

General Manager's Report - Regular

September 20th, 2023

1. BlindSquare

Bus stop data has been forwarded to CNIB to begin data integration into the software.

3. Customer Survey

Staff are obtaining quotes to complete a customer survey this fall to assist with service planning for the next 2–3-year period. Quotes may be available for consideration at the September 28th meeting.

3. Record Ridership Levels

This year we are experiencing record high ridership, and while positive, is causing challenges with overcrowding and sometimes leaving customers unable to board. Route 1, in particular, has been problematic. Minor adjustments have been made in the mornings to assist. Minor schedule changes to Routes 1, 3, 10 and 13 will take effect in early October. The biggest change is the addition of service to the Route 1-4 on weekdays from 10:25 am – 6:20 pm and extending the Route 13's in the mornings between the post-secondary institutions.