

Scheduling Conflicts

Monica Menner

ROUTE 35:

This routing has been changed from 8.69miles (estimated time 25minutes) to 9.03 miles (estimated time 27 minutes). These *Map Quest estimates do not factor in traffic, signals, vehicle type or any stopping time. Yahoo Maps show these estimated distances and times as 9.08/10.20miles and 30-32 minutes, although more difficult to work with Yahoo requires the exact location/address of end points. Operators cannot complete the route on time without exceeding speed limits through residential areas. Layover time at Conestoga Mall is the only opportunity an operator has to leave their seat in the am trips. In the case of Run 932 this time is scheduled from 8:24am to 8:40am. With insufficient running times this layover in reality is reduced to 12 minutes. It takes 6 minutes to travel from the bus through the Mall (speed walking) to get to the washrooms and an additional 6 minutes to return (there is no actual time IN the washroom). In the case of Run 931 a scheduled 18 minute layover time has been filled with a St. David Special. This operator is required to remain seated for 4hrs 48minutes with no relief.

Group 9C		Group 9B		
Run 932/Rt. 35	36 min. to King/Willis Way	Run 931/Rt. 35	35 min. to King/Willis Way	
6:40am Conestoga Mall		6:10am Conestoga Mall		* We are allotted 6 minutes to get to Bridge/Chesapeake from Conestoga Mall. With the Bridge/Frobisher extension we are allotted 8 minutes to get to Bridge/Chesapeake. The total time for the complete trip is 1 minute longer.
6:45 Bridge/Frobisher	Extension	6:16 Bridge/Chesapeake	6	
6:48 Bridge/Chesapeake	8	6:23 Bridge/Lexington	7	
6:55 Bridge/Lexington	7	6:28 University/Auburn	5	
7:00 University/Auburn	5	6:34 Bridgeport/Lancaster	6	
7:06 Bridgeport/Lancaster	6	6:39 Bridgeport/Weber	5	
7:11 Bridgeport/Weber	5	6:44 King/Willis Way	5	
7:15 King/Willis Way	4	6:45 Depart Rt. 5	1	
7:16 Depart Rt. 5	1			

Group 67A				Group 67B
Run 936/Rt. 35	35 min. to King/Willis Way		40 min. to Conestoga Mall	Run 935/ Rt. 35
6:15pm Conestoga Mall				5:33pm King/ Willis Way Depart
6:21 Bridge/Chesapeake	*6 min. To travel to Bridge/Chesapeake from Conestoga Mall, 7 minutes reversed.			5:36 Bridgeport/ Weber
6:27 Bridge/ Lexington	*6 min. To travel to Bridge/Lexington, 7 minutes reversed.			5:41 Bridgeport/ Lancaster
6:31 University/Auburn	*4 min to travel to University/Auburn, 6 minutes reversed.			5:48 University/Auburn
6:36 Bridgeport/ Lancaster	*5 min to travel to Bridgeport/Lancaster, 7 minutes reversed.			5:54 Bridge/ Lexington
6:40 Bridgeport/ Weber	*4 min to travel to Bridgeport/Weber, 5 minutes reversed.			6:01 Bridge/Chesapeake
6:45 King/ Willis Way	*5 minutes to travel to King/Willis Way 3 minutes reversed.			6:08 Conestoga Mall
6:50 Depart				6:13 Depart as Rt. 9
	* At 6:15 we have 35 minutes to travel from Conestoga Mall to King and Willis Way, yet at 5:33pm we have 40 minutes to go back to Conestoga Mall			

More running time is allotted on the return trip to Conestoga Mall. It takes the same amount of time to travel from identical time points regardless of direction and 35 minutes is not enough.

*Itineraries: 9B, 9C, 67A, 67B. Any further mileages are from Map Quest which does not give consistent mileages or times for the same end points.

ROUTE 9:

Stress Levels are through the roof. Operators are calling in sick due to lack of running times and crush loads. This route is on constant peak period and needs a 40 to 45 minute run time. From University and Hazel to the Davis Centre alone, there are 5 traffic signals. This small stretch of the Route 9 trip can take from 10 to 14 minutes, yet we are only allotted 5 minutes.

