

BFAST Forum - Summary of ITAC Comment Cards

Burlington's Integrated Transportation Advisory Committee (ITAC) received thirty-one (31) completed comment cards at the Burlington For Accessible Sustainable Transit (BFAST) 2024 Transit Users' Forum, held May 4, 2024. The cards asked "*What would make moving around the city easier, safer, more practical, and more enjoyable?*"

The main themes that emerged from the responses were:

1. More frequent service
2. Improved user experience
3. Accessibility concerns
4. Reliability
5. Positive feedback

These are described in more detail below, along with some representative quotes:

1. **More Frequent Service:** 10 respondents shared comments regarding transit frequency - requesting that buses run more often and/or later in the evenings.
 - *"Ideally, frequency would be at a level where I don't need to look up a schedule, but just show up at the bus stop and trust that the next bus will be along in a few minutes"*
 - *"More buses Sunday evenings; More buses on school roads after school"*
 - *"Last bus on Sat/Fri night is too early - would like later so can spend more time downtown"*
 - *"Recognize shifts end after midnight"*
2. **Improved User Experience:** 9 respondents commented on their user experience while riding the bus. 4 comments specifically noted that drivers should wait for users to sit down before starting to drive.
 - *"Wait for everyone to be seated before speeding away"*
 - *"Would like free wifi"*
3. **Accessibility Concerns:** 7 respondents voiced accessibility concerns, including ensuring adequate crossing signal timing, and perceived barriers to using Handi-Van.
 - *"Sometimes it's hard to cross street to catch the bus; I don't see well & can't read the bus # until it's very close"*
 - *"Ask to let off bus between stops when not feeling well - Some [drivers] won't do this. Helpful to be able to request between"*
4. **Reliability:** 7 respondents commented on the need for greater transit reliability, such as buses arriving on schedule.
 - *"I waited over 25 minutes (once over 30 minutes) to finally have two #1 buses bumper to bumper (one time there were three #1 buses bumper to bumper)"*
 - *"Schedule is only good for first bus"*
5. **Positive Feedback:** 5 respondents shared their positive view of Burlington Transit overall
 - *"Bus transit is fabulous- I take the bus every single day"*

A few other topics that arose from multiple respondents included **transit affordability**, comments regarding **bus shelters**, suggestions for **roads & crosswalks**; these topics were mentioned 3 times each. The full text of the 31 comment cards is included below.

Full text of thirty-one (31) ITAC Comment Cards Received at BFAST Forum:

<p>no more transit fees for users no house taxes no inheritance taxes lower food prices get rid of Doug Ford stop SPCA from killing animals free electricity for all people wait for bus users to sit down smaller buses free parking 24/7 stop wasting money</p>
<p>Bike lanes on all major roads (segregated)</p>
<p>More frequent and reliable service. Ideally, frequency would be at a level where I don't need to look up a schedule, but just show up at the bus stop and trust that the next bus will be along in a few minutes</p>
<p>Reduce/free fares (especially for disabilities) Drivers waiting for passengers to sit down before starting to drive (Risk of injury-didn't have this issue when I used a cane for my medical condition) More buses sunday evenings More buses on school roads after school (Busy after school - would wait for next bus so not as crowded)</p>
<p>Transit - more & better</p>
<p>More bus stops along the routes with a closed shelters for winter Don't speed if late Wait for everyone to be seated before speeding away</p>
<p>Not "politically correct" I know but absolutely not allowing drug and alcohol use in public spaces (including marijuana) would answer the question above. Public spaces includes bus shelters which are increasingly problematic to use. Thanks.</p>
<p>Lights at Guelph Line Exit ramp from Toronto bound QEW - not synchronised with Harvester (cause backups and people get stuck in the intersection)</p>
<p>Sometimes it's hard to cross street to catch the bus Bus transit is fabulous- I take the bus every single day I don't see well & can't read the bus # until it's very close</p>
<p>(Needed) Public washroom at John Street very bad when you have to transfer to other buses or coming from a distance. The City Hall should not be an option The City is going to make Prospect Street a safe bike zone from Stephenson to Cumberland. Is this going to impact the bus #4 on Prospect. We also need to get to Fairview. It is hard for people with walkers.</p>
<p>Have split pass. Over past year have used ~3K (8 tripsx 365 days) Amounts to less than a vehicle Have gotten so much done and feel part of a community Light at Spruce & Appleby would be helpful Last bus on Sat/Fri night is too early - would like later so can spend more time downtown Buses are nice & clean</p>

