to describe one incident that happened to my sister and I when we were coming home from the hockey game one Friday night. There was a young man ranting, raving and swearing on the bus. He kept yelling at one young couple who felt threatened and moved to the single seat directly behind the driver. The young girl was very frightened and her young male friend stood in front of her to protect her should the need arise. Another young couple we know who ride the bus all the time exited the bus two stops ahead of their usual stop to escape the verbal abuse. On their way off the bus they brought the situation to the driver’s attention and he did nothing, absolutely NOTHING. Then the fellow moved over in front of us and started verbally abusing us. Every other word was “F” this or “F” that and my sister told him to watch his mouth, which he did not do. Still the driver did nothing. Now, I know that in some cultures it an acceptable practice to abuse women, but not in this country. What could have happened to us if this individual had escalated to a point where he decided to physically abuse us; would that have been okay. I think not. I know there are cameras on the bus but I believe they are to protect the drivers.

11. The lack of adherence to the request to "Please do not talk to the drivers while the vehicle is in motion". This happens all the time, and I think the drivers should be requesting the passengers to cease and desist. I want to feel safe and assured that the driver is paying full attention to road and other traffic.
12. Courtesy seating is a real sore spot for me. As a senior with some medical issues I liked the fact that there was a designated area where we would be a priority. I read in another small piece in the Mercury that Guelph Transit along with other municipalities were posting requests asking passengers to be courteous and give up seats to expectant mothers, women with small children, the disabled and the elderly. Years ago mothers had to walk with their strollers and carriages now they can ride the buses and when you get two or three strollers, there is a large amount of courtesy seating gone. The article indicated that the driver would not be intervening. Yesterday I boarded the bus and I had to go to the far back, up the stairs. The driver did not move the bus until I was safely seated. This was appreciated, as it is difficult for seniors and disabled to move along the aisle when the bus is in motion. I also know that this can add time to their schedule if they did this for all seniors and disabled. I do not have an answer but I am resentful of all the space taken up by strollers. I, unfortunately, one day overheard a young mother who was waiting for the bus at my stop, tell her friends who were also there with strollers that she was not going to wait for the next bus just so a "F....." disabled person could sit where her stroller needed to go. Thankfully the need did not arise.
13. There are signs in the buses regarding mutual respect. I have always found that this is a two way issue, but riders who have to deal with rude drivers are going to respond in kind. There are many drivers who are absolutely wonderful, friendly and accommodating and then there are some who would do well working alone.
14. I do not know who is responsible for the posting of ads on the bus interior walls but I would like to point out that on some buses the new courtesy signs are covering the sign which encourages us to report child abuse. As there are numerous courtesy signs and the ad being covered is so important, I am requesting that the courtesy signs be moved.

Brenda Pilon