We are required to unload passengers at Hazel and University, and then make a right hand turn. Buses must wait for pedestrian and vehicular traffic to clear before making a right hand turn onto University. Wait time for clearance can be up to 4 minutes.

The Wilfred Laurier pedestrian signal on University is an additional 2 minute wait time.

The traffic signals at Albert and then again at Phillip an additional 2 minutes each.

We are required to stop at a Railway Crossing with a traffic signal, an additional minute. Pedestrians here will dart in front of the buses against a red light, if buses come to a complete stop.

We are to unload passengers at the Seagram entrance to the University of Waterloo, then wait for clearance to make a right hand turn. Once at Ring Road we must again wait for pedestrian and vehicular clearance to make the right hand turn to continue to the Davis Centre (an additional 2 to 4 minutes).

Group 67A		Group 67B		
Run 936/ Rt. 9	31 min. to U of W	Run 936/ Rt. 9	30 min. to King/University	
4:30pm Conestoga Mall		11:15pm Conestoga Mall		
4:35 Northfield/ Weber	5	11:20 Northfield/ Weber	5	
4:39 Highpoint/ Northfield	4	11:24 Highpoint/ Northfield	4	
4:45 Parkside/ Cedarbrae	6	11:29 Parkside/ Cedarbrae	5	+1
4:50 Albert/ Hazel	5	11:33 Albert/ Hazel	4	+1
4:56 University/ Hazel	6	11:40 King/ University	7	- 1
5:01 Davis Centre	5	11:45 King/ University	5	
* We receive 1 extra minute to travel 1 extra mile during rush hour service. We receive same amount of running time regardless of rush hour traffic.				

Group 49A		Group 67B		Group 67A
Run 934/Rt. 9	29 min. to Davis Centre	Run 935/Rt. 9	28 min. to Davis Centre	Run 936/ Rt. 9 31 min. to Davis Centre
12:10pm Conestoga Mall		6:13pm Conestoga Mall		4:30pm Conestoga Mall
12:15 Northfield/Weber	5	6:18 Northfield/Weber	5	5 4:35 Northfield/ Weber
12:19 Highpoint/Northfield	4	6:22 Highpoint/Northfield	4	4 4:39 Highpoint/Northfield
12:24 Parkside/Cedarbrae	5	6:27 Parkside/Cedarbrae	5	6 4:45 Parkside/ Cedarbrae
12:28 Albert/Hazel	3	6:31 Albert/Hazel	4	5 4:50 Albert/ Hazel
12:34 University/Hazel	6	6:36 University/Hazel	5	6 4:56 University/ Hazel
12:39 Davis Centre	5	6:41 Davis Centre	5	5 5:01 Davis Centre
*There is no consistency between time points, no allowance for stops, traffic signals, speed limits or passenger load. Operators are being pressured to speed through residential areas in an attempt to avoid being late and/or verbally assaulted, due to missed connections.				

* Itineraries: 49A, 67A, 67B

ROUTE 12 TO CONESTOGA MALL

Group 12C		Group 40A		Group 56A		
Run 1234/Rt. 12		<i>* Operator takes over at FVM and has 3 min. to do circle check before departing as Rt. 27 Chicopee</i>		Run 1234/Rt. 12		<p>*Run times are completely inconsistent and unrealistic.</p> <p>It takes at least 16 minutes to get to Forest Glen Plaza from Fairview, especially during pm peak periods.</p> <p>It takes up to 18 minutes to get to Highland Hills Mall and the traffic signal out of the Mall can eat up 3 minutes.</p>
5:45am Forest Glen						
5:57 Fairview Mall	12					
6:00am Depart	3	9:30am Depart		3:30pm Depart		
6:12am Forest Glen	12	9:42 Forest Glen	12	3:43 Forest Glen	13	
6:15 Depart	3	9:45 Depart	3	3:44 Depart	1	
6:21 Ottawa/Westmount	6	9:50 Ottawa/Westmount	5	3:50 Ottawa/Westmount	6	
6:29 Highland Hills	8	9:58 Highland Hills	8	3:59 Highland Hills	9	
6:30 Depart	1	10:00 Depart	2	4:00 Depart	1	
6:37 FH/University	7	10:05 FH/University	5	4:07 FH/University	7	
6:47 U of W/Seagram	10	10:15 of W/Seagram	10	4:17 of W/Seagram	10	
6:52 King/University	5	10:19 King/University	4	4:22 King/University	5	
6:58 Depart	6	10:20 Depart	1	4:30 Depart	8	
7:08 University/Bridge	10	10:29 University/Bridge	9	4:41 University/Bridge	11	
7:18 Conestoga Mall	10	10:38 Conestoga Mall	9	4:52 Conestoga Mall	11	
93 minutes		68 minutes		82 minutes		