<p>Would like free wifi Don't like the idea of free transit, because people would use it as a free place to "stay"</p>
<p>If the drivers were on time. Thanks!</p>
<p>#2 in afternoon (use bicycle) Racks need maintenance Evening rush - need relief bus because behind & packed Congested at John St</p>
<p>Need washroom open at John St Station</p>
<p>Time on transit far far longer than car</p>
<p>Ask to let off bus between stops when not feeling well Some won't do this Helpful to be able to request between disabilities not be hassled or refused</p>
<p>Transit -emulate Oakville transit (send another bus) -30 min weekdays -60min on weekend Not attractive Especially if a transfer is involved in trip Not reliable Schedule is only good for first bus; schedule is useless</p>
<p>I salute to the service of Burlington transit for the past years. But as the city population is fast growing, they should keep up with the frequency of their bus services especially bus No. 1. The real bus time service phone number is sometimes not dependable because it doesn't coordinate with the Burlington dispatcher. Some bus drivers were amazing. I hope the city and the transit can fix this problem. Thank you!</p>
<p>Buses need to go slower on #1 Bus Starting up to fast - caught off guard and affect balance #4 kept every 30 min on Saturdays instead of 60</p>
<p>Pinedale is spelled incorrectly on the bus. Says Pin-daily</p>
<p>#4 and #10 - good service - on time! yes!</p>
<p>In April, rush hour, 3 out of my past 10 to 12 bus trips east/west on Fairview #1, I waited over 25 minutes (once over 30 minutes) to finally have two #1 buses bumper to bumper (one time there were three #1 buses bumper to bumper). This is frustrating (felt like I wanted my money back). Bus drivers should have better intercommunication to avoid clustering of same bus. For Ex. I seen in other cities the bus drivers could talk to each other, passing each other, skipping stops/pick ups of people to advance one of the buses forward from the other. (On the days I encountered clustered buses, the drivers sheepishly followed each other in front, even needlessly stopping at stops where no one was getting off and only passengers getting on lead bus)</p>
<p>More frequent buses on the weekend, especially the #4. If it could run Saturday and Sunday morning, it would be far more practical. More bus shelters at stops. Electric buses.</p>
<p>I'm from Hamilton a senior that loves your transit system, even if I had to pay. Less cars on the Burlington roads would help Burlington transit buses move people faster. This has to stop cars on the road with only the driver. Each car on the road takes space & a Burlington bus full of passengers will make Burlington buses move about.</p>

Handi-Van - approved
Haven't used yet
Barrier - Fear & confused
Don't know how far in advance to set pickup
Better communication & orientation

Buses need to connect residential areas with commercial/employment areas (Mainway/NSR/Industrial)
Recognize shifts end after midnight

Easier - I have trouble navigating website. For us older people it would be great if there were a paper map available similar to one that was free 20 years ago.
More practical - benches at the busy stops like the Burlington GO and the Appleby GO.
Enjoyable - I find it is always enjoyable. Drivers are excellent and helpful.
I am a senior so do not use every day for work.
Senior free is a wonderful benefit. If not affordable to continue - maybe a very low annual fee for seniors.
The after hours school age kids it is also excellent - can help prevent drinking & driving.
Frequency of buses is also excellent.

More benches for bus stops
Buses more on schedule

Buses that arrive ON SCHEDULE
#4 Operating Saturday & Sunday mornings and every 1/2 hour on weekends

Make sure crosswalk timing is appropriate for getting across.