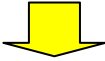


ROUTE 12 TO FAIRVIEW MALL

Group 12C		Group 12A		Group 43A (12:55 – 6:25pm)		Group 67C	
Run 1234/Rt. 12		Run 1234/Rt. 12		Run 1236/Rt. 12 (5h30)		Run 1233/Rt.12	
7:30am Depart		1:45pm Depart		5:02pm Arrive Conestoga Mall		12:15am Depart	
7:41 University/Bridge	11	1:55 University/Bridge	10	5:02 Conestoga Mall/DH		12:24 University/Bridge	9
7:53 King/University	12	2:06 King/University	11	5:07 King/University	5	12:34 King/University	10
8:00 Depart	7	2:07 Depart	1	5:15 Depart	8	12:45 Depart	11
8:05 U of W/Seagram	5	2:11 U of W/Seagram	4	5:20 U of W/Seagram	5	12:48 U of W/Seagram	3
8:15 FH/University	10	2:21 FH/University	10	5:30 FH/University	10	12:56 FH/University	8
8:21 Highland Hills	6	2:26 Highland Hills	5	5:36 Highland Hills	6	1:00 Highland Hills	4
		*Driver Change 2 minutes					
8:28 Depart	7	2:28 Depart	2	5:41 Depart	5	1:02 Depart	2
8:36 Ottawa/Westmount	8	2:36 Ottawa/Westmount	8	5:49 Ottawa/Westmount	8	1:08 Ottawa/Westmount	6
8:42 Forest Glen	6	2:42 Forest Glen	6	5:57 Forest Glen	8	1:14 Forest Glen	6
8:45 Depart	3	2:45 Depart	3	6:00 Depart	3	1:15 Depart	1
8:57 Fairview Mall	12	2:57 Fairview Mall	12	6:13 Fairview Mall	13	1:25 Fairview Mall	10
87 minutes		72 minutes		71 minutes		70 minutes	
				6:13 DH		1:25 DH	
				6:25 Garage	12	1:35 Garage	10

*** As with most routes operators do not have 5minutes to circle check their vehicle and set up when taking over from another operator.**
Times are unrealistic and next to impossible to achieve. 5h30 limits and 20 minute lunches are not guaranteed according to our contract.
Run times are being shaved off to fit the schedule and not the actual driving time required to complete each trip safely.

***Itineraries 12A, 12C, 40A, 43A, 56A, 67C**

ROUTE 7/ MAINLINE

Run 708/Mainline March 2001	22 minutes to terminal from Fairview via Weber in 2001	Run 734/Mainline Sept. 2008	23 minutes to terminal from Fairview via Weber several years later	
6:25am Fairview		6:30am Fairview		* <i>The region has seen Grand River Transit ridership increase by over 50 per cent since acquiring transit operations in January 2000.</i> (No. H 143/08 For release - June 6, 2008)
6:32 Weber/Kinzie	7	6:37 Weber/Kinzie	7	
6:39 King/ Ottawa	7	6:45 King/ Ottawa	8	
6:47 Charles Street	8	6:53 Charles Street	8	
	47 min. Round trip to U of W via Columbia, return via University in 2001	Run 707/Mainline Sept. 2008	46 min. Round trip to U of W via Columbia, return via University in 2008	In 1998 the City of Kitchener hired Wayne Hussey Consulting Inc.* to conduct a study on stress. The Transit Division had a participation rate of 71%. See results below. Ridership has increased by over 50%. Traffic signals, calming measures, customers with strollers and those with mobility issues have increased exponentially. Running times have not. It is impossible to adhere to the same running times as 7 years ago. Unrealistic schedules are putting operators and the public at risk.
6:52 Charles Street		6:52 Charles Street		
7:02 King/WLSQ	10	7:02 King/WLSQ	10	
7:07 King/University	5	7:07 King/University	5	
7:11 Columbia/Hazel	4	7:11 Columbia/Hazel	4	
7:18 U of W Seagram	7	7:17 U of W Davis Centre	6	
7:20 U of W Seagram	2	7:17 U of W Davis Centre	0	
7:25 King/University	5	7:23 King/University	5	
7:29 King/WLSQ	4	7:28 King/ WLSQ	5	
7:39 Charles Street *4 min layover	10	7:39 Charles Street * 1 min layover	11	
	22 min. to Fairview via Wilson in 2001	Run 734/Mainline Sept. 2008	22 min. to Fairview via Wilson in 2008	
7:43 Charles Street		7:53 Charles Street		
7:49 King/Ottawa	6	8:00 King/Ottawa	7	
7:51 Rockway		8:06 4 th /Wilson	6	
7:55 4 th /Wilson	6	8:11 Fairview	5	
8:00 Fairview	5	8:15 Depart	4	
8:05 Depart	5			
	25 minutes to Conestoga Mall in 2001	Run 707/Mainline Sept. 2008	25 minutes to Conestoga Mall in 2008	TO CONTINUE THESE COST CUTTING MEASURES WOULD BE IRRESPONSIBLE AND MORE COSTLY IN THE LONG TERM.
8:30 am Charles Street		8:30 am Charles Street		
8:40 King/WLSQ	10	8:40 King/WLSQ	10	
8:45 King/University	5	8:45 King/University	5	
8:52 Conestoga Mall	7	8:53 Conestoga Mall	8	
8:55 Depart	3	8:55 Depart	2	

***Saturday Fall Itineraries**

***1998 SURVEY RESULTS:**

1. This division is experiencing high degrees of stress and strongly supports the view that it has risen in the past year.
2. **Their stress level is higher than their ability to manage the stress.**
3. Females and Males are experiencing similar levels of stress.
4. Supervisors are experiencing similar stress as their subordinates and indicate that one of their primary causes of stress is their subordinates.
5. The primary cause of stress in this division is Workload, Rate of Pay, Working Conditions, Supervisors, Senior Management and Council.
6. The respondents indicate a strong belief that conditions can be improved and a strong willingness to be part of the solution.

ROUTE 3

Group 6A		Group 31C (12:54pm – 6:19pm)		
Run 331/Rt. 16	22min to College	Run 331/Rt. 16 (5h25)	19 min to College	- 3 min
8:45am FGP		5:45pm FGP		
8:49 Strasburg/Trillium	4 minutes	5:48 Strasburg/Trillium	3 minutes	- 1
8:58 Pioneer/Community Centre	9 minutes	5:56 Pioneer/Community Centre	8 minutes	- 1
9:07 Conestoga College	9 minutes	6:04 Conestoga College	8 minutes	- 1
Group 24B		Group 31C		
Run 1651/Rt. 116	19 min to Garage	Run 331/Rt. 16	15 min to Garage	* Only routing difference is 331 deadheads to Garage via Blockline Rd. 1651 travels express to FGP via Bleams Rd.
4:58pm Conestoga College		6:04 Conestoga College *Deadhead		
5:12pm FGP	14 minutes	6:19 Garage	15 minutes	
5:17pm Garage	5 minutes			

***Itineraries 6A, 24B, 31C**

Run times are being shaved off by 3 minutes on last route 16 trip at peak period. The 116 Conestoga College Express has 14 minutes to travel express to Forest Glen Plaza, and an additional 5 minutes to deadhead to the garage. The last route 16 trip has 15 minutes to deadhead to the garage from the College. Both routes travel down Homer Watson and the route 116 turns left at Bleams Rd., right at Strasburg Rd., whereas the route 16 turns left at Block Line Rd. and right at Strasburg Rd. The second half of Run 331 is 5 hours and 25 minutes in duration. This appears to leave a 5 minute cushion for the 5 1/2 hour rule, yet when adding the additional 3 minutes shaved off the last trip with the time allotted for the route 116 this piece of work would consistently violate the 5 1/2 hour rule by 2 minutes.

ROUTE 5

Group 49B (1:40pm – 7:10pm)		Group 49B		
934/Rt. 5 (5h30)		934/Rt. 5		
4:20pm King/Willis Way		6:20 King/Willis Way	Last Trip	*4 minutes are shaved off the last trip with the excuse that passenger load drops off. What about traffic? This operator has 15 minutes to get to the garage, <u>only</u> if they make the run in 33 minutes. *5h30 was agreed to as a cushion, NOT to use for run times.
4:27 Erb/Westmount	7	6:25 Erb/Westmount	5	
4:31 FH/Erb	4	6:29 FH/Erb	4	
4:36 Keats Way/Erbsville	5	6:34 Keats Way/Erbsville	5	
4:42 Gateview/Westvale	6	6:40 Gateview/Westvale	4	
4:48 FH/Erb	6	6:46 FH/Erb	6	
4:52 Erb/Westmount	4	6:50 Erb/Westmount	4	
4:57 King/Willis Way	5	6:55 King/Willis Way	5	
	37 minutes		33 minutes	
		6:55 DH King/Willis Way		
		7:10 Garage	15	

***Itinerary 49B**

The deadhead routing was changed to utilize the expressway due to an insufficient deadhead time of 15 minutes. To compare, deadhead time given from King/University is 20 minutes. In comparing actual deadhead routes from both locations via the expressway using Map Quest, King /Willis Way is estimated at 15 minutes, 8.42 miles and King /University is estimated at 14 minutes, 8.38 miles. That is 1 extra minute required for the route 5, yet deadhead time given is 5 minutes less than the King/University trip. If we were to give the route 5 back the 4 minutes taken on the last trip and added the additional 5 minutes deadhead time required, this piece of work would consistently violate the 5 1/2 rule by 9 minutes.

From a pay aspect we have 9 minutes per day, 5 days per week, and 52 weeks per year totalling \$967.20 in lost wages per year on this one piece of work alone.

IXPRESS

Group 40B			Group 40B	
Run 8004/Ixpress	43min to Ainsle		Run 8004/Ixpress	46min to DDT
1:56pm Charles Terminal	*no takeover time		2:45 Ainsle Terminal	
2:00 Charles/Ottawa	4 minutes	4/5	2:56 Cambridge Centre	11 minutes
2:09 Fairview Park	9 minutes	9/7	3:03 Smart Centre	7 minutes
2:21 Smart Centre	12 minutes	12/16	3:19 Fairview Park	16 minutes
2:28 Cambridge Centre	7 minutes	7/7	3:26 Charles/Ottawa	7 minutes
2:39 Ainsle Terminal	11 minutes	11/11	3:31 Charles Terminal	5 minutes
Group 46A			Example	
Run 8004/Ixpress	43 min to DDT			
12:00pm Ainsle Terminal			2:45	
12:10 Cambridge Centre	10 minutes		2:54	
12:16 Smart Centre	6 minutes		3:01	
12:31 Fairview Park	15 minutes		3:19	
12:38 Charles/Ottawa	7 minutes		3:25	
12:43 Charles Terminal	5 minutes		3:31	
*No 5 min takeover time for (40b)				

***Itineraries 40B, 46A**

The Ixpress runs do not allow operators a 5 minute circle check when taking over. This route should only have 4 main time points, Conestoga Mall, Charles Street Terminal, Fairview Mall and Ainsle. All other time points should be within 1 to 2 minutes short of achievement so operators are not sitting at the side of the road if they run early. More time is needed at end points as this is the only opportunity an operator has to access facilities. Evening and Weekend trips that are shortened do not allow enough time to complete the trip, especially those which run on Saturdays.

**This report is in no way complete. I have yet to include routes such as 4, 8, 20, etc. which have been identified as routes in need of change. If any drivers have concerns about running times, lunch breaks, take over time or working beyond 5h30 minutes, please email monicamenner@sympatico.ca or ijim@region.waterloo.on.ca so these concerns can be discussed in any future meetings with management.*